```
In [142]: import pandas as pd
import numpy as np
import matplotlib.pyplot as plt
import re
import seaborn as sns
from scipy import stats
```

# **Quantium Data Analytics Virtual Experience Program**

# Part 1 Data Preparation and customer analytics

by Murong (Sophie) Cui

Conduct analysis on your client's transaction dataset and identify customer purchasing behaviours to generate insights and provide commercial recommendations.

### **Table of Context**

- Introduction
- DataSet
- Data Wrangling
- Data Analysis and Customer Segmentation
  - Sales by Customer Segment
  - Number of Customer by Customer Segment
  - Sales per Capita by Customer Segment
  - Number of Pack bought per transaction by Customer Segment
  - Unit Price bought by Customer Segment
- <u>Target Customer Segment (Maintream Young Singles/Couples)</u>
  - Popular Brands for Target Customer Segment
  - <u>T test for Unit Price (Mainstream young and midage singles/couples VS premium and budget young and midage singles/couples)</u>
  - T test for Pack Size (target segment VS other segment)
- Insights

### Introduction

I am part of Quantium's retail analytics team and have been approached by your client, the Category Manager for Chips, who wants to better understand the types of customers who purchase Chips and their purchasing behaviour within the region. The insights from my analysis will feed into the supermarket's strategic plan for the chip category in the next half year.

Examine transaction data – look for inconsistencies, missing data across the data set, outliers, correctly identified category items, numeric data across all tables. Determining any anomalies make the necessary changes in the dataset and save it. Having clean data will help when it comes to the analysis.

Examine customer data – check for similar issues in the customer data, look for nulls and when I merge the transaction and customer data together so it's ready for the analysis.

Data analysis and customer segments – in the analysis make sure to define the metrics – look at total sales, drivers of sales, where the highest sales are coming from etc. Explore the data, create charts and graphs as well as noting any interesting trends and/or insights found. These will all form part of our report to Julia.

Deep dive into customer segments – define recommendation from the insights, determine which segments we should be targeting, if packet sizes are relative and form an overall conclusion based on the analysis.

### **Dataset**

transaction dataframe is imported from QVI\_transaction\_data.xlsx: a year's worth of product transcations

#### feature:

- DATE: the days after the base date (1899-12-30)
- STORE\_NBR: the store ID number
- LYLTY\_CARD\_NBR: loyalty card id number
- TXN ID: transaction ID
- PROD\_NBR: Product ID Number
- PROD\_NAME: product name
- PROD\_QTY: product quantity sold
- TOT\_SALES: total sales

customer dataframe is imported from QVI\_purchase\_behavious.csv: customer segmentation feature:

- LYLTY\_CARD\_NBR: loyalty card id number
- LIFESTAGE: customer attribute that identifies whether a customer has a family or not and what point in life they are at: RETIREES, OLDER SINGLES/COUPLES, YOUNG SINGLES/COUPLES, OLDER FAMILIES, YOUNG FAMILIES, MIDAGE SINGLES/COUPLES, NEW FAMILIES.
- PREMIUM\_CUSTOMER: Customer segmentation used to differentiate shoppers by the price point of
  products they buy and the types of products they buy. It is used too identify whether customers may spend
  more for quality or brand or wehter they will purchase the cheapest options. Budget, Mainstream, Premium

```
In [143]: # import transaction data
    transaction= pd.read_excel('data/QVI_transaction_data.xlsx')
```

```
In [144]:
          # data summary
           print('df shape:', transaction.shape)
           print('missing values:\n', transaction.isnull().sum())
           print('description:\n', transaction.describe())
           transaction.head()
           df shape: (264836, 8)
          missing values:
                               0
            DATE
          STORE_NBR
                              0
          LYLTY CARD NBR
                              0
                              0
          TXN ID
                              0
          PROD NBR
                              0
          PROD NAME
                              0
          PROD_QTY
          TOT SALES
                              0
          dtype: int64
          description:
                                                                                  \
                            DATE
                                      STORE NBR
                                                  LYLTY CARD NBR
                                                                         TXN ID
                  264836.000000
                                  264836.00000
                                                   2.648360e+05
                                                                  2.648360e+05
          count
          mean
                   43464.036260
                                     135.08011
                                                   1.355495e+05
                                                                  1.351583e+05
          std
                                      76.78418
                                                   8.057998e+04
                                                                  7.813303e+04
                     105.389282
          min
                   43282.000000
                                       1.00000
                                                   1.000000e+03
                                                                  1.000000e+00
           25%
                                      70.00000
                                                   7.002100e+04
                                                                  6.760150e+04
                   43373.000000
           50%
                                     130.00000
                                                   1.303575e+05
                   43464.000000
                                                                  1.351375e+05
           75%
                   43555.000000
                                     203.00000
                                                   2.030942e+05
                                                                  2.027012e+05
                   43646.000000
                                     272.00000
                                                   2.373711e+06
                                                                  2.415841e+06
          max
                       PROD NBR
                                       PROD QTY
                                                      TOT SALES
                  264836.000000
                                                  264836.000000
          count
                                  264836.000000
          mean
                      56.583157
                                       1.907309
                                                       7.304200
          std
                      32.826638
                                       0.643654
                                                       3.083226
          min
                       1.000000
                                       1.000000
                                                       1.500000
          25%
                      28.000000
                                       2.000000
                                                       5.400000
           50%
                      56.000000
                                       2.000000
                                                       7.400000
           75%
                      85.000000
                                       2.000000
                                                       9.200000
                     114.000000
                                     200.000000
                                                     650.000000
          max
```

