# McDonald's case study-Market segmentation

### January 29, 2024

```
[2]: #IMPORTING THE IMPORTANT LIBRARIES
     import os
     import pandas as pd
     import numpy as np
     import matplotlib.pyplot as plt
     import seaborn as sns
     !pip install yellowbrick
    Defaulting to user installation because normal site-packages is not writeable
    Requirement already satisfied: yellowbrick in ./.local/lib/python3.10/site-
    packages (1.5)
    Requirement already satisfied: matplotlib!=3.0.0,>=2.0.2 in
    /usr/local/lib/python3.10/site-packages (from yellowbrick) (3.6.3)
    Requirement already satisfied: scipy>=1.0.0 in /usr/local/lib/python3.10/site-
    packages (from yellowbrick) (1.9.3)
    Requirement already satisfied: scikit-learn>=1.0.0 in
    /usr/local/lib/python3.10/site-packages (from yellowbrick) (1.3.1)
    Requirement already satisfied: numpy>=1.16.0 in /usr/local/lib/python3.10/site-
    packages (from yellowbrick) (1.23.5)
    Requirement already satisfied: cycler>=0.10.0 in /usr/local/lib/python3.10/site-
    packages (from yellowbrick) (0.11.0)
    Requirement already satisfied: contourpy>=1.0.1 in
    /usr/local/lib/python3.10/site-packages (from
    matplotlib!=3.0.0,>=2.0.2->yellowbrick) (1.0.7)
    Requirement already satisfied: fonttools>=4.22.0 in
    /usr/local/lib/python3.10/site-packages (from
    matplotlib!=3.0.0,>=2.0.2->yellowbrick) (4.33.3)
    Requirement already satisfied: kiwisolver>=1.0.1 in
    /usr/local/lib/python3.10/site-packages (from
    matplotlib!=3.0.0,>=2.0.2->yellowbrick) (1.4.3)
    Requirement already satisfied: packaging>=20.0 in
    /usr/local/lib/python3.10/site-packages (from
    matplotlib!=3.0.0,>=2.0.2->yellowbrick) (22.0)
    Requirement already satisfied: pillow>=6.2.0 in /usr/local/lib/python3.10/site-
    packages (from matplotlib!=3.0.0,>=2.0.2->yellowbrick) (9.1.1)
    Requirement already satisfied: pyparsing>=2.2.1 in
    /usr/local/lib/python3.10/site-packages (from
    matplotlib!=3.0.0,>=2.0.2->yellowbrick) (3.0.9)
```

```
Requirement already satisfied: python-dateutil>=2.7 in
     /usr/local/lib/python3.10/site-packages (from
     matplotlib!=3.0.0,>=2.0.2->yellowbrick) (2.8.2)
     Requirement already satisfied: joblib>=1.1.1 in /usr/local/lib/python3.10/site-
     packages (from scikit-learn>=1.0.0->yellowbrick) (1.2.0)
     Requirement already satisfied: threadpoolctl>=2.0.0 in
     /usr/local/lib/python3.10/site-packages (from scikit-learn>=1.0.0->yellowbrick)
     (3.1.0)
     Requirement already satisfied: six>=1.5 in /usr/local/lib/python3.10/site-
     packages (from python-dateutil>=2.7->matplotlib!=3.0.0,>=2.0.2->yellowbrick)
     (1.16.0)
     [notice] A new release of pip is
     available: 23.3 -> 23.3.2
     [notice] To update, run:
     pip install --upgrade pip
 [3]: mcdonalds=pd.read_csv("mcdonalds.csv")
 [4]: mcdonalds.columns
 [4]: Index(['yummy', 'convenient', 'spicy', 'fattening', 'greasy', 'fast', 'cheap',
             'tasty', 'expensive', 'healthy', 'disgusting', 'Like', 'Age',
             'VisitFrequency', 'Gender'],
            dtype='object')
 [5]: mcdonalds.shape
 [5]: (1453, 15)
[27]: mcdonalds.info()
     <class 'pandas.core.frame.DataFrame'>
     RangeIndex: 1453 entries, 0 to 1452
     Data columns (total 15 columns):
      #
          Column
                          Non-Null Count Dtype
     ---
                          _____
      0
          yummy
                          1453 non-null
                                          object
          convenient
                          1453 non-null
                                          object
      2
                          1453 non-null
          spicy
                                          object
      3
          fattening
                          1453 non-null
                                          object
      4
          greasy
                                          object
                          1453 non-null
      5
          fast
                          1453 non-null
                                          object
      6
          cheap
                          1453 non-null
                                          object
      7
                          1453 non-null
          tastv
                                          object
          expensive
                          1453 non-null
                                          object
          healthy
                          1453 non-null
                                          object
                          1453 non-null
      10 disgusting
                                          object
```

```
12
          Age
                           1453 non-null
                                            int64
          VisitFrequency 1453 non-null
      13
                                            object
      14 Gender
                           1453 non-null
                                            object
     dtypes: int64(1), object(14)
     memory usage: 170.4+ KB
 [6]: mcdonalds.describe()
 [6]:
                      Age
             1453.000000
      count
      mean
               44.604955
      std
               14.221178
      min
               18.000000
      25%
               33.000000
      50%
               45.000000
      75%
               57.000000
               71.000000
      max
[28]: print(pd.isnull(mcdonalds).sum())
                        0
     yummy
     convenient
                        0
                        0
     spicy
     fattening
                        0
                        0
     greasy
                        0
     fast
     cheap
                        0
                        0
     tasty
                        0
     expensive
     healthy
                        0
     disgusting
                        0
     Like
                        0
                        0
     Age
     VisitFrequency
                        0
                        0
     Gender
     dtype: int64
 []: # There are no null values.
 [7]: mcdonalds.head(5)
 [7]:
        yummy convenient spicy fattening greasy fast cheap tasty expensive healthy \
           No
                      Yes
                             No
                                      Yes
                                               No
                                                   Yes
                                                         Yes
                                                                 No
                                                                          Yes
                                                                                   No
      0
      1
          Yes
                      Yes
                             No
                                      Yes
                                              Yes Yes
                                                         Yes
                                                                Yes
                                                                          Yes
                                                                                   No
      2
           No
                      Yes
                            Yes
                                      Yes
                                              Yes Yes
                                                          No
                                                                Yes
                                                                          Yes
                                                                                   Yes
                      Yes
      3
                                      Yes
                                              Yes Yes
          Yes
                             No
                                                         Yes
                                                                Yes
                                                                           No
                                                                                   No
```

