

Quality Analysis Dashboard Project

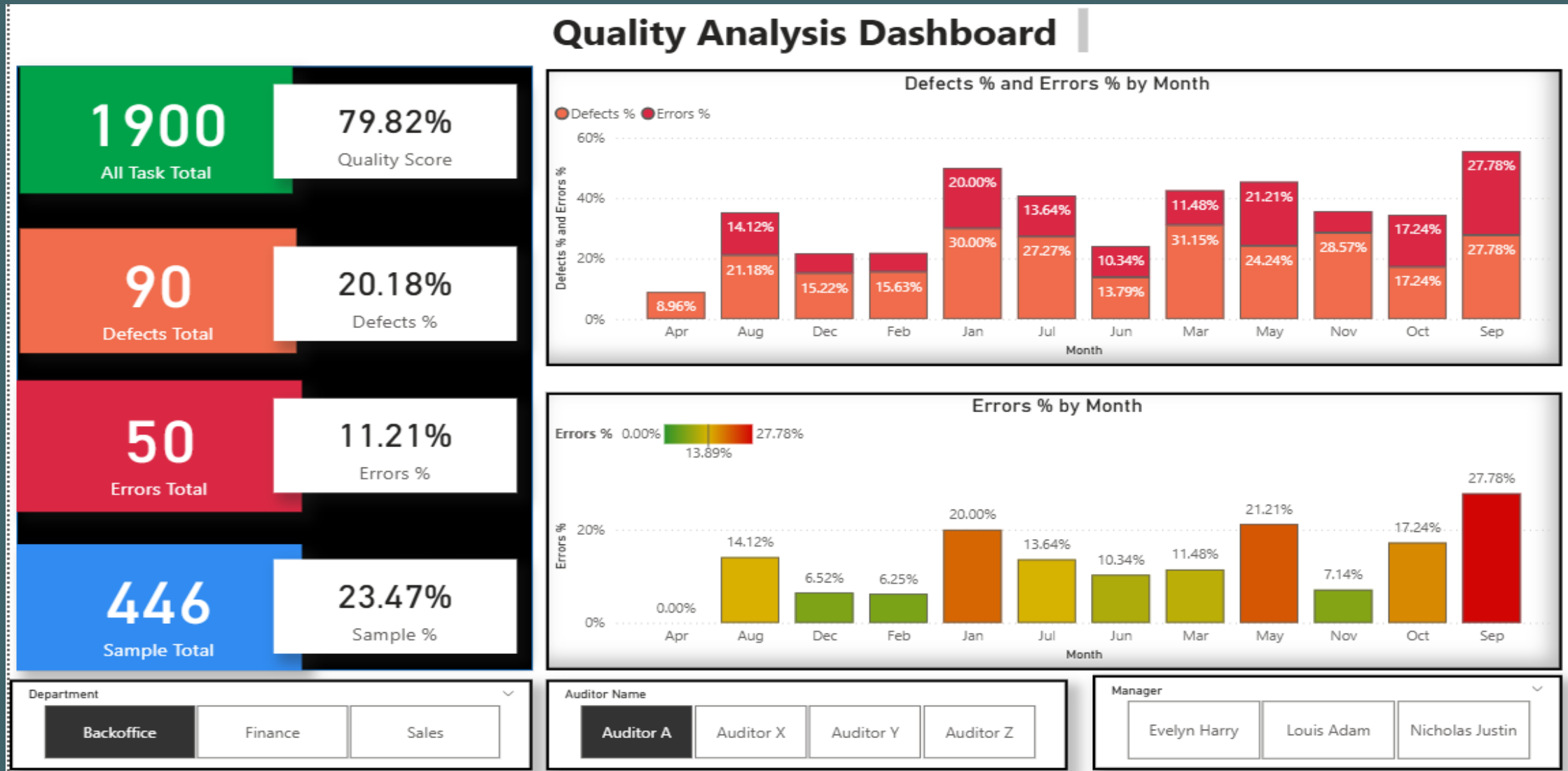
By Ankita



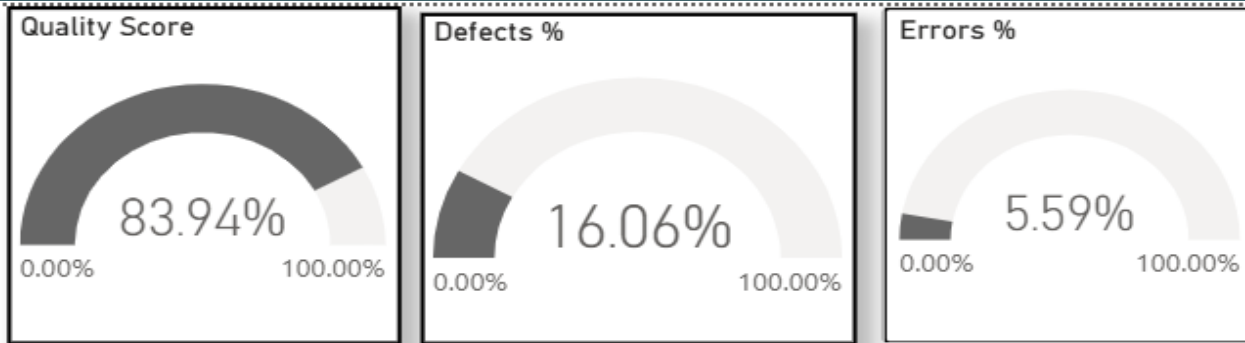
Overview:

- To evaluate the **quality of employee task execution** through periodic audits.
- To monitor **defects, errors, and sample size** to ensure process accuracy.
- To assess **auditor performance** and their ability to identify issues.
- To support **managers and leadership** with data-driven decisions for process improvement.

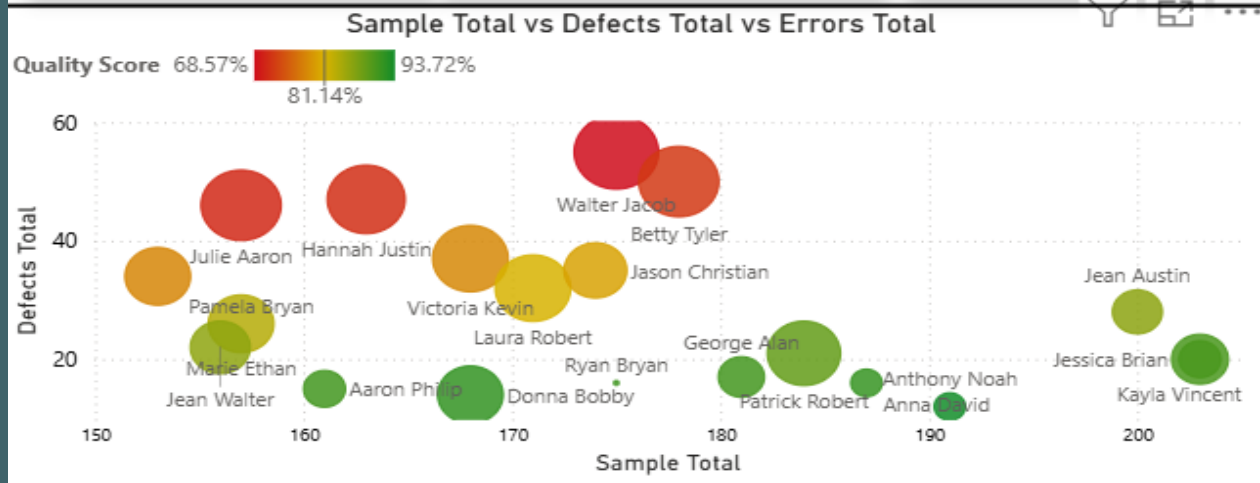
Operational Quality Monitoring: Defect and Error Trend Analysis



