

Report on Timeline for Improving Service at AtliQ Mart_Supply Chain

Day 1: Establishing and Initial Planning

- **Phase:** Plan
 - **Objective:** Understand current issues and define project scope.
 - **Tasks:**
 - **Morning:** Identify and understand current issues facing the company.
 - Meet with supply chain and customer service teams to gather information about service issues.
 - Review customer feedback, noting the root causes of service delays or deficiencies.
 - **Result:** Document describing current issues.
 - **Afternoon:** Set project goals and establish framework.
 - **Define specific goals for the project (e.g., improving delivery speed, enhancing customer satisfaction).**
 - Identify methods and steps needed to achieve the defined goals.
 - **Result:** Document describing project goals and a framework document.
-

Day 2: Project Structure

- **Phase:** Plan
 - **Objective:** Establish project structure and allocate resources.
 - **Tasks:**
 - **Morning:** Create Timeline and Resource Allocation
 - Build a timeline for each phase of the project, with specific milestones.
 - Identify personnel, financial, and technology needs for each phase.
 - **Result:** Document describing the timeline and resource allocation document.
 - **Afternoon:** Leadership Requests and Define Performance Metrics
 - Identify requests from executives and management, prioritizing critical issues.
 - Define key performance indicators (KPIs) and establish measurement standards.
 - **Result:** Document describing leadership requests and document outlining performance metrics.
-

Day 3: Data Preparation

- **Phase:** Analysis
- **Objective:** Collect and process data in preparation for analysis.

- **Tasks:**
 - **Morning:** Data Collection
 - Gather data related to delivery times, customer feedback, and other service metrics.
 - **Result:** Raw data sets relevant for analyzing service issues and documentation describing the data sets.
 - **Afternoon:** Data Cleaning
 - Clean the data to ensure accuracy and reliability, removing invalid or erroneous data.
 - **Result:** Processed data sets ready for analysis (ensuring accuracy and consistency) and documentation describing the cleaned data sets.
-

Day 4: Establish Data Analysis

- **Phase:** Analysis
 - **Objective:** Prepare analysis model and establish evaluation metrics.
 - **Tasks:**
 - **Morning:** Data Modeling and Metric Calculation
 - Use ERD to build a data model to help organize tables and relationships in a database to optimize the discovery of valuable information from the data.
 - Calculate key metrics for assessing service performance.
 - **Result:** Documentation describing the data model and documentation describing key metrics.
 - **Afternoon:** Data Visualization
 - Create a dashboard for visual representation of the data.
 - **Result:** Dashboard containing models along with the key analysis metrics established earlier.
-

Day 5: Generate Insights

- **Phase:** Analysis
- **Objective:** Analyze and extract valuable insights from the data.
- **Tasks:**
 - **Morning:** Analysis and Insights
 - Analyze data to identify insights and areas for improvement, such as patterns, trends, and root causes of service issues.
 - **Result:** Documentation describing the insights found.
 - **Afternoon:** Prepare Reports

- Prepare detailed reports to present key findings to stakeholders.
 - **Result:** Documentation needed for reporting to stakeholders.
-

Day 6: Consult Stakeholders

- **Phase:** Communication
 - **Objective:** Present information and discuss feasible solutions.
 - **Tasks:**
 - **Morning:** Reporting Insights to Stakeholders
 - Summarize and present key insights obtained from data analysis to stakeholders, highlighting important findings that inform decision-making.
 - **Result:** Documentation containing feedback from stakeholders.
 - **Afternoon:** Consulting with Stakeholders
 - Engage in comprehensive discussions with implementation teams to identify practical solutions aligned with project goals and ensure effective execution.
 - **Result:** Documentation containing a list of feasible solutions to address service issues..
-

Day 7: Implementation & Customer Focus

- **Phase:** Execution
- **Objective:** Implement improvement strategies to maintain and enhance customer satisfaction.
- **Tasks:**
 - Deploy specific strategies to address identified issues, particularly in delivery performance.
 - Ensure adherence to established service standards to meet customer needs and expectations.
 - **Result:** Achieve the set objectives.