1453 non-null

object

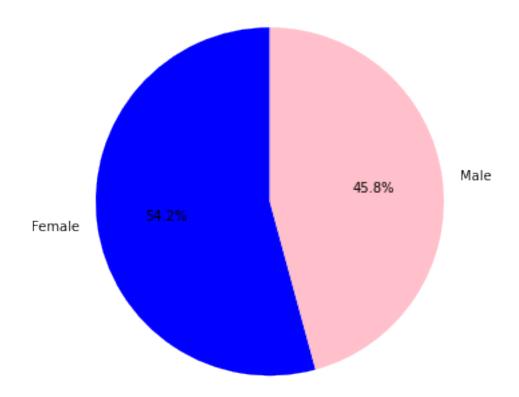
11 Like

```
No
                   4
                                                                   Yes
                                                                                         No
                                                                                                                      Yes
                                                                                                                                             Yes Yes
                                                                                                                                                                                Yes
                                                                                                                                                                                                       No
                                                                                                                                                                                                                                      No
                                                                                                                                                                                                                                                             Yes
                         disgusting Like
                                                                                Age
                                                                                                             VisitFrequency
                                                                                                                                                                Gender
                   0
                                                   No
                                                                   -3
                                                                                   61
                                                                                                Every three months
                                                                                                                                                                Female
                   1
                                                   No
                                                                   +2
                                                                                   51
                                                                                                Every three months
                                                                                                                                                                Female
                   2
                                                   No
                                                                   +1
                                                                                   62
                                                                                                Every three months
                                                                                                                                                                Female
                   3
                                                Yes
                                                                   +4
                                                                                   69
                                                                                                                      Once a week
                                                                                                                                                                Female
                   4
                                                   No
                                                                   +2
                                                                                   49
                                                                                                                   Once a month
                                                                                                                                                                      Male
   []: # # From this output we can see that the first respondent is a 61 year old_
                        ofemale who eats at McDonald's every 3 months and she believes that is not in the state of the 
                        \hookrightarrowyummy, convenient, not spicy, fattening, not greasy, fast, cheap, not tasty,
                        ⇔expensive, not healthy and not disgusting
   [8]: mcdonalds.dtypes
   [8]: yummy
                                                                             object
                   convenient
                                                                             object
                   spicy
                                                                             object
                   fattening
                                                                             object
                   greasy
                                                                             object
                  fast
                                                                             object
                   cheap
                                                                             object
                   tasty
                                                                             object
                   expensive
                                                                             object
                  healthy
                                                                             object
                                                                             object
                   disgusting
                  Like
                                                                             object
                                                                                int64
                   Age
                  VisitFrequency
                                                                             object
                   Gender
                                                                             object
                   dtype: object
[25]: mcdonalds['yummy'].value_counts()
[25]: Yes
                                         803
                  No
                                          650
                   Name: yummy, dtype: int64
[26]: mcdonalds['Age'].value_counts()
[26]: 55
                                      53
                   60
                                      38
                   37
                                      37
                   59
                                      36
                   57
                                      36
                   52
                                      36
```

