



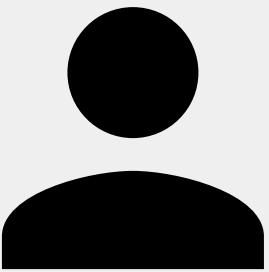
SUPPLY CHAIN DATA ANALYSIS

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PROBLEM STATEMENT



Supply Chain Manager

Responsibilities:

- Create the company's supply chain strategy
- Analyze data from shipping and delivering processes to find bottlenecks and other issues
- Monitor logistics to make sure they run smoothly
- Maintain supply chain inventory and records
- Find cost-effective solutions for supply chain processes

credit: <https://resources.workable.com/supply-chain-manager-job-description>



MY ROLE

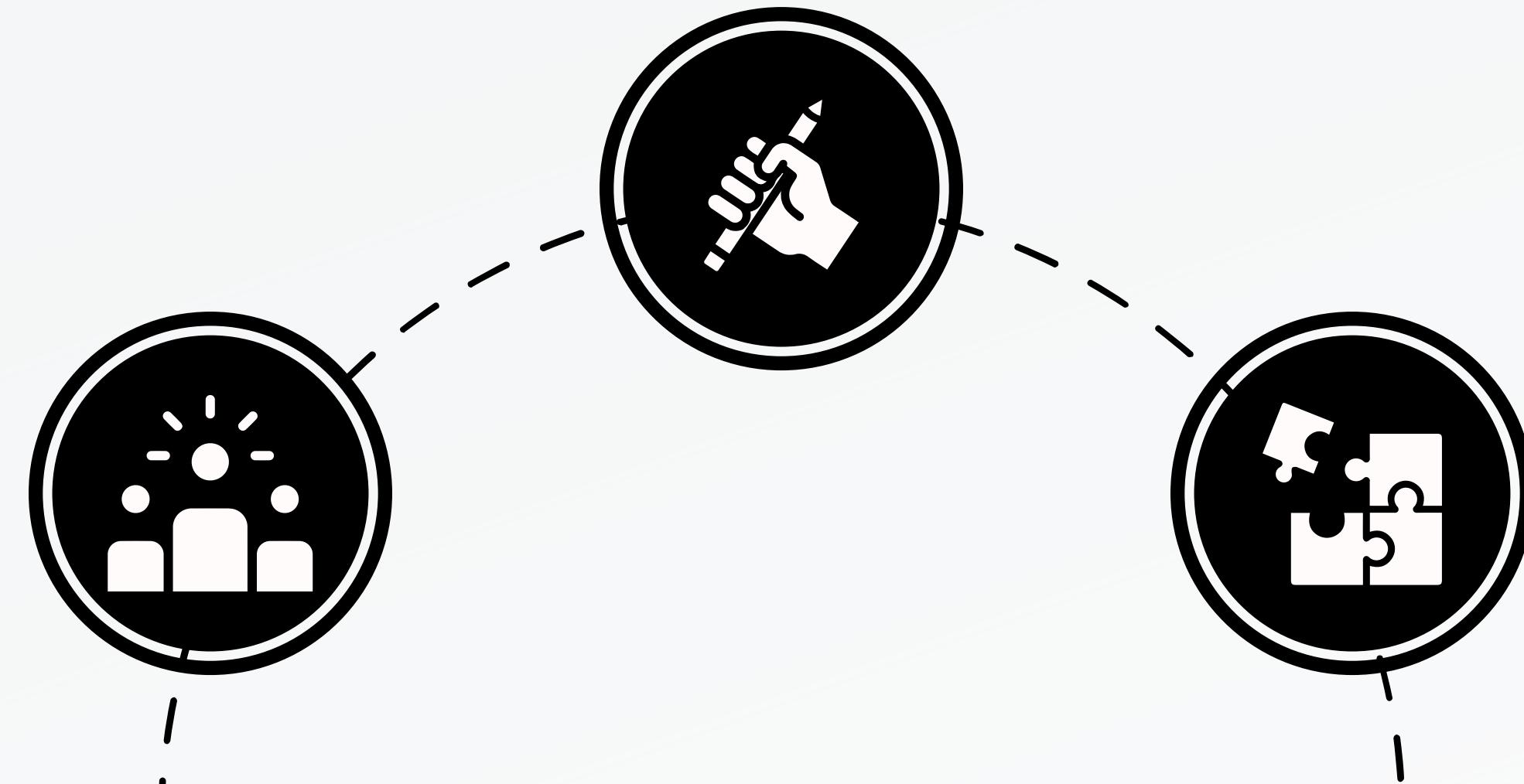
- Part of the Business Intelligence department.
- Assisting the Supply Chain department in analyzing and improving the supply chain performance.

