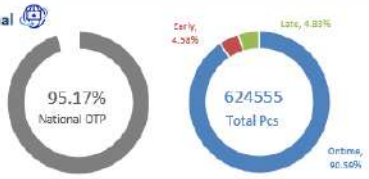
Express Trade Lanes OTP Dashboard

Express Air vs. Ground

National



Ground

456446
Ground Total Pcs

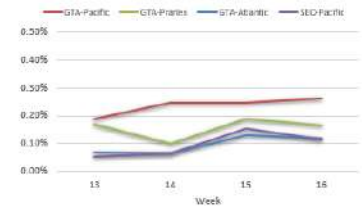
OTP Loss Trend

Daily OTP

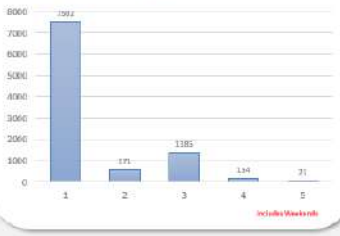
Air

168095
Air Total Pcs

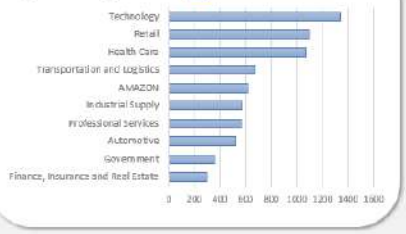
OTP Loss Trend



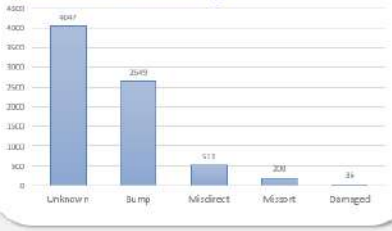
Fails by Days Late



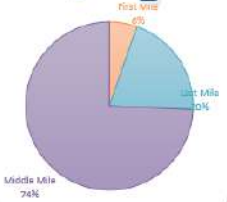
Top 10 Fails by Vertical



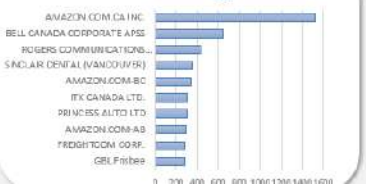
Fails by Late Reason Code



Mile Assignment



Top 10 Fails by Customer

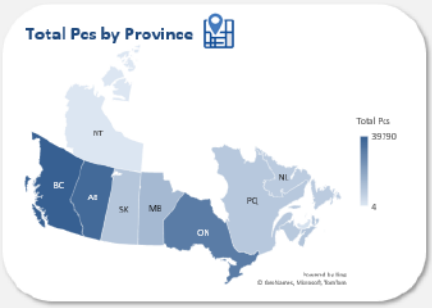


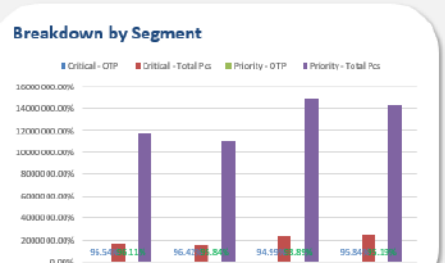
Week 16 (OTP: 95.29%, OTP Loss: 4.71%)								
OID	ATLANTIC	QUEBEC	GTA	NEO	SWO	PACIFIC	PRAIRIES	TOTAL
ATLANTIC	0.02%	0.04%	0.07%	0.06%	0.04%	0.01%	0.01%	**0.26%**
QUEBEC	0.11%	0.00%	0.00%	0.00%	0.02%	0.16%	0.11%	**0.40%**
GTA	0.43%	0.00%	0.00%	0.00%	0.00%	0.97%	0.61%	**2.01%**
NEO	0.07%	0.00%	0.00%	0.00%	0.00%	0.15%	0.08%	**0.30%**
SWO	0.09%	0.00%	0.00%	0.00%	0.00%	0.23%	0.10%	**0.42%**
PACIFIC	0.06%	0.13%	0.16%	0.11%	0.14%	0.13%	0.17%	**0.89%**
PRAIRIES	0.03%	0.03%	0.05%	0.05%	0.06%	0.18%	0.03%	**0.42%**
TOTAL	**0.82%**	**0.20%**	**0.28%**	**0.22%**	**0.25%**	**1.82%**	**1.12%**	**4.71%**

OID Filters

O/D Filters

Trans Priority



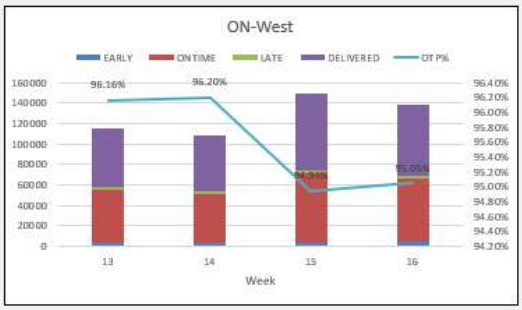


OD Pairings	Week 13	Week 14	Week 15	Week 16
ON-CALGARY	0.22%	0.15%	0.32%	0.31%
ON-BURNABY	0.15%	0.26%	0.20%	0.28%
ON-RICHMOND	0.16%	0.12%	0.21%	0.18%
ON-EDMONTONN	0.17%	0.13%	0.14%	0.18%
ON-WINNIPEG	0.13%	0.06%	0.23%	0.14%
ON-PORT KELLS	0.06%	0.08%	0.14%	0.12%
ON-DARTMOUTH	0.06%	0.07%	0.16%	0.11%
ON-SASKATOON	0.06%	0.04%	0.14%	0.08%
ON-EDMONTONS	0.11%	0.05%	0.10%	0.08%
ON-THUNDER BA	0.08%	0.02%	0.08%	0.07%

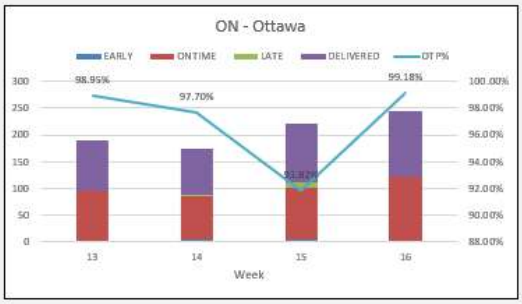
LANES	Week 13	Week 14	Week 15	Week 16
ON-CALGARY	96.68%	97.51%	95.24%	95.07%
ON-BURNABY	94.71%	91.63%	93.22%	88.36%
ON-RICHMOND	96.55%	97.34%	95.35%	95.55%
ON-EDMONTONN	94.49%	95.69%	95.65%	94.35%
ON-WINNIPEG	97.11%	96.56%	95.07%	96.73%
ON-PORT KELLS	98.37%	97.93%	96.45%	96.87%
ON-DARTMOUTH	97.19%	96.70%	93.22%	95.32%
ON-SASKATOON	96.59%	97.97%	92.88%	95.19%
ON-EDMONTONS	95.91%	97.82%	96.52%	97.09%
ON-THUNDER BA	92.83%	98.03%	92.15%	92.82%

