



## **Business Case – Jr Data Analyst**

### **Business Case: Delivery Time Analysis and Delivery Performance**

The objective of this business case is to analyze the delivery times from an order database and propose initiatives to improve delivery times and overall performance. Candidates can use any tools they prefer and are encouraged to discuss their ideas on how to approach each question, even if they don't reach a final result.

The deliverables for this business case should include a document containing the answers to the questions provided below, along with a detailed explanation of how the data was used or the reasoning applied to arrive at those answers where applicable. Additionally, a presentation summarizing the exercise, not exceeding 5 slides in total, is required.

#### **Questions:**

1. What is the average delivery time for all orders?
2. Calculate the 75th and 90th percentiles of the delivery time and interpret the results. Do you think it's relevant to include percentiles along with the average in this analysis? Why or why not?
3. Propose at least one indicator to measure delivery performance of the orders, given the promise made to the customer.
4. Based on the previous point, which are the three states with the best delivery performance?
5. Do you identify any geographic patterns in delivery delays? Are these patterns consistent over time?
6. What initiatives do you propose to improve delivery times and performance? Rank these initiatives according to the priority you would give them for implementation and justify.

Best wishes on your analysis! We are excited to review your findings and recommendations :)