- The daily task is to monitor the shipping whether the goods have been delivered to its destination or not.
- Checking some delivery error or handling if problems occurred during delivery.

**USER
PERSONA**

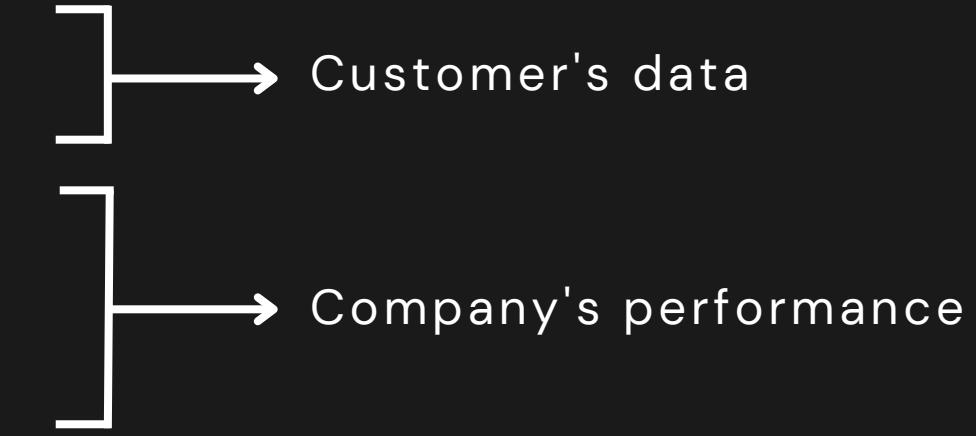
GOALS AND OBJECTIVES

Build a dashboard where the manager can see all shipping processes in all customer and order countries that includes type of delivery and delivery status. In which will help the manager to learn about shipping performance and efficiently find the bottleneck.



METRICS

- Customer Country
- Order Country
- Total Order
- Total Sales
- Shipment Type
- Shipment Duration



- There is a complaint from Sales Department regarding a high churn rate and drop of order. They ask the Supply Chain Manager whether there is a problem in the supply chain system.
- The manager would like to know whether there is a significant problems in its department that contribute to a high churn rate, eg: shipment performance.