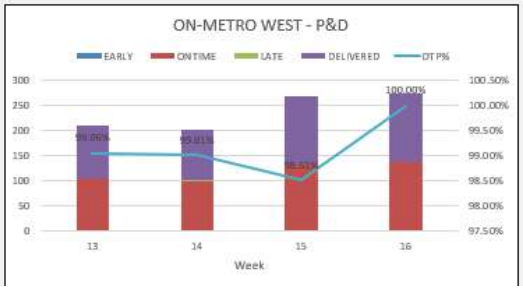
Top National Cust	Week 13	Week 14	Week 15	Week 16
AMAZON.COM.CA IN	0.26%	0.19%	0.30%	0.24%
BELL CANADA COR	0.18%	0.07%	0.10%	0.09%
BAYSHORE SPECIA	0.01%	0.01%	0.01%	0.08%
AMAZON.COM-BC	0.04%	0.04%	0.06%	0.08%
CUPR029999ZHBEC	0.01%	0.01%	0.01%	0.07%
Administrative No Ch	0.03%	0.03%	0.03%	0.06%
ROGERS COMMUNI	0.07%	0.06%	0.09%	0.06%
PRINCESS AUTO LTI	0.05%	0.04%	0.05%	0.06%
FREIGHTCOM CORP	0.03%	0.05%	0.05%	0.06%
ITX CANADA LTD.	0.03%	0.07%	0.05%	0.05%
TD SYNNEX CANAD	0.02%	0.02%	0.05%	0.05%
Fuji Photo Film Cana	0.01%	0.01%	0.09%	0.05%
CUPR029999ZHMCI	0.02%	0.05%	0.04%	0.05%
Yamaha Motor Canad	0.00%	0.02%	0.02%	0.05%
SINCLAIR DENTAL (V	0.05%	0.06%	0.07%	0.04%
Honda Canada Inc	0.03%	0.04%	0.07%	0.04%
Ontario Government	0.04%	0.03%	0.05%	0.04%

West

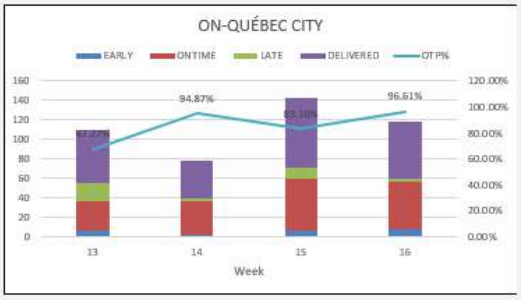


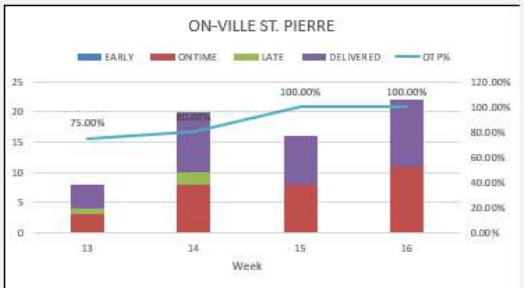
Central





East





Customer OTP Dashboard

	5	6	7	8	9	10	11	12
Air Express	96%	96%	98%	97%	98%	97%	98%	98%
Ground Express	96%	95%	98%	92%	97%	96%	96%	98%
Ground Extended	92%	92%	94%	92%	95%	92%	96%	95%

Lanes Analysis

Last 4 Vee...

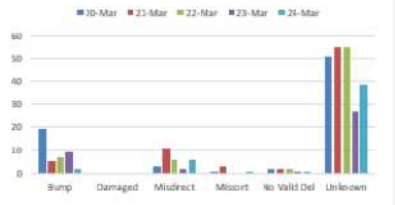
5
6
7
8
9
10
11
12

OD Pairings	Week 9	Week 10	Week 11	Week 12
ON-VAUGHAN	0.72%	2.39%	0.68%	0.96%
PQ-VAUGHAN	1.05%	0.70%	0.75%	0.65%
ON-QUÉBEC CITY	0.06%	0.37%	0.05%	0.23%
ON-SUDBURY	0.01%	0.02%	0.02%	0.15%
NL-VAUGHAN	0.04%	0.02%	0.00%	0.10%
AB-VAUGHAN	0.05%	0.05%	0.07%	0.09%
BC-VAUGHAN	0.11%	0.31%	0.23%	0.08%
ON-ANJOU	0.08%	0.26%	0.12%	0.07%
ON-NORTH YORK	0.01%	0.00%	0.02%	0.07%
ON-LAVAL	0.08%	0.00%	0.05%	0.05%

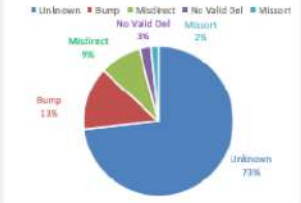
LANES	Week 9	Week 10	Week 11	Week 12
ON-VAUGHAN	96.23%	88.56%	96.46%	95.08%
PQ-VAUGHAN	87.48%	91.25%	90.91%	91.36%
ON-QUÉBEC CITY	96.12%	73.91%	96.72%	88.20%
ON-SUDBURY	95.83%	94.44%	93.94%	70.21%
NL-VAUGHAN	83.33%	93.75%	100.00%	59.09%
AB-VAUGHAN	98.53%	98.45%	98.25%	97.48%
BC-VAUGHAN	97.31%	93.24%	95.17%	98.27%
ON-ANJOU	95.65%	84.68%	92.42%	95.56%
ON-NORTH YORK	99.40%	100.00%	98.68%	96.65%
ON-LAVAL	95.00%	100.00%	96.12%	95.33%

Orig Term	Dest Term	Week 9	Week 10	Week 11	Week 12	Total
BOUCHERVILLE	VAUGHAN	28	7	23	7	65
OTTAWA	VAUGHAN	1	16	23	18	58
QUÉBEC CITY	VAUGHAN	28	11	6	0	45
TEES RD.	VAUGHAN	4	5	3	28	40
SCARBOROUGH	VAUGHAN	3	25	3	8	39
VAUGHAN	BOUCHERVILLE	11	13	4	3	31
VAUGHAN	ANJOU	3	11	9	6	29
MISSISSAUGA EAST	QUÉBEC CITY	0	20	1	7	28
VAUGHAN	VAUGHAN	3	10	3	10	26
VAUGHAN	VILLE ST. PIERRE	5	10	9	1	25

Trending Fails



Fails by Late Reason Code

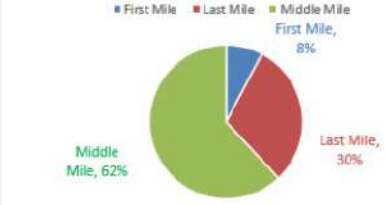


OTP Loss by Division

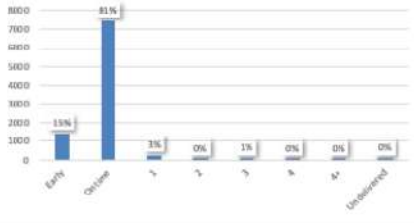
Week 12 (OTP: 96.61%. OTP Loss: 3.39%)								
OD	ATLANTIC	QUEBEC	GTA	NED	SVO	PACIFIC	PRAIRIES	TOTAL
ATLANT	0.00%	0.00%	0.14%	0.00%	0.00%	0.00%	0.00%	**0.14%**
QUEBEC	0.00%	0.01%	0.65%	0.00%	0.00%	0.00%	0.00%	**0.66%**
GTA	0.05%	0.59%	0.50%	0.27%	0.05%	0.11%	0.07%	**1.73%**
NED	0.00%	0.00%	0.28%	0.00%	0.00%	0.00%	0.00%	**0.28%**
SVO	0.01%	0.02%	0.27%	0.02%	0.00%	0.00%	0.01%	**0.34%**
PACIFIC	0.00%	0.00%	0.14%	0.00%	0.00%	0.01%	0.01%	**0.16%**
PRAIRIE	0.00%	0.00%	0.08%	0.00%	0.00%	0.00%	0.00%	**0.08%**
TOTAL	**0.07%**	**0.62%**	**2.15%**	**0.30%**	**0.05%**	**0.12%**	**0.09%**	**3.39%**