58	35
36	35
49	34
62	34
50	34
32	33
44	32
56	32
64	32
53	31
	31
26	
24	30
35	30
51	30
47	30
42	30
23	30
39	29
29	28
34	28
30	28
38	27
40	27
31	27
25	26
33	26
61	26
67	26
48	26
43	25
27	25
63	25
54	24
41	23
22	23
65	23
45	22
20	21
46	19
	18
28	
66	17
66	17
66 21	17 16
66 21 18	17
66 21	17 16
66 21 18 70	17 16 16 15
66 21 18 70 69	17 16 16 15 14
66 21 18 70	17 16 16 15
66 21 18 70 69	17 16 16 15 14

```
71
             1
      Name: Age, dtype: int64
[29]: mcdonalds.corr()
     /tmp/ipykernel 758/2370541813.py:1: FutureWarning: The default value of
     numeric_only in DataFrame.corr is deprecated. In a future version, it will
     default to False. Select only valid columns or specify the value of numeric_only
     to silence this warning.
       mcdonalds.corr()
[29]:
           Age
      Age 1.0
[30]: # Basic market segmentation with gender as a Variable.
      # Count the number of instances for each gender
      gender_counts = mcdonalds['Gender'].value_counts()
      # Plotting the pie chart
      plt.figure(figsize=(6, 6))
      plt.pie(gender_counts, labels=gender_counts.index, autopct='%1.1f%%',u
       startangle=90, colors=['blue', 'pink'])
      plt.title('Distribution of Gender in McDonald\'s Dataset')
      plt.show()
```

## Distribution of Gender in McDonald's Dataset



```
[]: # The number of female costumers is more than that of male customers.
```

[10]: # Extracting the columns containing segmentation variables(1-11) and converting  $\Box$  the data to a matrix containing 0 and 1 instead of YES and NO.

```
[11]: # Extracting columns 1 to 11 and converting to a binary matrix
MD_x = mcdonalds.iloc[:, 0:11]
# Converting values to 0 and 1
MD_x = (MD_x == "Yes").astype(int)

# Calculating and rounding column means to two decimal places
print(np.round(MD_x.mean(), 2))
```

yummy	0.55
convenient	0.91
spicy	0.09
fattening	0.87
greasy	0.53

```
fast 0.90 cheap 0.60 tasty 0.64 expensive 0.36 healthy 0.20 disgusting 0.24 dtype: float64
```

[12]: # The output indicates that about 55% of the respondents believe that ⊔

→McDonald's food is YUMMY, 53 believe that the food at McDonald's is GREASY

→and 36% believes that it is expensive.