### Out[144]:

	DATE	STORE_NBR	LYLTY_CARD_NBR	TXN_ID	PROD_NBR	PROD_NAME	PROD_QTY	<b>TO</b> 1
0	43390	1	1000	1	5	Natural Chip Compny SeaSalt175g	2	
1	43599	1	1307	348	66	CCs Nacho Cheese 175g	3	
2	43605	1	1343	383	61	Smiths Crinkle Cut Chips Chicken 170g	2	
3	43329	2	2373	974	69	Smiths Chip Thinly S/Cream&Onion 175g	5	
4	43330	2	2426	1038	108	Kettle Tortilla ChpsHny&Jlpno Chili 150g	3	

RETIREES 14805
OLDER SINGLES/COUPLES 14609
YOUNG SINGLES/COUPLES 14441
OLDER FAMILIES 9780
YOUNG FAMILIES 9178
MIDAGE SINGLES/COUPLES 7275
NEW FAMILIES 2549

print(customer.isnull().sum())

Name: LIFESTAGE, dtype: int64

Mainstream 29245 Budget 24470 Premium 18922

customer.head()

Name: PREMIUM\_CUSTOMER, dtype: int64

LYLTY\_CARD\_NBR 0
LIFESTAGE 0
PREMIUM\_CUSTOMER 0

dtype: int64

### Out[146]:

	LYLTY_CARD_NBR	LIFESTAGE	PREMIUM_CUSTOMER
(	1000	YOUNG SINGLES/COUPLES	Premium
-	1002	YOUNG SINGLES/COUPLES	Mainstream
2	1003	YOUNG FAMILIES	Budget
3	1004	OLDER SINGLES/COUPLES	Mainstream
4	1005	MIDAGE SINGLES/COUPLES	Mainstream

### **Data Wrangling**

- DATE
- Converting the days from base date to date
- PROD\_NBR, PROD\_NAME
  - There are total 114 products sold. Some of them are salsa dipping sause. In order to find them out, the product table is extracted from the transaction table, containing 114 products (PROD\_NBR, PROD\_NAME). After investigating 114 products, there are 7 salsa products. Since we are inly interesting at the chips products, the records in transaction table only containing 7 salsa prodocts will be removed from the transaction table.

The 7 salsa products are (PROD\_NBR, PROD\_NAME):

- 35, Woolworths Mild Salsa 300g
- 76, Woolworths Medium Salsa 300g 57, Old El Paso Salsa Dip Tomato Mild 300g
- 59, Old El Paso Salsa Dip Tomato Med 300g
- 65, Old El Paso Salsa Dip Chnky Tom Ht300g
- 41, Doritos Salsa Mild 300g
- 101, Doritos Salsa Medium 300g
- Extracting the brand name (BRAND) from PROD NAME
- Extracting the pack net weight (NET WT) from PROD NAME

### Outliers

By the boxplots of PROD\_QTY and TOT\_SALES, there are clearly outliers on both features and look at the trasaction table. I saw the the two records where 200 packets of Doritos chips are bought in one transaction made by same customer. It looks like this customer has only had the two transactions over the year and is not an ordinary retail customer. The customer are premium customer from elder family. The customer might be buying chips for commercial purposes instead. I remove this loyalty card number in the customer table and the transaction made by this loyalty card number in the transaction table.