SCENARIO

USER STORYLINE

There is a drop of sales number and high customer churn

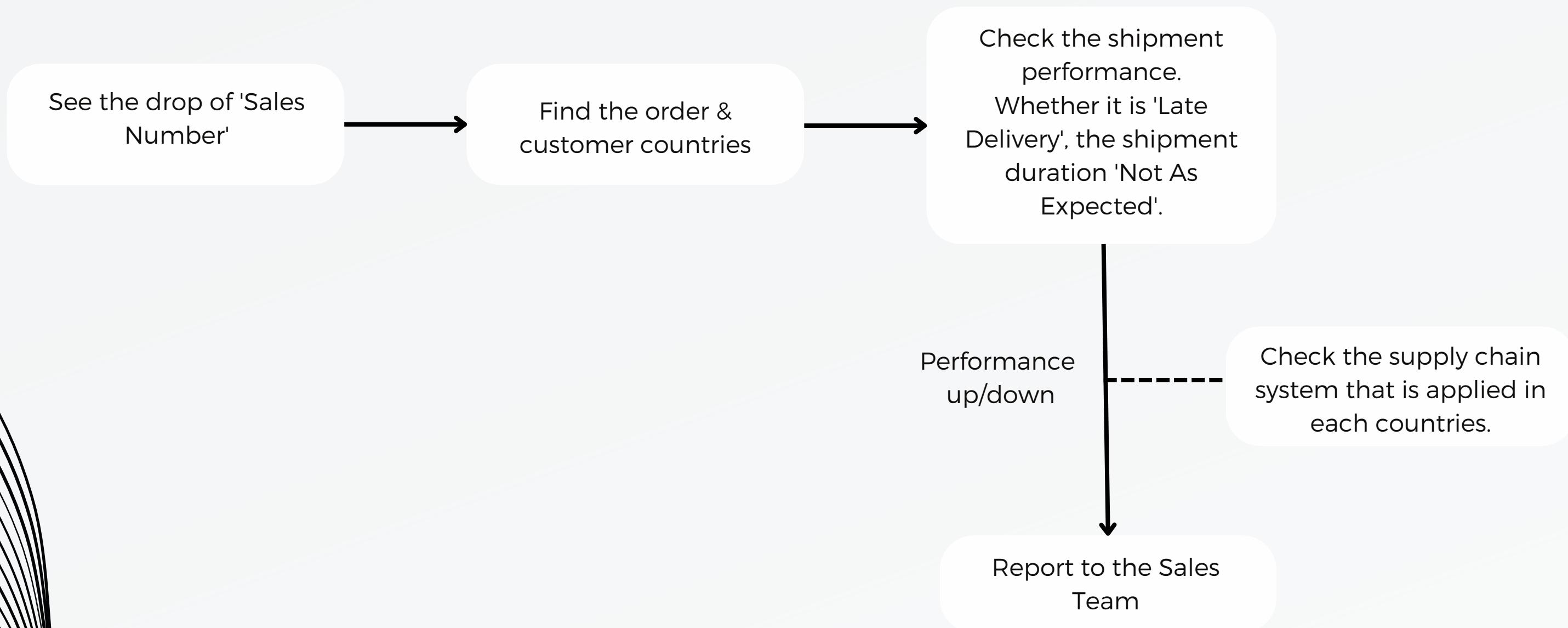
Received a complaint from Sales Department.
They ask to check whether supply chain contributes to this problem.

