Diminos Delivery Performance Analysis Report

1 Executive Summary – Performance Metric

Diminos mandates that the **95th Percentile Delivery Time must be under 31 minutes**.

- **95th Percentile Delivery Time: 27.26 minutes**
- **Compliance Status: PASSING**

 Kanav's store is currently meeting Diminos' performance standards.

However, deeper analysis reveals **hidden risks and revenue leakage** that require immediate attention.

2 Key Findings & Performance Breakdown

Overall Delivery Metrics

Metric	Value
Total Orders Analyzed	15,000
Average Delivery Time	20.5 minutes
Median Delivery Time	15.8 minutes
Orders Delivered After 31 mins (Free Pizzas)	**3.71% (557 orders)**
Extreme Delays (> 60 mins)	**1.1% (170 orders)**

High-Risk Periods (Critical Alerts)

While the overall performance is compliant, **the 95th percentile threshold is exceeded during specific hours**.

A slight dip during these windows could put the franchise at risk.

Hour	95th Percentile Delivery Time	Risk Level
11:00 AM	33.41 mins	⚠️ Worst Performance
4:00 PM (16:00)	32.44 mins	⚠️ High Risk
1:00 AM	32.10 mins	⚠️ High Risk

Day-wise Performance Insights

- **Mondays:** 95th Percentile ≈ **28.7 mins**
- **Tuesdays:** 95th Percentile ≈ **29.4 mins**

These are the **slowest-performing days** of the week compared to others.

3 Actionable Insights & Recommendations

🔧 1. Optimize Staffing for Problem Hours

- Delays at **11 AM** and **4 PM** likely align with:
  - Lunch / dinner rush
  - Shift changeovers
- **Recommendation:**
  Ensure delivery riders are **on-duty at least 15 minutes earlier**.
- **1 AM delays** suggest late-night staff shortages.

2. Reduce "Free Pizza" Revenue Leakage

- **3.71% of all orders are free pizzas**, resulting in significant revenue loss.

- **Recommendation:**
  Implement a **"Priority Dispatch" system** once an order crosses **20 minutes**.

3. Investigate Extreme Outliers

- **170 orders exceeded 60 minutes**
- Some deliveries show **extreme values (7000+ minutes)**, indicating:
  - Forgotten orders
  - Incorrect status updates
- **Recommendation:**
  Implement a **real-time "Order Aging" alert** at **25 minutes** to notify managers.

🧾 4. Data Integrity Improvements

- Unrealistic maximum delivery times skew performance metrics.
- **Recommendation:**
  Train staff to **accurately mark order delivery times** in the system.

Conclusion

Kanav's Diminos store is currently **SAFE and COMPLIANT**, but performance during

key transition hours (1 AM, 11 AM, 4 PM) is dangerously close to failing.

 By focusing on:

- Staffing optimization
- Reducing free pizzas
- Monitoring extreme delays

Kanav can:

- **Secure franchise compliance**
- **Improve customer satisfaction**
- **Increase profitability**

Delivery Time Distribution

95th Percentile Delivery Time by Hour

Delivery Time by Day of Week