Exploratory_Data_Analysis

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```
[2]: from IPython.display import Image import numpy as np import pandas as pd import matplotlib.pyplot as plt import seaborn as sns import sweetviz as sv from autoviz.AutoViz_Class import AutoViz_Class %matplotlib inline
```

To understand the Olist dataset, we will focus on the data that are at the core of any e-commerce organisation business model. We will focus on orders, product purchased, customers and their reviews. - The order gives us information about who buys what and when. - The product purchased tells us what drives the revenue, it allows us to see bestselling products, poor working product, allows category level analysis and can be connected to review, returns etc. - The customers data allows segmentation and retention analysis - The reviews allows us to perform sentiment analysis, show satisfaction and dissatisfaction. The **Seller** workflow

The seller:

- 1. joins Olist
- 2. uploads their product catalogues
 - (Olist) displays these catalogues to existing marketplaces (Amazon, Bahia, Walmart, ...)
- 3. gets notified whenever a product is sold
- 4. hands over the ordered items to third-party logistic carriers

Note: Multiple sellers can be involved in one customer's order!

The Customer workflow

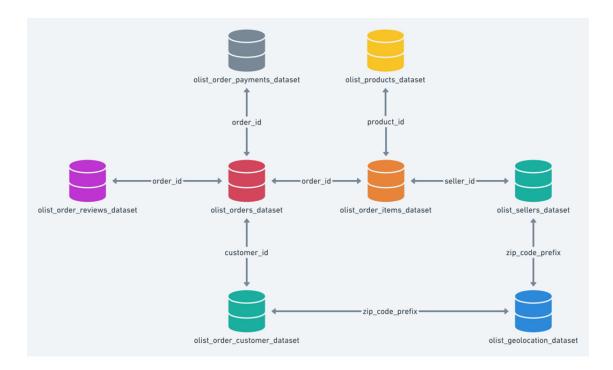
The customer:

- 1. browses products on marketplaces (Amazon, Bahia, Walmart, ...)
- 2. purchases products listed via store
- 3. gets an expected date for delivery
 - ETA = Estimated Time of Arrival (of the orders)
- 4. receives the order(s)
- 5. leaves a review

Note: Between 2016 and mid-2018, a review could be left as soon as the order was sent, meaning that a customer could potentially leave a review for a product they hadn't received yet! It is showing the whole customer journey, from browsing to placing an order, receiving the product(s) he purchased to leaving a review.

[2]: Image("Image/olist_erd.png")

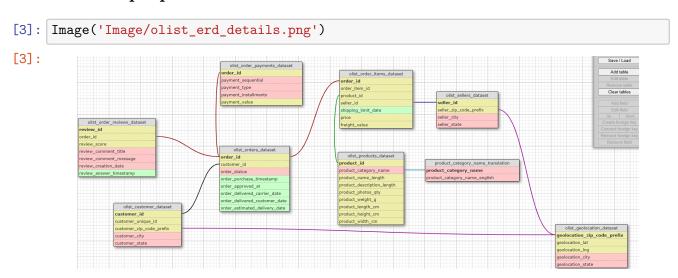
[2]:



1 Objectives

Understand basic information about the company, and simple reflection on which products, categories, regions they should target or avoid.

2 Data preparation