### • Time Series

These is one day missing was 2018-12-25 since all store close on Christmas day. Let's look at the number of transaction lines over time to see if there are any obvious data issues such as missing data. We see the increase in sales occurs in the lead-up to Christmas and that there are zero sales on Christmas day itself. This is due to shops being closed on Christmas day.

• NET WT:

The largeest size is 380g and the smallest size is 70g. The distribution of pack size seems sensible

### • BRAND:

After cleaning the brand name, the barplot of brand seems reasonable. 41288 transactions contains Kettle brand chips, making Kettle the most popular chip brand.

### • UNIT PRICE:

Dividing TOT\_SALES by PROD\_QTY to get price by unit sold

```
In [150]: # correct erroneous brand name
          product.loc[7, 'PROD NAME'] = 'Sunbites Grain Waves Sweet Chilli'
          product.loc[9, 'PROD_NAME'] = 'Sunbites Grain Waves Sour Cream&Chives'
          product.loc[16, 'PROD_NAME'] = 'Smiths Burger Rings'
          product.loc[56, 'PROD_NAME'] = 'Sunbites Grain Waves Plus Btroot & Chill
          i Jam'
          incorrect brandname = np.array(['NCC', 'Natural Chip Compny', 'Na
          tural Chip Co', 'Natural ChipCo',
                                 'Smith ', 'Infzns', 'Red Rock Deli', 'Snbts', 'Do
          rito ', 'WW', 'French Fries', 'GrnWves'])
          a = np.repeat('Natural_Chip_Company', 4)
          correct_brandname = np.append(a, ['Smiths ', 'Infuzions', 'RRD', 'Sunbit
          es', 'Doritos ', 'Woolworths', 'French_Fries', 'Grain Waves'])
          brand name corrected = dict(zip(incorrect brandname, correct brandname))
          # extract product name
          product['PROD NAME'] = product[['PROD NAME']].replace(brand name correct
          ed, regex=True)
          product['BRAND'] = product['PROD_NAME'].str.split(' ', 1, expand = True)
          [0]
```

```
In [151]: # construct the product table
    product = product[['PROD_NBR', 'NET_WT', 'BRAND']]
    product.head()
```

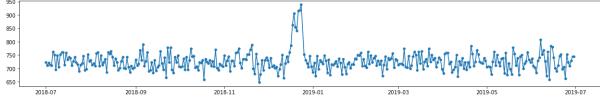
### Out[151]:

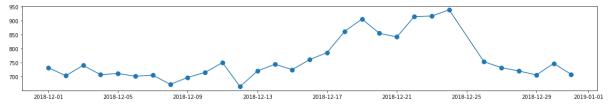
BRAND	NET_WT	PROD_NBR	
Natural_Chip_Company	175	5	0
CCs	175	66	1
Smiths	170	61	2
Smiths	175	69	3
Kettle	150	108	4

```
In [152]: # join the product table back into the transaction table
# transaction.merge(product, how = 'inner', on = 'PROD_NBR')
```

```
In [153]: ##### Missing one date
a = set(transaction.DATE.to_list())
b = set(pd.date_range(start=transaction.DATE.min(), end=transaction.DATE
.max(), freq='D').to_list())
print('one missiing day is ', b-a)
```

```
one missiing day is {Timestamp('2018-12-25 00:00:00', freq='D')}
```





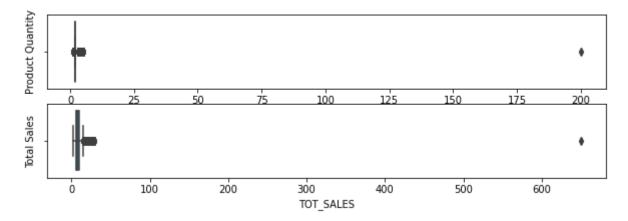
```
In [156]: ##### exclude outliers

plt.figure(figsize = (10, 3))

plt.subplot(2,1,1)
    sns.boxplot(x = 'PROD_QTY', data = transaction);
    plt.ylabel('Product Quantity')

plt.subplot(2,1,2)
    sns.boxplot(x = 'TOT_SALES', data = transaction);
    plt.ylabel('Total Sales')
    #ax2 = sns.boxplot(x = 'TOT_SALES', data = transaction);
```

