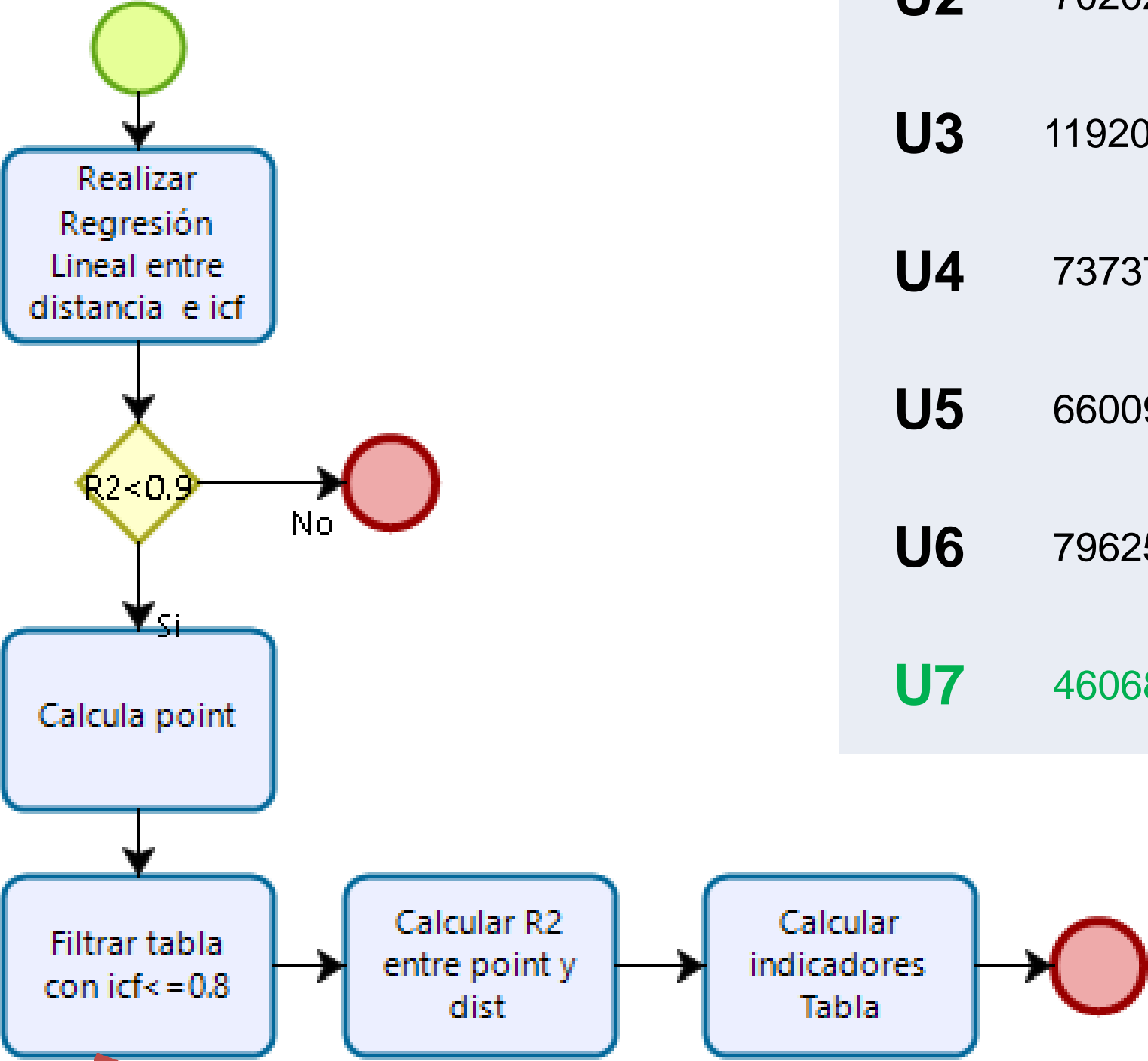


# CUSTOMER SUCCESS ASSOCIATE

Daniel Tello Gaete



P1

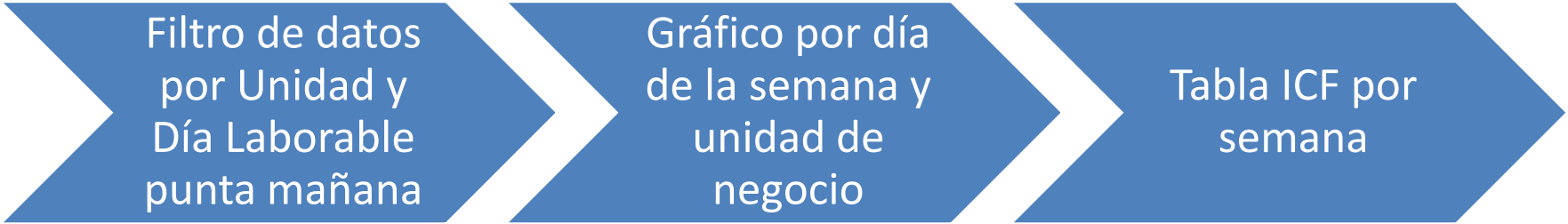


**Supuesto:** los ICF son considerados deficientes si son menores a 0.80

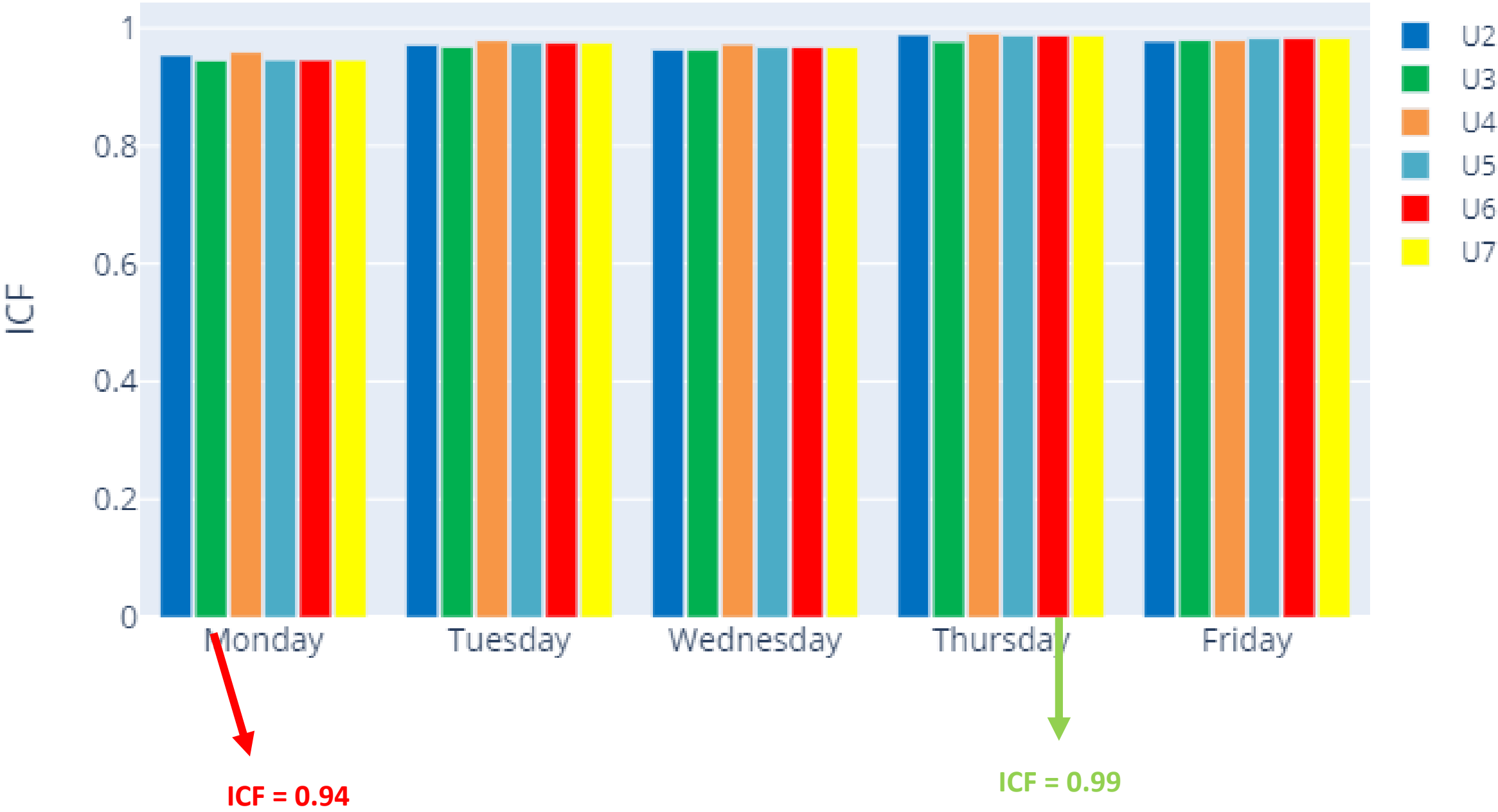
Unidad de negocio	N° obs	R²	N° obs 80	N° obs 80 %	Dist. Total (km)	Point	R²	Dist máx 80/20	Dist máx 80/20
U2	70202	0.01361	5258	7.48	19.92	67.49	0.39	36.61	9.06
U3	119206	0.00327	2688	2.25	14.48	48.15	0.40	41.68	8.02
U4	73737	0.00302	5009	6.79	21.03	65.11	0.40	38.46	10.59
U5	66009	0.00158	537	0.81	14.73	51.72	0.37	57.22	8.06
U6	79625	0.00009	1958	2.45	10.68	39.38	0.33	31.26	5.07
U7	46068	0.00042	308	0.66	13.22	32.19	0.16	49.38	9.96