```
[3]: # Load CSVs
     orders = pd.read_csv('data/olist_orders_dataset.csv')
     customers = pd.read_csv('data/olist_customers_dataset.csv')
     reviews = pd.read_csv('data/olist_order_reviews_dataset.csv')
     order_items = pd.read_csv('data/olist_order_items_dataset.csv')
     products = pd.read_csv('data/olist_products_dataset.csv')
     translation = pd.read_csv('data/product_category_name_translation.csv')
[4]: # Merge datasets
     data = orders.merge(customers, on='customer_id', how='left') \
         .merge(order_items, on='order_id', how='left') \
         .merge(reviews, on='order_id', how='left') \
         .merge(products, on='product_id', how='left') \
         .merge(translation, on='product_category_name', how='left')
     data.head()
[4]:
                    order_id
                                                    customer_id
     0 e481f51cbdc54678b7cc49136f2d6af7
                                          9ef432eb6251297304e76186b10a928d
     1 53cdb2fc8bc7dce0b6741e2150273451
                                          b0830fb4747a6c6d20dea0b8c802d7ef
     2 47770eb9100c2d0c44946d9cf07ec65d 41ce2a54c0b03bf3443c3d931a367089
     3 949d5b44dbf5de918fe9c16f97b45f8a f88197465ea7920adcdbec7375364d82
     4 ad21c59c0840e6cb83a9ceb5573f8159 8ab97904e6daea8866dbdbc4fb7aad2c
       order_status order_purchase_timestamp
                                              order_approved_at
         delivered
                       2017-10-02 10:56:33
                                              2017-10-02 11:07:15
     0
         delivered
                       2018-07-24 20:41:37
                                              2018-07-26 03:24:27
     1
         delivered
                       2018-08-08 08:38:49
                                              2018-08-08 08:55:23
         delivered
                       2017-11-18 19:28:06
                                              2017-11-18 19:45:59
                       2018-02-13 21:18:39
                                              2018-02-13 22:20:29
         delivered
       order_delivered_carrier_date order_delivered_customer_date \
            2017-10-04 19:55:00
                                          2017-10-10 21:25:13
     0
            2018-07-26 14:31:00
                                          2018-08-07 15:27:45
     1
     2
            2018-08-08 13:50:00
                                          2018-08-17 18:06:29
     3
            2017-11-22 13:39:59
                                          2017-12-02 00:28:42
            2018-02-14 19:46:34
                                          2018-02-16 18:17:02
       order estimated delivery date
                                             customer_unique_id
             2017-10-18 00:00:00
                                      7c396fd4830fd04220f754e42b4e5bff
     0
                                      af07308b275d755c9edb36a90c618231
     1
             2018-08-13 00:00:00
     2
                                      3a653a41f6f9fc3d2a113cf8398680e8
             2018-09-04 00:00:00
     3
             2017-12-15 00:00:00
                                      7c142cf63193a1473d2e66489a9ae977
             2018-02-26 00:00:00
                                      72632f0f9dd73dfee390c9b22eb56dd6
        customer_zip_code_prefix
                                      customer_city
                                                          customer_state \
     0
                   3149
                                                                SP
                                                sao paulo
```

```
1
             47813
                                            barreiras
                                                            BA
2
             75265
                                                            GO
                                           vianopolis
3
             59296
                             sao goncalo do amarante
                                                            RN
4
                                                            SP
              9195
                                          santo andre
   order_item_id
                             product_id
0
        1.0
                  87285b34884572647811a353c7ac498a
1
        1.0
                  595fac2a385ac33a80bd5114aec74eb8
2
        1.0
                  aa4383b373c6aca5d8797843e5594415
3
        1.0
                  d0b61bfb1de832b15ba9d266ca96e5b0
4
        1.0
                  65266b2da20d04dbe00c5c2d3bb7859e
              seller id
                                     shipping_limit_date
                                                            price \
0 3504c0cb71d7fa48d967e0e4c94d59d9 2017-10-06 11:07:15
                                                            29.99
1 289cdb325fb7e7f891c38608bf9e0962
                                     2018-07-30 03:24:27
                                                           118.70
2 4869f7a5dfa277a7dca6462dcf3b52b2
                                     2018-08-13 08:55:23
                                                           159.90
3 66922902710d126a0e7d26b0e3805106 2017-11-23 19:45:59
                                                            45.00
4 2c9e548be18521d1c43cde1c582c6de8 2018-02-19 20:31:37
                                                            19.90
   freight_value
                                                     review_score \
                             review_id
0
        8.72
                  a54f0611adc9ed256b57ede6b6eb5114
                                                          4.0
1
       22.76
                  8d5266042046a06655c8db133d120ba5
                                                          4.0
2
       19.22
                  e73b67b67587f7644d5bd1a52deb1b01
                                                          5.0
3
       27.20
                  359d03e676b3c069f62cadba8dd3f6e8
                                                          5.0
4
        8.72
                  e50934924e227544ba8246aeb3770dd4
                                                          5.0
  review_comment_title \
                 NaN
0
1
    Muito boa a loja
2
                 NaN
3
                 NaN
4
                 NaN
review_comment_message
O Não testei o produto ainda, mas ele veio correto e em boas condições. Apenas
a caixa que veio bem amassada e danificada, o que ficará chato, pois se trata de
um presente.
1
Muito bom o produto.
NaN
                                                                     0 produto
foi exatamente o que eu esperava e estava descrito no site e chegou bem antes da
data prevista.
4
NaN
```