### Out[156]: Text(0, 0.5, 'Total Sales')



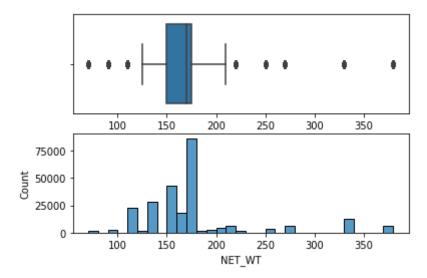
```
In [157]: # drop LYLTY_CARD_NBR 22600 from both
    transaction = transaction[transaction.LYLTY_CARD_NBR != 226000]
    customer = customer[customer.LYLTY_CARD_NBR != 226000]
```

```
In [158]: # remove multiple spaces in Prod_name
    transaction['PROD_NAME'] = transaction.PROD_NAME.replace('\s+', ' ', reg
    ex=True)
```

```
In [159]: # merging product table to
    transaction = transaction.merge(product, how = 'inner', on = 'PROD_NBR'
)
```

```
In [160]: # check pack size
print('Smallest Pack Size:', transaction.NET_WT.min(), 'Largest Pack Siz
e:', transaction.NET_WT.max())
plt.subplot(2,1,1)
sns.boxplot(x = transaction['NET_WT']);
plt.subplot(2,1,2)
sns.histplot(data = transaction, x = 'NET_WT', binwidth = 10);
```

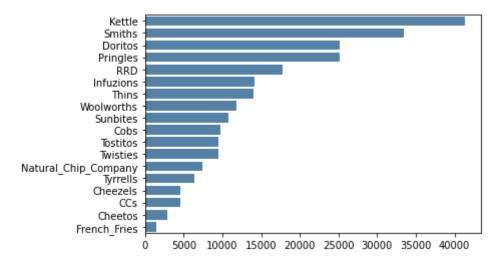
Smallest Pack Size: 70 Largest Pack Size: 380



# In [161]: # check brand print(transaction.BRAND.value\_counts()) sns.barplot(x = transaction.BRAND.value\_counts().values, y = transaction .BRAND.value\_counts().index, color = 'steelblue')

Kettle	41288
Smiths	33387
Doritos	25224
Pringles	25102
RRD	17779
Infuzions	14201
Thins	14075
Woolworths	11836
Sunbites	10748
Cobs	9693
Tostitos	9471
Twisties	9454
Natural_Chip_Company	7469
Tyrrells	6442
Cheezels	4603
CCs	4551
Cheetos	2927
French_Fries	1418
Name: BRAND, dtype: int	64

Out[161]: <matplotlib.axes.\_subplots.AxesSubplot at 0x7fb9641fad90>



```
In [162]: # merge transaction and customer
    transaction_customer = transaction.merge(customer, on='LYLTY_CARD_NBR',
    how = 'left')
```

### Out[163]:

-		DATE	STORE_NBR	LYLTY_CARD_NBR	TXN_ID	PROD_NBR	PROD_NAME	PROD_QTY	TOT_
	0	2018- 10-17	1	1000	1	5	Natural Chip Compny SeaSalt175g	2	
	1	2018- 12-05	5	5050	4667	5	Natural Chip Compny SeaSalt175g	2	
	2	2018- 08-04	16	16364	14497	5	Natural Chip Compny SeaSalt175g	1	
	3	2018- 07-18	35	35359	31902	5	Natural Chip Compny SeaSalt175g	1	
	4	2019- 05-06	39	39167	35645	5	Natural Chip Compny SeaSalt175g	2	

```
In [164]: # save the dataset
    # transaction_customer.to_csv('transaction_customer.csv', index = False,
    header = True)
```

# **Data Analysis and Customer Segmentation**

Now that data is ready for analysis, we can define some metrics of interset to the client:

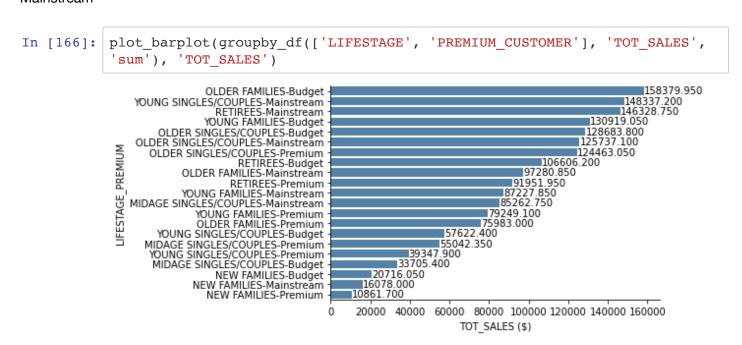
- Who spends the most on chips (total sales), describing customer by lifestage and how premium their general pruchasing behaviour is
- · How many customers are in each segment
- · How many chips are bought per customer by segment
- · What's the average chip price by customer segment

```
In [165]: def groupby df(group feature, target feature, agg method, df = transacti
          on_customer):
              1 1 1
              df: transaction customer (default),
              group feature: df grouped by the group feature,
              target feature: target feature
              temp = df \setminus
               .groupby(group feature)[[target feature]]\
               .agg(agg method)\
               .sort values(target feature, ascending = False)\
              .reset index()
              temp['LIFESTAGE PREMIUM'] = temp['LIFESTAGE']+'-'+temp['PREMIUM CUST
          OMER']
              return temp
          def groupby df self agg(group feature, target feature, agg method, df =
          transaction customer):
              df: transaction customer (default),
              group feature: df grouped by the group feature,
              target feature: target feature
              temp = df
               .groupby(group feature)[[target feature]]\
              .agg(agg method)\
              .reset index()
              temp['sales_per_capita'] = temp[target_feature][agg_method[0]]/temp[
          target feature][agg method[1]]
              temp.columns = [' '.join(col).rstrip(' ') for col in temp.columns.va
          lues
              temp['LIFESTAGE PREMIUM'] = temp['LIFESTAGE']+'-'+temp['PREMIUM CUST
          OMER']
              temp = temp.sort values('sales per capita', ascending = False).reset
          index()
              return temp
          def plot barplot(df, feature target):
              sns.barplot(y = 'LIFESTAGE PREMIUM', x=feature target, data = df, co
          lor = 'steelblue');
              for i in range(len(df)):
                  count = df[feature target][i]
                  pct string = '{0:.3f}'.format(count)
```

```
plt.text(count + 0.1, i, pct_string, va='center')
sns.despine();
plt.xlabel('{} ($)'.format(feature_target))
plt.show()
```

# - Who spends the most on chips (total sales), describing customer by lifestage and how premium their general pruchasing behaviour is

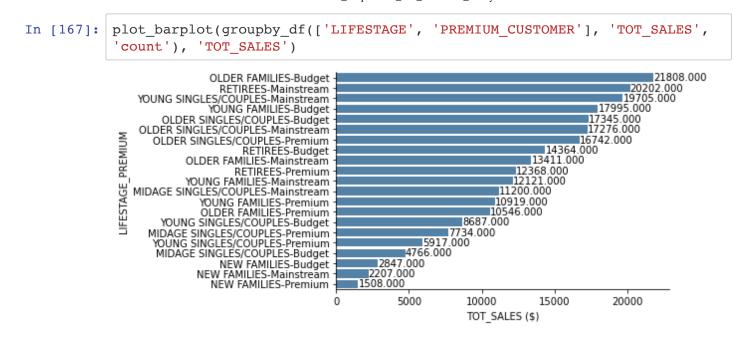
Top total sales are coming from Order Family - Budget, Young Singles/Couples - Mainstream, Retirees - Mainstream



### - How many customers are in each segment

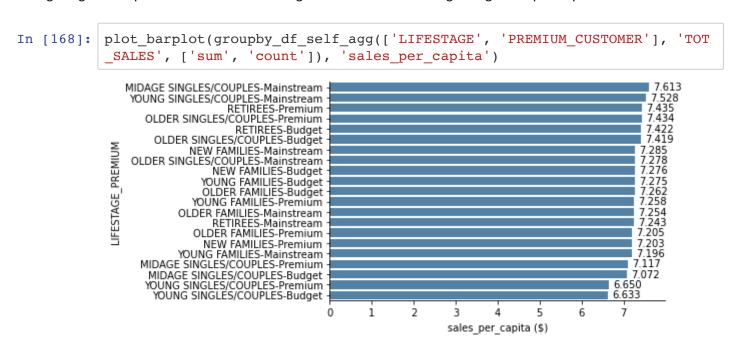
Let's see if the higher sales are due to there being more customer who buy chips. Calculating that the number customers by lifestage and premium status.

