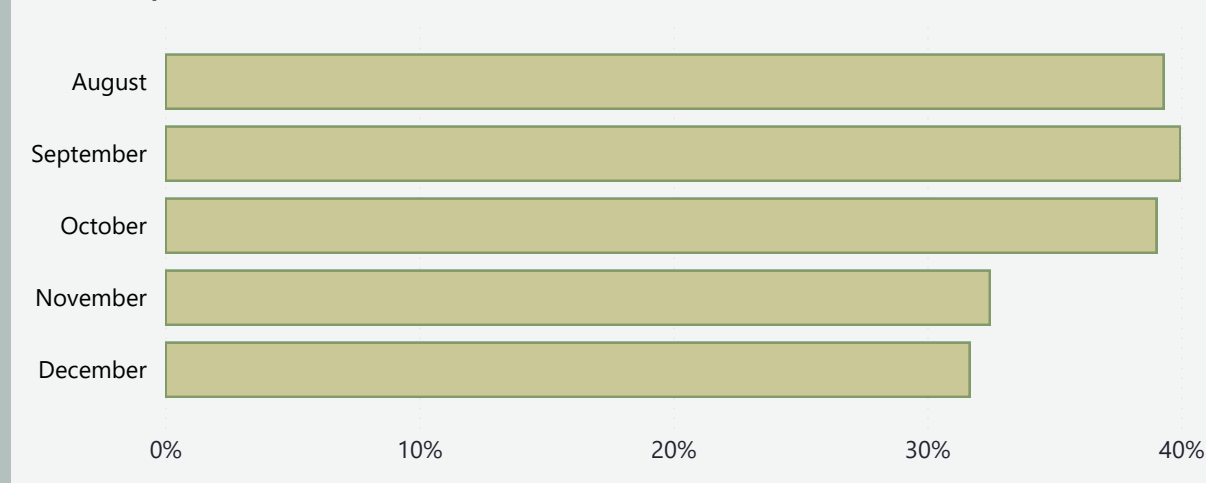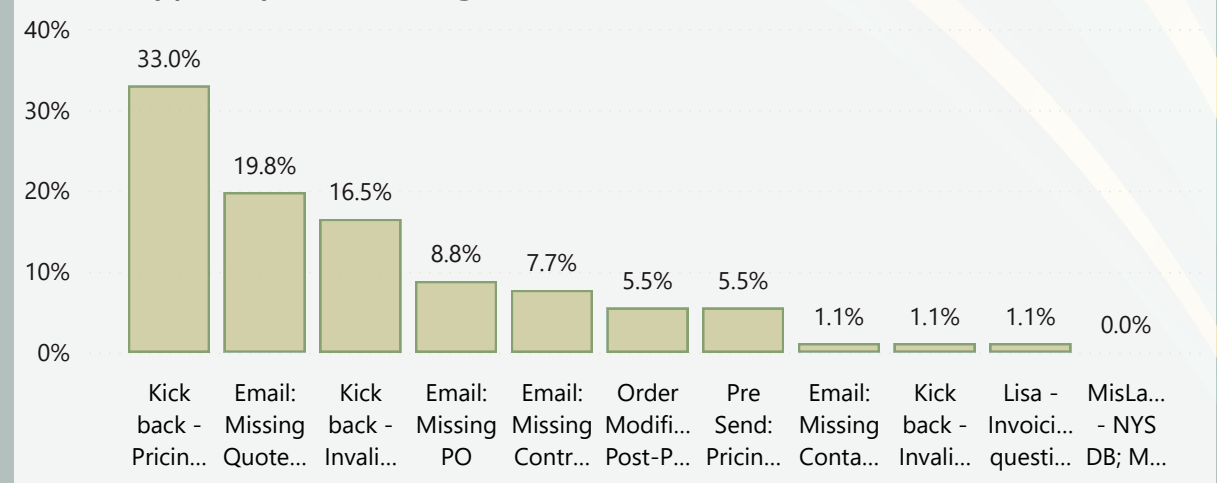# Revenue Lifecycle: Process Friction Analysis