Employee-wise Quality Analysis: Sales Department



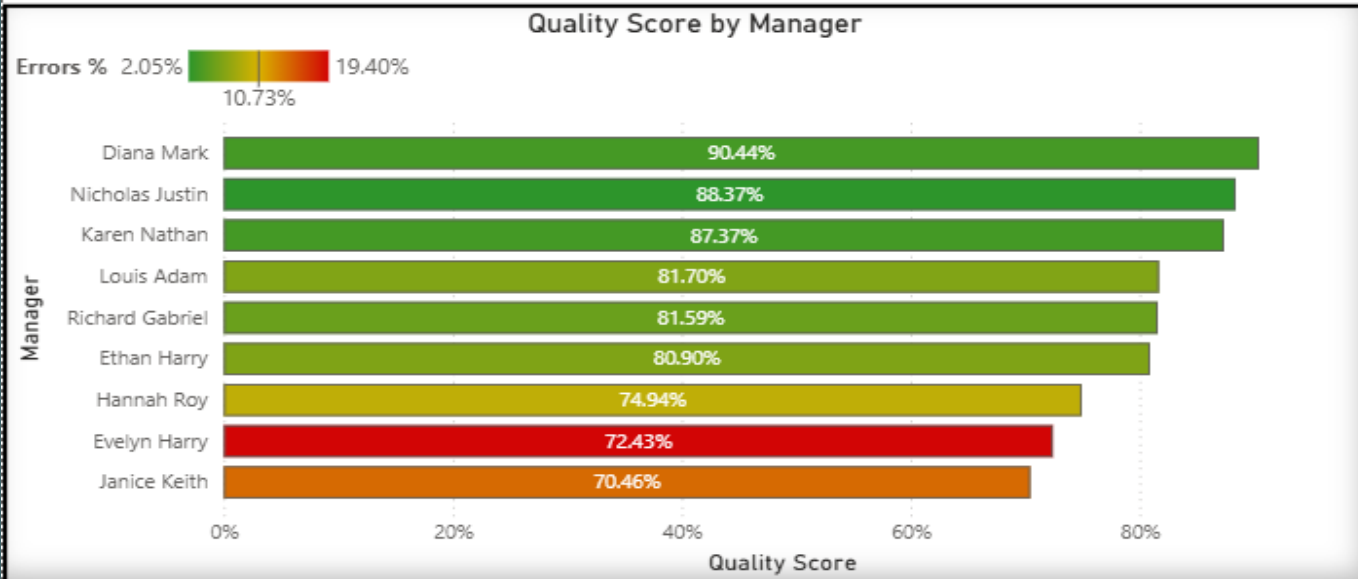
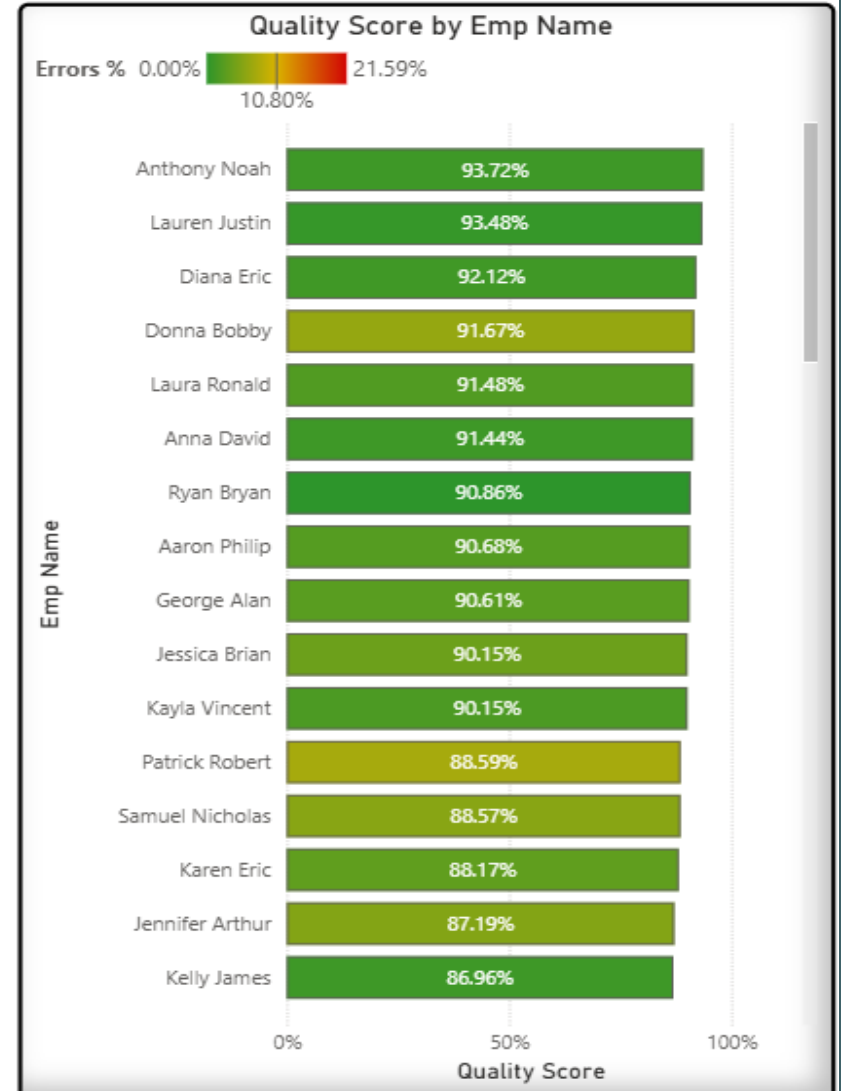
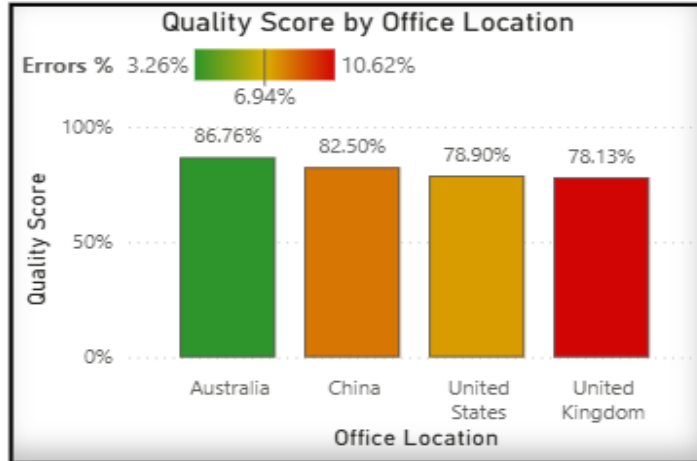
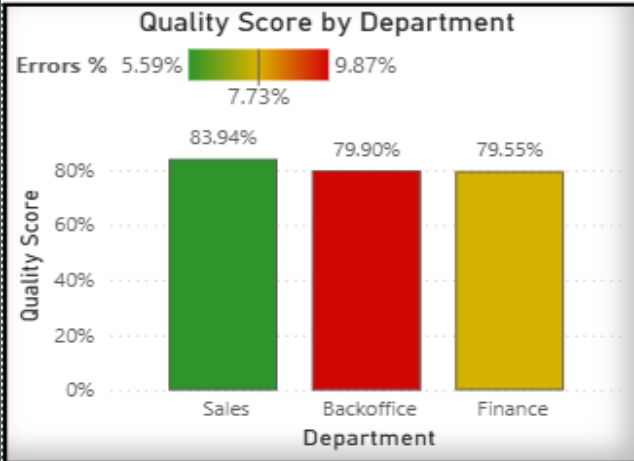
Quality Details- Based on Manager					
Manager	Department	Sample %	Defects %	Errors %	Quality Score
Diana Mark	Sales	23.99%	9.56%	3.26%	90.44%
Hannah Roy	Sales	22.39%	25.06%	9.41%	74.94%
Richard Gabriel	Sales	23.86%	18.41%	5.12%	81.59%
Total		23.41%	16.06%	5.59%	83.94%