```
review_creation_date review_answer_timestamp product_category_name
0 2017-10-11 00:00:00
                          2017-10-12 03:43:48
                                               utilidades_domesticas
1 2018-08-08 00:00:00
                          2018-08-08 18:37:50
                                                            perfumaria
2 2018-08-18 00:00:00
                          2018-08-22 19:07:58
                                                            automotivo
3 2017-12-03 00:00:00
                          2017-12-05 19:21:58
                                                             pet_shop
4 2018-02-17 00:00:00
                          2018-02-18 13:02:51
                                                             papelaria
   product_name_lenght product_description_lenght product_photos_qty \
0
          40.0
                                   268.0
          29.0
                                   178.0
                                                             1.0
1
2
          46.0
                                   232.0
                                                             1.0
3
          59.0
                                   468.0
                                                             3.0
4
          38.0
                                   316.0
                                                             4.0
   product_weight_g product_length_cm product_height_cm product_width_cm \
                                                                  13.0
                           19.0
0
         500.0
                                               8.0
         400.0
                           19.0
                                               13.0
                                                                  19.0
1
                                                                  21.0
2
         420.0
                           24.0
                                              19.0
3
         450.0
                           30.0
                                              10.0
                                                                  20.0
         250.0
                           51.0
                                                                  15.0
                                              15.0
  product_category_name_english
           housewares
0
1
             perfumery
2
                  auto
              pet_shop
3
4
            stationery
```

2.1 We start by looking at the basic information form the data

[4]: data.info()

<class 'pandas.core.frame.DataFrame'>
RangeIndex: 114092 entries, 0 to 114091

Data columns (total 33 columns):

#	Column	Non-Null Count	Dtype
0	order_id	114092 non-null	object
1	customer_id	114092 non-null	object
2	order_status	114092 non-null	object
3	order_purchase_timestamp	114092 non-null	object
4	order_approved_at	113930 non-null	object
5	order_delivered_carrier_date	112112 non-null	object
6	order_delivered_customer_date	110839 non-null	object
7	order_estimated_delivery_date	114092 non-null	object
8	customer_unique_id	114092 non-null	object

```
9
     customer_zip_code_prefix
                                     114092 non-null
                                                      int64
 10
     customer_city
                                     114092 non-null
                                                      object
 11
     customer_state
                                     114092 non-null
                                                      object
 12
     order_item_id
                                     113314 non-null
                                                      float64
     product id
 13
                                     113314 non-null
                                                      object
     seller id
                                     113314 non-null
                                                      object
     shipping_limit_date
                                     113314 non-null
                                                      object
 16
     price
                                     113314 non-null
                                                      float64
 17
     freight_value
                                     113314 non-null
                                                      float64
 18
     review_id
                                     113131 non-null
                                                      object
 19
     review_score
                                     113131 non-null
                                                      float64
                                     13523 non-null
 20
     review_comment_title
                                                      object
 21
     review_comment_message
                                     48166 non-null
                                                      object
 22
     review_creation_date
                                     113131 non-null
                                                      object
 23
     review_answer_timestamp
                                     113131 non-null
                                                      object
     product_category_name
                                     111702 non-null
                                                      object
 25
     product_name_lenght
                                     111702 non-null
                                                      float64
 26
     product_description_lenght
                                     111702 non-null
                                                      float64
 27
     product_photos_qty
                                     111702 non-null
                                                      float64
 28
     product weight g
                                     113296 non-null
                                                      float64
                                     113296 non-null
 29
     product length cm
                                                      float64
 30
     product height cm
                                     113296 non-null
                                                      float64
 31
     product_width_cm
                                     113296 non-null
                                                      float64
     product_category_name_english 111678 non-null
                                                      object
dtypes: float64(11), int64(1), object(21)
memory usage: 28.7+ MB
```

[6]: data.describe()

[6]: customer_zip_code_prefix order_item_id freight_value price 113314.000000 114092.000000 113314.000000 count 113314.000000 35105.227308 120.478701 19.979428 mean 1.198528 std 29868.300916 0.707016 183.279678 15.783227 min 1003.000000 1.000000 0.850000 0.000000 25% 11250.000000 1.000000 39.900000 13.080000 50% 24320.000000 1.000000 74.900000 16.260000 75% 59022.000000 1.000000 134.900000 21.150000 max99990.000000 21.000000 6735.000000 409.680000

	review_score	<pre>product_name_lenght</pre>	<pre>product_description_lenght</pre>	\
count	113131.000000	111702.000000	111702.000000	
mean	4.016998	48.777560	786.899250	
std	1.400074	10.024616	651.758866	
min	1.000000	5.000000	4.000000	
25%	4.000000	42.000000	348.000000	
50%	5.000000	52.000000	601.000000	
75%	5.000000	57.000000	985.00000	

5.000000 76.000000 3992.000000 maxproduct_photos_qty product_weight_g product_length_cm \ 111702.000000 113296.000000 113296.000000 count 2,206908 2091.915037 30.162495 mean std 1.719500 3749.804597 16.151737 min 1.000000 0.000000 7.000000 25% 1.000000 300.000000 18.000000 50% 1.000000 700.000000 25.000000 75% 3.000000 1800.000000 38.000000 20.000000 40425.000000 105.000000 max product_height_cm product_width_cm 113296.000000 count 113296.000000 16.584513 mean 23.003539 std 13.439206 11.708481 min 2.000000 6.000000 25% 8.000000 15.000000 50% 13.000000 20.000000

[6]: # Looking for columns with too many missing rows.
data.isna().sum()

30,000000

118.000000

0 [6]: order id 0 customer_id order_status 0 order_purchase_timestamp 0 order_approved_at 162 order_delivered_carrier_date 1980 order_delivered_customer_date 3253 order_estimated_delivery_date 0 0 customer_unique_id customer_zip_code_prefix 0 customer_city 0 customer_state 0 order_item_id 778 product_id 778 seller_id 778 shipping_limit_date 778 price 778 freight_value 778 review_id 961 961 review_score 100569 review_comment_title review_comment_message 65926

20,000000

105.000000

75%

max

