# DAD 220 Project Two Template

## Overview

Review the scenario for this activity in the guidelines and rubric. Then complete the steps below as you work through the directions for this activity. Replace the bracketed text with your screenshots and responses to the prompts. Size each screenshot and its explanation to fit approximately one-quarter of the page with the description written below the screenshot. Review the Template Screenshot Example linked in the guidelines and rubric for this assignment to see an example of how screenshots for your assignment should look.

## RMA Report

Write a report to respond to the manager’s requests. In the report, you should complete the following actions:

* Summarize the data you’ve been working with.
* Identify key information that will help the company streamline operations.

Your report should explain your findings in a way nontechnical stakeholders can understand and use.

Use the steps below to capture the required data and produce the analysis report.

1. Begin by writing SQL commands to **capture** specific **usable data** for your analysis. You already preloaded the data you need into Codio.
2. Specifically, the product manager wants you to complete the following analysis:
   1. **Analyze** the number of **returns by state** and describe findings to include in your report.

A screen shot of a computer

Description automatically generated

This report shows that the top three states with the most returns are Massachusetts (988), Arkansas (858), and West Virginia (851).

* 1. **Analyze** the percentage of **returns by product type** and describe findings to include in your report.

A screenshot of a computer

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1. Write a report to clearly **summarize** your RMA **data analysis** for stakeholders. When you summarize the results, consider the following questions:
   1. How does the data provide the product manager with usable information?

The product manager can utilize the data I supplied to see the total number of product returns broken down by state, as well as to calculate the frequency and percentage of returns. Utilizing that data, they can ascertain which state has the highest collection amount. Using the data provided by the description query, the product manager can determine which product has the highest return rate.

* 1. What are the potential flaws in the data that has been presented?

Due to the high volume of returns and the large number of states, there is a possibility that some of the data may be inaccurate because of human mistakes in input.

* 1. Are there any limitations on your conclusions or any other ways of looking at your findings that you haven’t considered? Clearly communicate your findings to stakeholders.

I could investigate what the problem was with the returns and which item had the most returns in each state, but I was limited in the data I could use. This could lead to different results. It looks like there are a lot of returns in the state of Massachusetts based on the information that was collected. To figure out why there are so many returns, more research could be done. At this point, the product Basic Switch 10/100/1000 BaseT 48 port has the biggest return rate. This information can be used to see if there is a link between this product and the number of returns in Massachusetts. This might help figure out why the things are being sent back and what needs to be changed to fix the problem.