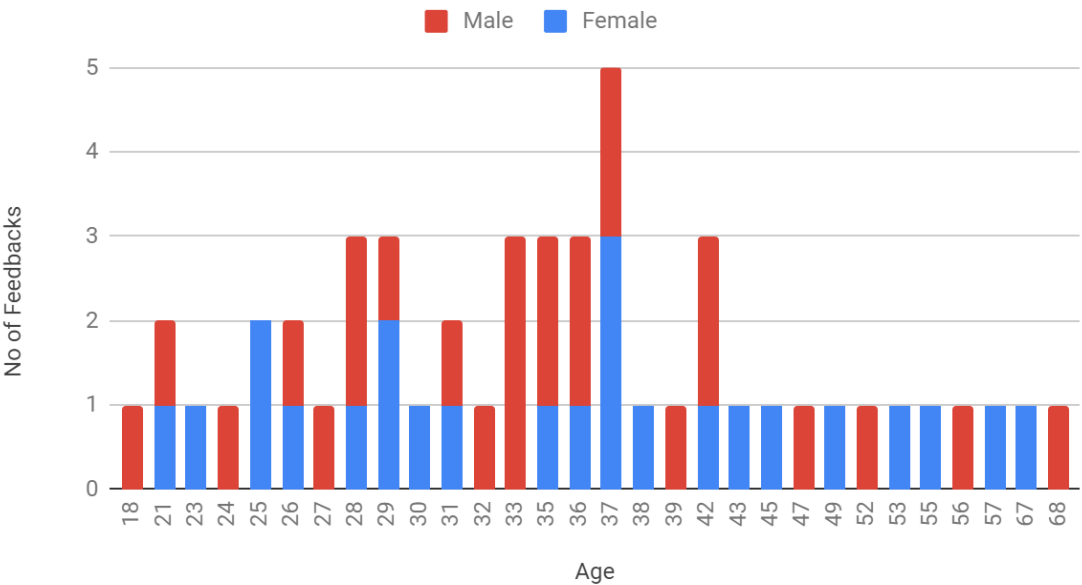
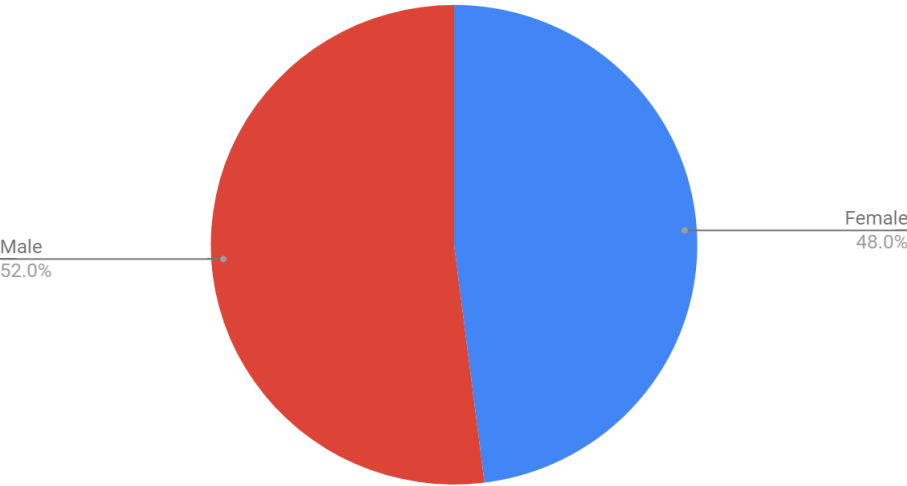