There are more Retirees - Mainstream and Young Singles/Couples - Mainstream who buy chips. This contributes to there being more sales to these customer segments but this is not a major driver for the Olderr Families - Budget.



### - How the sales per capita are in each segment

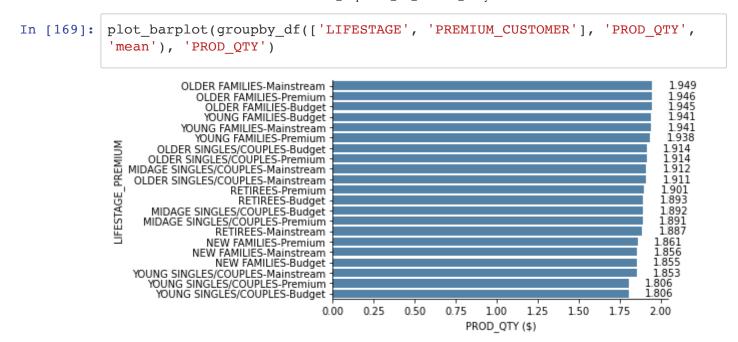
We divide the total sales by the number of customer in each segment nd we got sales per capita in each segment. We look at the sales per capita in each segments. The midage Singles/Couples - Mainstream and Young Singles/Couples - Mainstream have highest customer value regarding sales per capita.



### - How many chips are bought per customer by segment

Higher sales may also be driven by more units of chips being bought per customer. So we calculate the average number of units per customer by lifestage and premium status.

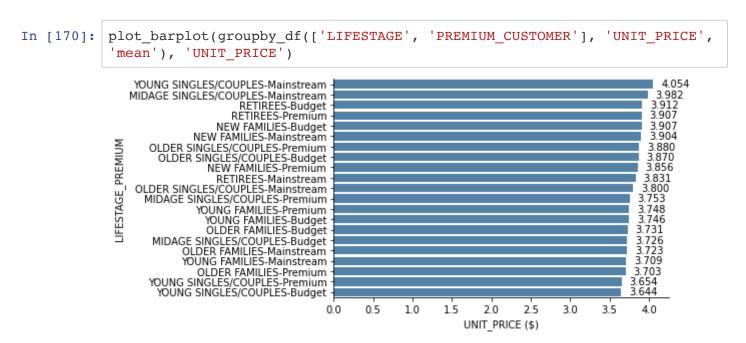
Older families and young families in general buy more per customer



### - What's the average chip price by customer segment

We also investigate the averrage price per unit chips bought for each customer segment as this is also a driver of total sales. We calculate average price per unit by lifestage and premium status.

Mainstream Midage and Young Singles/Couples are more willing to pay more per packet of chips compared to their budget and premium counterrparts. This may be due to premium shoppers being more likely to buy healthy snacks and when they buy chips, this is mainly for entertainment purposes rather than their own consuption. This is also supported by there mainstream counterparts.

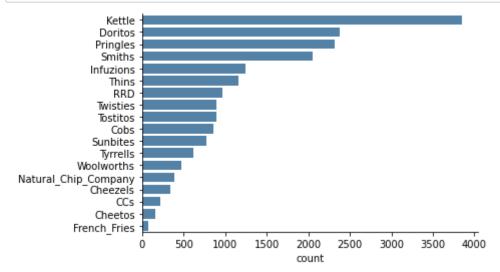


# **Target Customer Segment - Mainstream Young Singles/Couples**

Above investigating metrics by customer segment, Our Target Customer Segment is Mainstream Young Singles/Couples.

### **Popular Brands for Targar Segment**

The most popular brand for target segment is Kettle.



### **Hypothesis Test for Average Unit Price**

As the difference in average price per unit is not large, we can check if this difference is statistically different.

