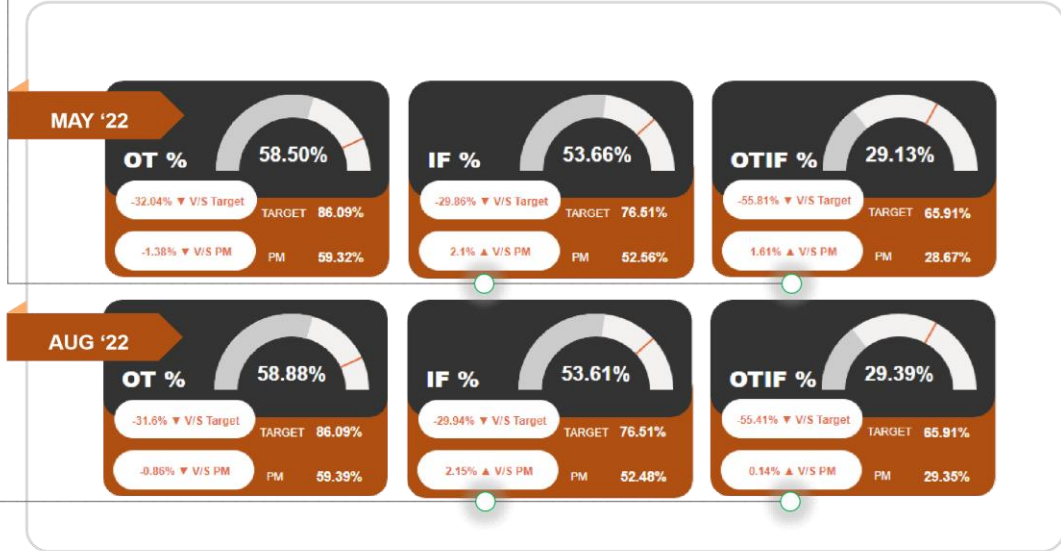


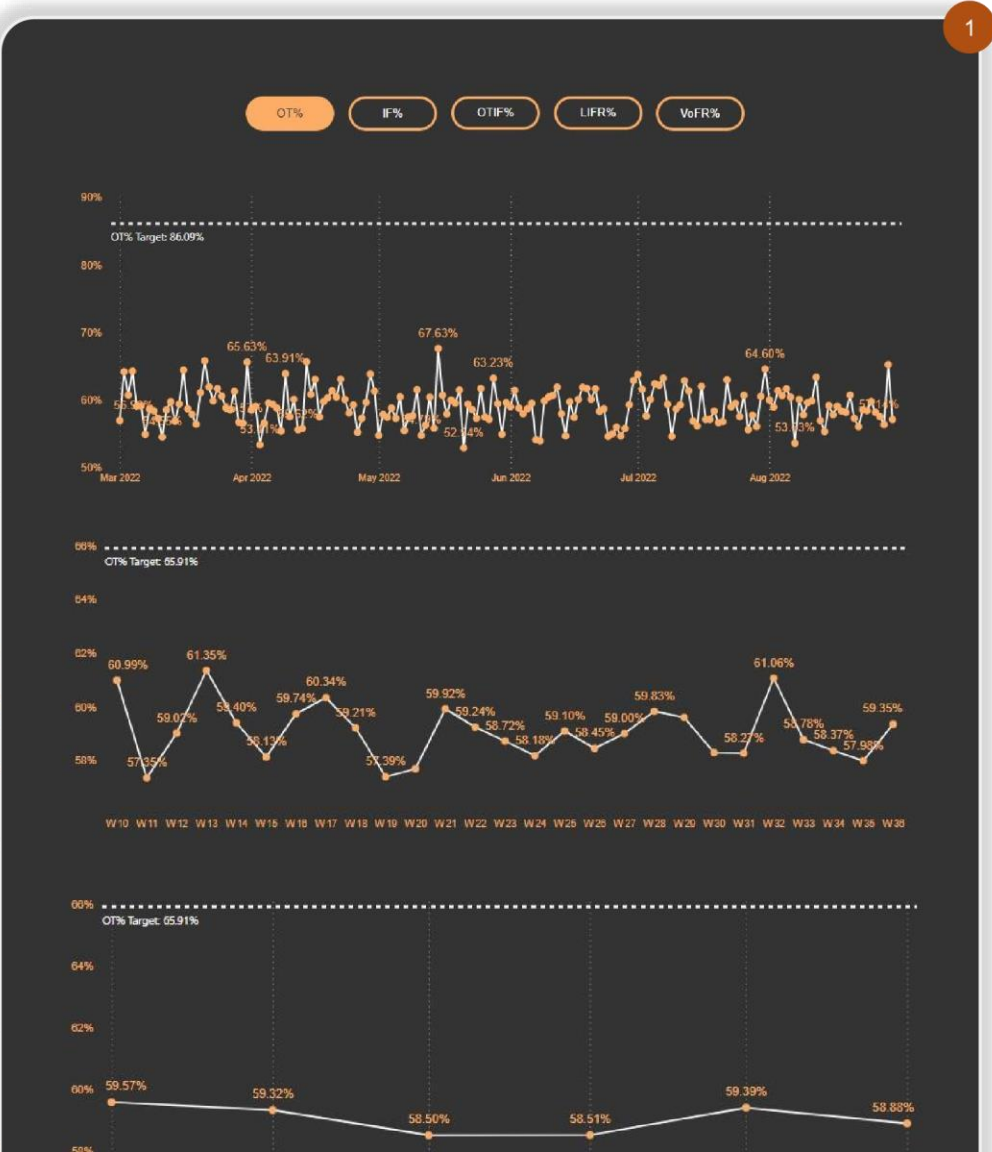
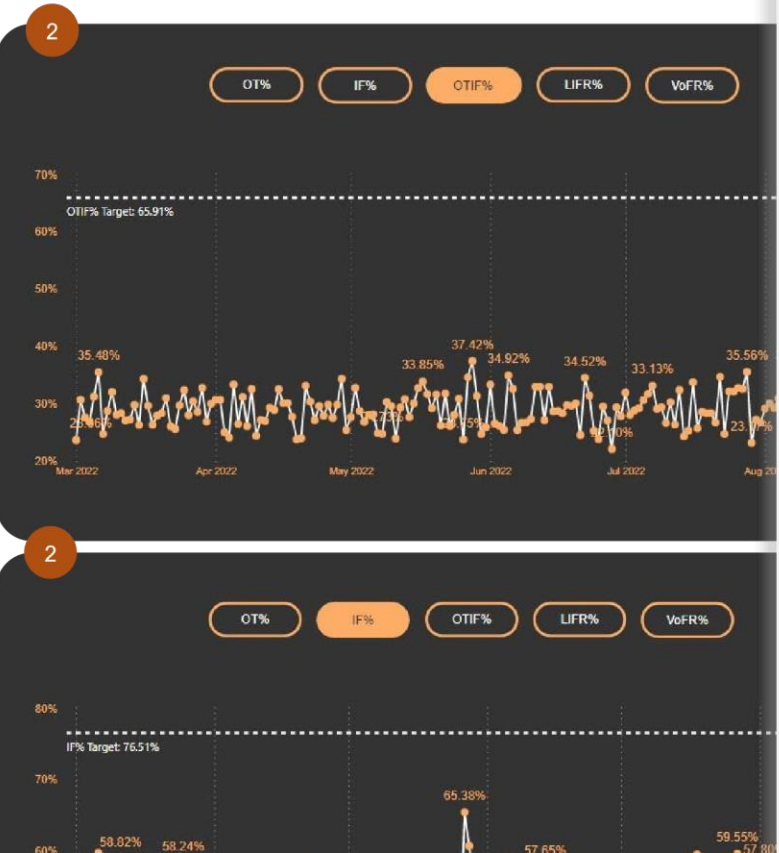
# INSIGHTS & KEY FINDINGS



- 1 Dairy products orders are almost double than the Food and Beverages Category.
- 2 Average OT%, IF% and OTIF% are noticeably lower than the Targeted levels.
- 3 First 6 Customers **Acclaimed Stores , Lotus Mart, Vijay Stores, Rel Fresh, Cool Blue & Propel Mart** is constituting 53% of Total orders & seems to be key customers
- 4 **MAY'22** and **AUG'22** are the two months where IF% and OTIF % have shown slight improvement compare to past month, still they are far away from Target levels



# INSIGHTS & KEY FINDINGS



1

In **Daily Trend for OT% Graphs for Order** even Daily level of OT% too are significantly lower than **Targeted OT%**

As we see in above slide only 59.03% of total orders are delivered on time

2

Even Daily trends of **IF%** and **OTIF % chart** shows that not a single day they are able to touch the Target lines for respective matrices .