#### [13]: # PRINCIPAL COMPONENT ANALYSIS

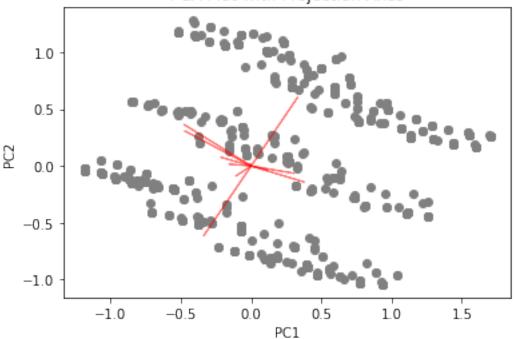
```
PC Standard deviation Proportion of Variance Cumulative Proportion
0
     PC1
                       0.7570
                                                0.2994
                                                                         0.2994
     PC2
                       0.6075
                                                0.1928
                                                                         0.4922
1
2
     PC3
                       0.5046
                                                0.1330
                                                                         0.6253
3
     PC4
                       0.3988
                                                0.0831
                                                                         0.7084
4
     PC5
                                                                        0.7679
                       0.3374
                                                0.0595
5
     PC6
                       0.3103
                                                0.0503
                                                                        0.8182
6
     PC7
                       0.2897
                                                0.0438
                                                                        0.8620
7
     PC8
                       0.2751
                                                0.0395
                                                                        0.9016
8
     PC9
                       0.2653
                                                0.0368
                                                                         0.9383
9
    PC10
                       0.2488
                                                0.0324
                                                                         0.9707
10 PC11
                       0.2369
                                                0.0293
                                                                         1.0000
```

```
[15]: standard_deviations = pca.explained_variance_**0.5
print("Standard deviations (1, .., p=11):")
```

```
print(np.round(standard_deviations, 1))
     Standard deviations (1, .., p=11):
     [0.8 0.6 0.5 0.4 0.3 0.3 0.3 0.3 0.3 0.2 0.2]
[16]: # printing the rotation matrix:
      column_names = MD_x.columns
      rotation_matrix = pd.DataFrame(np.round(pca.components_.T, 2),__
       ⇔columns=column_names)
      print(f"Rotation (n x k) = (\{MD_x.shape[1]\} x \{MD_x.shape[1]\}):")
      print(rotation_matrix)
     Rotation (n \times k) = (11 \times 11):
         yummy
               convenient spicy fattening greasy fast
                                                             cheap tasty \
     0
         -0.48
                      0.36 -0.30
                                        0.06
                                                -0.31 0.17
                                                             -0.28
                                                                     0.01
         -0.16
                      0.02 -0.06
                                       -0.14
                                                 0.28 -0.35 -0.06 -0.11
     1
     2
         -0.01
                      0.02 -0.04
                                        0.20
                                                 0.07 -0.36
                                                              0.71
                                                                     0.38
     3
          0.12
                     -0.03 -0.32
                                       -0.35
                                                -0.07 -0.41 -0.39
                                                                     0.59
                                        0.25
     4
          0.30
                     -0.06 -0.80
                                                0.36 0.21
                                                              0.04
                                                                   -0.14
     5
         -0.11
                     -0.09 -0.06
                                       -0.10
                                                0.11 -0.59 -0.09
                                                                   -0.63
     6
         -0.34
                     -0.61 -0.15
                                        0.12
                                               -0.13 -0.10 -0.04
                                                                    0.14
     7
                                                -0.21 -0.08
         -0.47
                      0.31 - 0.29
                                       -0.00
                                                              0.36 -0.07
     8
          0.33
                      0.60
                            0.02
                                        0.07
                                               -0.00 -0.26 -0.07
                                                                    0.03
     9
                      0.08
                                        0.76
         -0.21
                             0.19
                                                0.29 -0.18 -0.35
                                                                     0.18
     10
          0.37
                     -0.14 -0.09
                                        0.37
                                                -0.73 -0.21 -0.03 -0.17
         expensive healthy disgusting
     0
              0.57
                      -0.11
                                   0.05
             -0.02
                      -0.67
                                  -0.54
     1
              0.40
     2
                      -0.08
                                   0.14
     3
             -0.16
                      -0.01
                                   0.25
     4
             -0.00
                      0.01
                                   0.00
     5
              0.17
                       0.24
                                   0.34
     6
                       0.43
              0.08
                                  -0.49
     7
             -0.64
                       0.08
                                   0.02
     8
              0.07
                       0.45
                                  -0.49
     9
             -0.19
                      -0.04
                                   0.16
     10
             -0.07
                      -0.29
                                  -0.04
[17]: # Plotting the data points in the reduced dimensional space
      plt.scatter(MD_pca[:, 0], MD_pca[:, 1], color='grey')
      # Adding projection axes
      for i in range(MD_pca.shape[1]):
          plt.arrow(0, 0, pca.components_[0, i], pca.components_[1, i], color='red', u
       \Rightarrowalpha=0.5)
```

```
plt.xlabel('PC1')
plt.ylabel('PC2')
plt.title('PCA Plot with Projection Axes')
plt.show()
```