Supply Chain Manager make report about this problem and make a strategic plan to solve it.
(e.g: making new warehouses in some new countries).

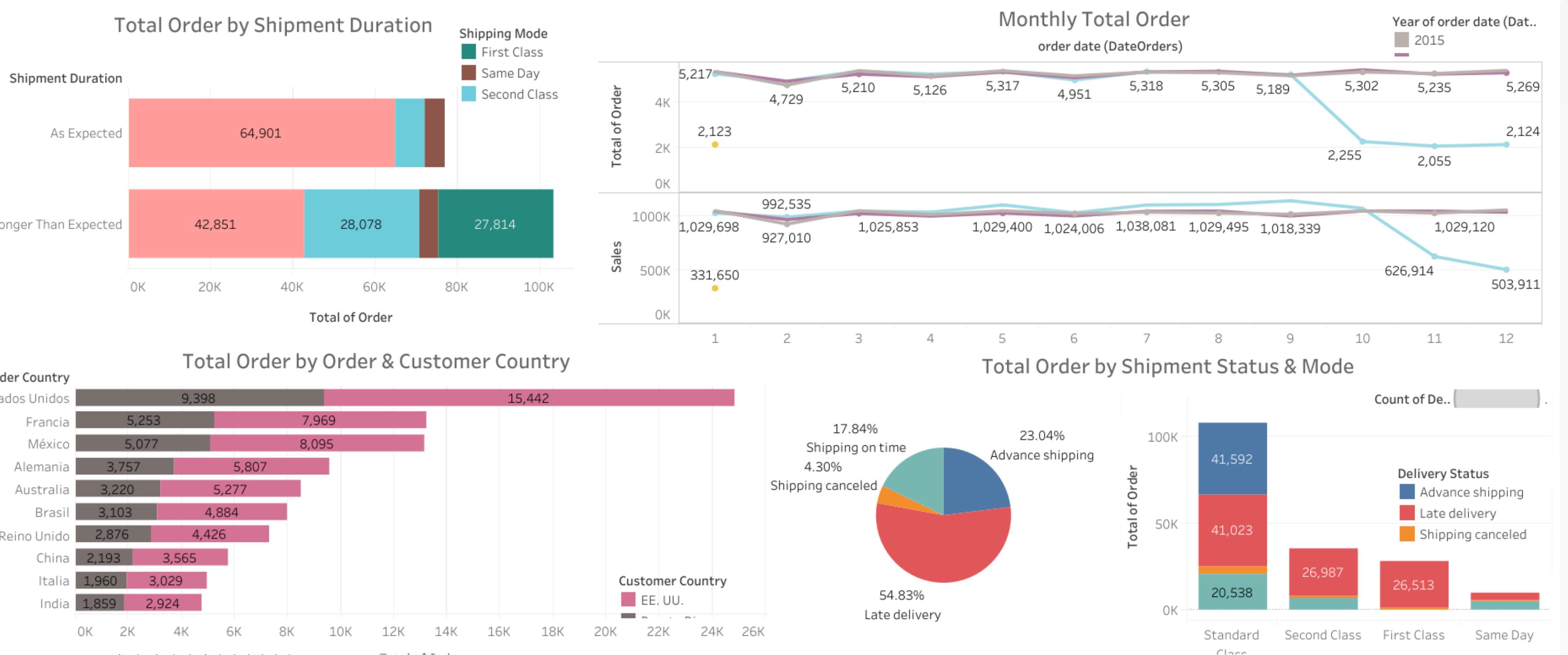
Supply Chain Manager looks up into the dashboard that consists of 'Sales Number' and see how the shipment performance at that time.

