Rakamin Academy

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Data Driven Using Tableau

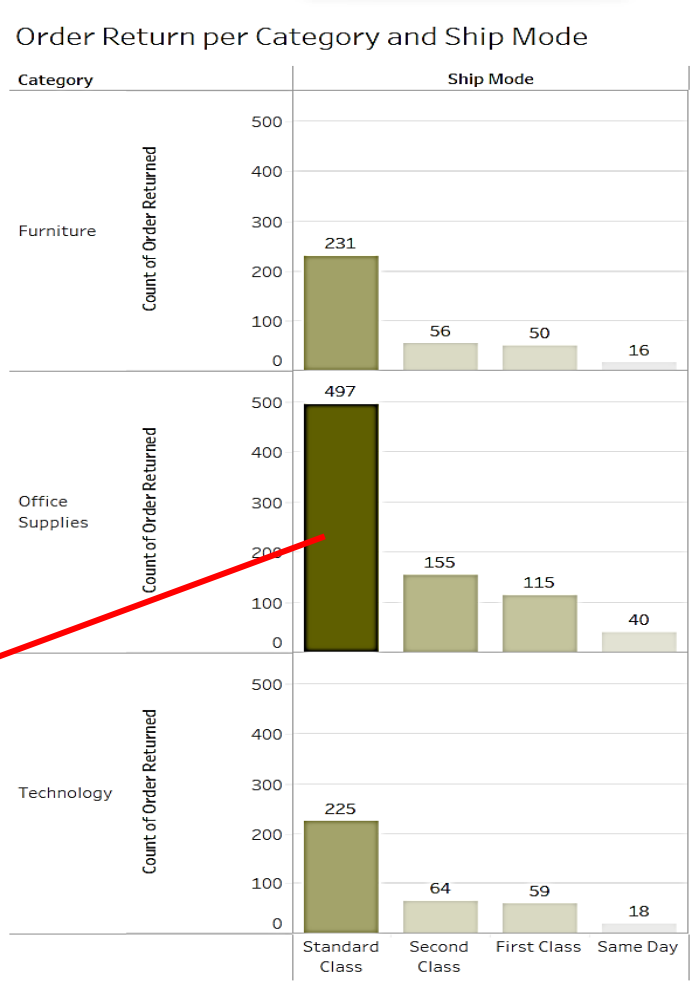
Homework

Brief Case Description

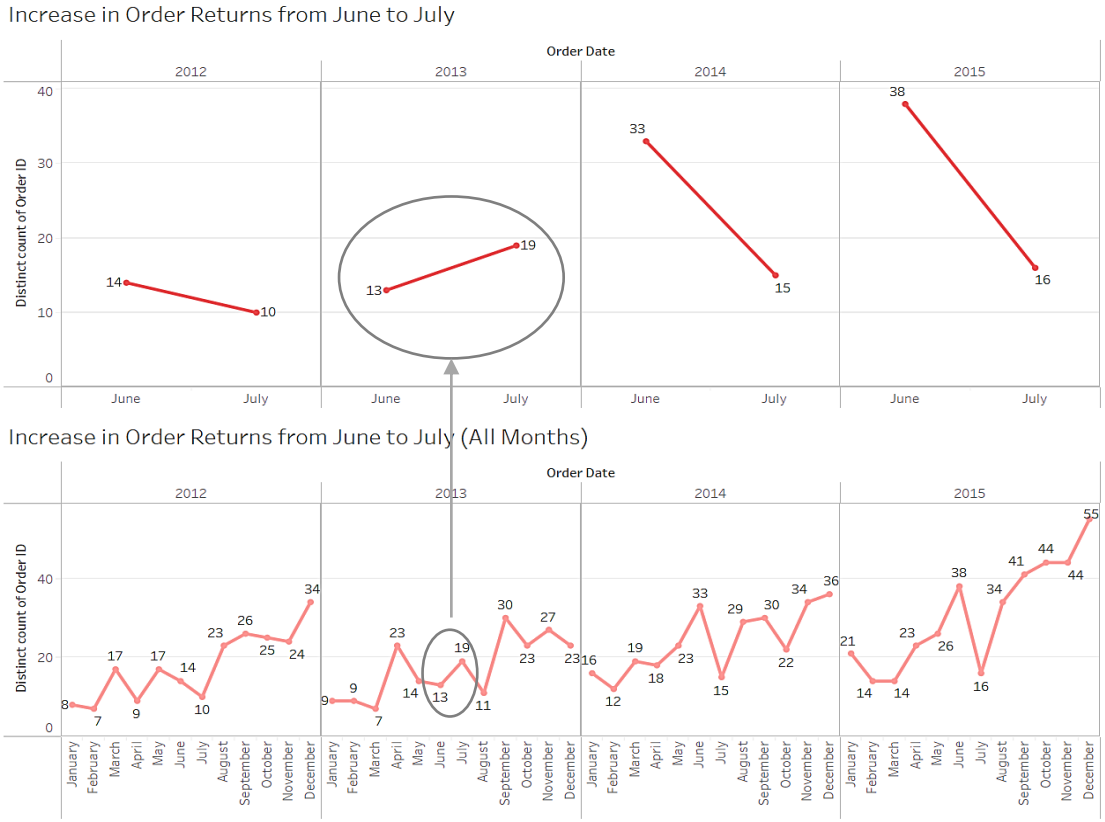
As a Product Manager who will explore data from the Sample Superstore. The company wants to increase profits by reducing the return of goods, because of that a presentation is made regarding what items are returned by buyers:

Order Return per Category and Ship Mode

The highest value of goods returned by buyers was in the **Office Supplies** category and used the **Standard Class** type of delivery with **497** items returned.



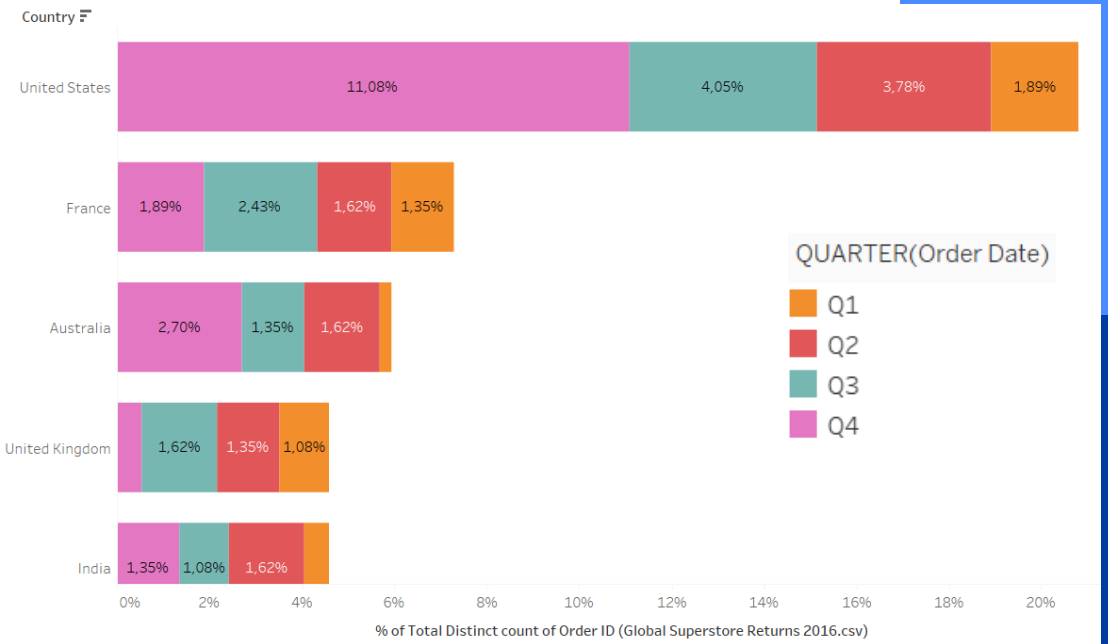
Increase in Order Return from June to July