```
review_creation_date
                                     961
                                     961
review_answer_timestamp
product_category_name
                                    2390
product_name_lenght
                                    2390
product_description_lenght
                                    2390
product_photos_qty
                                    2390
product_weight_g
                                     796
product_length_cm
                                     796
product height cm
                                     796
product_width_cm
                                     796
product_category_name_english
                                    2414
dtype: int64
```

2.2 Preparing and cleaning the data

```
[8]: # To enhance the understanding of customers satisfaction, we calculate if deliveries were late or early

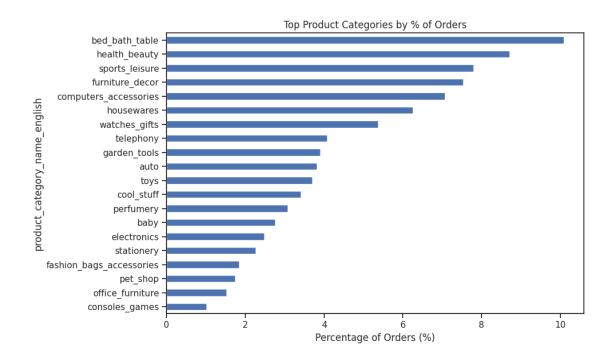
data["order_reception_delay"] = data["order_estimated_delivery_date"] - data["order_delivered_customer_date"]
```

```
[10]: data.columns
```

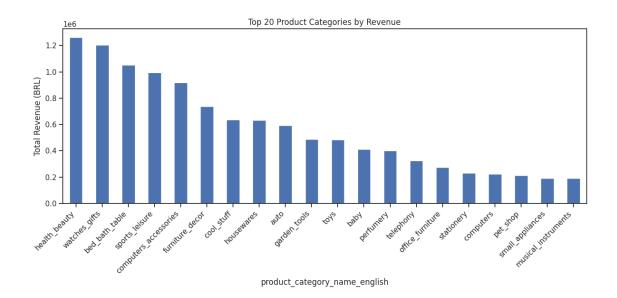
3 Categories and products Exploration

```
[10]: cat_number = data['product_category_name_english'].nunique()
print(f'There is {cat_number} unique category.')
```

There is 71 unique category.



We can see here the categories that are the most sold, but are they the ones that brings in the most revenue?



We have 2 important informative plots - Sales Volume (%) per Category (from value_counts(normalize=True)) - Total Revenue (BRL) per Category (from groupby('category')['price'].sum())

Let's visualize the comparison of sales percentage vs revenue with a heatmap! (And add the average price per category)