Pieces by Destination Province

Mile Assignment



Days Late



Final Presentation

Stuart Miranda

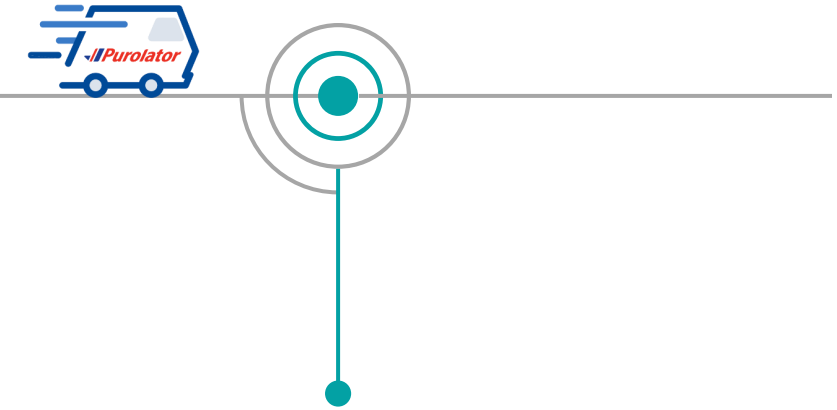
January – April 2023

Agenda

1 My Journey
2 Vertical Scorecards
3 Containerization Report
4 Healthcare/SHS Scorecard
5 Customer Analysis
6 Trade Lanes Dashboard
7 My Feedback

My Journey

2022

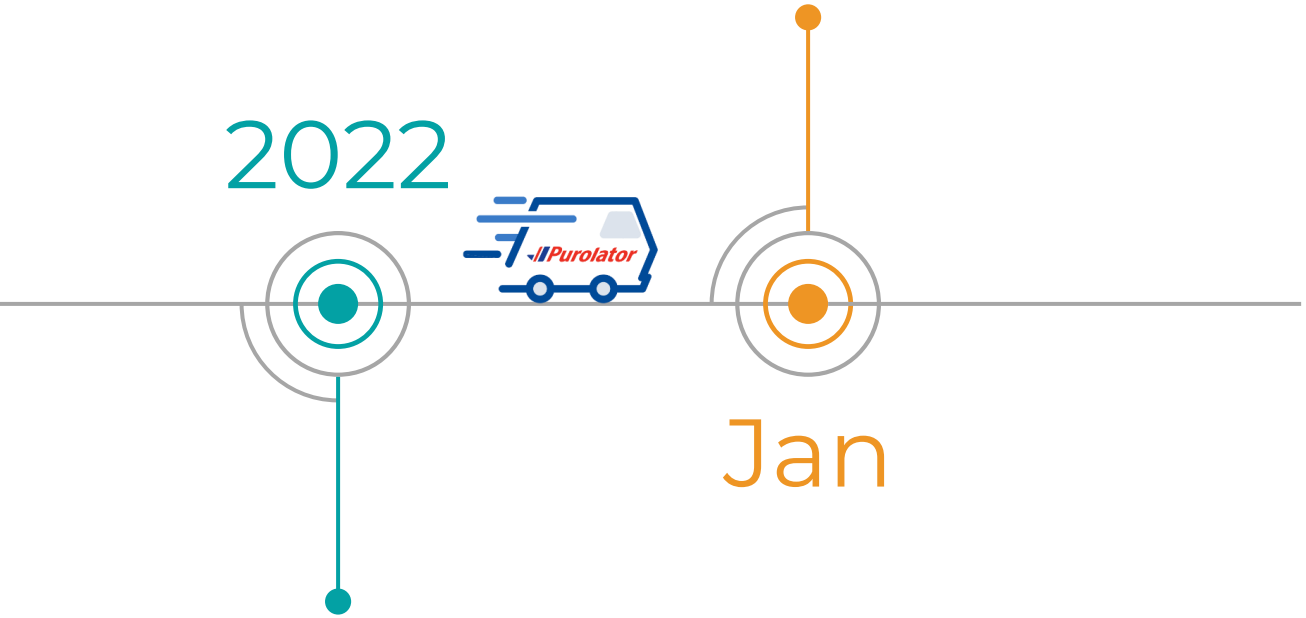


Not knowing how to perform any kind of data analysis.

Purolator

My Journey

Familiarizing with Excel and how Purolator as an industry works.



Not knowing how to perform any kind of data analysis.