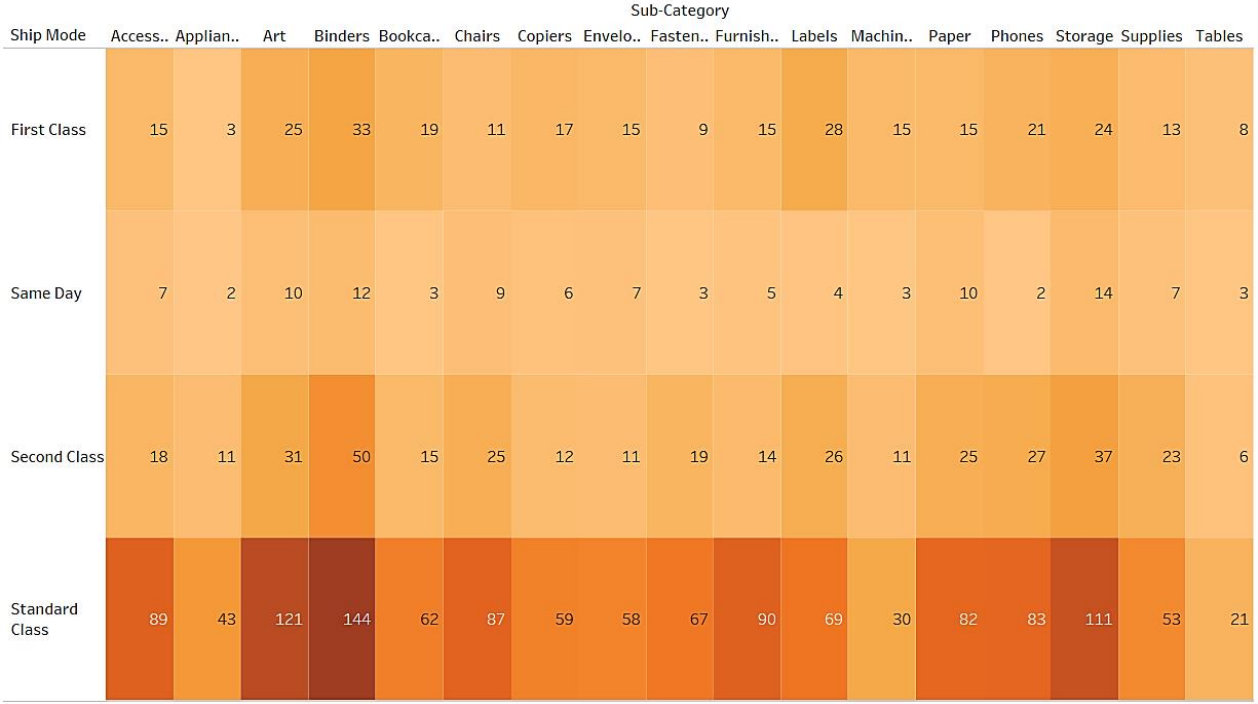
2013 was a year where from June to July there was an increase in order returns, which in that year increased from 13 to 19.

% Order Return from US and Highest Quarter Value

United States order return is the highest with a value of **20,8%**. The 4th Quarter of the each year is the quarter with the highest order return value, where 2015 was the highest year with a value of **11,08%.**



Ship Mode and Sub-Category Which Has the Highest Order Return

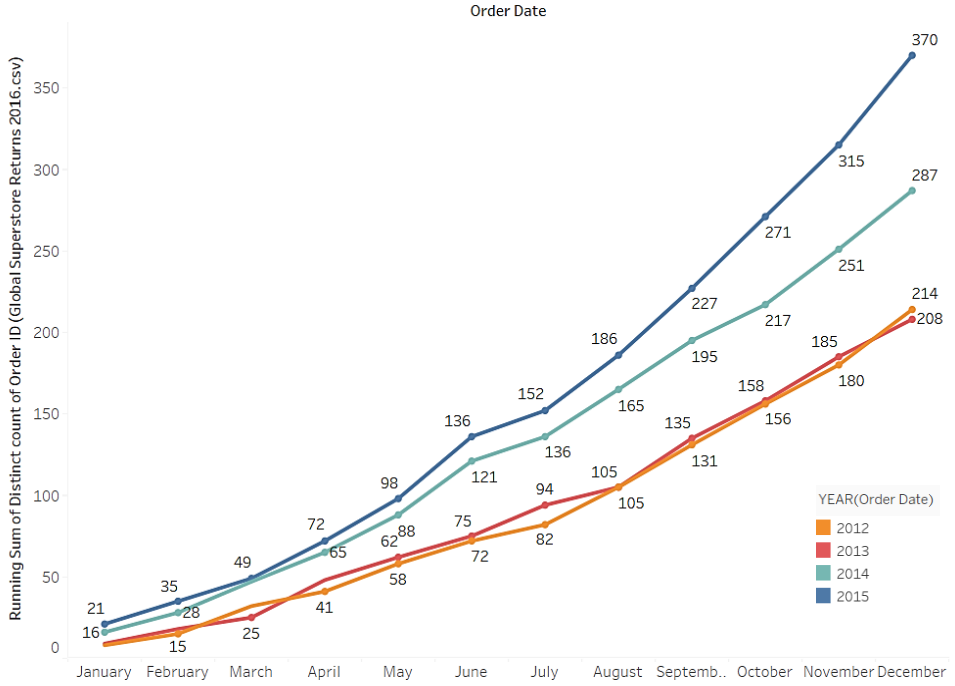


Ship Mode	Sub-Category																
	Access..	Applian..	Art	Binders	Bookca..	Chairs	Copiers	Envelo..	Fasten..	Furnish..	Labels	Machin..	Paper	Phones	Storage	Supplies	Tables
First Class	15	3	25	33	19	11	17	15	9	15	28	15	15	21	24	13	8
Same Day	7	2	10	12	3	9	6	7	3	5	4	3	10	2	14	7	3
Second Class	18	11	31	50	15	25	12	11	19	14	26	11	25	27	37	23	6
Standard Class	89	43	121	144	62	87	59	58	67	90	69	30	82	83	111	53	21

