



DATA Sparks

Business Requirements Document



AUTO-INTELLIX SMART CAR MAINTENANCE ANALYTICS SYSTEM

Statement of Confidentiality

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Document Control

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Date	Authors	Organization	Version	Change Description
10-7-2025	Moustafa mohamed	Data Sparks	0.1	Draft Version. Document for business review.
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How to read this document?

The document has been structured into the following sections

1. Purpose

This section will provide the purpose of this document in terms of car maintenance center system reporting requirements.

2. Overview

This section will provide an overview and the background of the project. It also highlights the project goal, in-scope project activities, project dependencies and the stakeholders. The entire project cycle has been divided into activities.

3. Key Assumptions

This section will provide the list of project assumptions considered to deliver the project scope.

4. Business Requirements

This section will provide the list of business requirements, High level process flow with key business terms and definitions and Key Measures.



1.0 Purpose

The purpose of this document is to outline the business requirements for the Smart Car Maintenance Analytics System developed for AUTO-INTELLIX. This document captures the objectives, scope, stakeholders, data sources, key assumptions, and performance indicators necessary to successfully deliver a centralized, data-driven platform for monitoring and improving car m

2.0 Overview

2.1 Project Overview and Background

Auto-Intellix is a forward-thinking automotive company known for producing high-quality vehicles and delivering strong customer experiences. However, its **after-sales service operations**, particularly at maintenance centers, are facing growing challenges that limit customer satisfaction and operational performance.

The purpose is to provide business with detailed insights, so that decisions are data driven.

On the **customer side**, the current service experience is hindered by:

- Unreliable and confusing booking systems
- Lack of transparency in service pricing and processes
- Inconsistent service quality across locations

These factors are contributing to **customer frustration and declining loyalty**.

On the **service center side**, teams face:

- Poor real-time visibility into operational data such as bookings, technician performance, and inventory
- An inability to analyze trends or performance data to support improvement
- Widespread **inventory mismanagement** and **lack of feedback utilization**
- Absence of consistent service quality benchmarks

These pain points reveal the urgent need for a **centralized, data-driven solution** that can modernize how maintenance operations are monitored, managed, and improved.



Data Sources:

- **ERP System**
 - Service orders- Inventory usage & stock levels
 - Technician work logs
 - Invoices & payments
 - Vehicle data (if collected at service entry)
 - Booking details (if integrated)- Procurement & supplier records
- **CRM System**
 - Customer profiles
 - Communication history
 - Sales preferences
- **Customer feedback forms/surveys**
 - Ratings
 - Satisfaction Scores
 - Comments and complaints

Benefits for Business:

Through this initiative, Auto-Intellix aims to:

- Enhance operational efficiency across all service centers
- Track and evaluate technician performance using standardized metrics
- Analyze customer behavior and satisfaction patterns to inform improvements
- Optimize inventory control and ensure spare parts availability
- Enable strategic, real-time decision-making through advanced analytics

Ultimately, the company seeks to build a **scalable, consistent, and intelligent after-sales service model** that not only resolves current challenges but also aligns with Auto-Intellix's long-term business goals and premium brand reputation.



2.2 Project Dependencies

a) Roles Involved:

No.	Dependencies الاعتماديات	Owner المالك
1	Front Desk Supervisor	<ul style="list-style-type: none"> □ Explain booking and cancellation flow □ Distinguish between walk-ins and scheduled visits □ Provide service category input for most requested services
2	Service Center Manager	<ul style="list-style-type: none"> □ Validate status tracking of completed/canceled services □ Clarify service workflow timing □ Share downtime records and root causes
3	Operations Lead	<ul style="list-style-type: none"> □ Confirm regional booking trends and peak hours □ Standardize KPI definitions across centers □ Ensure process consistency company-wide
4	Performance & Quality Manager	<ul style="list-style-type: none"> □ Define KPI calculation methods □ Set thresholds and evaluation ranges □ Review and validate dashboard logic
5	Head of Service Operations	<ul style="list-style-type: none"> □ Establish operational benchmarks (lead time, capacity, performance) □ Approve SLA definitions and compliance metrics

		<input type="checkbox"/> Validate operational KPI relevance
6	Head of After-Sales	<input type="checkbox"/> Prioritize business-aligned KPIs <input type="checkbox"/> Approve customer satisfaction-related metrics <input type="checkbox"/> Sign off on final performance indicators

b) **Data Source Dependency (ERP System)**

The primary data sources for our car service centers maintenance tracking system will include the **ERP system**, the **CRM system**, and **customer feedback forms**. The **ERP system** will serve as the central hub for capturing all operational and transactional data, including service orders, technician activities, inventory usage, procurement, invoicing, and vehicle-related information. Complementing this, the **CRM system** will provide detailed insights into customer profiles, booking preferences, communication history, and overall engagement, enabling a deeper understanding of customer behavior and loyalty. Additionally, **customer feedback forms and surveys** will offer direct input from customers regarding their satisfaction levels, service quality, and areas for improvement, playing a critical role in measuring and enhancing customer experience across service centers.