Vertical Scorecards

1

Industrial

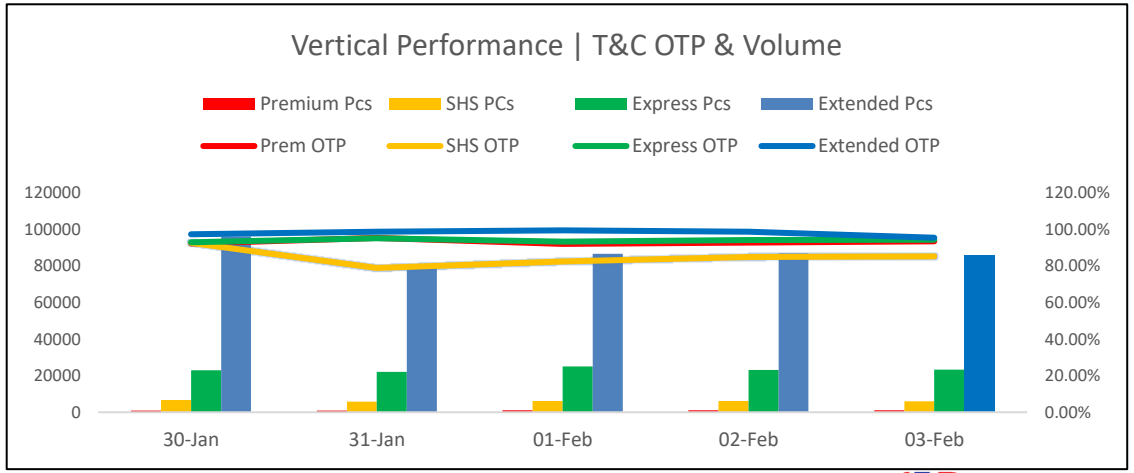
2

Technology

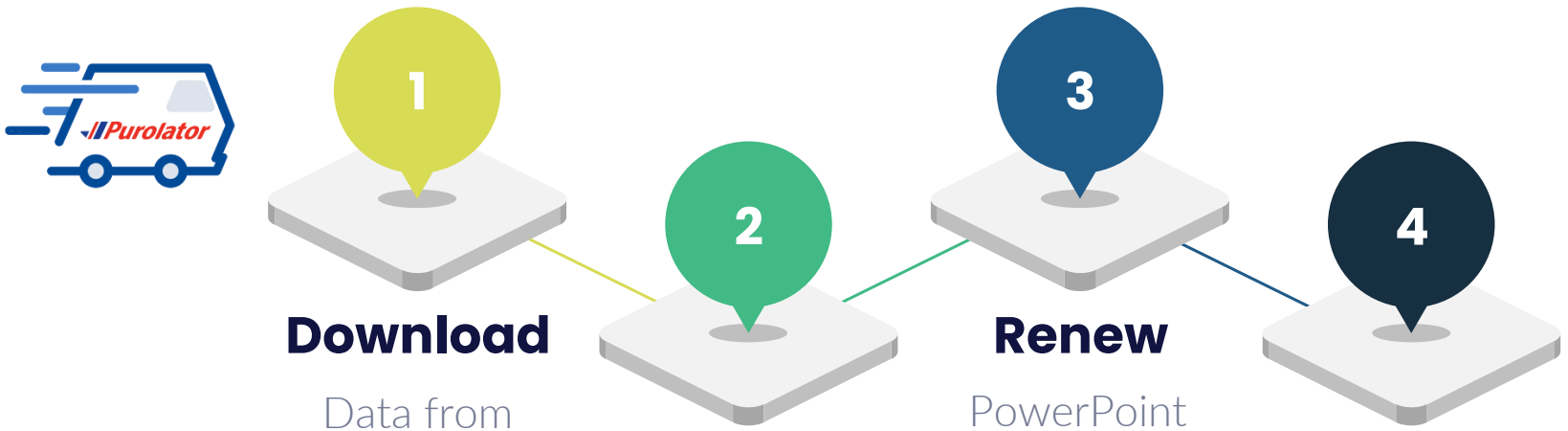
Pivot table 10	
Week	5

Row Labels	Sum of AllInFails
Unknown	55%
DISRUPTION	23%
BUMP	13%
MISDIRECT	4%
MECHANICAL DELAY	2%
DAMAGED	2%
NO VALID DELIVERY AT	1%
MIS-SORT	1%
Grand Total	**100%**

	All-In		T&C	
All Services	95.42%		96.79%	
9:00AM (Premium)	89.26%	89.78%	92.46%	92.91%
10:30AM (Premium)	88.97%		92.64%	
12:00PM (Premium)	94.00%		95.25%	
Express	91.59%		93.70%	
Extended	96.44%		97.65%	



Vertical Scorecard Reporting



ClientName | Week	All In Pieces						All In OTP%						Ts n Cs OTP%					
	52	1	2	3	4	5	52	1	2	3	4	5	52	1	2	3	4	5
Acklands Grainger Inc.	15,010	23,593	36,318	32,699	35,477	37,017	90.52%	94.48%	96.84%	97.42%	97.45%	96.01%	99.48%	98.03%	97.76%	98.23%	98.39%	96.96%
Honda Canada Inc	3,846	7,078	9,825	9,965	9,084	9,789	92.12%	89.73%	95.10%	96.13%	93.89%	94.95%	100.00%	94.59%	96.63%	97.11%	97.60%	95.85%
Snap On Tools East	2,711	2,536	2,978	3,971	6,003	4,236	86.83%	88.88%	91.57%	95.69%	95.20%	90.91%	99.43%	93.25%	93.17%	96.29%	97.15%	92.28%
Snap On Tools West	1,833	2,087	3,243	3,553	3,272	2,961	92.47%	92.67%	96.92%	97.55%	98.44%	97.20%	99.94%	98.76%	97.48%	98.24%	99.08%	98.28%
TTI CANADA INC	1,552	2,296	3,620	3,709	4,233	3,589	92.27%	94.77%	96.71%	97.17%	97.52%	96.24%	99.79%	97.90%	98.41%	98.72%	98.95%	98.20%
UAP INC (CT00009800295)	6,466	9,972	15,308	15,996	14,941	15,997	91.29%	95.09%	96.65%	97.06%	96.04%	95.60%	99.77%	98.00%	97.88%	98.06%	98.28%	97.03%

My Journey

2022

Not knowing how to perform any kind of data analysis.

Jan

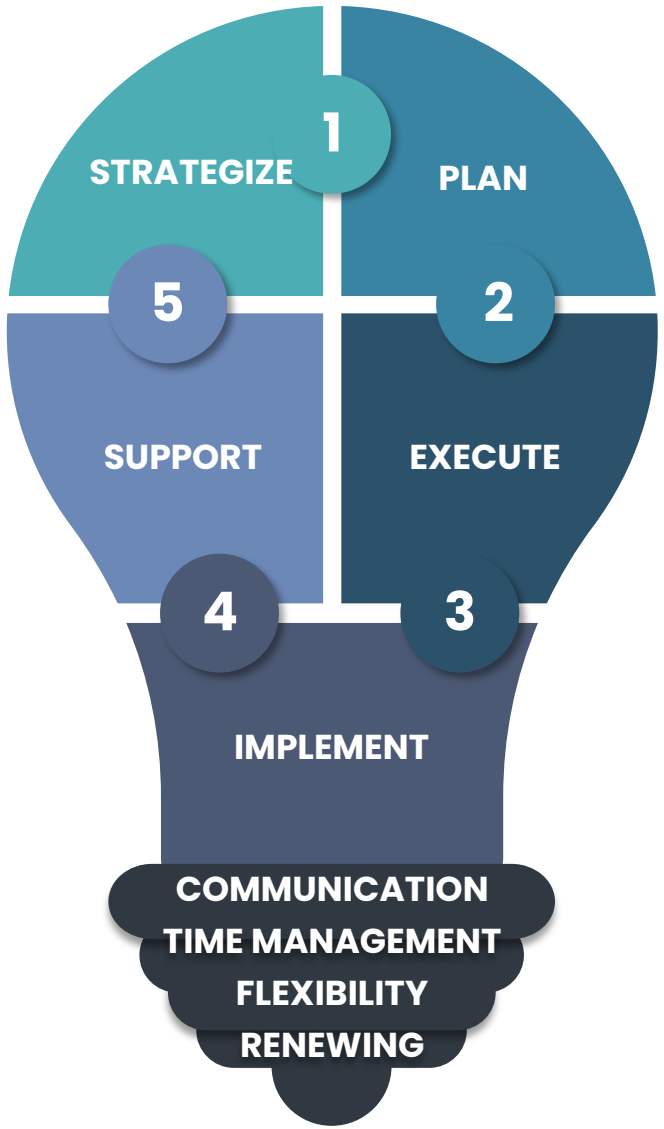
Familiarizing with Excel and how Purolator as an industry works.