```
[14]: top_categories = category_distribution.index

# Filter & align both metrics
sales_pct = category_distribution[top_categories]
revenue = revenue_by_category[top_categories]

# Add average price
avg_price = data.groupby('product_category_name_english')['price'].mean()

cat_heatmap_df = pd.DataFrame({
    'Sales %': sales_pct,
    'Revenue (BRL)': revenue,
    'Avg Price (BRL)': avg_price[top_categories]
})
```

```
[15]: # Sort the heatmap by revenue
cat_heatmap_df = cat_heatmap_df.sort_values(by='Revenue (BRL)', ascending=False)

# Add cumulative Sales %
cat_heatmap_df['Cumulative Sales %'] = cat_heatmap_df['Sales %'].cumsum()

#Find the index (row) where cumulative sales exceed 95%
```

```
cutoff_index = cat_heatmap_df['Cumulative Sales %'].searchsorted(95)

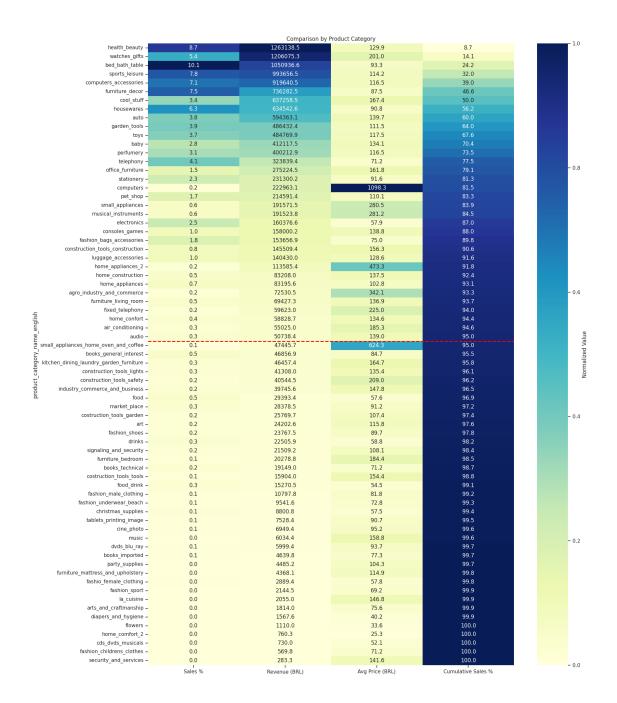
# We normalize so that all metrics are comparable on the same color scale for_

the heatmap(only!!)

cat_normalized_df = (cat_heatmap_df - cat_heatmap_df.min()) / (cat_heatmap_df.

max() - cat_heatmap_df.min())
```

```
[16]: plt.figure(figsize=(18, 20))
    sns.heatmap(
        cat_normalized_df,
        annot=cat_heatmap_df.round(1),
        fmt='',
        cmap='YlGnBu',
        cbar_kws={'label': 'Normalized Value'}
)
    plt.axhline(cutoff_index, color='red', linewidth=2, linestyle='--')
    plt.title('Comparison by Product Category')
    plt.tight_layout()
    plt.show()
```



The color intensity tells you how high or low that metric is compared to others. The annotations show actual values for clarity.

We can observe that out of the 71 categories, 95% of the revenue is made by:

```
[17]: print(f" {cutoff_index + 1} categories only!")
```

35 categories only!

How many product would it save in the inventory if we were not selling the 36 categories that do

not sell well? Could it reduce significantly the cost?

```
[11]: # How many product do we have?
product_count = data['product_id'].nunique()
print(f'Olist sellers sell {product_count} products.')
```

Olist sellers sell 32951 products.

There would be 30288 products left, which means the last 36 categories countain only 2663 products.

