

## Domain Knowledge

**Table 1: Orders**

Field	Knowledge from Data
Order ID	Tells us <b>how many orders exist</b> , identifies unique deliveries, and helps detect duplicates or missing records.
Actual Delivery Date	Shows <b>when the delivery actually happened</b> ; lets us know if shipments are late, on-time, or early.
Delay Reason	Explains <b>why an order was delayed</b> (e.g., driver issue, vehicle breakdown, hub bottleneck, weather); helps identify operational problems.
Driver ID / Driver Name	Indicates <b>who delivered the order</b> ; lets us analyze driver performance, experience, and contribution to delays.
Hub Name	Indicates <b>where the order was processed or dispatched</b> ; helps identify hub efficiency, bottlenecks, and workload distribution.
Is Delayed	Simple indicator of <b>whether the delivery was late</b> ; gives insight into operational efficiency.
Is On Time	Simple indicator of <b>whether the delivery met the promised time</b> ; insight into SLA adherence and customer experience.
Order Date	Shows <b>when the order was placed</b> ; helps analyze demand trends, seasonal patterns, and order volumes over time.
Order Status	Tells the <b>current outcome of the order</b> — Delivered, Delayed, Cancelled; provides knowledge about fulfillment success and operational issues.
Vehicle Name / Vehicle Type	Indicates <b>which vehicle was used</b> and its category; helps understand fleet usage, suitability of vehicle type for orders, and potential cause of delays.
Customer Satisfaction Score	Captures <b>customer feedback</b> ; reflects the perceived quality of delivery, speed, and overall service.
Delivery Time Hours	Shows <b>how long it took to deliver the order</b> ; insight into delivery efficiency and route optimization.
Hub Processing Time Hours	Indicates <b>how long the hub took to process the order</b> ; shows hub efficiency and operational delays before dispatch.

**Table 2: Hubs**

Field	Knowledge from Data
Hub ID	Unique identifier for each hub. Allows us to <b>link orders to specific hubs</b> , track hub-specific performance, and analyze which hubs are handling more or fewer orders.
Hub Name	Human-readable name of the hub. Helps <b>identify locations</b> on dashboards, reports, or maps and compare performance between hubs.
Hub Capacity	Maximum number of orders the hub can process in a given period. Provides insight into <b>hub utilization</b> , potential bottlenecks, and whether a hub is <b>overloaded or underused</b> .

**Table 3: Drivers**

Field	Knowledge from Data
DriverID	Unique identifier for each driver. Helps <b>link orders to drivers</b> , track individual performance, and prevent duplicate records.
DriverName	Human-readable name of the driver. Used in dashboards/reports to <b>show individual driver performance</b> , assign tasks, or rank drivers.
Employment Type	Indicates if the driver is <b>full-time, part-time, or contract</b> . Insight into workforce structure, staffing needs, and operational planning.
Experience Filter	Usually a derived field to <b>group drivers by experience</b> (e.g., 0–2 yrs, 2–5 yrs, 5+ yrs). Helps analyze <b>performance vs experience</b> , identify skill gaps, and training needs.
Hire Date	Date the driver joined the company. Knowledge gained includes <b>tenure</b> , workforce age, and allows calculation of experience over time.
Experience Years	Number of years the driver has been driving. Useful to <b>correlate experience with delivery efficiency, delays, and performance ratings</b> .
Performance Rating	Metric or score representing driver quality (could be based on delays, customer feedback, or internal assessment). Insight into <b>high/low performers</b> , helps in <b>incentives, training, or allocation</b> .

**Table 4: Vehicles**

Field	Meaning / Knowledge from Data
<b>Purchase Date</b>	Date the vehicle was acquired. Provides insight into <b>vehicle age</b> , depreciation, and planning for replacement or upgrade.
<b>Vehicle ID / Vehicle Code</b>	Unique identifier for each vehicle. Used to <b>link orders to vehicles</b> , track usage, and prevent duplicates.
<b>Vehicle Model</b>	Model or make of the vehicle. Helps analyze <b>vehicle performance</b> , reliability by model, and suitability for certain deliveries.
<b>Vehicle Status</b>	Indicates whether the vehicle is <b>Active, Inactive, or Under Maintenance</b> . Insight into fleet availability and operational readiness.
<b>Breakdown</b>	Number of breakdowns recorded for the vehicle. Provides insight into <b>vehicle reliability</b> , causes of delivery delays, and need for replacement or repair.
<b>Maintenance Count / Alert</b>	Tracks <b>how many maintenance events have occurred</b> or when maintenance is due. Insight into fleet health, planning, and reducing unexpected delays.