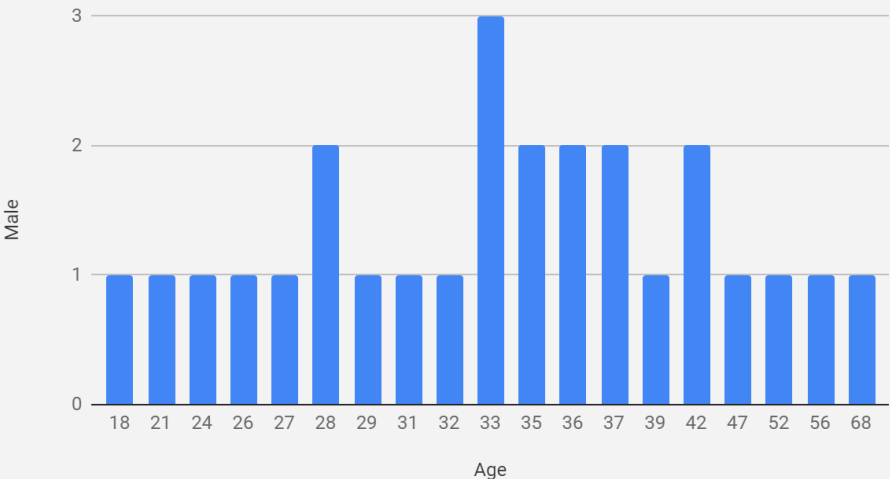
Gender Demographics



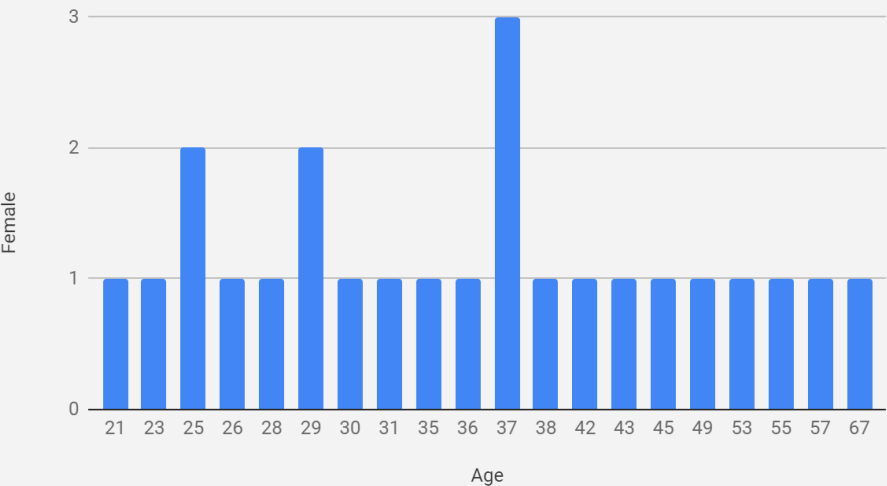
Gender demographics



Feedbacks by Male



Feedbacks by Female



Problems Chosen to Solve and Rationale

Problems chosen to solve:

- Products that I need are always out of stock
- Quality of pulses and rice is poor. I can get better stuff in the grocery store in my street
- Billing queue is usually very long, and I have difficulty standing for a long time
- Few of the food items I picked were expired and should not be present on the shelves
- Behavior of the employees working in the shop is not good; they are usually rude and unhelpful
- Their system does not respond during billing, causing delays
- Cold items are not cold enough to buy
- Few products are charged more than MRP

Rationale:

- These problems were chosen based on their frequency, severity, and potential impact on customer satisfaction and attrition.
- Out-of-stock products and poor quality impact the customer's ability to find suitable products and trust the store.
- Long billing queues and system issues lead to frustration and time wastage.
- Expired food items and incorrect pricing erode customer trust.
- Rude behavior and unhelpful staff negatively affect the overall shopping experience.

Solution Options and Impact Assessment

Problem: Products that I need are always out of stock

- **Solution Options:**

1. Implement a robust inventory management system to ensure adequate stock levels.
2. Set up real-time stock monitoring and automatic reordering systems.
3. Improve communication channels with suppliers to reduce stockouts.

- **Impact Assessment:**

1. Increased availability of desired products.
2. Improved customer satisfaction and loyalty.
3. Reduced loss of sales due to unavailability.

Problem: Quality of pulses and rice is poor

- **Solution Options:**

1. Enhance the quality control process for pulses and rice.
2. Establish direct sourcing relationships with trusted suppliers.
3. Regularly monitor and test product quality.

- **Impact Assessment:**

1. Higher quality products, leading to customer trust and satisfaction.
2. Decreased customer complaints and returns.
3. Enhanced reputation for providing reliable and superior products.

Additional Information

- Provide information on the distribution of feedback-givers compared to the overall customer base.
- Include statistics on footfall data, such as the total number of customers visiting the store over the past year.
- Highlight any relevant insights or recommendations that emerged from the analysis.
- If there are plans for the problems not chosen to be solved immediately, outline them briefly, including the timeline or approach for their implementation.