DAD 220

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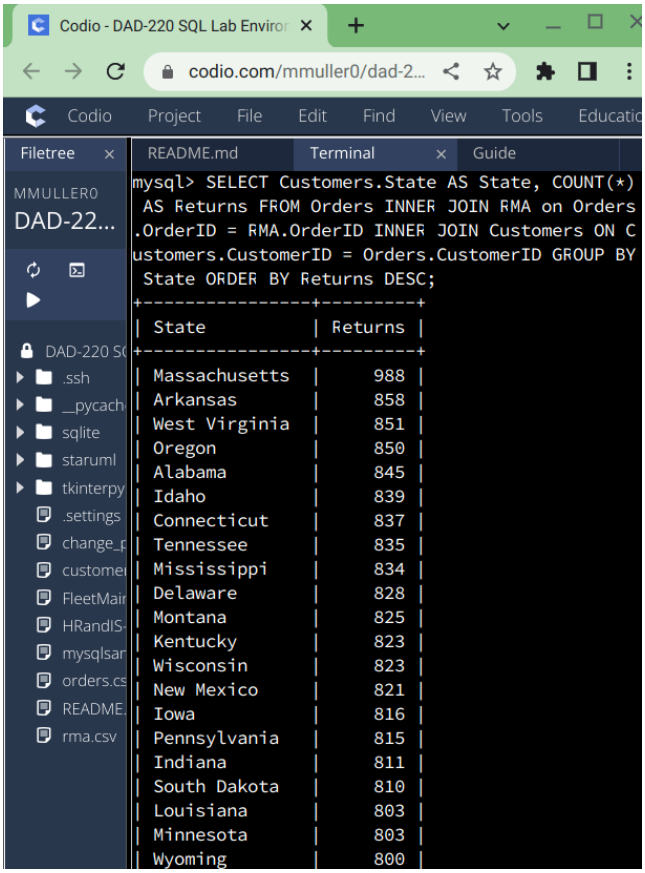
QuantigrationRMA Data Analysis Report