If any system lacks certain fields or contains unstructured records, a data cleanup or enrichment phase may be required as a precondition for analytics readiness.

2.3 Stakeholders

This section provides details about the business & data owners, Project team members with respective responsibilities.

Role	Business Requirement RACI
Auto-intellix Company (Parent Company)	A,C,I
Maintenance Service Centers	R,C,I
Operations Managers	R,C,I
Technician Supervisors	R,C,I
Inventory/Procurement Managers	R,C,I
Customer Support or Relationship Managers	C,I
Strategic Decision Makers / Executives	R,A,I

❖ RACI: **R**esponsible, **A**ccountable, **C**onsult, **I**nforn

3.0 Key Assumptions

This section will provide the list of project assumptions considered to deliver the project scope:

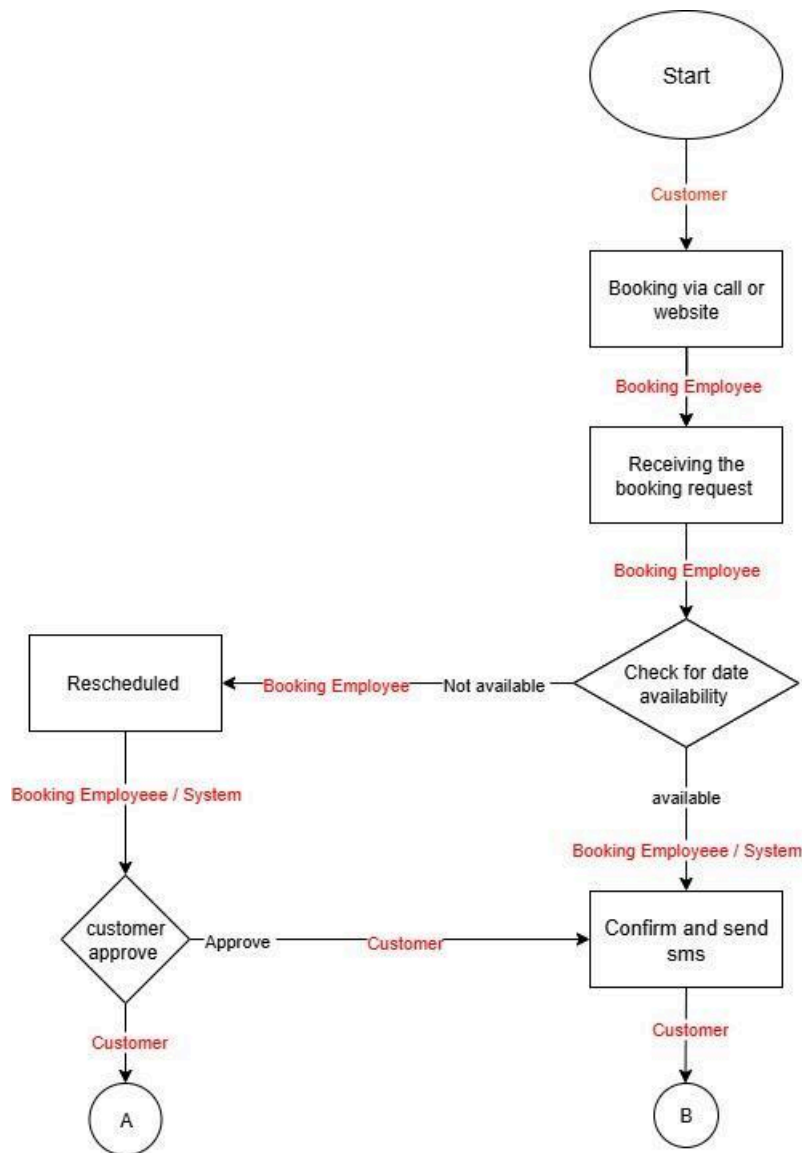
#	Assumptions
1.	All service centers follow the same maintenance workflow and data logging practices
2.	A centralized team member from AUTO-INTELLIX will be responsible for collecting and sharing Excel-based data from all service centers.
3.	Data provided will be reasonably clean and consistent across branches.
4.	KPIs will evolve based on iterative feedback from business stakeholders
5	The dashboards will be delivered through Power BI and will support drill-down, filters, and security roles.