$point = (|SO_{SSPD} - SP_{SSPD}|) * distance) * (1 - ICF_{SSPD})$

P2

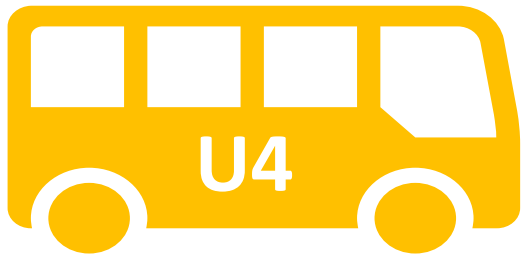


ICF en Hora Punta Mañana x Día Laborable

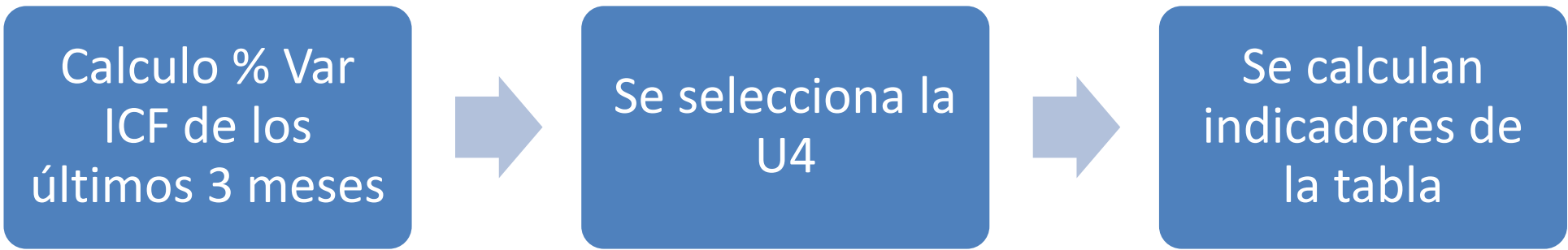


Día de la semana	ICF
Monday	0.971
Tuesday	0.967
Wednesday	0.976
Thursday	0.971
Friday	0.980
Media	0.973