 $\mu$ : average price per unit

group\_A: mainstream midage and young singles/couples

group\_B: premium and budget midage and young singles/couples

 $H_0: \mu_{\text{group\_A}} \le \mu_{\text{group\_B}}$  $H_a: \mu_{\text{group\_A}} > \mu_{\text{group\_B}}$ 

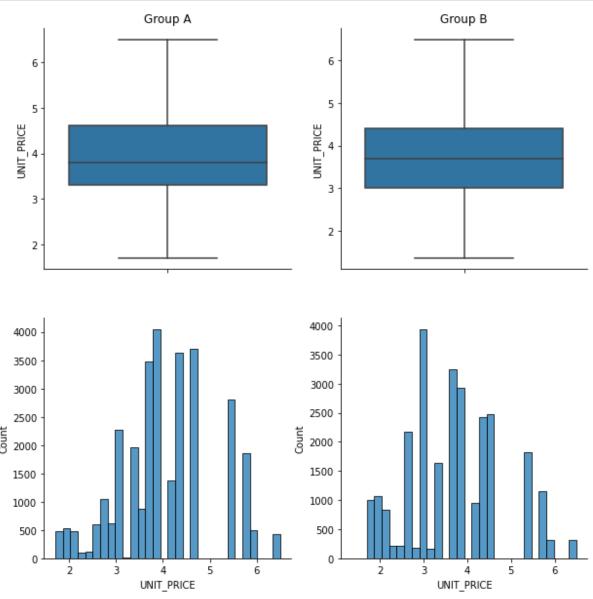
We conduct t test comparing two average and telling us if they are different from each other. The t test also tells you how significant the differents are.

The t-test results in a p-value of 0.0, we could reject the hypothesis null  $H_0: \mu_{\mathrm{group\_A}} \leq \mu_{\mathrm{group\_B}}$ . The unit price for mainstream, young and mid-age singles and coules are significant higher than that of budget or premium, young and midage singles and couples

```
In [173]: # boxplot and histplot
   plt.subplots(2,2, sharey=True, figsize = (10, 10));
   plt.subplot(2,2,1);
   sns.boxplot(y = group_A['UNIT_PRICE']);
   plt.title('Group A')
   plt.subplot(2,2,2);
   sns.boxplot(y = group_B['UNIT_PRICE']);
   plt.title('Group B')

   plt.subplot(2,2,3);
   sns.histplot(x = group_A['UNIT_PRICE'], bins = 30);

   plt.subplot(2,2,4);
   sns.histplot(x = group_B['UNIT_PRICE'], bins = 30);
   sns.despine()
```



```
In [174]: # calculate the Standard Deviation
          # set alpha
          alpha = 0.05
          # calculate the variance to get standard deviation
          # For unbiased max likelyhood estimate we have to divide the var by N-1
          # and therefore the parameter ddof = 1
          var_a = group_A['UNIT_PRICE'].var(ddof = 1)
          var b = group B['UNIT PRICE'].var(ddof = 1)
          # calculate the means
          m_a = group_A['UNIT_PRICE'].mean()
          m b = group B['UNIT PRICE'].mean()
          # calculate the sample size
          n a = len(group A)
          n b = len(group B)
          # t-statistic
          t = (m_a - m_b)/np.sqrt(var_a/n_a + var_b/n_b)
          # compare with critical values
          # degree of freedom
          df = n a + n b - 2
          # p value after comparison with the t
          p = 1 - stats.t.cdf(t, df = df)
          print('p-value: ', p/2)
          print('Is p-value smaller than alpha of 0.05?', p/2 < alpha)</pre>
```

p-value: 0.0
Is p-value smaller than alpha of 0.05? True

### Sample t-Test for Pack Size (unequal sample size and unequal variances)

We are interesting to look at if our target segment tends to buy larger packs of chips. The averge of pack size for our target segment (mainstream - young singles/couples) is 175g, and the average of pack size for other segment is 178g. We construct a t-test to test if the target segment is buying the larger pack than other segment.

