Project Manager,

I have received your request to report on my findings regarding current returns. After analyzing the databases, I have come to several conclusions that I believe you will find interesting and helpful.

Regarding the number of returns by state, Massachusetts leads the states with an overwhelming number of 988 returns. Arkansas, West Virginia, Oregon, and Alabama closely follow with 858, 851, 850, and 845 respectively. The full breakdown of returns by state can be seen below. This should help with inventory and resource allocation to areas with higher demand than other states. The data does not suggest any geographical area is more susceptible to returning our products. A significant number of returns were also categorized as incorrect, meaning the wrong unit got sent to the customer. There may be some processes that we can look at to allow for better customer service and prevent incorrect orders from being sent out.

Regarding the percentage of returns by product type, most products have over a 100% return rate. This may seem alarming, but this just means that units not bought during this sales cycle are experiencing some form of failure. The Basic Switch and Enterprise unit’s returns vastly surpass the Advanced Switch units, which may be indicative of some kind of commonality between those units’ manufacturing processes or components used.

I hope you find this information useful. If you require any further analysis, let me know.

Bryan Pirrone

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