

AirBnb_OperationsTeam

Problem statement:

How would you measure the effectiveness of our operations team?

Category	Applied Data
Questions	<ol style="list-style-type: none">1. Which operations team is to be focused (Customer Support, onboarding, etc.)?2. Any geographic region to consider?3. What metrics to focus on: cost reduction, quality improvement, etc.?4. What challenges does the team face currently?5. Any time period (monthly, quarterly, or annually) to focus on?6. What is the ratio of the team to the success of the business?
Data Collection	<ul style="list-style-type: none">• Data sources like feedback, reports, etc. That can give performance insights• CRM tools used by Airbnb that can give more insights.
Parameters	<p>To measure the effectiveness of the operations team, consider the following parameters:</p> <ol style="list-style-type: none">1. Customer Feedback: This can give insights on customer experience2. Cross-department operations: is the performance of the operation team in any way aligning with any other team3. Profit: Which time period if the operation team contributing largely to the success of the business and in which domain4. Resources: how effectively is the team using the resources (time, personnel, etc)5. Interaction: how fast and effectively is the team responding to the customer6. IT Team: any glitches in the operation of the web platform7. IT Team: How long does it take to book or perform any activity over the web8. Cyber Team: evaluating the customer reviews to be genuine or not. Also, to verify the destination, people, businesses, etc.9. Recognition: Are rewards affecting the effectiveness of the team