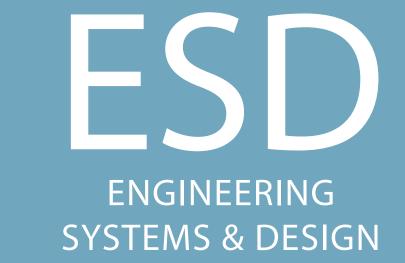
Data-discovery for Actionable Intelligence

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VersaFleet™ Background

Our client operates a phone swap service in Singapore and Malaysia. Our client uses the Transport Management Software by VersaFleet to digitalise and optimise last mile fulfilments.

Challenges

Our client faces 2 main challenges:



Efficiency of Deliveries



Customer Satisfaction

Methodology

Data Wrangling

Clean raw data
through an app made
using Python

Generation of Data Visualisation

Identify and visualise key KPIs using QGIS, Excel & PowerBI

Building Dashboard

Provides a comprehensive snapshot of performance using Power BI and VBA

Drawing Insights & Recomendations

Identify areas of improvement and address limitations

Interactive Dashboard & Business Insights

Overall Success Rate

87.54% of the total deliveries were successful.

Recommendation:

Client can identify the main reason for failure through the other KPIs.

2

Task Time Range Success

2:30 PM to 06:00 PM yields the highest proportion of failed deliveries.

Recommendation:

Client can consider encouraging customers to select morning timeslots instead.

3

Breakdown of Failures

The main reason is **customer's absence** at delivery location.

Recommendation:

Client can review their current process of reminding customers to be at delivery location.





Task Completions Per Driver

Driver F is the driver to focus on.
Other drivers have satisfactory
performance.

Recommendation:

Client can consider **retraining drivers** who have consistently low performance.



Daily Delivery Count

15 Sep has a high failure rate and should be analysed deeper.

Recommendation:

Client can use the **interactive filters** to narrow down and determine cause.

6

Task Completions Per District

Client should focus on district 16 (16~48) to optimise success.

Recommendation:

Client can **conduct further analysis** on the issues associated with the problematic district.

Limitations

Limited data to perform extensive predictive analysis, such as being unable to predict the reason of failure due to the lack of customer data.

The Breakdown of Failures pie chart presents failed deliveries that are due to top 10 recorded reasons, with reasons outside of these 10 excluded. The accuracy of the timeslot data is marginally unreliable as some drivers input erroneous time slots.