```
[22]: pct_bad_items = (product_count - top_cat_product_count)/product_count * 100 print(f'The percentage of products not in the top categories is {pct_bad_items:. \( \times 2f\)}%.')
```

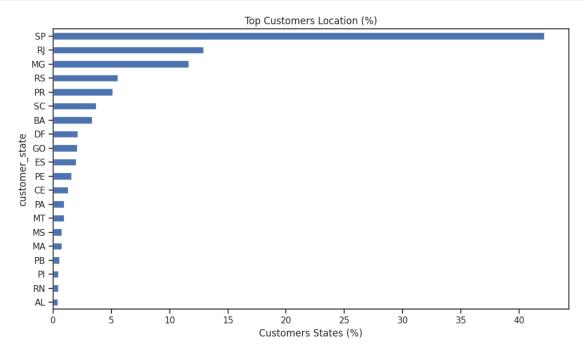
The percentage of products not in the top categories is 8.08%.

4 Regions_Exploration

```
[13]: brl_states = data['customer_state'].nunique()
print(f'Olist operates in {brl_states} states in Brasil.')
```

Olist operates in 27 states in Brasil.

```
plt.tight_layout()
plt.show()
```



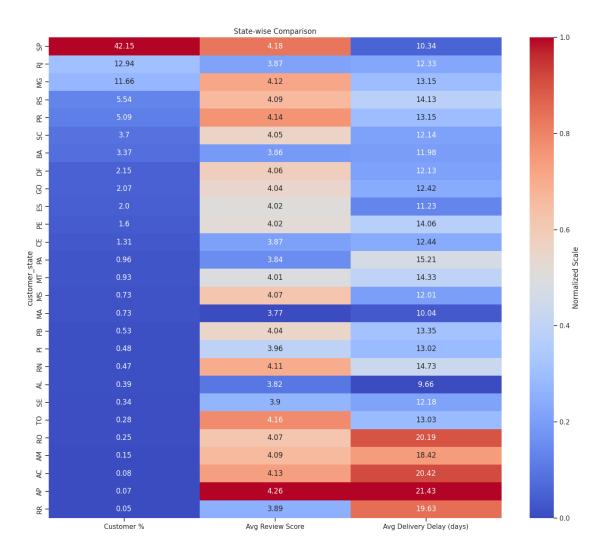
It would be interesting to see if the reviews score is correlated to states, as well as the delay, it could show a distribution problem that has to be fixed.

Once Again, we'll use a heatmap to show the relationship between these 3 information.

```
[22]: # Ensure values are aligned by index
states = customers_distribution.index
review = states_review_score.reindex(states)

# Convert timedelta to float (in days)
delay_days = states_delay.reindex(states).dt.total_seconds() / 86400
```

```
# Combine and convert to numeric (just in case)
states_df = pd.DataFrame({
    'Customer %': customers_distribution[states],
    'Avg Review Score': review,
    'Avg Delivery Delay (days)': delay_days
}).astype(float).dropna()
# Normalize numeric values for heatmap coloring
normalized_states_df = (states_df - states_df.min()) / (states_df.max() -__
⇔states_df.min())
# Plot
plt.figure(figsize=(14, 12))
sns.heatmap(
   normalized_states_df,
    annot=states_df.round(2),
    fmt='',
    cmap='coolwarm',
    cbar_kws={'label': 'Normalized Scale'}
plt.title('State-wise Comparison')
plt.tight_layout()
plt.show()
```



4.1 Quick analysis

Potential Insight

Customer Satisfaction: States with higher review scores might indicate higher customer satisfaction.

Delivery Efficiency: States with lower delivery delays might have more efficient logistics or better infrastructure.

Market Focus: States with higher customer percentages might be key markets.

4.2 Effective Observation about review scores and delay.

- There is no clear relation between the review score and the delivery delay.
- There is an obvious problem with the order_estimated_delivery_date calculation that does not reflect the reality at all.

4.3 How to explain the repartition of customers and the delay from factual information.

São Paulo (SP) is by far the most populated state in Brazil.

As of the latest estimates:

São Paulo has ~46 million residents, about 20–22% of the country's total population.

It is also Brazil's main economic and logistical hub, which explains its dominant role in e-commerce.

States with high delivery delays: RO (Rondônia), AM (Amazonas), AC (Acre), AP (Amapá), RR (Roraima):

Geography: These states are vast, sparsely populated, and covered with dense forests and rivers (Rain forest). Roads are limited, and many areas are only accessible by boat or small aircraft. <= Remote

Infrastructure: Fewer major highways, fewer distribution centers, and less advanced logistical networks compared to more industrialized regions like the Southeast. <= Underdeveloped

Long transport distances: Most e-commerce products ship from Southeastern hubs (especially São Paulo), which are thousands of kilometers away from the North. \leq Far from economical hubs

Weather and seasonal issues: Rainy seasons often flood roads and delay river transportation, which affects delivery schedules. <= Very dependent from the season, which can explain the resilience of customers that gives good review regardless of delay

5 Generated EDA visualization

Number of NLP String Columns = 0

5.1 Categories reports

