

Rapido rider rating has dropped by 10 %
find the RCA for it

Clarifying questions

1. Is this a sudden drop or a gradual decrease over the period of time
2. Was there any new outrange against rapido.
3. Is it specific to any region that is happening
4. Have there been any metrics change for riders being assigned , rides getting cancelled or decrease in number of rides/day -> need to sit with engineering and find out
5. If there were any new features implemented

External factors

1. Were there new competitors providing better offers
2. Any regulations that have been changed / or pricing difference that has been introduced

Lets put in some user research and speak with the rider about there experience about any noticeable change

Analyze with engineering if there has been new feature that could cause this , any recent outrage , or metrics change

Conclusion

There could be multiple factors that could be causing this only after user research , metrics analysis and market research something could be concluded