## PCA Plot with Projection Axes

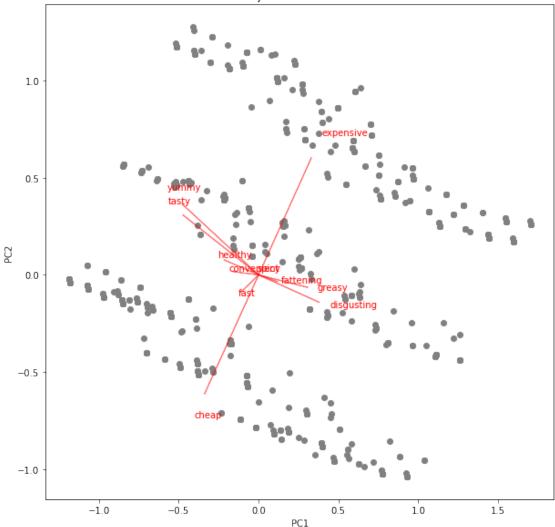


```
[18]: plt.figure(figsize=(10, 10))
# Plotting the data points in the reduced dimensional space
plt.scatter(MD_pca[:, 0], MD_pca[:, 1], color='grey')

# Adding projection axes and annotating with column names
for i in range(MD_pca.shape[1]):
    plt.arrow(0, 0, pca.components_[0, i], pca.components_[1, i], color='red', u ealpha=0.5)
    plt.text(pca.components_[0, i] * 1.2, pca.components_[1, i] * 1.2, MD_x.
    ecolumns[i], color='red')

plt.xlabel('PC1')
plt.ylabel('PC2')
plt.title('PCA Plot with Projection Axes and Column Names')
plt.show()
```





## [19]: pip install scikit-learn-extra

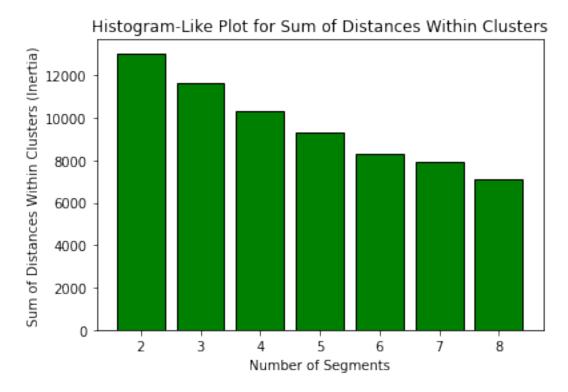
Defaulting to user installation because normal site-packages is not writeable Requirement already satisfied: scikit-learn-extra in ./.local/lib/python3.10/site-packages (0.3.0)
Requirement already satisfied: numpy>=1.13.3 in /usr/local/lib/python3.10/site-packages (from scikit-learn-extra) (1.23.5)
Requirement already satisfied: scipy>=0.19.1 in /usr/local/lib/python3.10/site-packages (from scikit-learn-extra) (1.9.3)
Requirement already satisfied: scikit-learn>=0.23.0 in /usr/local/lib/python3.10/site-packages (from scikit-learn-extra) (1.3.1)
Requirement already satisfied: joblib>=1.1.1 in /usr/local/lib/python3.10/site-packages (from scikit-learn>=0.23.0->scikit-learn-extra) (1.2.0)
Requirement already satisfied: threadpoolctl>=2.0.0 in

```
learn-extra) (3.1.0)
     [notice] A new release of pip is
     available: 23.3 -> 23.3.2
     [notice] To update, run:
     pip install --upgrade pip
     Note: you may need to restart the kernel to use updated packages.
[20]: # Extracting segments using k-means
      from sklearn.cluster import KMeans
      from sklearn.preprocessing import StandardScaler
      from sklearn.pipeline import make_pipeline
      from sklearn_extra.cluster import KMedoids
      # Set a seed for reproducibility
      np.random.seed(1234)
      cluster_range = [2, 8]
      # Performing k-means clustering with ten random restarts
      results = {}
      for num_clusters in cluster_range:
          kmeans = KMeans(n_clusters=num_clusters, n_init=10, random_state=1234)
          pipeline = make pipeline(StandardScaler(), kmeans)
          labels = pipeline.fit_predict(MD_x)
          results[num_clusters] = labels
      # Relabel segments to be consistent across segmentations
      for num_clusters in cluster_range:
          unique_labels = np.unique(results[num_clusters])
          relabeling_dict = {old_label: new_label for new_label, old_label in_
       ⊖enumerate(unique_labels)}
          results[num_clusters] = np.vectorize(relabeling_dict.

¬get) (results[num_clusters])
[21]: # Access the results for 2 clusters
      labels_2_clusters = results[2]
      print("Labels for 2 clusters:", labels_2_clusters)
      # Access the results for 8 clusters
      labels_8_clusters = results[8]
      print("Labels for 8 clusters:", labels_8_clusters)
     Labels for 2 clusters: [1 0 0 ... 0 0 1]
     Labels for 8 clusters: [7 0 6 ... 3 5 2]
```