```
[23]: AV = AutoViz_Class()
[24]: report = AV.AutoViz(cat heatmap df)
    Shape of your Data Set loaded: (71, 4)
    #######
    ################################### C L A S S I F Y I N G V A R I A B L E S
    ######################
    #######
    Classifying variables in data set ...
       Number of Numeric Columns = 4
       Number of Integer-Categorical Columns =
       Number of String-Categorical Columns =
       Number of Factor-Categorical Columns =
       Number of String-Boolean Columns = 0
       Number of Numeric-Boolean Columns = 0
       Number of Discrete String Columns = 0
```

Number of Date Time Columns = 0 Number of ID Columns = 0 Number of Columns to Delete = 0 4 Predictors classified...

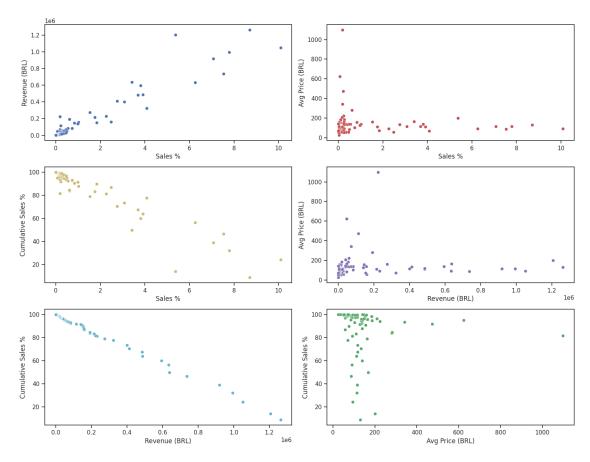
 $\,$ No variables removed since no ID or low-information variables found in data set

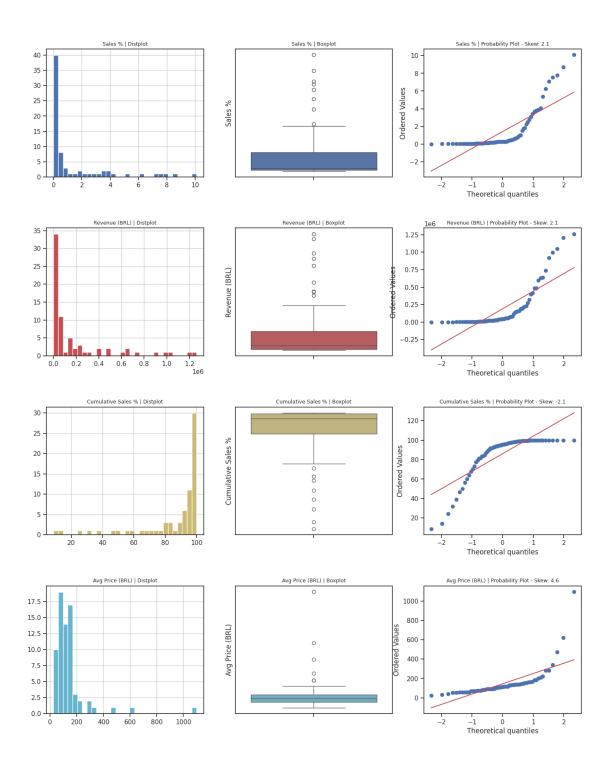
To fix these data quality issues in the dataset, import FixDQ from autoviz... All variables classified into correct types.

<pandas.io.formats.style.Styler at 0x7f63b4201630>

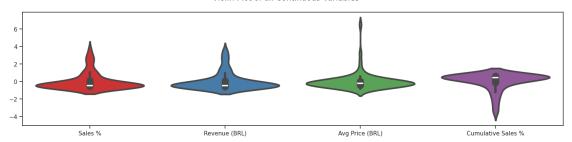
Number of All Scatter Plots = 10

Pair-wise Scatter Plot of all Continuous Variables









Heatmap of all Numeric Variables including target:

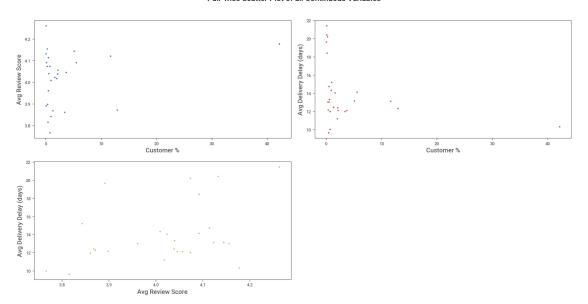


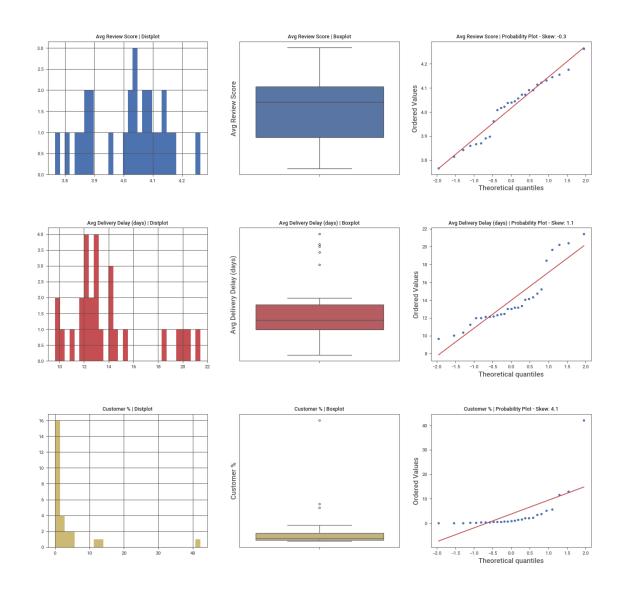
All Plots done
Time to run AutoViz = 3 seconds


