SWIFTROUTE LOGISTICS DASHBOARD

Business Requirements

Dashboard 1: Overview

KPI's

1. Total Orders

- Total number of orders for the **selected Year and Month**
- Total orders for the **Previous Month**
- **Month-over-Month (MoM) growth / decline %** in total orders

2. On-Time Delivery Rate (%)

- On-time delivery percentage for the **selected Year and Month**
- On-time delivery percentage for the **Previous Month**
- **MoM change (%)** in on-time delivery rate

3. Customer Satisfaction Score (CSAT %)

- Overall CSAT % for the **selected Year and Month**
- CSAT % for the **Previous Month**
- **MoM change (%)** in customer satisfaction

4. Average Delivery Time (Hours)

- Average delivery time (in hours) for the **selected Year and Month**
- Average delivery time for the **Previous Month**
- **MoM change (%)** in average delivery duration

HUB

1. Total Number of Hubs

- **Chart Used:** KPI Card
- **Business Use Case:**
  Provides quick visibility into the total operational hubs to assess network size and coverage.

2. Orders Processed vs Hub Capacity

- **Chart Used:** Clustered Column Chart
- **Business Use Case:**
  Helps identify hubs operating above or below capacity, enabling better workload distribution and capacity planning.

3. Hub Performance Ranking

- **Chart Used:** Bar Chart (Ranked)
- **Business Use Case:**
  Enables comparison of hub efficiency and helps management identify top-performing and underperforming hubs.

DRIVERS

1. Number of Drivers

- **Chart Used:** KPI Card
- **Business Use Case:**
  Provides visibility into the total active drivers to support workforce planning and capacity assessment.

2. Experience vs Rating

- **Chart Used:** Scatter Plot
- **Business Use Case:**
  Analyses the relationship between driver experience and performance rating to identify skill gaps and training needs.

3. Drivers with Most Delays

- **Chart Used:** Bar Chart
- **Business Use Case:**
  Identifies drivers contributing to the highest number of delays, enabling targeted coaching and performance improvement.

VEHICLES

1. Number of Vehicles

- **Chart Used:** KPI Card
- **Business Use Case:**
  Displays the total fleet size to support high-level fleet capacity and planning decisions.

2. Active Vehicles

- **Chart Used:** Donut
- **Business Use Case:**
  Shows the number of vehicles currently active to monitor fleet availability and operational readiness.

3. Total Orders by Vehicle Model

- **Chart Used:** Bar Chart
- **Business Use Case:**
  Compares order volumes handled by different vehicle models to identify high-utilization vehicles and optimize fleet usage.

Dashboard 2: Hubs Overview

1. Total Number of Hubs

- **Chart Used:** KPI Card
- **Business Use Case:**
  Provides quick visibility into the total operational hubs to assess network size and coverage.

2. Orders Processed vs Hub Capacity

- **Chart Used:** Clustered Column Chart
- **Business Use Case:**
  Helps identify hubs operating above or below capacity, enabling better workload distribution and capacity planning.

3. Hub Performance Ranking

- **Chart Used:** Bar Chart (Ranked)
- **Business Use Case:**
  Enables comparison of hub efficiency and helps management identify top-performing and underperforming hubs.

4. Hub Order Processing Time (Hours)

- **Chart Used:** Matrix Chart
- **Business Use Case:**
  Shows how many hours each hub takes to process orders on daily basis, helping identify slow-performing hubs and improve turnaround time.

Dashboard 2: Drivers Overview

1. Number of Drivers

- **Chart Used:** KPI Card
- **Business Use Case:**
  Provides visibility into the total active drivers to support workforce planning and capacity assessment.

2. Experience vs Rating

- **Chart Used:** Scatter Plot
- **Business Use Case:**
  Analyses the relationship between driver experience and performance rating to identify skill gaps and training needs.

3. Drivers with Most Delays

- **Chart Used:** Bar Chart
- **Business Use Case:**
  Identifies drivers contributing to the highest number of delays, enabling targeted coaching and performance improvement.

4. Driver Profile Summary (Based on Driver Name)

- **Details Shown:**
  - Hire Date
  - Year of Experience (YOE)
  - Star Rating
  - Deliveries made for the selected Month
- **Chart Used:** KPI card
- **Business Use Case:**
  Provides a consolidated view of individual driver performance and experience for evaluation and decision-making.

5. Monthly Trend of Orders

- **Chart Used:** Line Chart
- **Business Use Case:**
  Displays month-wise delivery trends to analyze driver workload patterns and seasonal demand impact.

Dashboard 2: Vehicle Overview

1. Number of Vehicles

- **Chart Used:** KPI Card
- **Business Use Case:**
  Displays the total fleet size to support high-level fleet capacity and planning decisions.

2. Active Vehicles

- **Chart Used:** Donut
- **Business Use Case:**
  Shows the number of vehicles currently active to monitor fleet availability and operational readiness.

3. Total Orders by Vehicle Model

- **Chart Used:** Bar Chart
- **Business Use Case:**
  Compares order volumes handled by different vehicle models to identify high-utilization vehicles and optimize fleet usage.

1. Vehicle Age vs Breakdown

- **Chart Used:** Scatter Chart
- **Business Use Case:**
  Analyzes the relationship between vehicle age and number of breakdowns to identify aging vehicles with higher maintenance risk.

2. Breakdown by Vehicle Code

- **Chart Used:** Bar Chart
- **Business Use Case:**
  Identifies specific vehicles with frequent breakdowns to support targeted maintenance actions.

3. Breakdown by Vehicle Model

- **Chart Used:** Bar Chart
- **Business Use Case:**
  Compares breakdown frequency across vehicle models to evaluate model reliability.

4. Orders by Vehicle Type

- **Chart Used:** Donut Chart

- **Business Use Case:**
  Shows distribution of orders across vehicle types to understand fleet utilization patterns.