

# ANALYTICAL STUDY ON THE OPERATION OF RAJALAKSHMI CARS PRIVATE LIMITED

### A PROJECT REPORT

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**JUNE, 2024**

## BONAFIDE CERTIFICATE

Certified that this project report **“……….TITLE OF THE PROJECT……………..”** is the bonafide work of “**…………..NAME OF THE CANDIDATE.…………”** who carried out the project work under my supervision. Certified further that to the best of my knowledge the work reported herein does not form part of any other thesis or dissertation on the basis of which a degree or award was conferred on an earlier occasion on this or any other candidate.

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**Submitted for Semester Mini-Project viva-voce examination held on \_\_\_\_\_\_\_\_\_**

**INTERNAL EXAMINER**.(14) **EXTERNAL EXAMINER**.(14)

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**Executive Summary**

We were tasked to conduct a detailed analysis on the operations of Rajalakshmi Cars Private Limited, a car servicing company. As a team of 11 members, we carried out in-depth data analysis on the financial and service operations of the company.

We utilized the dataset containing information on job cards, the workers working on each service job and the customers spending on each service.

We used Tableau to create charts and graphs on the data and found out numerous conclusions.

In addition to the analysis, we created a new system to improve feedback collection from the customer. The improved questionnaire captures detailed insights from customers through various questions. Using the feedback, we conducted RCA(Root cause analysis) to clearly identify problems faced by customers related to the service.

Using this study, we were able to derive solutions to improve the efficiency of the company’s operations and increase customer satisfaction.