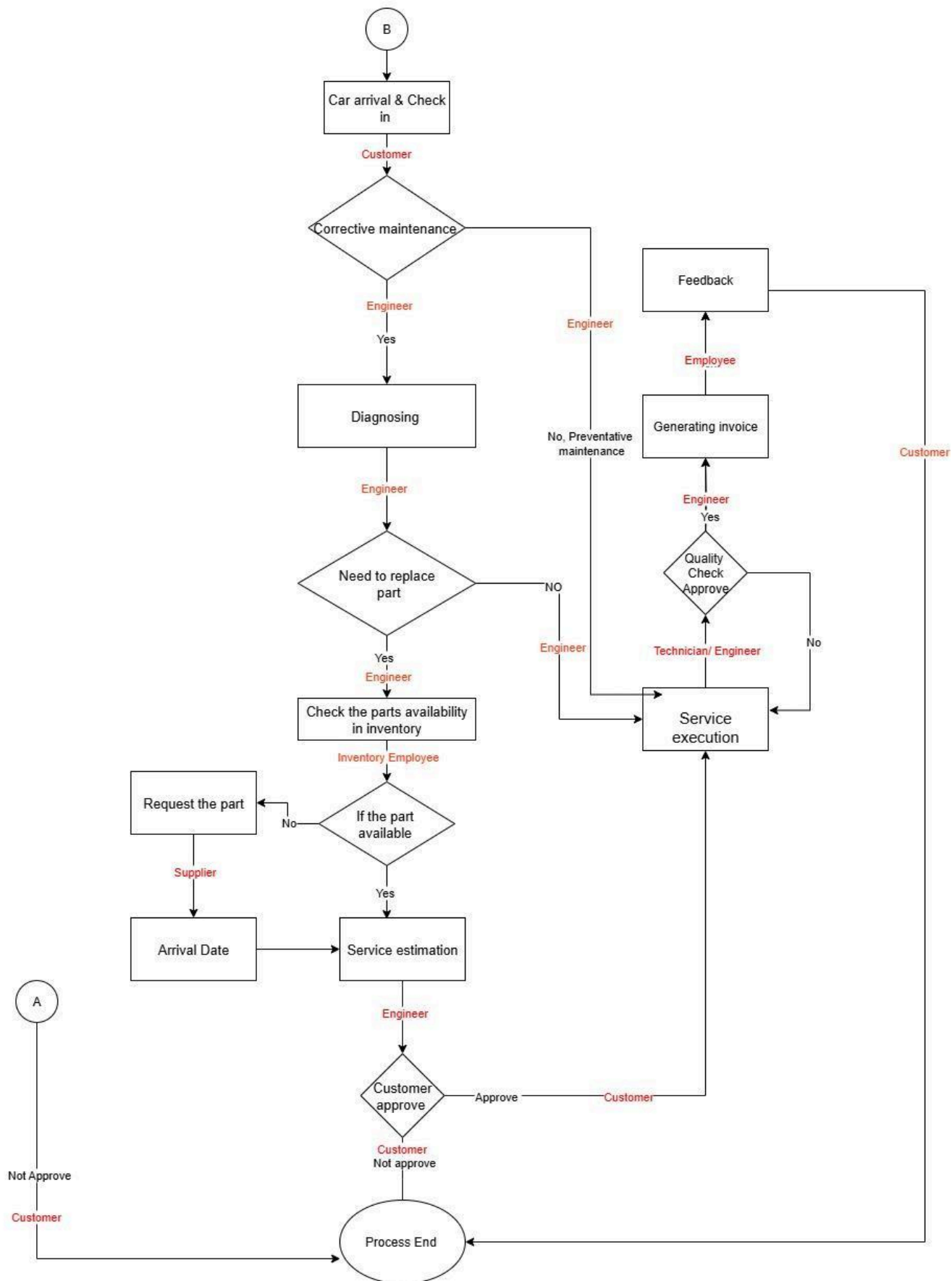


4.0 Business Requirements

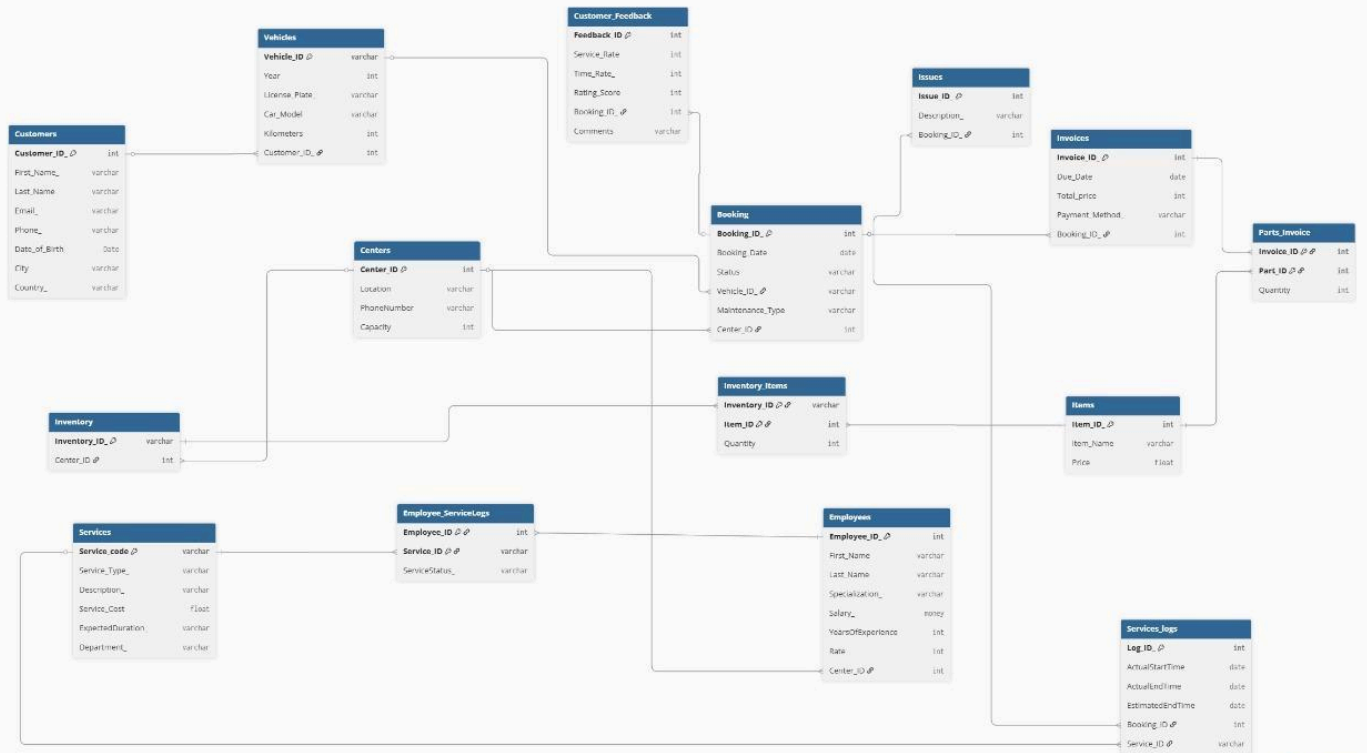
This section describes current process flow, key business definitions and metrics.

4.1 - End-to-End Car Service Process Flow:





4.2 ERD:



4.3 - Business Terms and Definitions

This section provides an overview of key business terms and their definitions.

Business Terms	Business Definitions
Booking	A scheduled appointment by a customer for vehicle maintenance or service.
Booking status	The current state of a booking(scheduled, completed, canceled)
Walk-in	A booking that was not pre-scheduled, usually handled on arrival
No-show	When a customer misses a scheduled appointment without canceling
Cancellation Rate	The percentage of bookings that were canceled
Capacity Utilization	How much of the center's service capacity is being used
Peak hours	Time periods with the highest volume of bookings or services.
Seasonality	Recurring booking patterns based on the time of year
Service	A task performed on vehicle
Service Bundle	A group of services frequently performed together
Technician	Staff member performing vehicle inspections or repairs
Service Duration	Time taken to complete a service task
Technician Evaluation	Customer or supervision rating of technician performance
PM (Preventive Maintenance)	Scheduled, routine maintenance performed to prevent breakdowns or failures
CM (corrective Maintenance)	Unscheduled maintenance performed after a failure or defect has occurred

First-Time fix rate	Percentage of issues resolved correctly on the first attempt
Vehicle model	The specific version
Mileage	Total distance the vehicle has traveled
VIN	A unique identifier assigned to each vehicle
Vehicle age	The number of years since the vehicle was manufactured
Customer Lifetime Value(CLV)	Total value a customer is expected to bring over time
Repeat customer	A customer who returns for service multiple times
Customer Feedback	Ratings or comments provided by customers
Inventory	Stock of spare parts and supplies.
Stock level	Current quantity of a spare part in storage
Slow-moving item	Part with low usage rate
Dead Stock	Unused parts stuck in inventory
Supplier Lead Time	Time taken by supplier to deliver parts
Revenue	Income from services and parts
Invoice	A bill issued for services rendered
Invoice No	A number or combination of numbers that uniquely identifies an invoice within system.
Invoice Date	The date that appears on a supplier invoice
Payment No	A number or combination of numbers and characters that uniquely identifies a payment within system