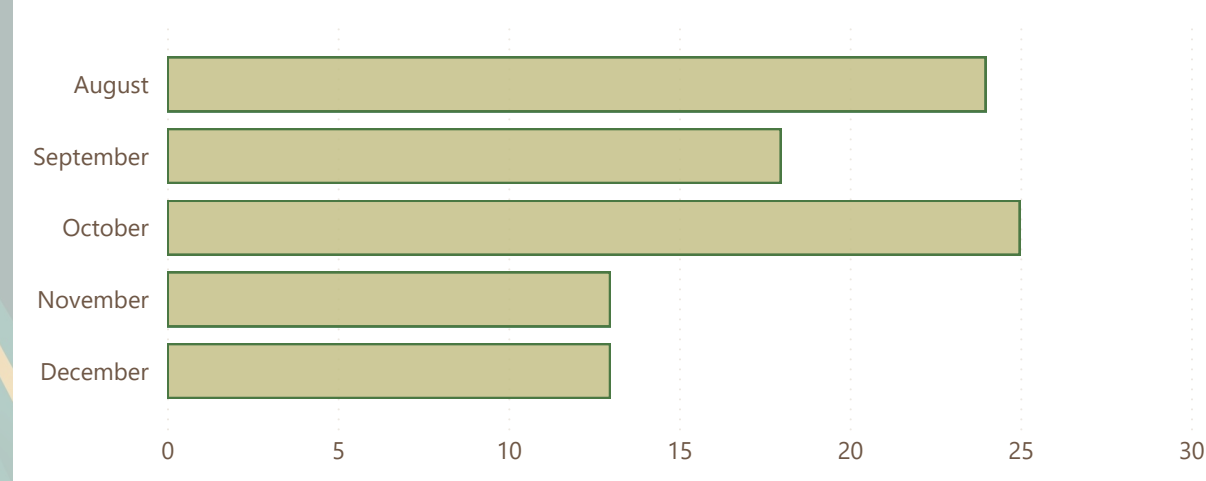
Monthly Error Breakdown
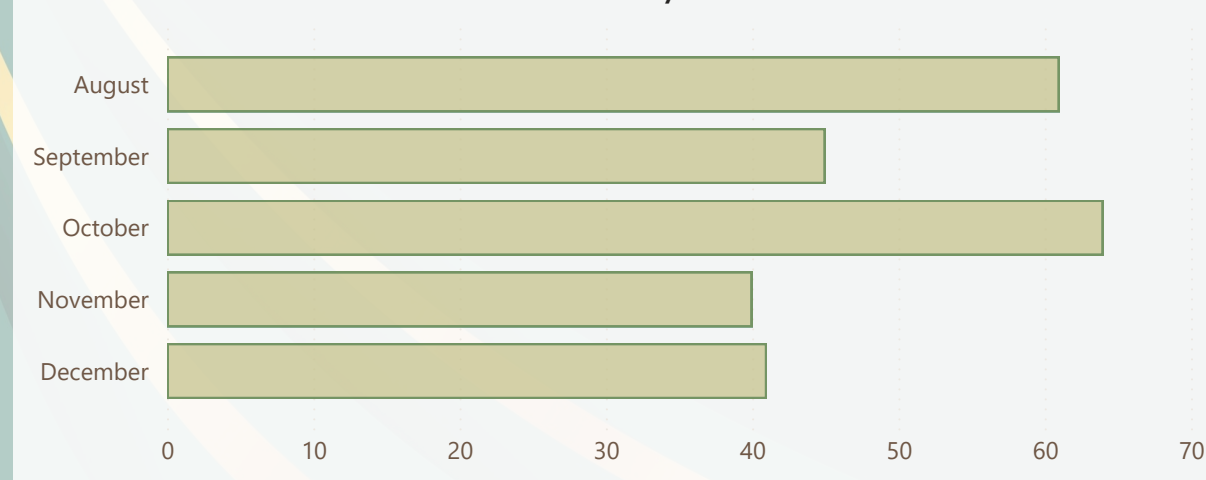

