QuickBite Express

Pre-Crisis & Crisis - Impact Analysis

Exec Snapshot
Helps stakeholders quickly understand overall business performance before and during the crisis.

Orders Trend - Phases
Highlights how the crisis impacted customer ordering behavior over time.

Cities - Impact
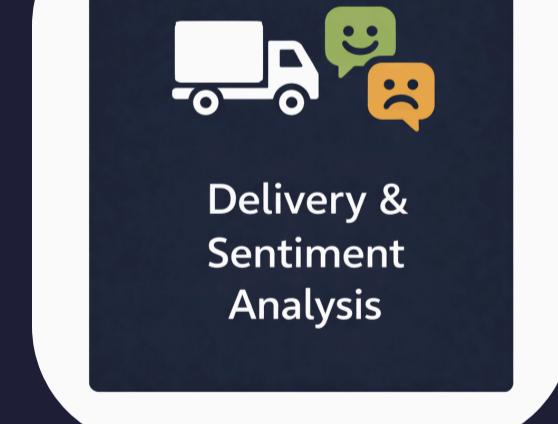Compares city-level performance based on delivery delays, ratings, and order volume.

Restaurants - Volume & Churn
Evaluates restaurant performance using order volume, churn, and cancellation patterns.

Customer Behavior & Loyalty Analysis
Reveals how customer loyalty changed from pre-crisis to crisis periods.

Delivery & Sentiment Analysis
Highlights key drivers of negative feedback such as delays, food quality, and packaging issues.

Key Metrics:
SLA – Service Level Agreement (on-time delivery)
AOV – Average Order Value Per Order
Churn – % of customers/restaurants inactive post-crisis

"**Objective:** *Quantify operational, customer, and partner-level impact of the crisis to identify recovery priorities.*"