Payment Date	The date on which the status of an invoice is updated to 'Paid'
Payment Status	The status of payment like Paid, Unpaid, Partially Paid .etc...
Payment Term	The due date and discount date for payment of an invoice. For example, the payment term 2% 10, Net 30
Discount	A price reduction offered to the customer
Labor hour	Time a technician spends working on a specific service
Downtime	Time when technicians or bays are not in use
Service History	A record of all maintenance and repairs performed on a vehicle
Expected Start Time	The scheduled time a service is supposed to begin
Expected End Time	The scheduled time by which the service Should be completed
Actual Start Time	The real time when the service actually started
Actual End Time	The real time when the service actually finished



4.4 Defined Key KPI's/Metrics/Measures

4.5

Business Reference Number:		
Subject Area/Process: Service Operations in the centers		
Report Name: Main Dashboard Analysis of the service operations in the centers		
Report Type: Analytical		
Business Benefits: Optimize workshop execution and reduce downtime Improve maintenance planning (CM vs PM balance) Minimize rework and improve quality of service Help operational managers monitor maintenance efficiency		
Business Priority: High		
Measures	Description	Calculation
Maintenance Type Distribution (CM vs PM)	Shows the proportion of corrective maintenance vs preventative maintenance	$\frac{\text{(Number of bookings for each maintenance type (cm\&pm))}}{\text{divided by the total number of bookings}} * 100 = \text{the percentage of (cm \& pm)}$
Recurring Issues Rate	Identifies how many issues repeat within a certain time for the same vehicle	$\frac{\text{(Number of times the same service code was repeated on the same vehicle within 30 days)}}{\text{(total number of times that service code was performed)}} * 100$
First-Time Fix Rate	Measures how often an issue is fixed on the first attempt without rework	$\frac{\text{(Number of service entries that never occurred again for the same vehicle)}}{\text{(Total number of service entries)}} * 100$
Maintenance Backlog Volume	Number of maintenance requests that are still pending or finished	Maintenance Backlog Volume = Number of maintenance requests where status = 'pending' or status = 'finished'



Top Service Bundles	Identifies the most frequent combinations of services performed together in a single visit	<p>Service Bundle =All serviceCodes grouped under the same bookingID (as a set)</p> <p>Bundle Frequency =Number of times that same set of services appeared together in a booking</p> <p>Top Service Bundles =</p> <p>Top N bundles sorted by highest frequency</p>
Capacity Utilization Rate	Percentage of service slots used out of total available slots	<p>(Capacity Utilization Rate per center(%) =(Actual Bookings / Total Capacity) × 100</p>
Top 5 Requested Services	Most frequently booked services over a selected period	<p>Top Requested Services =</p> <p>Count of each serviceCode across all bookings,sorted in descending order,then take the top 5.</p>
Common Maintenance Categories	Most frequent types of maintenance performed (e.g., engine, brakes, oil)	<p>Common Maintenance Categories</p> <p>=COUNT(serviceID)GROUPED BY department</p>
Average Number of services for The One Booking	Measures the average number of individual service tasks performed during a single booking	<p>Average Services per Booking</p> <p>=COUNT(serviceID) / COUNT(DISTINCT bookingID)</p>

Business Reference Number:

Subject Area/Process: Center performance



Report Name: Main Dashboard Analysis of the performance in the centers		
Report Type: Analytical		
Business Benefits: Benchmark performance across all service branches Highlight high- and low-performing centers Improve decision-making for resource planning and training Drive customer satisfaction through performance visibility Support strategic planning and expansion		
Business Priority: High		
Measures	Description	Condition
Top Visited Centers	Centers with the highest number of customer check-ins or bookings	Based on total bookings or walk-ins recorded per center
Top Revenue-Generating Centers	Centers that generate the most income from services	Based on total invoice amounts issued by each center
Highest Service Completion Rate	Centers with the highest percentage of completed services	Only services that are marked as fully completed
Vehicles Serviced per Center	Number of different vehicles that received service	Counted using unique vehicle records per center
Average Service Time per Center	The average time it takes to complete a service from start to finish	Calculated using actual service duration records per center
Customer Satisfaction Score	The average customer feedback rating per center	Collected from customer surveys or feedback forms
Repeat Customer Rate per Center	Percentage of customers who returned to the same center	Based on customers who booked more than once in a specific time period
Technician Productivity Index	Measures how many services are handled by each technician	Based on the number of services assigned to technicians per center
Service Variety Index	How many different service types are provided at each center	Based on the number of disti
Average Service Time delay per Center	The average delay in finishing a service from start to finish	Calculated using the difference between the expected duration and the actual service duration records per center