/usr/local/lib/python3.10/site-packages (from scikit-learn>=0.23.0->scikit-

```
[22]: # Specify the range of cluster numbers
      cluster_range = range(2, 9)
      # Compute the inertia (sum of distances within clusters) for each number of \Box
       \hookrightarrow clusters
      inertia_values = []
      for num_clusters in cluster_range:
          kmeans = KMeans(n_clusters=num_clusters, n_init=10, random_state=1234)
          pipeline = make_pipeline(StandardScaler(), kmeans)
          pipeline.fit(MD_x)
          inertia_values.append(pipeline.named_steps['kmeans'].inertia_)
      # Plotting the histogram-like plot
      plt.bar(cluster_range, inertia_values, color='green', edgecolor='black')
      plt.xlabel('Number of Segments')
      plt.ylabel('Sum of Distances Within Clusters (Inertia)')
      plt.title('Histogram-Like Plot for Sum of Distances Within Clusters')
      plt.show()
```



```
[37]: #Extracting segments-k means
from yellowbrick.cluster import KElbowVisualizer
k_means_model = KMeans()
```

```
/usr/local/lib/python3.10/site-packages/sklearn/cluster/_kmeans.py:1416:
FutureWarning: The default value of `n_init` will change from 10 to 'auto' in
1.4. Set the value of `n_init` explicitly to suppress the warning
  super()._check_params_vs_input(X, default_n_init=10)
/usr/local/lib/python3.10/site-packages/sklearn/cluster/_kmeans.py:1416:
FutureWarning: The default value of `n_init` will change from 10 to 'auto' in
1.4. Set the value of `n_init` explicitly to suppress the warning
  super()._check_params_vs_input(X, default_n_init=10)
/usr/local/lib/python3.10/site-packages/sklearn/cluster/_kmeans.py:1416:
FutureWarning: The default value of `n init` will change from 10 to 'auto' in
1.4. Set the value of `n_init` explicitly to suppress the warning
  super()._check_params_vs_input(X, default_n_init=10)
/usr/local/lib/python3.10/site-packages/sklearn/cluster/_kmeans.py:1416:
FutureWarning: The default value of `n_init` will change from 10 to 'auto' in
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1.4. Set the value of `n_init` explicitly to suppress the warning
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1.4. Set the value of `n_init` explicitly to suppress the warning
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1.4. Set the value of `n_init` explicitly to suppress the warning
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1.4. Set the value of `n init` explicitly to suppress the warning
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/usr/local/lib/python3.10/site-packages/sklearn/cluster/_kmeans.py:1416:
FutureWarning: The default value of `n_init` will change from 10 to 'auto' in
1.4. Set the value of `n_init` explicitly to suppress the warning
  super()._check_params_vs_input(X, default_n_init=10)
/usr/local/lib/python3.10/site-packages/sklearn/cluster/_kmeans.py:1416:
FutureWarning: The default value of `n init` will change from 10 to 'auto' in
1.4. Set the value of `n_init` explicitly to suppress the warning
  super()._check_params_vs_input(X, default_n_init=10)
```

visualizer = KElbowVisualizer(k\_means\_model, k=(1,12)).fit(MD\_x)

visualizer.show()

