Future Scope and Insights:

* Minimize drug shortages and stockouts, which can lead to improved patient care and satisfaction, as well as reduced bounce rate.
* Maximize the availability and utilization of drugs, which can increase sales and profits, as well as customer loyalty and retention.
* Reduce inventory costs and waste, which can improve cash flow and sustainability, as well as reduce the environmental impact of expired or unused drugs.

Statistical Insights

* Specialisation4 and Specialisation7 with Department1 have a higher number of return quantity.
* Specialisation5, 4 contains highest RtnMRP : MRP of returned drug (Quantity included) as well as Highest ReturnQuantity
* Specific subcategories like "INJECTIONS" ,”IV FLUIDS ,ELECTROLYTS “and "TABLETS & CAPSULES" and the "Form1" formulation were identified as having high return counts.
* Specific subcategories 1 like “INTRAVENOUS & OTHER STERILE SOLUTIONS” and “CARDIOVASCULAR & HEMATOPOIETIC SYSTEM” were identified as having high return counts.
* The drug like “SODIUM CHLORIDE IVF 100ML” formulation were identified as having high return counts.
* Here we can understand that ,

Around so many of customer in the data set based on a situation where they returned medicine with a final sales value of zero this means that a significant portion of our customer did not get the medicine they needed which could lead to dissatisfaction of a customer so to improve business criteria we can increase our revenue and it’s important to reduce the bounce rate by ensuring customer service best

* Thorough examination of the "TABLETS & CAPSULES" and "INJECTIONS" subcategories to pinpoint and solve the root causes of high return rates.
* A thorough evaluation of the "Form1" formulation to pinpoint areas in need of modification or replacement.
* Assessment and potentially revaluation of suppliers, particularly for products related to Department1 and "Form1" formulation
* To maximize stock levels and prevent returns, Department 1 enhanced inventory control
* Implementation of specialisation-specific strategies, particularly in Specialisation4 and Specialisation7, to address higher return rates.