Business Reference Number:		
Subject Area/Process: Technician Performance		
Report Name: Main Dashboard Analysis of Performance of the technicians		
Report Type: Analytical		
Business Benefits: Evaluate technician efficiency and Productivity Identify training needs or underperforming technicians Recognize high performers and specialists in certain task types Improve service delivery through technician-based insights		
Business Priority: High		
Measures	Description	Condition
Technician Productivity	Number of services completed per technician in a selected time period	Based on count of completed services per technician name completed services = COUNTROWS(FILTER(Employees_ServiceLogs, Employees_ServiceLogs[serviceStatus] = "Completed"))
Average Service Duration	Measures the average time spent per service task	Based on timestamps from service start to completion timestamps = AVERAGEX(ServiceLogs, DATEDIFF(ServiceLogs[ActualStartTime], ServiceLogs[ActualEndTime], HOUR))
Customer Feedback Score	Average customer rating for services performed by the technician	Based on post-service customer feedback forms
Technical Avg Rating	Average rating by service type	Based on employee's name and rate
On-Time Completion Rate	Percentage of services completed within estimated time	Based on estimated On-Time vs. actual completion time On-Time =VAR OnTimeServices = COUNTROWS(FILTER(ServiceLogs, DATEDIFF([ActualStartTime], [ActualEndTime],MINUTE) <= DATEDIFF([ActualStartTime], [EstimatedEndTime],MINUTE)) RETURN DIVIDE(OnTimeServices, [Services Completed], 0)
Average completion time tracked	Percentage of Complete and Pending and In-Progress	Based on Services Statues and (First-Time + pending Fix + Services Completed) Using COUNTROWS and FILTER

Technical Task Mix	<p>Distribution of task types handled by each technician (mechanical, electrical, diagnostic...)</p>	<p>Based on service category breakdown that the technician works on completed services only</p> <p>Task Mix =SELECTCOLUMNS(SUMMARIZE(ServiceLogs, ServiceLogs[TechnicianName], ServiceLogs[TaskType], "Count", COUNTROWS(ServiceLogs)), "Technician" [TechnicianName],"TaskType", [TaskType], "Percentage", DIVIDE([Count], CALCULATE([Count], ALL(ServiceLogs[TaskType]))))</p>
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Business Reference Number:		
Subject Area/Process: Vehicle insights		
Report Name: Main Dashboard Analysis of the vehicle insights		
Report Type: Analytical		
Business Benefits: Identify vehicle models that demand more service attention Improve inventory planning by knowing common models and issues Link customer demographics with vehicle behavior Spot weak-performing vehicle models or segments Support marketing efforts based on vehicle model popularity and service costs		
Business Priority: High		
Measures	Description	Calculations
Average of Vehicle Age	Calculates the average age of vehicles at the time of service	Based on manufacturing year vs. booking date $\text{VehicleServiceAge} = \text{YEAR}(\text{Bookings}[\text{bookingDate}]) - \text{RELATED}(\text{Vehicleless}[\text{year}])$ $\text{Avg_Vehicle_Age} = \text{AVERAGE}(\text{Bookings}[\text{VehicleServiceAge}])$
Average of Service Cost	Calculates the average age of vehicles at the time of service	$\text{Average_Service_Cost} = \text{AVERAGE}(\text{Services}[\text{service cost}])$
Average Mileage at Time of Service	Measures how many miles/km vehicles have driven when they arrive for service	Based on vehicle mileage recorded at check-in $\text{Kilometer_Bucket} = \text{SWITCH}(\text{TRUE}(),$ $\text{Vehicleless}[\text{kilometers_driven}] < 20000, "0 - 20K",$ $\text{Vehicleless}[\text{kilometers_driven}] < 40000, "20K - 40K",$ $\text{Vehicleless}[\text{kilometers_driven}] < 60000, "40K - 60K",$ $\text{Vehicleless}[\text{kilometers_driven}] < 80000, "60K - 80K",$ $\text{Vehicleless}[\text{kilometers_driven}] < 100000, "80K - 100K",$ "100K+" $)$

Most Frequent Issues by Car Type	Shows top recurring problems per car model	Based on diagnosis codes grouped by vehicle model Issue_Count = COUNT(Issues[Issue_ID])
Issue Count by Car Model	Displays how many issues were reported for each car model.	Issue_Count = COUNT(Issues[Issue_ID])
Booking Count by Car Model	Measures the total number of service bookings for each vehicle model.	Booking_Count = COUNT(Booking[Booking_ID])
Customer Age Group vs Vehicle Model	Correlates age groups of customers with the car models they drive	Based on customer age vs. vehicle model data Customer_Age = DATEDIFF(Customers[Date_of_Birth], TODAY(), YEAR) Customer_Age_Group = SWITCH(TRUE(), Customers[Customer_Age] < 25, "Under 25", Customers[Customer_Age] < 35, "25-34", Customers[Customer_Age] < 50, "35-49", "50+")
Vehicle Service Age by Month	Shows the total vehicle age (in years) at time of service, aggregated by month.	Reuse: VehicleServiceAge from KPI 1 For line chart: SUM or AVERAGE by Booking[BookingDate]
Return Frequency by Vehicle Model	Measures how often a vehicle model comes back within a short time (e.g., 3 months)	Based on vehicle ID with repeated visits within set period Has_Return_Visit = VAR CurrentVehicle = Booking[Vehicle_ID] VAR CurrentDate = Booking[Booking_Date] RETURN IF(COUNTRROWS(FILTER(ALL(Booking), Booking[Vehicle_ID] = CurrentVehicle &&