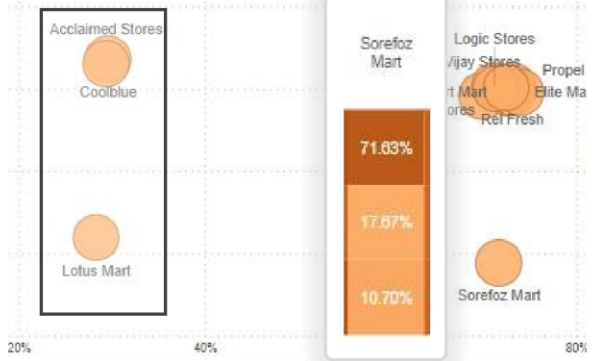
Especially **OTIF% performance is quite disappointing.**

# INSIGHTS & KEY FINDINGS

2

When service levels are filtered for **AHMEDABAD** city it also brings to our notice one more alarming **IF% & OTIF % levels for Sorefoz Mart** which needs to be taken care

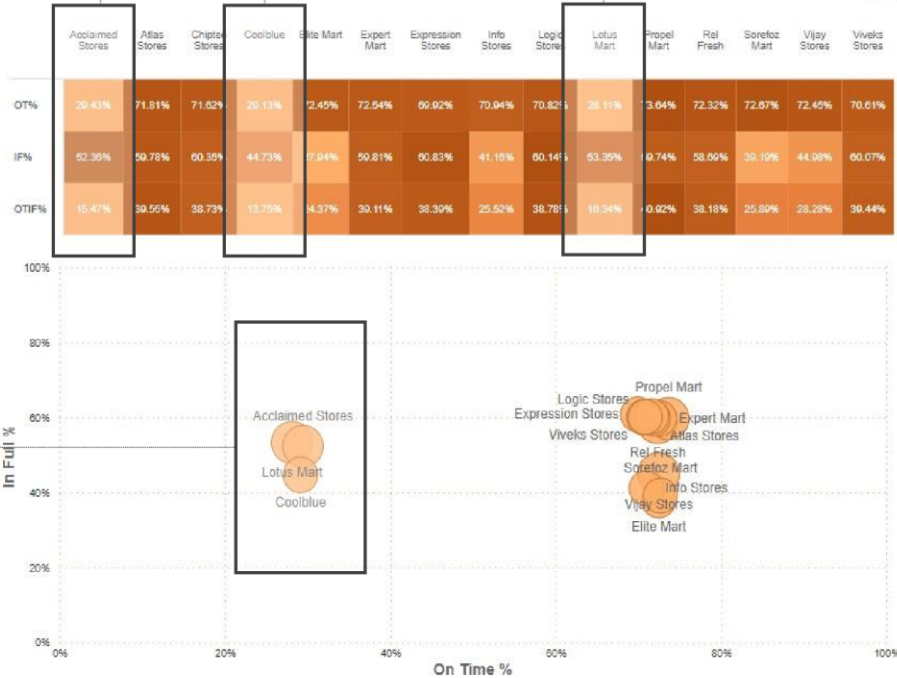
## AHMEDABAD



1

Service Level Analysis of Orders shows For **Acclaimed Stores , Cool Blue & Lotus Mart** have some noticeably lower OT% and OTIF % even their IF% too are also not so much convincing.

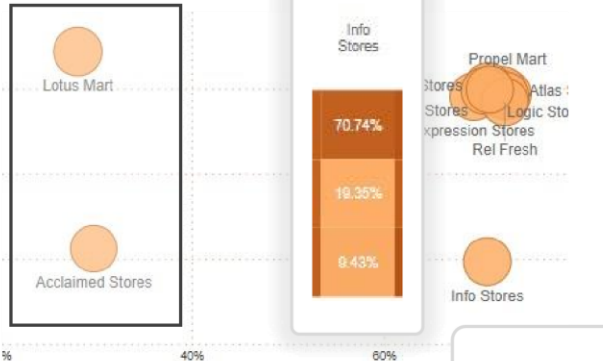
## Service Level Analysis



3

When service levels are filtered for **SURAT** city **Info Stores** shows alarming IF% & OTIF % levels.