Department	Auditor Na...	Quality Details- Based on Location			
<input type="radio"/> Backoffice	<input type="checkbox"/> Auditor A	Office Location	Sample %	Defects %	Errors %
<input type="radio"/> Finance	<input type="checkbox"/> Auditor X	China	23.81%	9.70%	3.90%
<input checked="" type="radio"/> Sales	<input type="checkbox"/> Auditor Y	United Kingdom	23.81%	12.24%	3.48%
	<input type="checkbox"/> Auditor Z	Australia	23.86%	18.41%	5.12%
		Total	23.41%	16.06%	5.59%

Quality Details- Based on Employees					
Emp Name	Department	Sample %	Defects %	Errors %	Quality Score
Aaron Philip	Sales	22.36%	9.32%	2.48%	90.68%
Anna David	Sales	23.46%	8.56%	1.07%	91.44%
Anthony Noah	Sales	26.16%	6.28%	1.05%	93.72%
Betty Tyler	Sales	22.45%	28.09%	9.55%	71.91%
Donna Bobby	Sales	22.58%	8.33%	6.55%	91.67%
George Alan	Sales	24.73%	9.39%	2.76%	90.61%
Hannah Justin	Sales	22.89%	28.83%	9.82%	71.17%
Jason Christian	Sales	22.45%	20.11%	5.75%	79.89%
Jean Austin	Sales	26.46%	14.00%	3.00%	86.00%
Jean Walter	Sales	20.58%	14.10%	5.77%	85.90%
Jessica Brian	Sales	25.28%	9.85%	3.94%	90.15%
Julie Aaron	Sales	19.67%	29.30%	10.83%	70.70%
Kayla Vincent	Sales	27.43%	9.85%	1.97%	90.15%
Laura Robert	Sales	23.68%	18.71%	8.77%	81.29%
Marie Ethan	Sales	23.29%	16.56%	7.01%	83.44%
Pamela Bryan	Sales	22.57%	22.22%	7.19%	77.78%
Patrick Robert	Sales	24.60%	11.41%	7.61%	88.59%
Ryan Bryan	Sales	22.79%	9.14%	0.00%	90.86%
Total		23.41%	16.06%	5.59%	83.94%

Quality Score Comparison by Department, Location, Manager & Employee



Key Findings:

- Some employees have significantly higher defect and error rates, indicating a need for training or supervision.
- Certain department and managers consistently show better or worse quality metrics.
- Auditor performance varies, with some auditor detecting more issues than others.
- Quality score are inversely related to defect%- areas with high defects have low quality scores.

Key Findings:

- Errors and defects may cluster in specific months, indicating seasonal or workflow-related issues.

Thank
you

ANKITA

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