		<pre>Booking[Booking_Date] > CurrentDate && Booking[Booking_Date] <= CurrentDate + 90)) > 0, 1, 0) Return_Visit_Count = SUM(Booking[Has_Return_Visi t])</pre>
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Business Reference Number: CB005		
Subject Area/Process: Customer Booking Analysis		
Report Name: Customer Booking Dashboard		
Report Type: Analytical		
Business Benefits: Provides insights into booking volume, patterns, peak times and customer attendance to improve scheduling and workflow efficiency		
Business Priority: High		
Measures	Description	Calculation
Total Bookings(daily / weekly / monthly)	Measures the volume of bookings over different time periods	COUNT(Bookings) grouped by Booking_Date (e.g., use DAY, MONTH on Booking_Date)
Avg. Time between booking and service	Average time in days between booking date and scheduled service date	AvgDaysToService = AVERAGEX(FILTER(ADDCOLUMNS(ServiceLogs, "BookingDate", RELATED(Bookings[bookingDate]) , "BookingStatus", RELATED(Bookings[bookingType]) , "DaysDiff", DATEDIFF(RELATED(Bookings[bookingDate]), ServiceLogs[actualStartTime], DAY)), [BookingStatus] <> "Cancelled"), [DaysDiff])
No-show Rate	Percentage of bookings where customers failed to attend	DIVIDE (CALCULATE(COUNTROWS(Bookings), Bookings[bookingType] = "Cancelled"), COUNTROWS(Bookings)) * 100

Advanced vs walk-in booking ratio	Comparison between booking made in advance vs on the same day	Advance/WalkIN = VAR ServiceStartTime = CALCULATE(MIN(ServiceLogs[actualStartTime]), FILTER(ServiceLogs, ServiceLogs[BookingID] = Bookings[BookingID])) RETURN IF(ISBLANK(ServiceStartTime), "Service not started yet", IF(Bookings[bookingDate] < ServiceStartTime,"Advanced", "Walk-in"))
Canceled / Modified / Confirmed booking count	Number of bookings that were either canceled or changed	Count of BookingID by BookingType
Top 5 Peak booking hours	Hours of day with the highest booking activity	Count bookingID by Hour(Bookings[bookingDate])
Capacity utilization	Percentage of available workshop capacity utilized	- ServiceDuration_Hours = DATEDIFF(Service_logs[ActualStar tTime], Service_logs[ActualEndTime], MINUTE) / 60 - TotalServiceTime_Hours = SUM(Service_logs[ServiceDuration _Hours]) - ActiveWeeks = CALCULATE(DISTINCTCOUNT(WEEKNUM(Booki ngs[Booking_Date])), REMOVEFILTERS(Bookings[Booking _ID]))

		- Utilization % = DIVIDE([TotalServiceTime_Hours], MAX(Centers[Capacity]) * [ActiveWeeks] * 6 * 12, 0)
Downtime	Time when no services are being performed by technicians or in workshops bays (no bookings are assigned)	Downtime = (Capacity × Active days) – COUNTROWS(Service_logs)
Top 5 services	Most frequently booked services	Count BookingID by ServiceType