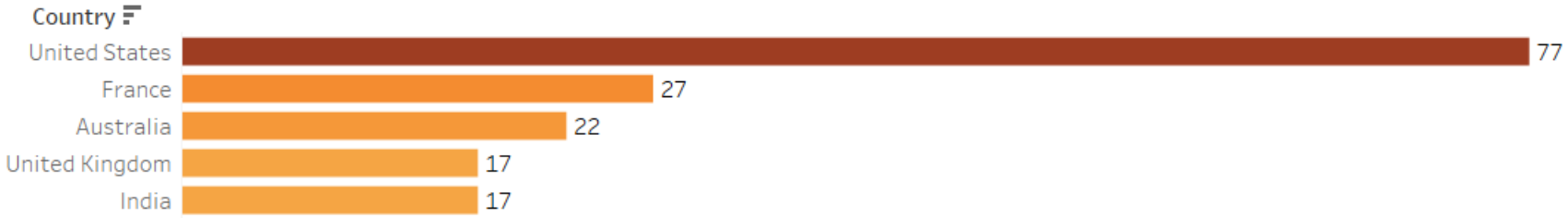
Binders from Sub-Category and Standard Class delivery mode which has the highest order return, which is 144.

Accumulation of Return Orders in 2015

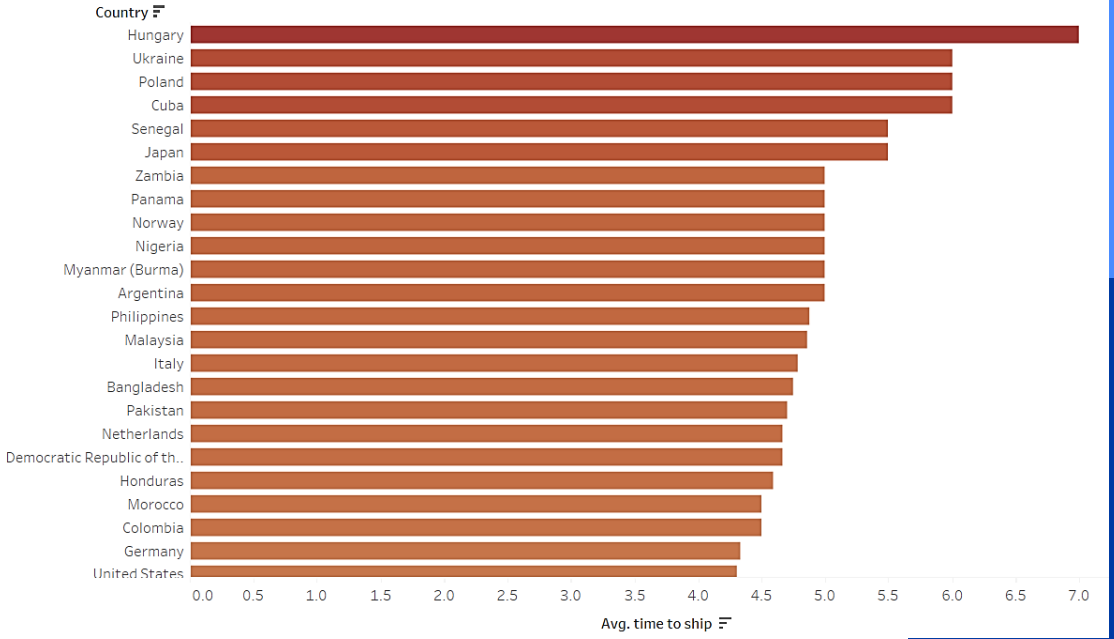
The total number of order returns throughout 2015 is **370**.



Top 5 Country with Highest Order Returns



The United States is the highest country with the number of order returns in 2015, followed by France, Australia, United Kingdom and India.

Top 5 Countries with the Longest Average Delivery Time

Hungary is a country that has a long average late delivery time compared to other countries, followed by Ukraine, Poland, Cuba and Senegal.