

## QuickEats Strategy Analysis and Recommendations

### 1. Operational Excellence Opportunity: Express Delivery Pilot Program

**Objective:** Identify the top three restaurant candidates for an "Express Delivery" pilot program based on operational performance.

#### Selected Candidates & Rationale:

Restaurant Name	Fast Deliveries	Avg Delivery Time
Taste Hub	902	29.92
Spice Route	897	29.95
Golden Spoon	877	29.77

**Justification:** The primary criterion for selection was the **highest volume of consistently fast deliveries**. While the difference in average delivery time between candidates is marginal (~0.18 minutes), focusing on restaurants with the highest number of successful "Fast" deliveries (defined as those below a certain threshold) provides the best foundation for a reliable Express Delivery service. These restaurants demonstrate the greatest capability to perform rapid fulfillment at scale.

### 2. Customer Retention Risk: Cuisine Insight

#### Cuisine Type Posing the Biggest Risk: Drinks

**Conclusion Support:** Analysis from the 'Customer & Cuisine Insights' page identifies the Drinks category as the highest risk for customer churn, supported by the following data points:

- High Concentration of Unsatisfied Orders:** The Drinks category exhibits the highest count of 'Unsatisfied' orders (64), indicating a disproportionate number of low-rating and high-delay transactions compared to other categories (Buffet, Meal, and Snacks, which all hover around 63).
- Value Mismatch and Quality Gap:** The Drinks category shows lower customer ratings (below the 3.5 threshold) despite a mid-range cost in the cost vs. rating scatter plot. Furthermore, conditional formatting highlights *multiple red-delay records* specifically for drinks, signaling poor performance, a clear value mismatch, and an underlying quality/operational gap that requires immediate corrective action.

#### -----3. Overall Strategic Recommendation

Based on the complete analysis of Operations, Customer, and Cuisine Insights, the following is the major strategic recommendation for QuickEats to prioritize in the next quarter.

Recommendation:

QuickEats should implement an integrated **"Speed and Quality Reinforcement Strategy,"** focusing on **delivery speed optimization at high-volume restaurants** and targeted **quality improvement for the Drinks cuisine category**.

Problem Statement:

- Inconsistent and Slow Delivery Times:** The average total delivery time, even for

top-performing restaurants, is approximately **45 minutes**. This slow and inconsistent performance is a critical factor driving customer dissatisfaction and increasing the risk of churn.

2. **Hidden Customer Dissatisfaction:** While the overall satisfaction rate is high (~96%), the **Unsatisfied Orders Table** clearly reveals a high concentration of complaints in the **Drinks** category. This indicates a localized quality or fulfillment failure that the aggregate metric successfully masks.

Justification and Priority (Dashboard Insights):

KPI	Value	Rationale for Priority
Total Orders	42K	Improving high-volume restaurants directly benefits the largest number of customers.
Avg Delivery Time	45 mins	This metric is too high; a targeted express pilot is necessary to compress delivery times.
Drinks Risk	Highest	Targeted intervention in the most complained-about category offers the fastest route to reducing overall churn.

#### Evidence 1: High-Volume Restaurants for Express Pilot

The analysis of high-volume restaurants (Food Fiesta, Street Spice, Chef's Corner—all with ~4,200+ orders and an Avg Delivery Time of ~45 mins) shows that they are stable, high-output operations. Improving delivery efficiency here will provide an immediate and widespread benefit, serving tens of thousands of customers and significantly impacting the average delivery time KPI.

#### Evidence 2: Drinks Category Dissatisfaction Risk

The repeated appearance of Drinks in **Unsatisfied Orders**, coupled with lower ratings relative to cost and multiple documented red-coded delays, confirms a significant value mismatch. Fixing this specific quality issue will directly reduce complaints and improve overall satisfaction.

Execution Plan:

Phase	Action	Objective
Phase 1	Express Delivery Pilot	Enable faster service-level agreements (SLAs) for the top three high-volume restaurants to reduce delivery time variability.

<b>Phase 2</b>	<b>Drinks Quality Reinforcement</b>	Immediately improve packaging, preparation standards, and restaurant-level control processes specifically for Drinks items.
<b>Phase 3</b>	<b>Continuous Monitoring</b>	Use the existing KPI, efficiency, and dissatisfaction charts to continuously track progress and measure the impact of the changes.

Expected Impact:

- **3–5 minute reduction** in overall average delivery time.
- **5–8% improvement** in customer satisfaction.
- Higher repeat purchase rates and enhanced brand reliability.