## SURAT

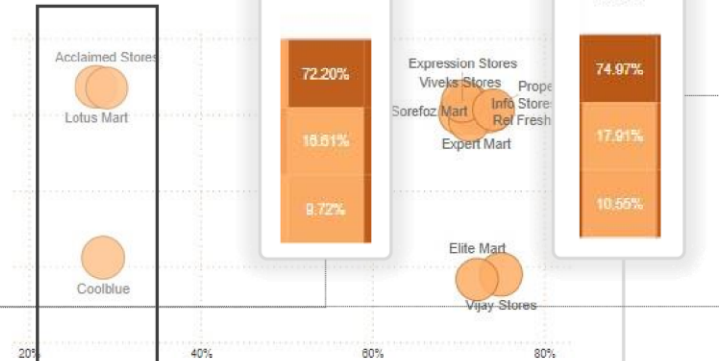


4

For **BARODA** city **Elite Mart & Vijay Stores's** IF% & OTIF % level are giving alarming signals

All these alarming levels of IF % and OTIF % shows that distribution centres are running out of stocks very quickly and replenishments must be optimised to improve upon

## VADODARA

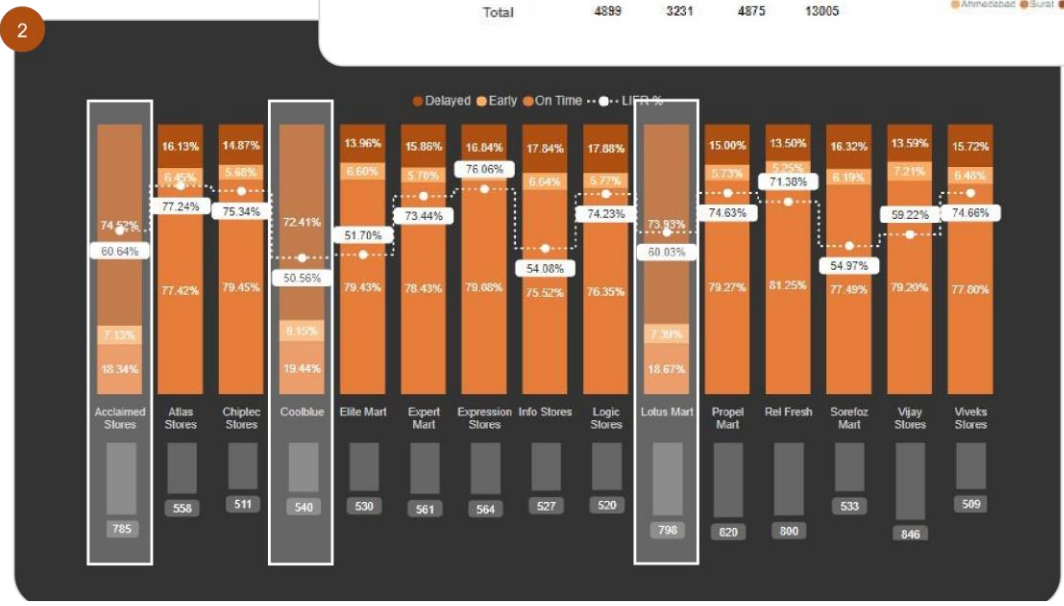


# INSIGHTS & KEY FINDINGS



- 1 Initial analysis of Order Line overview shows that there are certain customers who has **LIFR %** noticeably lower than Average **LIFR %**.
- Acclaimed Stores , Cool Blue, Elite Mart, Info Stores, Lotus Mart, Sorefoz Mart & Vijay Stores
  - Out of That **Acclaimed Stores , Lotus Mart & Vijay Stores** are the customers who have larger no. of order lines amongst all

- 2 Further detailed analysis of Line lead time analysis combined with delayed days analysis reveals some interesting facts
- For **Acclaimed Stores , Cool Blue & Lotus Mart** more than 75% of times lines are being delivered late. Moreover, out of that 75% delayed deliveries, 66% of them are late by 2 or 3 days.





## CONCLUSION

WHY DID OUR KEY CUSTOMERS NOT RENEW THE CONTRACT?  
ARE WE THAT BAD?



Unfortunately, The Answer is “**YES**”  
And probably **Acclaimed Stores , Cool Blue & Lotus Mart** are the Key customers who would certainly not willing to renew the contract