Business Reference Number: CS006		
Subject Area/Process: Customer Insights		
Report Name: Customer Behavior and satisfaction Dashboard		
Report Type: Analytical		
Business Benefits: Helps understand customer trends and satisfaction to improve loyalty and retention		
Business Priority: High		
Measures	Description	Calculations
Customer churn rate	Percentage of customer who stopped returning for service over time	<p>Churn rate = (churned customers / total customers)*100 churned = no visits in 6+ months From Bookings, group by Customers[Customer_ID] and get their latest Booking_Date</p> <p>Mark as “churned” if Booking_Date is older than 6 months from today.</p> <p>Churn Rate = (COUNT of churned customers / COUNT of total customers) * 100</p>
Retention Rate	Percentage of customers who came back for another service	<p>1. From Bookings, group by Customer_ID 2. Count how many customers have 2 or more bookings 3. Retention Rate = (COUNT of retained customers / COUNT of total customers) * 100</p>
Net promoter score(NPS)	Measures how likely customers are to recommend the center	<p>1. Use Customer_Feedback[Rating_Score] (scale 0–10) 2. Define: Promoters = 9–10, Detractors = 0–6 3. NPS = % of Promoters - % of Detractors</p>
Customer satisfaction rate(CSAT)	Average rating of service satisfaction collected from feedback forms	From Customer_Feedback , take the average of Rating_Score (1–10 scale)
Loyalty program	A customer rewards system that offers benefits like discount to encourage them to come back for future services	<p>1. From Bookings, group by Customer_ID and count number of bookings 2. Use Customer_Feedback[Rating_Score] to find average satisfaction per customer 3. Consider a customer loyal if they have 3+ bookings AND avg score ≥ 8</p>
Complaints	Most frequent reasons for customers dissatisfaction	bookingID, CustomerID, VehicleID, issue description
Total Measures:6		

Business Reference Number: IN007		
Subject Area/Process: Spare Parts and Inventory Management		
Report Name: Inventory performance Dashboard		
Report Type: Analytical		
Business Benefits: Helps ensure part availability, reduce stock issues and optimize inventory costs and supplier performance		
Business Priority: High		
Measures	Description	Calculations
Quantity by each center	Total quantity of all centers in stock	Based on center id and Quantity
Total Inventory Value	Measures the total financial value of all inventory currently available across warehouses or centers.	Total Inventory Value = SUMX(Record,Record[Quantity] * RELATED(Items[Price]))
Most Stocked Item	Identifies the item with the highest quantity in stock across all warehouses/centers. Helps prioritize inventory management for high-volume products.	Based on item name and Quantity
Inventory Count per Center	Shows the total quantity of items stocked in each center	Based on CenterID and ItemID
Most Used Item in Invoices	Identifies the item that appears most frequently in invoices	Based on PartID and Quantity
Out-of-Stock Items	Identifies items with zero (or critically low) inventory	OutOfStockCount = COUNTROWS (FILTER (ADDCOLUMNS (VALUES ('Item'[ItemID]), "TotalQty", CALCULATE (SUM (Record[Quantity])), [TotalQty] < 10))
Average Item Price	Measures the average price of items in your inventory or sales	Based on AVERAGE(item[price])
Quantity by each center	Total quantity of all centers in stock	Based on center id and Quantity

Business Reference Number: SF008		
Subject Area/Process: Financial Performance and Strategic Revenue Analysis		
Report Name: Financial Performance Dashboard		
Report Type: Analytical		
Business Benefits: Provides key financial insights to support better decisions , improve profitability and plan for future growth		
Business Priority: High		
Measures	Description	Condition
Total Revenue	Total earnings from services and spare parts	Sum of all paid invoices by period Total revenue: $\sum \text{invoices.Totalprice}$
Avg. Revenue per booking	Average income generated from each booking	Revenue / total bookings
Revenue by service center	Total revenue per service center location	Grouped by branch or center ID $\sum \text{invoices.Totalprice}$ grouped by same center id
Profit margin per service type	Net gain per service type after deducting costs	$((\text{revenue}-\text{cost})/\text{revenue})*100$
Top revenue-generating services	Services contributing the highest position of revenue	Rank services by total revenue $\sum \text{revenue from the service}*\text{how many times was it selected}$
Cost breakdown	Distribution of total cost between labor and spare parts	Split based on invoice or service records labor cost: $\sum \text{service cost}$ Parts cost: $\text{quantity from parts invoice}*\text{items price}$
Revenue per technician	Technician contribution to total revenue	Sum of revenue linked to technician id $\sum \text{total price grouped by same technician id}$
Outstanding payments	Percentage of deliveries received on or before the expected date	$(\text{On-time deliveries} / \text{total deliveries})*100$
Avg. Discount per customer	Average discount amount applied per customer	Sum of all discounts / total customers receiving discounts $\sum (\text{service cost}-\text{total price})/\text{number of customers}$
Profitability by service	Margin performance grouped by vehicle type or service type	Revenue-cost per category $\text{revenue from service}-(\text{service cost}+\text{parts cost})$

	Projected revenue based on historical trends	Time series modeling $r = (\text{revenue at end} - \text{revenue at start}) / (\text{Revenuestart} \times \text{Number of Months})$ Projected $\text{Revenuet} = \text{Revenuelatest} \times (1+r)^t$
Total Measures:11		
Revenue forecasting		

5.0 Approvals & Acknowledgments

Approval Sign-Off			
	Name	Signature	Date
Business Owner- Procurement			
Business SPOC – Procurement			
Project Initiator – IT Team			
Project Manager – IT Team			