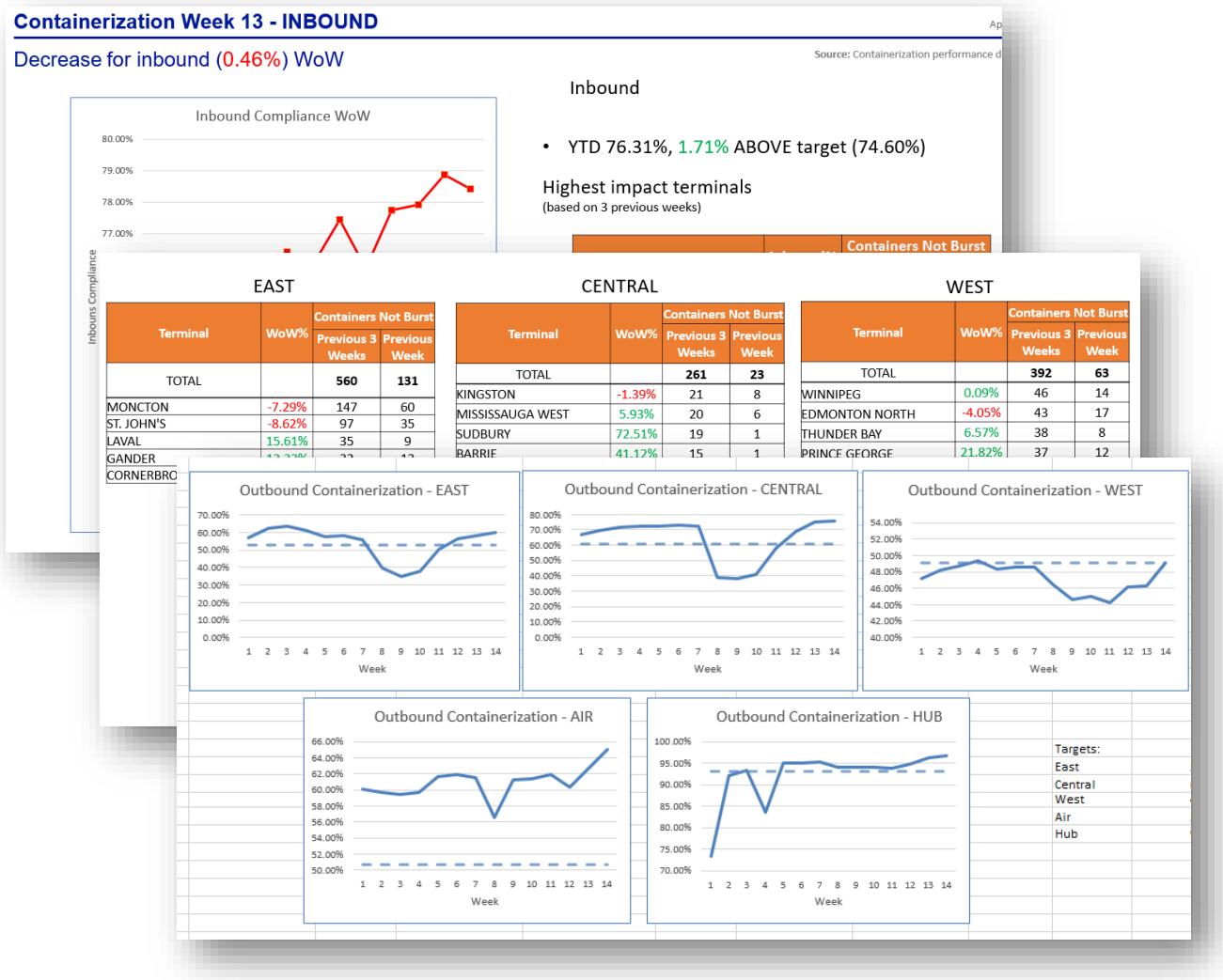
Feb

Assisting in other Excel projects and customer analysis.

Purolator

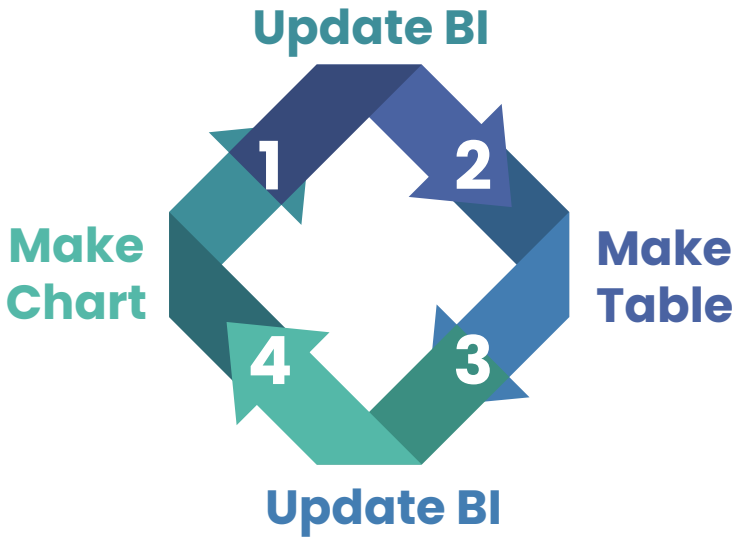
Containerization Report

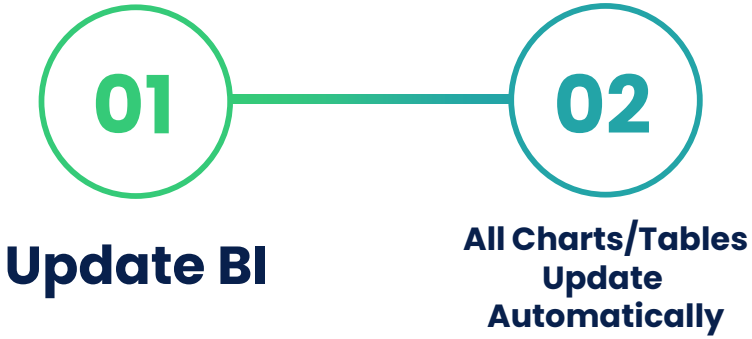


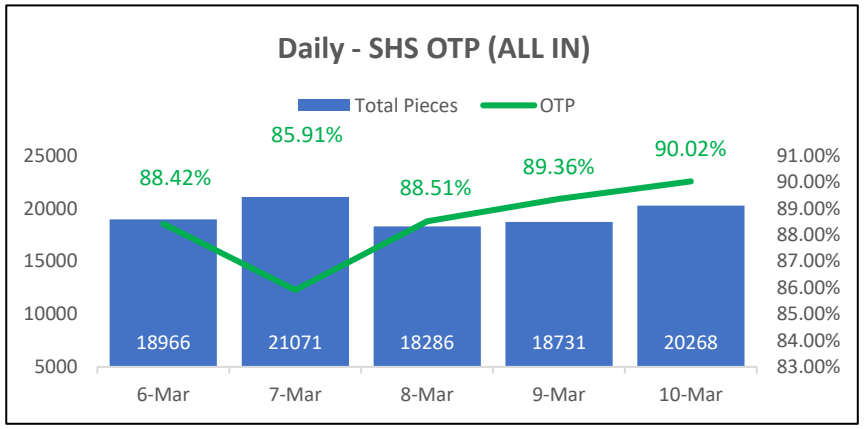


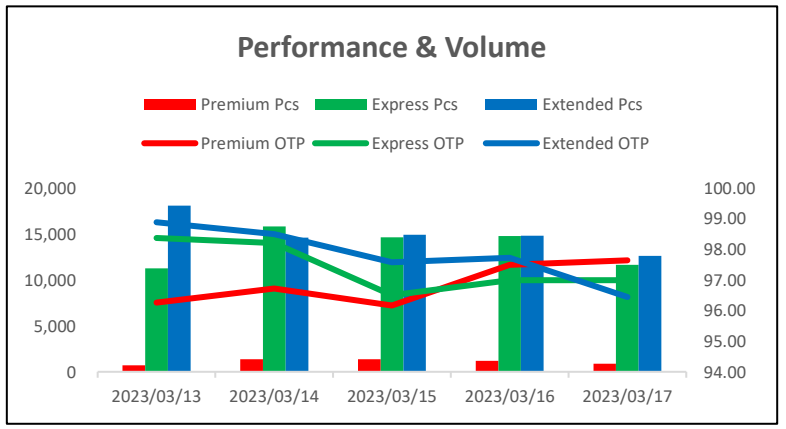
Healthcare/SHS Scorecards

Before → **After**









Serv Category	All	
Scan Date	Ts & Cs Ontime%	All In Pieces
2023/03/13	96.26	709
2023/03/14	96.72	1,377
2023/03/15	96.16	1,361
2023/03/16	97.49	1,188
2023/03/17	97.64	872

My Journey

2022

Not knowing how to perform any kind of data analysis.