P3

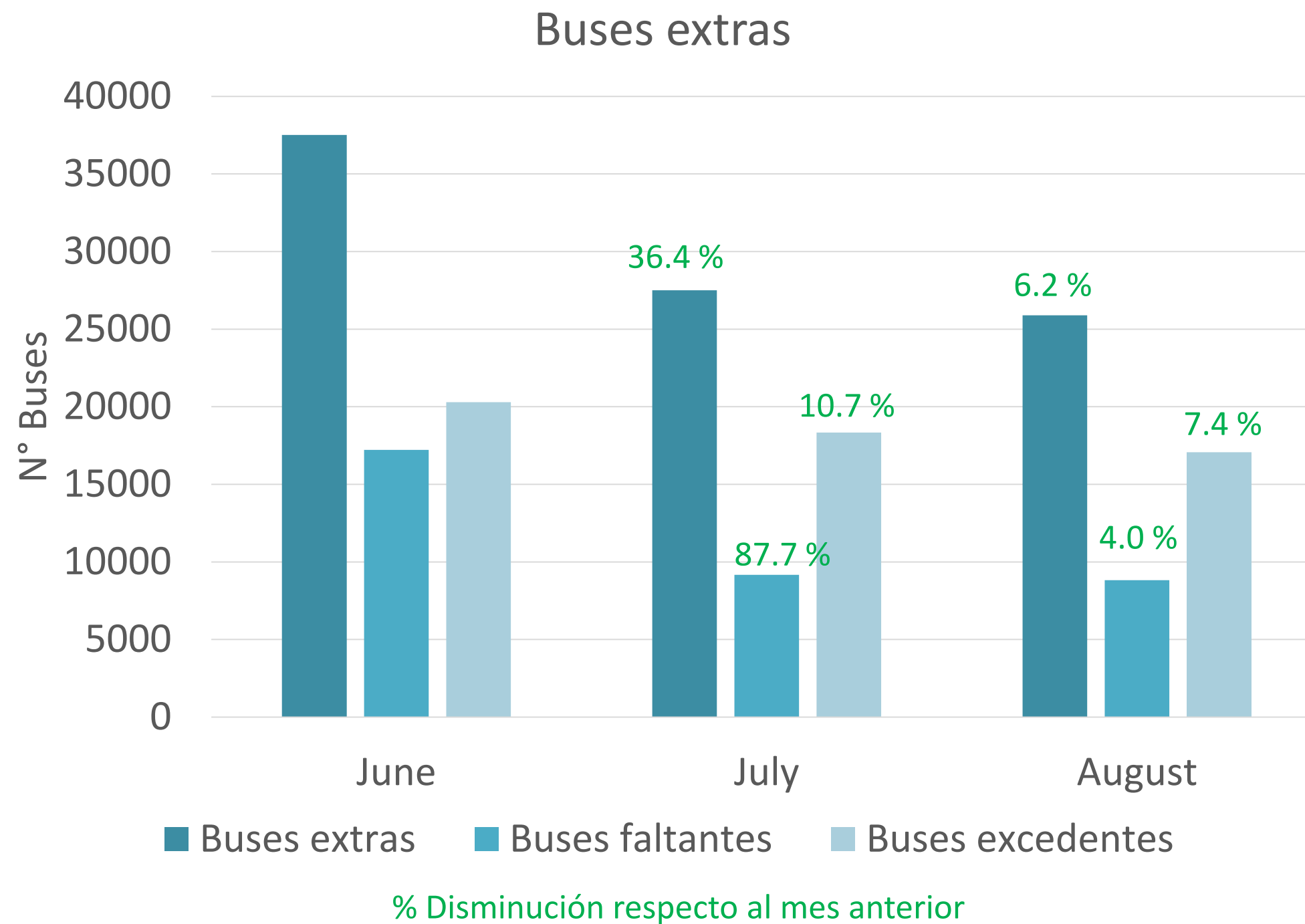


Unidad de Negocio	% Variación ICF
U2	0.456
U3	0.075
U4	0.667
U5	0.132
U6	0.036
U7	0.058