Supply Chain Manager can make a hypothesis on the performance based on the customer and order country.
E.g.: the distance between the two countries are too far.

USER FLOW

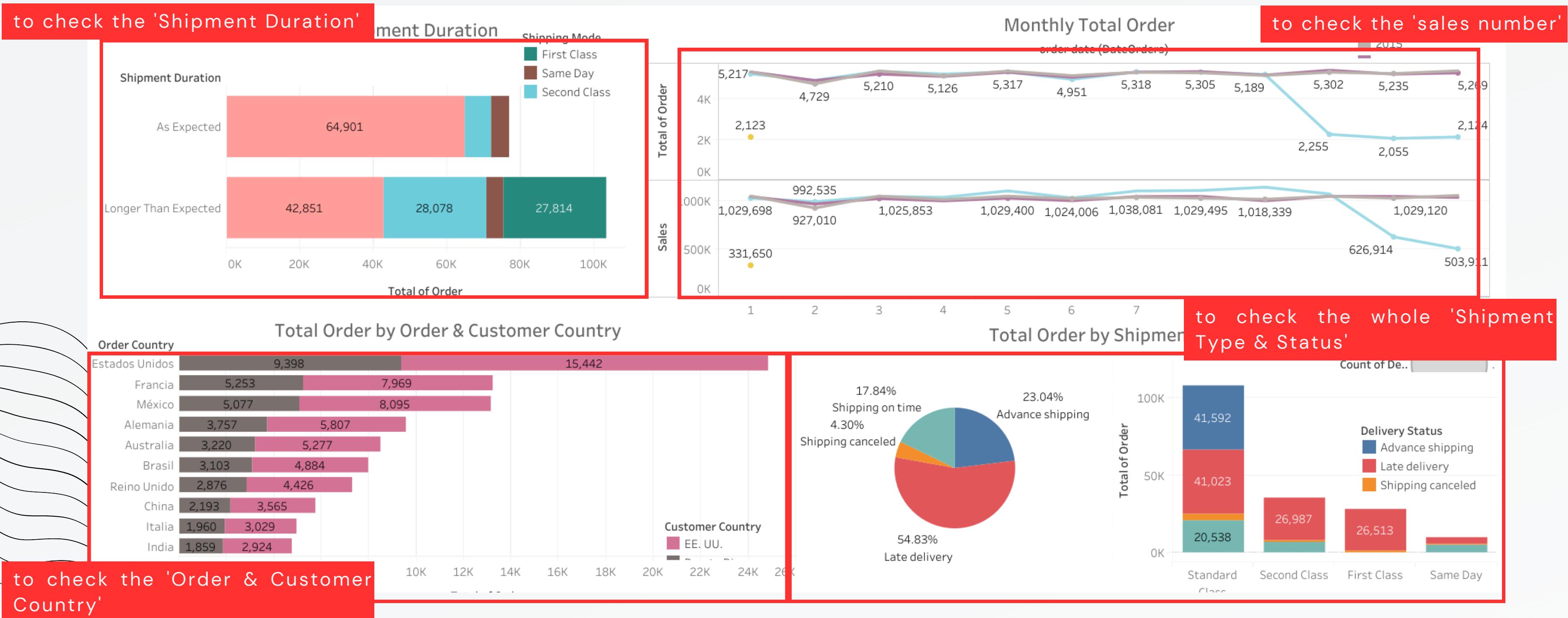


DASHBOARD



Dahboard Link:
https://public.tableau.com/views/SCM_16929433631690/Dashboard1?:language=en-US&publish=yes&:display_count=n&:origin=viz_share_link

DASHBOARD

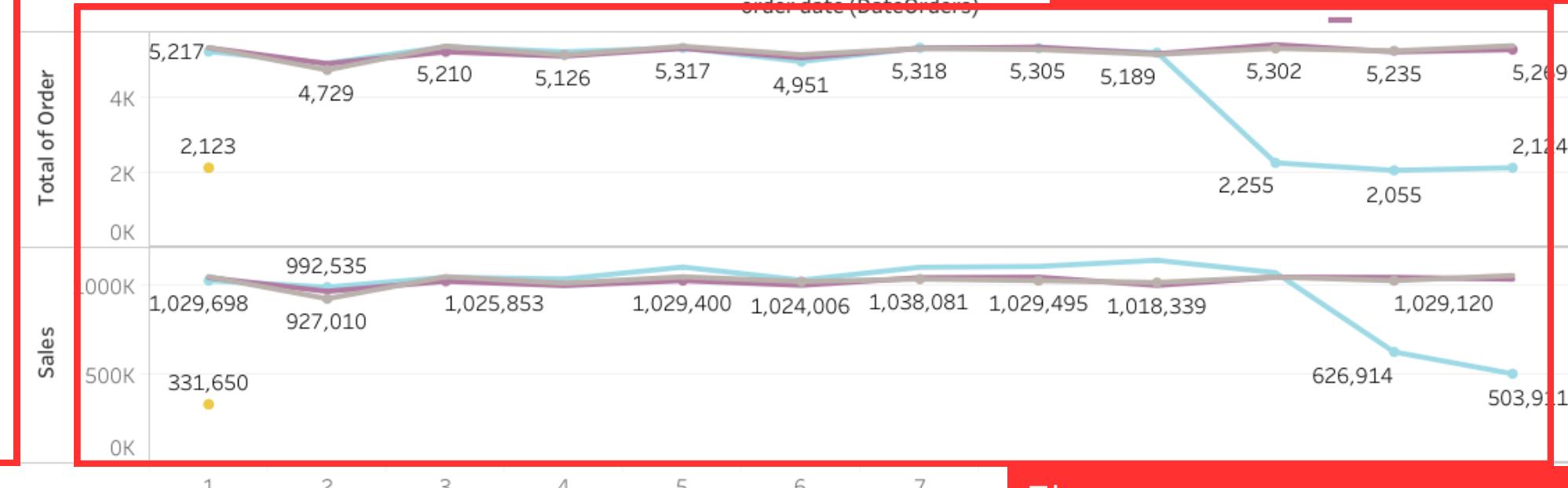


DASHBOARD

Does during the lowest 'Sales Number', the goods are received longer than scheduled?