Jan

Familiarizing with Excel and how Purolator as an industry works.

Feb

Assisting in other Excel projects and customer analysis.

Mar

Independently able to create customer analysis.

Purolator

Customer Analysis

FGL SPORTS

DELL

RUSSELL FOOD EQUIPMENT LTD.

HONDA

Ontario

CANADIAN TIRE

PINCHIN

DESIGNER BRANDS

HILTI

Scotiabank

Sun Life

Customer Analysis Demo

Russell Foods

Problem Statement

Prolonged OTP poor performance over the 2022 period.

01 | **Identify**

The Monthly OTP

02 | **Breakdown**

By Divisions, Terminals, Late Reason Code

03 | **Analyze**

Trending Fails, Comparison by Year over Year

04 | **Deeper Dive**

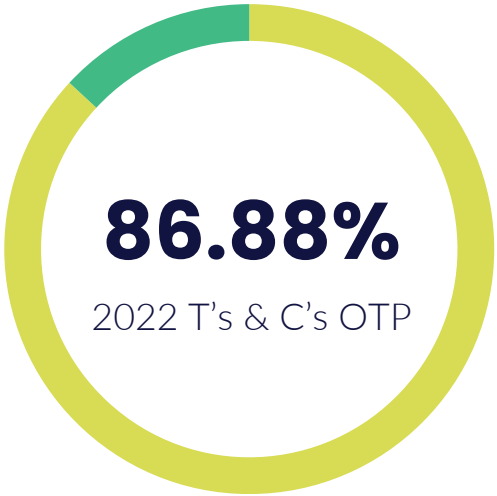
Into specific trends, Origin/Destination terminals, Time of Induction

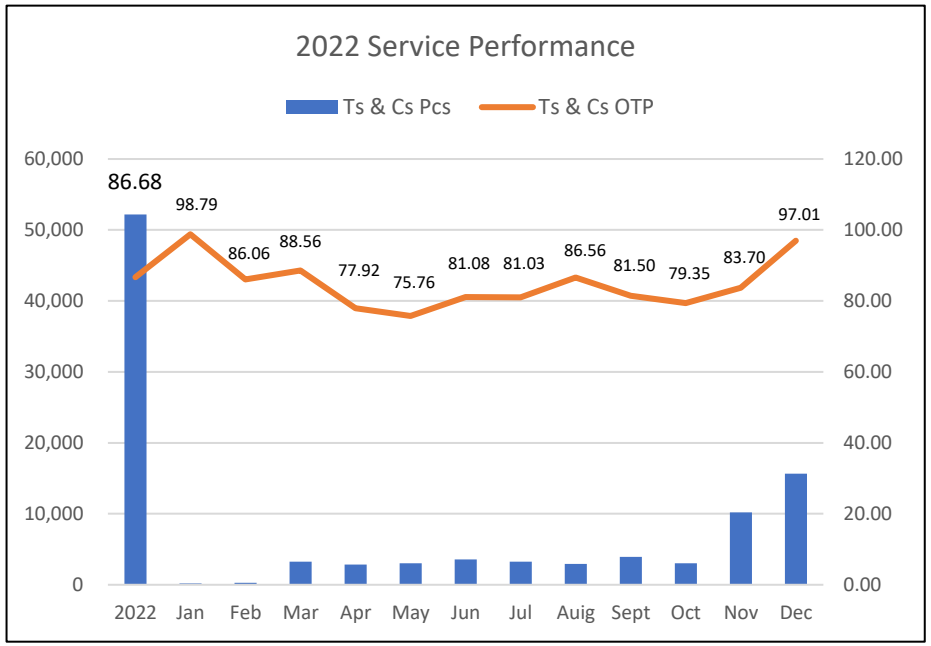
Customer Analysis Demo

01

Identify

The Monthly OTP





Purolator

Customer Analysis Demo

Orig | Dest	ATLANTIC	GTA	NEO	PACIFIC	PRAIRIES	QUEBEC	SWO	TOTAL
ATLANTIC	0.01%	0.00%	0.01%	0.00%	0.00%	0.00%	0.00%	**0.02%**
GTA	0.01%	0.00%	0.07%	0.00%	0.01%	0.00%	0.00%	**0.09%**
NEO	0.72%	2.66%	2.66%	0.92%	0.90%	0.37%	3.73%	**11.96%**
PACIFIC	0.01%	0.01%	0.03%	0.47%	0.02%	0.01%	0.00%	**0.55%**
PRARIES	0.01%	0.04%	0.07%	0.22%	0.21%	0.02%	0.05%	**0.61%**
SWO	0.06%	0.00%	0.02%	0.00%	0.00%	0.00%	0.00%	**0.07%**
TOTAL	**0.81%**	**2.71%**	**2.85%**	**1.61%**	**1.15%**	**0.40%**	**3.78%**	**13.31%**