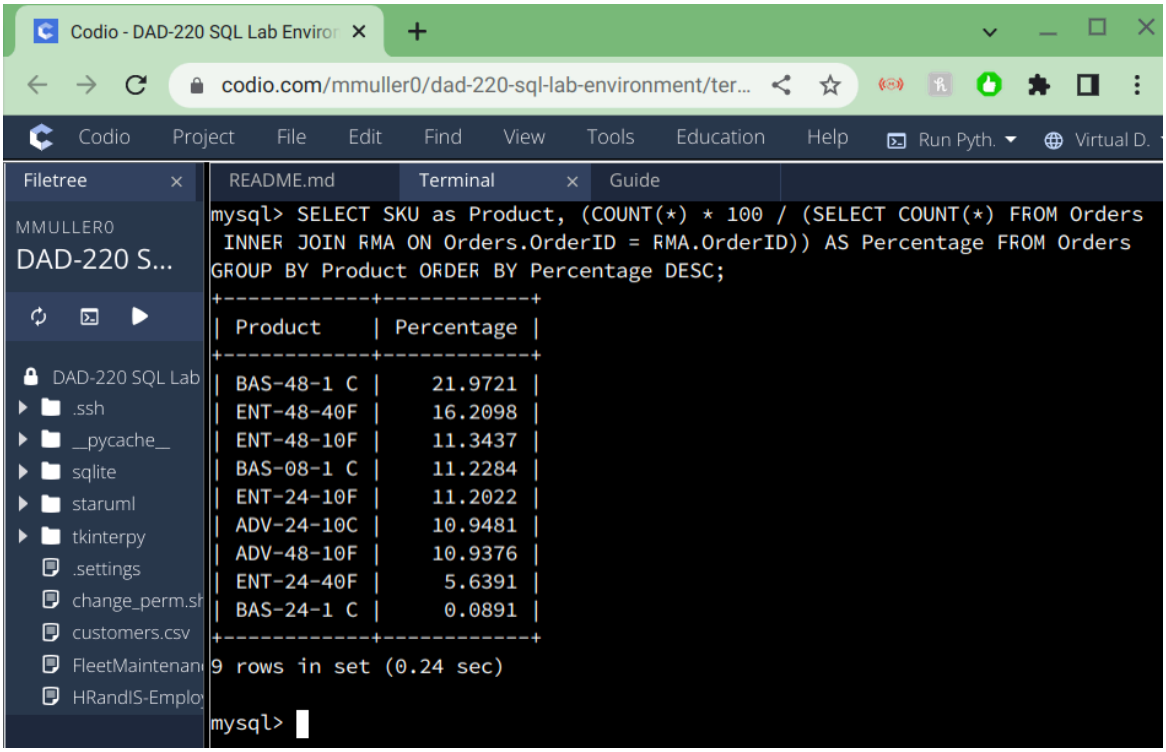
1: Returns By State



```
mysql> SELECT Customers.State AS State, COUNT(*)
 AS Returns FROM Orders INNER JOIN RMA on Orders
.OrderID = RMA.OrderID INNER JOIN Customers ON C
ustomers.CustomerID = Orders.CustomerID GROUP BY
 State ORDER BY Returns DESC;
+----------------+---------+
| State          | Returns |
+----------------+---------+
| Massachusetts  |     988 |
| Arkansas       |     858 |
| West Virginia  |     851 |
| Oregon         |     850 |
| Alabama        |     845 |
| Idaho          |     839 |
| Connecticut    |     837 |
| Tennessee      |     835 |
| Mississippi    |     834 |
| Delaware       |     828 |
| Montana        |     825 |
| Kentucky       |     823 |
| Wisconsin      |     823 |
| New Mexico     |     821 |
| Iowa           |     816 |
| Pennsylvania   |     815 |
| Indiana        |     811 |
| South Dakota   |     810 |
| Louisiana      |     803 |
| Minnesota      |     803 |
| Wyoming        |     800 |
| Vermont        |     797 |
| Hawaii         |     797 |
| New York       |     793 |
| Washington     |     791 |
| Arizona        |     790 |
| North Carolina |     788 |
| Missouri       |     786 |
| Maryland       |     784 |
| North Dakota   |     779 |
| New Hampshire  |     776 |
| Florida        |     776 |
| Rhode Island   |     775 |
| California     |     772 |
| Utah           |     765 |
| Maine          |     764 |
| Texas          |     762 |
| Michigan       |     761 |
| Illinois       |     761 |
| Oklahoma       |     759 |
| Nevada         |     756 |
| Ohio           |     746 |
| Kansas         |     735 |
| Nebraska       |     734 |
| Colorado       |     731 |
| Georgia        |     727 |
| New Jersey     |     727 |
| South Carolina |     715 |
+----------------+---------+
48 rows in set (0.61 sec)
```

As can be seen in the above data retrieved via SQL queries on the QuantigrationRMA database, Massachusetts experiences the most returns with 988, which is over 100 more than the next state, Arkansas with 858 product returns. The remainder of states are spread fairly evenly from the third highest state, West Virginia with 851 returns to the lowest, South Carolina with 715 returns.

2: Percentage Of Returns By Product



The above data shows that the Basic Switch 10/100/1000 BaseT 48 port is the most returned product with 21.97% of returns. This is followed by the Enterprise Switch 40GigE SFP+ 48 port with 16.28% of the returns. The next five products are all at about 11% followed by the two least returned products being the Enterprise Switch 40GigE SFP+ 24 port with 5.64% of returns and the Basic Switch 10/100/1000 BaseT 24 port with only 0.089%.

3. Summary

This data is valuable because it comes from an analysis of the business's current operations. Performing queries on the database allows us to retrieve usable information from the huge amount of data that the business processes much more easily. This information can then be used by the company in order to help them streamline operations. For example, since Massachusetts experiences many more returns, the company may want to check their manufacturers in the state. Also, since BAS-48-1 C is returned more than any other product, that product may need to be reanalysed but BAS-24-1 C is extremely reliable. While this data is useful, it does have its limitations as it does not take any outside factors into account and simply presents an analysis of the company's past orders/returns.