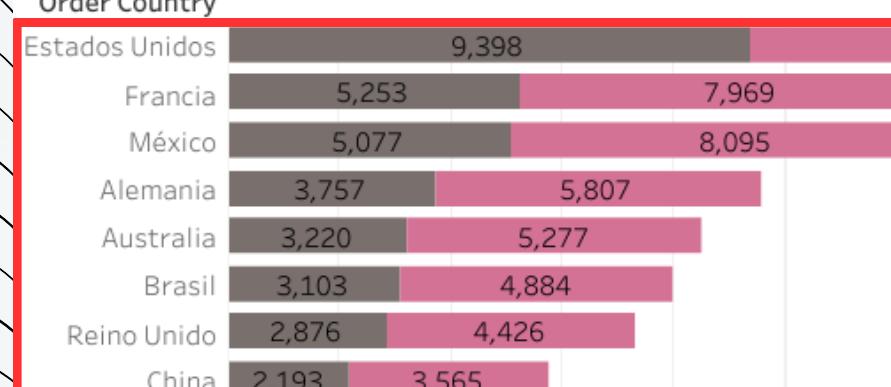


Monthly Total Order



The manager may see the performance of the delivery at that time and does the 'Delivery Type' affect the shipment?

Total Order by Order & Customer Country

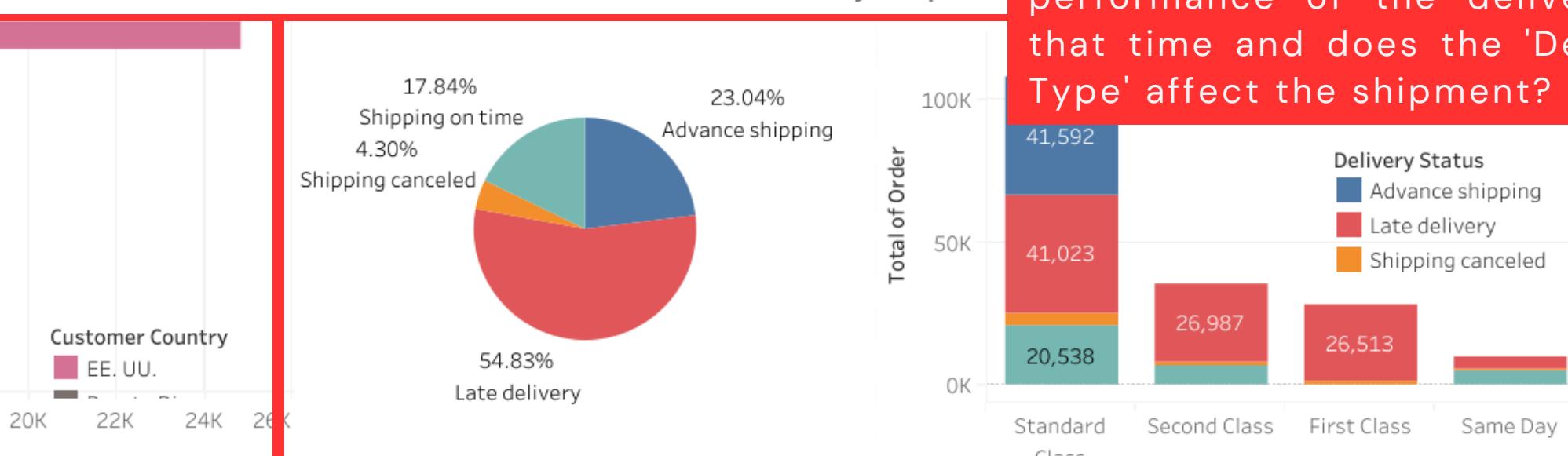


Our company only has 2 Customer Country: US and Puerto Rico.

Holistically, US has the highest number of both as Customer & Order. Is it still the same on the lowest 'Sales Number'?

Does the distance between the Customer & Order Country increasing?

Total Order by Shipment



INSIGHT

1

On the lowest 'Sales Number', there is no on-time shipment and all items received not as scheduled.

2

There is a significant drop of order from the United States, in which it was our biggest number of order.

3

The distance between 'Customer' and 'Order' Country is getting further as the countries shifted. For example: the increasing order from Australia.

THANK YOU