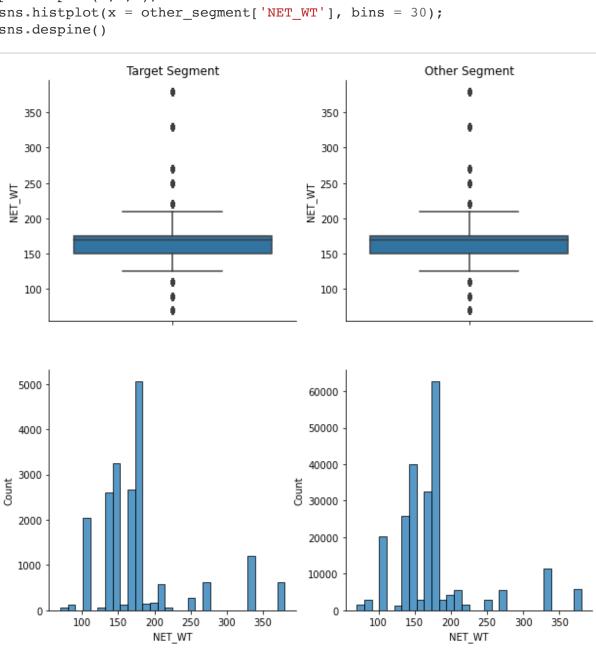
```
\mu: average pack size group_A: mainstream young singles/couples group_B: other segment H_0: \mu_{\mathrm{group\_A}} \leq \mu_{\mathrm{group\_B}} \ H_a: \mu_{\mathrm{group\_A}} > \mu_{\mathrm{group\_B}}
```

The t-test results in a p-value of  $1.6 \times 10^{-11}$ , which less then 0,0. Therefore we could reject the hypothesis null. It is significant that target segment is buying larger pack size than other segment.

```
In [176]: # boxplot and histplot
    plt.subplots(2,2, sharey=True, figsize = (10, 10));
    plt.subplot(2,2,1);
    sns.boxplot(y = target_segment['NET_WT']);
    plt.title('Target Segment')
    plt.subplot(2,2,2);
    sns.boxplot(y = other_segment['NET_WT']);
    plt.title('Other Segment')

    plt.subplot(2,2,3);
    sns.histplot(x = target_segment['NET_WT'], bins = 30);

    plt.subplot(2,2,4);
    sns.histplot(x = other_segment['NET_WT'], bins = 30);
    sns.despine()
```



```
In [177]: # calculate the Standard Deviation
          # set alpha
          alpha = 0.05
          # calculate the variance to get standard deviation
          # For unbiased max likelyhood estimate we have to divide the var by N-1
          # and therefore the parameter ddof = 1
          var_a = target_segment['NET_WT'].var(ddof=1)
          var b = other segment['NET WT'].var(ddof = 1)
          # calculate the means
          m_a = target_segment['NET_WT'].mean()
          m b = other segment['NET WT'].mean()
          # calculate the sample size
          n_a = len(target_segment)
          n b = len(other segment)
          # t-statistic
          t = (m_a - m_b)/np.sqrt(var_a/n_a + var_b/n_b)
          # compare with critical values
          # degree of freedom
          df = n a + n b - 2
          # p value after comparison with the t
          p = 1 - stats.t.cdf(t, df = df)
          print('p-value: ', p/2)
          print('Is p-value smaller than alpha of 0.05?', p/2 < alpha)</pre>
```

p-value: 1.5992929203179074e-11
Is p-value smaller than alpha of 0.05? True

# **Insights**

- Top 3 total sales contributed by
  - Older Families Budget (\$158, 380)
  - Young Singles/Couples Mainstream (\$148, 337)
  - Retirees Mainstream (\$146, 328)
- Top 3 sales per capita contributed by
  - Midage Singles/Couples Mainstream (\$7.613)
  - Young Singles/Couples Mainstream (\$7.528)
  - Retirees Premium (\$7.435)
- Top 3 number of pack bought by
  - Older Families Mainstream 1.949 pack
  - Older Families Premium 1.946 pack
  - Older Families Budget 1.945 pack
- Top 3 unit price bought by
  - Young Singles/Couples Mainstream (\$4.054)
  - Midage Singles/Couples Mainstream (\$3.982)
  - Retirees Budget (\$3.912)

Since Young Single/Couples are the willing to pay more unit price aroung 4 dollars. We look at the popluar brands amoung this customer segment.

- Top 3 popular brands among the segment
  - Kettle
  - Doritos
  - Pringles

Compared two segments, The unit price for mainstream, young and mid-age singles and coules are significant higher than that of budget or premium, young and midage singkes and couples

Compared two segments, It is significant that young singles/couples - mainstream is buying larger pack size than other segment.