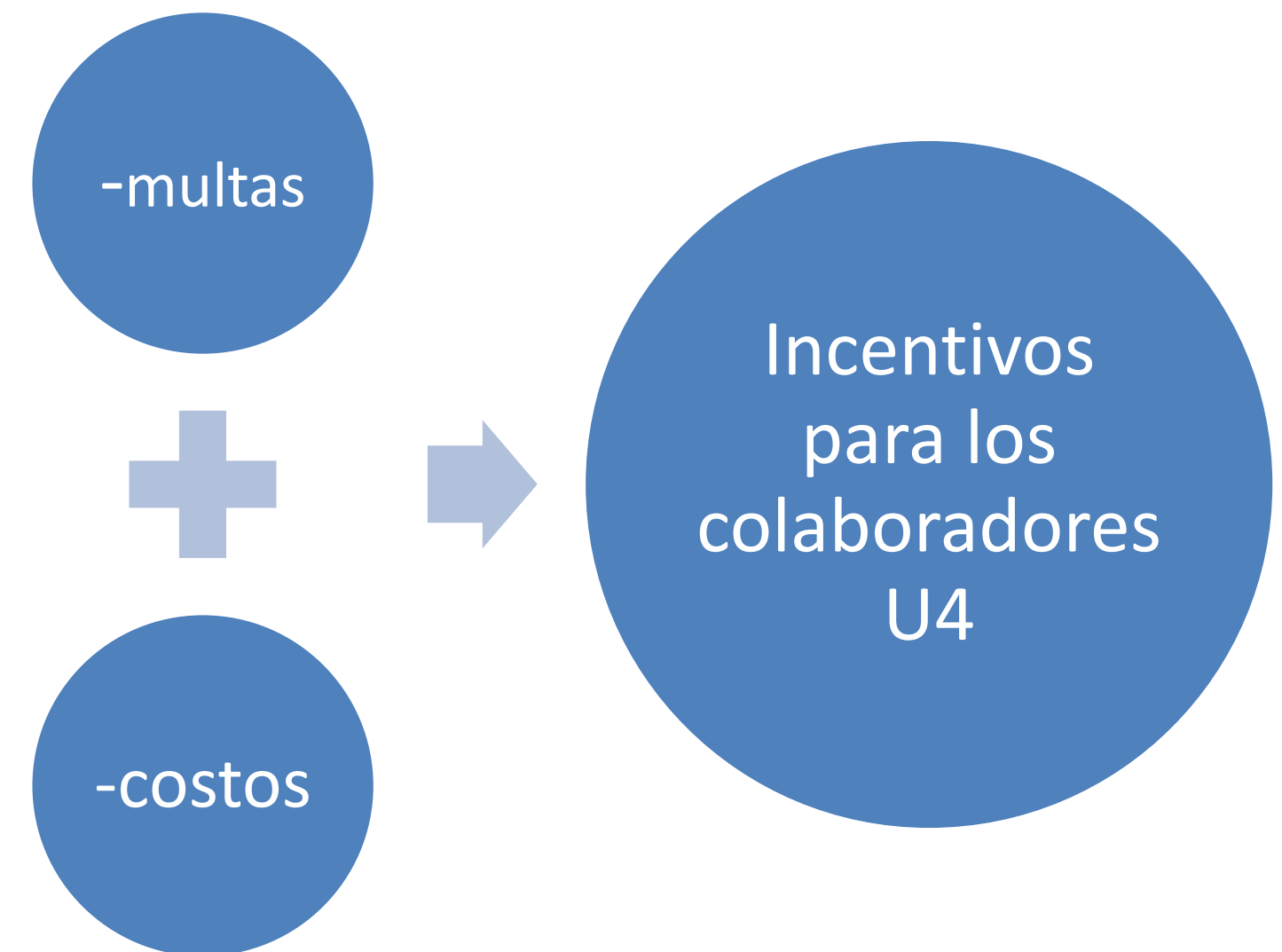
Mes	ICF media	Distancia media (km)	Buses extras	Buses faltantes	Buses excedentes
June	0.950	22.4	37508	-17214	20294
July	0.970	23.3	27508	-9171	18337
August	0.970	23.3	25894	-8821	17073

(1) Buses Extras	$ SO_{SSPD} - SP_{SSPD} $
(2) Buses Faltantes	$\begin{cases} SO_{SSPD} - SP_{SSPD}: SO_{SSPD} - SP_{SSPD} \leq 0 \\ 0: otherwise \end{cases}$
(3) Buses Excedentes	$\begin{cases} SO_{SSPD} - SP_{SSPD}: SO_{SSPD} - SP_{SSPD} \geq 0 \\ 0: otherwise \end{cases}$



Mes	B. extras	B. faltantes	B excedentes
July	10000	8043	1957
August	1614	350	1264

## Clave del Éxito

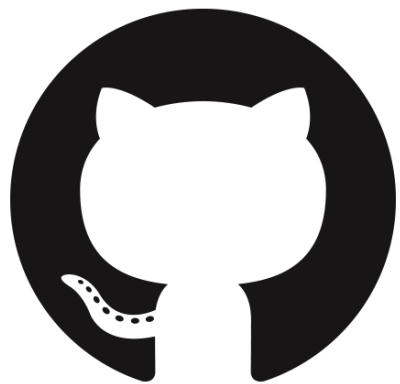


**Supuestos:** Existe penalización por buses extras, por los faltantes se paga una multa por no suplir el transporte, los excedentes incurren en costos extras relacionados a un nuevo viaje

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# ANEXOS

Trabajo desarrollado en Jupyter Notebook (utilizando Python3) y Microsoft Excel



<https://github.com/dtellogaete/bus>