Late Reason Code

Unknowns

77%

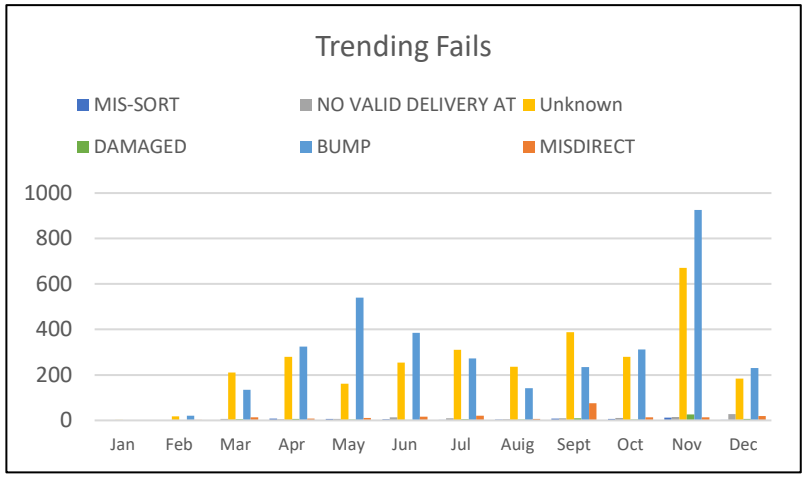
Bumps

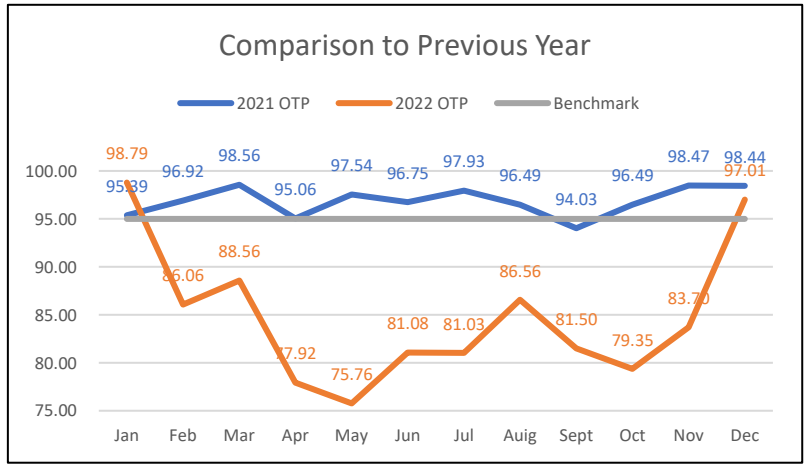
15%

02 **Breakdown**

By Divisions, Terminals, Late Reason Code

Customer Analysis Demo

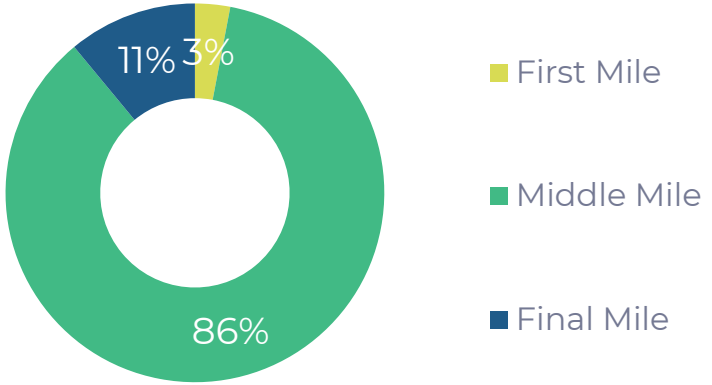




03

Analyze

Trending Fails, Comparison by Year over Year



Purolator

Customer Analysis Demo

1

89%

Of fails originate out of the Brockville Terminal

2

London, Metro W, NOTL

Top opportunity lanes

3

21:00

Volumes from Brockville arrive at Montreal Hub.

4

22:00

Direct to London departs

Orig Term	Dest Term	Ts & Cs Fails
BROCKVILLE	**Result**	**6,209**
	LONDON	377
	METRO WEST - TOR 2	301
	NIAGARA-ON-THE-LAKE	252
	SUDBURY	191
	STRATFORD	184
	BRANTFORD	184
	NORTH YORK	184
	MORSE ST	181

