ID	Issues	Frequency	Cumulative Freq	Percentage	Cumulative
1	Network bandwidth issue(Availability issue)	320	320	32	32.00%
2	Data inconsistent	280	600	28	60.00%
3	User interface was not apt for both	200	800	20	80.00%
4	Cultural differences due to merger	60	860	6	86.00%
5	Social Engineering - receiving anonymous calls(Data security from vendor)	30	890	3	89.00%
6	Latency in Payment processing system	30	920	3	92.00%
7	Lack of proper documentation for reference	30	950	3	95.00%
8	Issues take too much time to fix	20	970	2	97.00%
9	Learning curve to use application	20	990	2	99.00%
10	No clear process flow	10	1000	1	100.00%
	Total	1000	2000	100	100.00%

DEFECTS IDENTIFIED DURING THE PILOT RUN AND THEIR FREQUENCY OF OCCURENCE

Pareto Chart

- Frequency
- Cumulative Percentage

Categories (x-axis):
- Network bandwidth issue(Availability...)
- Data inconsistent
- User interface was not apt for both
- Cultural differences due to merger
- Social Engineering - receiving...
- Latency in Payment processing system
- Lack of proper documentation for...
- Issues take too much time to fix
- Learning curve to use application
- No clear process flow

Scatter Chart

Cumulative Percentage   •   Frequency