Error Type By Percentage

Total Number of Errors Per Month

Total Number of Orders Entered By Month


Key Discovery:

- **Pricing Mismatches represent 33% of total friction, primarily driven by manual quote entry.**

Summary of Findings:

- **At 40.00 %, September had the highest Sum of Monthly % Error and was 26.15% higher than December, which had the lowest Sum of Monthly % Error at 31.71 %.**

- **September accounted for 21.90% of Sum of Monthly % Error.**

- **Across all 5 Month, Sum of Monthly % Error ranged from 31.71 % to 40.00 %.**

# Operational Performance: Variance Analysis & KPI Benchmarking

Average Monthly Error Report
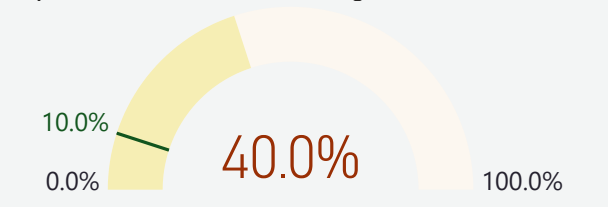
10%

0%

36.52%

100%
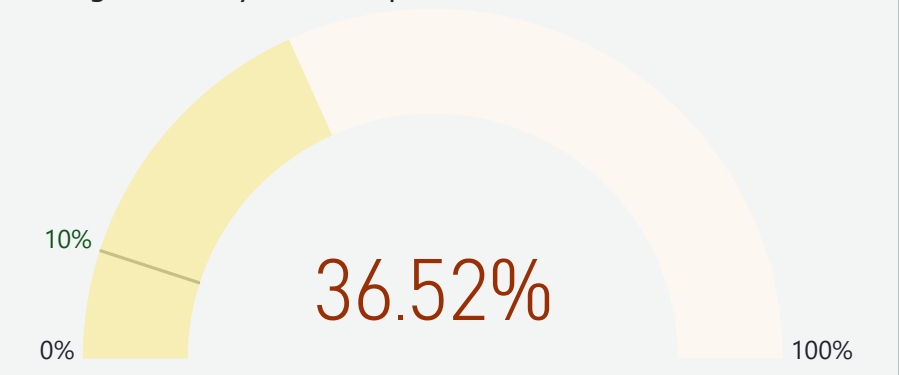
Key Takeaways:

- At 36.52%, the Average Monthly Error rate is currently 265% higher than the established 10% target goal.

- From a peak of 40.0% in September, the error rate declined to 31.7% in December—the lowest in the audit period.
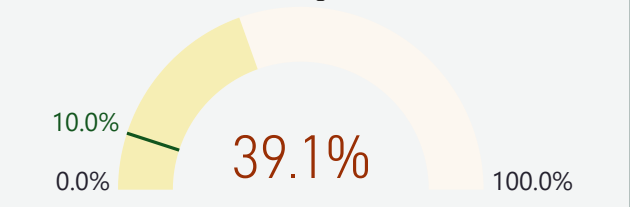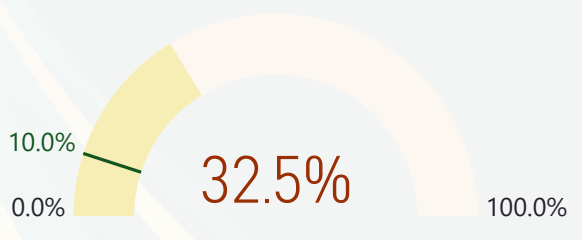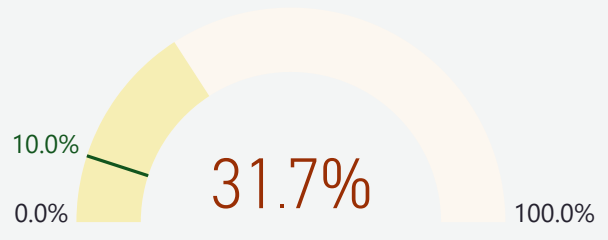
August Error Rate Vs Target

10.0%

0.0%

39.3%

100.0%
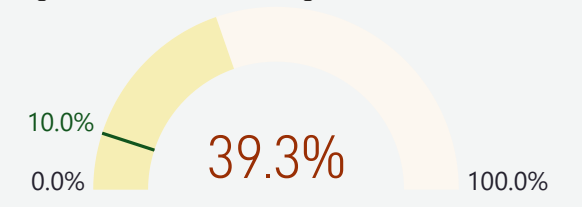
September Error Rate Vs Target

10.0%

0.0%

40.0%

100.0%

October Error Rate Vs Target

10.0%

0.0%

39.1%

100.0%

November Error Rate Vs Target

10.0%

0.0%

32.5%

100.0%

December Error Rate Vs Target

10.0%

0.0%

31.7%

100.0%

- **November Pivot**: Implementation of weekly notification emails resulted in the first significant drop in error rate to 32.5%.
- **December Pivot**: Added weekly team meeting, driving the error rate to an audit-period low of 31.7%.
- **Strategic Proof:** These interventions contributed to a 26.15% improvement in process integrity compared to the September peak.