04 Deeper Dive

Into specific trends,
Origin - Destination terminals,
Time of Induction

Purolator

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Apr

Creating Automated Dashboards

Purolator

Trade Lanes Dashboard

Before

25%

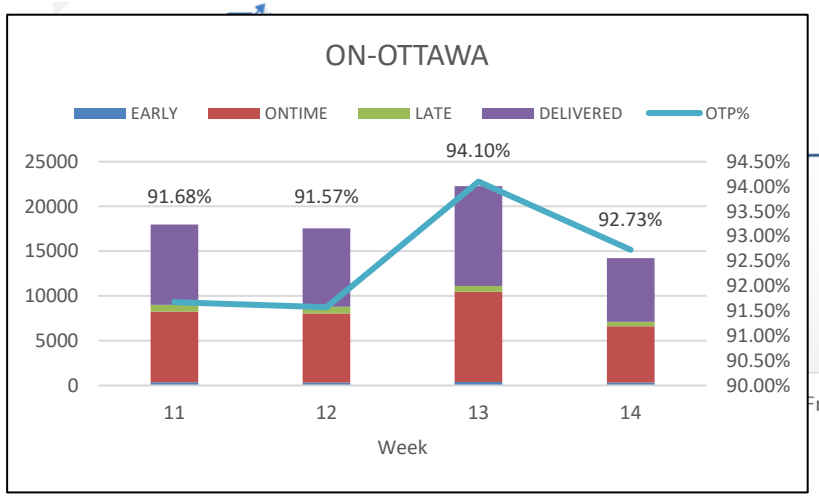
Slow

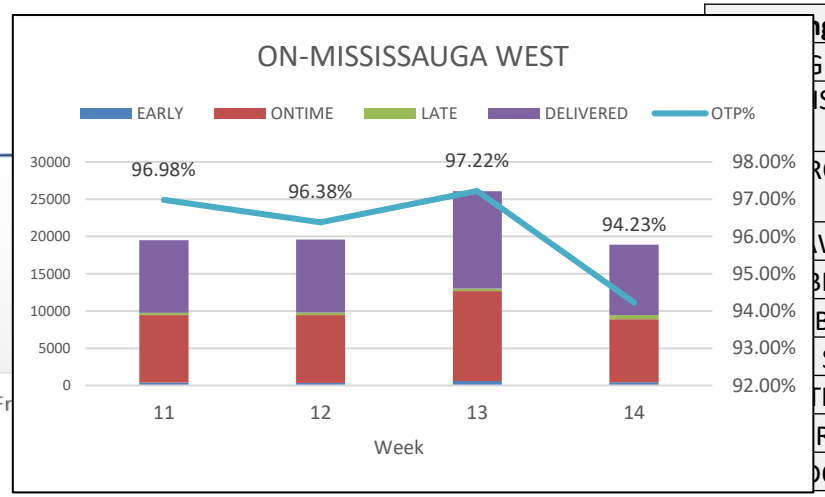
VS

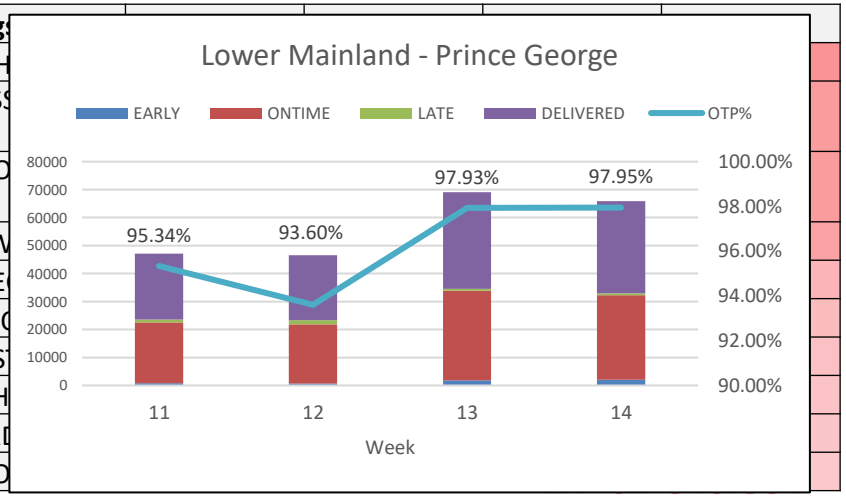
After

75%

Efficient





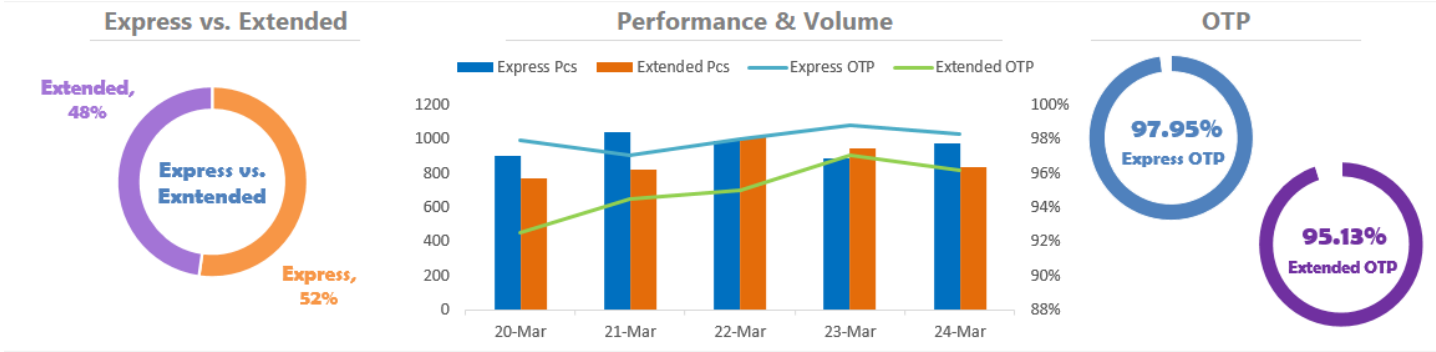


Customer Dashboard

01

Jump Start Analysis

Have all the common views up in one click!



02

No More BI

Data and views are based on the OTP EDD Dashboard

OTP Loss by Division

Week 12 (OTP: 96.61%. OTP Loss: 3.39%)								
OD	ATLANTIC	QUEBEC	GTA	NEO	SWO	PACIFIC	PRAIRIES	TOTAL
ATLANTIC	0.00%	0.00%	0.14%	0.00%	0.00%	0.00%	0.00%	0.14%
QUEBEC	0.00%	0.01%	0.65%	0.00%	0.00%	0.00%	0.00%	0.66%
GTA	0.05%	0.59%	0.58%	0.27%	0.05%	0.11%	0.07%	1.73%
NEO	0.00%	0.00%	0.28%	0.00%	0.00%	0.00%	0.00%	0.28%
SWO	0.01%	0.02%	0.27%	0.02%	0.00%	0.00%	0.01%	0.34%
PACIFIC	0.00%	0.00%	0.14%	0.00%	0.00%	0.01%	0.01%	0.16%
PRAIRIES	0.00%	0.00%	0.08%	0.00%	0.00%	0.00%	0.00%	0.08%
TOTAL	0.07%	0.62%	2.15%	0.30%	0.05%	0.12%	0.09%	3.39%

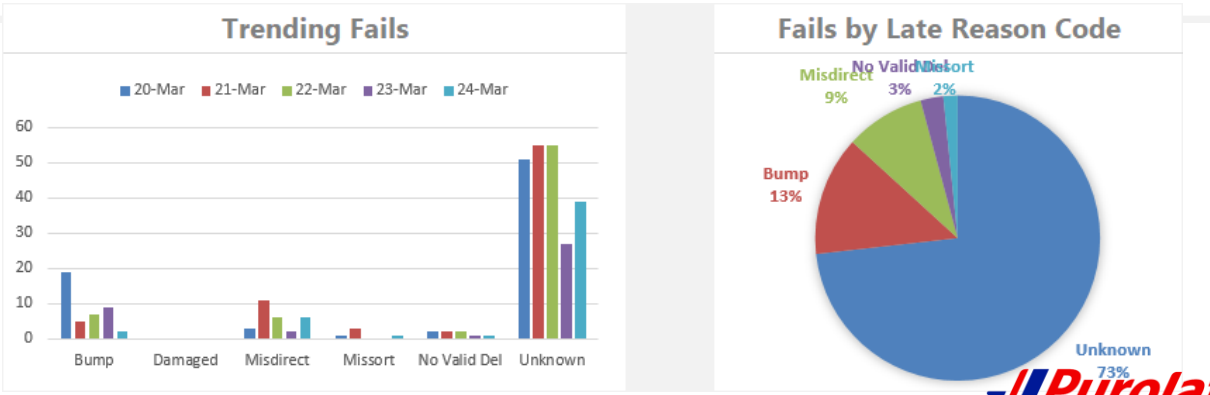
03

All compiled in one place

Dashboard +

All Scans Queries +

Unknowns Tool



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Creating Automated Dashboards.

Purolator

My Feedback

- Supportive environment – available resources, can ask anyone for help.
- Quick onboarding (laptops, SAP PW7) – took only 1 week
- Visit to NHO – learned a lot on how Purolator works

- BI slow refresh rate – takes 2-3 minutes and occasionally not working
- OTP EDD Dashboard - sometimes updates with incorrect numbers
- Mostly remote - would like to see the team more in person!

What I'll Bring with Me

"The thing you remember in 10 years is not the reports, but how you made someone feel and how they made you feel."

— Naziha Haroon

"Don't make everything too complicated, try to think backwards from the end to the start."

— Abhishek Rawat

"Try to explore different areas. Try to find something that you are interested in and pursue that."

— Roger Huang

"Keep an open mind. You can't use the same method to answer the same questions. Get to the very specifics of the question."

— Gabor Torma

"Always share your point of view but be respectful. There will always be an opportunity to sell yourself."

— Claudia Manrique

What I'll Bring with Me

"Do different things outside of school. More fun things that don't necessarily boost your resume."

— Marc Dotto

"Go for the extra mile. Work hard and support everyone for every single day."

— Pablo Roldan

"Don't wait for motivation to come from outside or from other people. It's natural to feel fear and unqualified. Just do it."

— Carolina Rojas

"It is important to establish your definition of success. It should line up with whatever path you have chosen. The sooner you define it, the better it is for you."

— Yasir MuhammadAli

"Expect the unexpected and be okay with it. You will learn as you go, just embrace all these experiences. Don't be afraid of these opportunities."

— Kristy Sood

Purolator

What I'll Bring with Me

"Working with the right people is more important than the job itself. Step outside of your comfort zone."

— Shivali Sharma

"Worry less about getting things perfectly, eventually you will get to where you are trying to get to. Be persistent."

— Pablo Reyes

"Keep pushing yourself to take on more and show initiative in your future roles. Be eager to learn. Challenge yourself. Fail fast so that you can learn and do better, quicker."

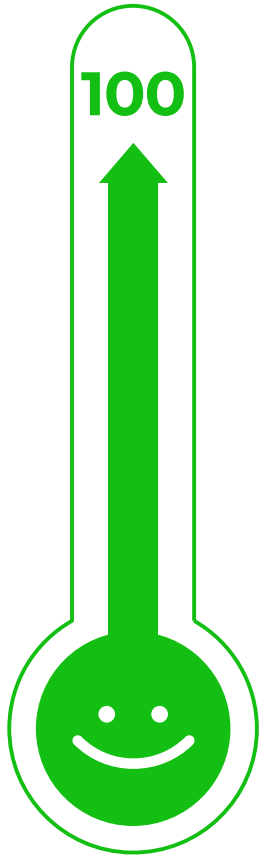
— Priya More

"What you take now does not define who you are, not the path you are going to take. Don't take yourself too seriously. Focus on the problem, not the people (in conflict resolution)."

— Jamie Wright

Thank you!

For the past 4 months filled with memories that I'll treasure for the rest of my life.



N A Z I H A

H — Heartwarming

A — Admirable

R — Responsible

O — Open-minded

O — One-of-a-kind

N — Nurturing