```
[26]: cat_eda_report.show_html("cat_eda_report.html")
    Report cat_eda_report.html was generated! NOTEBOOK/COLAB USERS: the web browser
    MAY not pop up, regardless, the report IS saved in your notebook/colab files.
    5.2 States reports
[27]: states_report = AV.AutoViz(states_df)
    Shape of your Data Set loaded: (27, 3)
    #####################
    #######
    Classifying variables in data set...
       Number of Numeric Columns = 3
       Number of Integer-Categorical Columns = 0
       Number of String-Categorical Columns = 0
       Number of Factor-Categorical Columns = 0
       Number of String-Boolean Columns = 0
       Number of Numeric-Boolean Columns = 0
       Number of Discrete String Columns = 0
       Number of NLP String Columns = 0
       Number of Date Time Columns = 0
       Number of ID Columns = 0
       Number of Columns to Delete = 0
       3 Predictors classified...
          No variables removed since no ID or low-information variables found in
    data set
    To fix these data quality issues in the dataset, import FixDQ from autoviz...
       All variables classified into correct types.
```

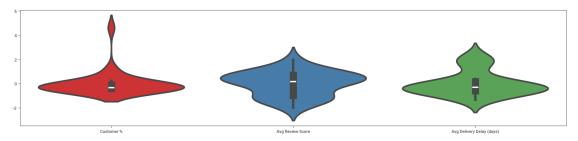
Number of All Scatter Plots = 6

Pair-wise Scatter Plot of all Continuous Variables

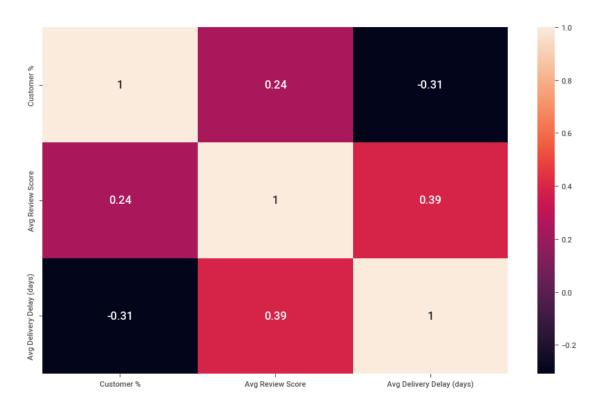




Violin Plot of all Continuous Variables



Heatmap of all Numeric Variables including target:



All Plots done
Time to run AutoViz = 2 seconds

Report states_eda_report.html was generated! NOTEBOOK/COLAB USERS: the web browser MAY not pop up, regardless, the report IS saved in your notebook/colab files.