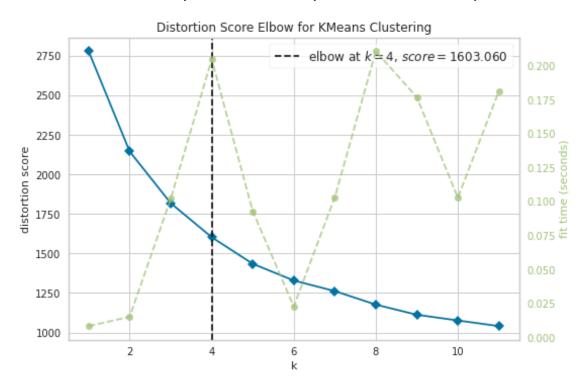
findfont: Generic family 'sans-serif' not found because none of the following families were found: Arial, Liberation Sans, Bitstream Vera Sans, sans-serif findfont: Generic family 'sans-serif' not found because none of the following families were found: Arial, Liberation Sans, Bitstream Vera Sans, sans-serif findfont: Generic family 'sans-serif' not found because none of the following families were found: Arial, Liberation Sans, Bitstream Vera Sans, sans-serif findfont: Generic family 'sans-serif' not found because none of the following families were found: Arial, Liberation Sans, Bitstream Vera Sans, sans-serif findfont: Generic family 'sans-serif' not found because none of the following families were found: Arial, Liberation Sans, Bitstream Vera Sans, sans-serif findfont: Generic family 'sans-serif' not found because none of the following families were found: Arial, Liberation Sans, Bitstream Vera Sans, sans-serif findfont: Generic family 'sans-serif' not found because none of the following families were found: Arial, Liberation Sans, Bitstream Vera Sans, sans-serif findfont: Generic family 'sans-serif' not found because none of the following families were found: Arial, Liberation Sans, Bitstream Vera Sans, sans-serif findfont: Generic family 'sans-serif' not found because none of the following families were found: Arial, Liberation Sans, Bitstream Vera Sans, sans-serif findfont: Generic family 'sans-serif' not found because none of the following families were found: Arial, Liberation Sans, Bitstream Vera Sans, sans-serif findfont: Generic family 'sans-serif' not found because none of the following families were found: Arial, Liberation Sans, Bitstream Vera Sans, sans-serif findfont: Generic family 'sans-serif' not found because none of the following families were found: Arial, Liberation Sans, Bitstream Vera Sans, sans-serif findfont: Generic family 'sans-serif' not found because none of the following families were found: Arial, Liberation Sans, Bitstream Vera Sans, sans-serif findfont: Generic family 'sans-serif' not found because none of the following families were found: Arial, Liberation Sans, Bitstream Vera Sans, sans-serif findfont: Generic family 'sans-serif' not found because none of the following families were found: Arial, Liberation Sans, Bitstream Vera Sans, sans-serif findfont: Generic family 'sans-serif' not found because none of the following families were found: Arial, Liberation Sans, Bitstream Vera Sans, sans-serif findfont: Generic family 'sans-serif' not found because none of the following families were found: Arial, Liberation Sans, Bitstream Vera Sans, sans-serif findfont: Generic family 'sans-serif' not found because none of the following families were found: Arial, Liberation Sans, Bitstream Vera Sans, sans-serif findfont: Generic family 'sans-serif' not found because none of the following families were found: Arial, Liberation Sans, Bitstream Vera Sans, sans-serif findfont: Generic family 'sans-serif' not found because none of the following families were found: Arial, Liberation Sans, Bitstream Vera Sans, sans-serif findfont: Generic family 'sans-serif' not found because none of the following families were found: Arial, Liberation Sans, Bitstream Vera Sans, sans-serif findfont: Generic family 'sans-serif' not found because none of the following families were found: Arial, Liberation Sans, Bitstream Vera Sans, sans-serif findfont: Generic family 'sans-serif' not found because none of the following families were found: Arial, Liberation Sans, Bitstream Vera Sans, sans-serif findfont: Generic family 'sans-serif' not found because none of the following families were found: Arial, Liberation Sans, Bitstream Vera Sans, sans-serif

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