

Churn Analysis : Supermarket (CRM 7105)

```
-- SELECT CUST_CODE, LEFT(CAST(SHOP_DATE AS STRING),6) AS MTH FROM `supermarket-331410.supermarket.supermarket`
```

```
-- where CUST_CODE is not null LIMIT 1000;
```

```
with churnrate as (
```

```
SELECT CUST_CODE,
```

```
    CASE WHEN M200802=1 AND M200604+M200605+M200606+M200607+M200608+M200609+M200610+M200611+M200612  
+M200701+M200702+M200703+M200704+M200705+M200706+M200707+M200708+M200709+M200710+M200711+M200712  
    +M200801=0 THEN 'NEW'
```

```
    WHEN M200802=1 AND M200801=1 THEN 'REPEAT'
```

```
    WHEN M200802=1 THEN 'REACTIVATE'
```

```
    WHEN M200802=0 AND M200801=1 THEN 'CHURN' END AS AT200802,
```

```
    CASE WHEN M200801=1 AND M200604+M200605+M200606+M200607+M200608+M200609+M200610+M200611+M200612  
+M200701+M200702+M200703+M200704+M200705+M200706+M200707+M200708+M200709+M200710+M200711+M200712=0 THEN  
'NEW'
```

```
    WHEN M200801=1 AND M200712=1 THEN 'REPEAT'
```

```
    WHEN M200801=1 THEN 'REACTIVATE'
```

```
    WHEN M200801=0 AND M200712=1 THEN 'CHURN' END AS AT200801,
```

```
FROM
```

```
(
```

```
SELECT CUST_CODE,
```

```
    SUM(M200604) AS M200604,
```

```
    SUM(M200605) AS M200605,
```

```
    SUM(M200606) AS M200606,
```

```
    SUM(M200607) AS M200607,
```

```
    SUM(M200608) AS M200608,
```

```
    SUM(M200609) AS M200609,
```

```
    SUM(M200610) AS M200610,
```

```
    SUM(M200611) AS M200611,
```

```
    SUM(M200612) AS M200612,
```

```
    SUM(M200701) AS M200701,
```

```
    SUM(M200702) AS M200702,
```

```
    SUM(M200703) AS M200703,
```

```
    SUM(M200704) AS M200704,
```

```
    SUM(M200705) AS M200705,
```

```
    SUM(M200706) AS M200706,
```

```
    SUM(M200707) AS M200707,
```

```
    SUM(M200708) AS M200708,
```

```
    SUM(M200709) AS M200709,
```

```

SUM(M200710) AS M200710,
SUM(M200711) AS M200711,
SUM(M200712) AS M200712,
SUM(M200801) AS M200801,
SUM(M200802) AS M200802,
SUM(M200803) AS M200803,
SUM(M200804) AS M200804,
SUM(M200805) AS M200805,
SUM(M200806) AS M200806,
SUM(M200807) AS M200807
FROM
(
SELECT CUST_CODE,
CASE WHEN MTH = '200604' THEN 1 ELSE 0 END AS M200604,
CASE WHEN MTH = '200605' THEN 1 ELSE 0 END AS M200605,
CASE WHEN MTH = '200606' THEN 1 ELSE 0 END AS M200606,
CASE WHEN MTH = '200607' THEN 1 ELSE 0 END AS M200607,
CASE WHEN MTH = '200608' THEN 1 ELSE 0 END AS M200608,
CASE WHEN MTH = '200609' THEN 1 ELSE 0 END AS M200609,
CASE WHEN MTH = '200610' THEN 1 ELSE 0 END AS M200610,
CASE WHEN MTH = '200611' THEN 1 ELSE 0 END AS M200611,
CASE WHEN MTH = '200612' THEN 1 ELSE 0 END AS M200612,
CASE WHEN MTH = '200701' THEN 1 ELSE 0 END AS M200701,
CASE WHEN MTH = '200702' THEN 1 ELSE 0 END AS M200702,
CASE WHEN MTH = '200703' THEN 1 ELSE 0 END AS M200703,
CASE WHEN MTH = '200704' THEN 1 ELSE 0 END AS M200704,
CASE WHEN MTH = '200705' THEN 1 ELSE 0 END AS M200705,
CASE WHEN MTH = '200706' THEN 1 ELSE 0 END AS M200706,
CASE WHEN MTH = '200707' THEN 1 ELSE 0 END AS M200707,
CASE WHEN MTH = '200708' THEN 1 ELSE 0 END AS M200708,
CASE WHEN MTH = '200709' THEN 1 ELSE 0 END AS M200709,
CASE WHEN MTH = '200710' THEN 1 ELSE 0 END AS M200710,
CASE WHEN MTH = '200711' THEN 1 ELSE 0 END AS M200711,
CASE WHEN MTH = '200712' THEN 1 ELSE 0 END AS M200712,
CASE WHEN MTH = '200801' THEN 1 ELSE 0 END AS M200801,
CASE WHEN MTH = '200802' THEN 1 ELSE 0 END AS M200802,
CASE WHEN MTH = '200803' THEN 1 ELSE 0 END AS M200803,
CASE WHEN MTH = '200804' THEN 1 ELSE 0 END AS M200804,
CASE WHEN MTH = '200805' THEN 1 ELSE 0 END AS M200805,
CASE WHEN MTH = '200806' THEN 1 ELSE 0 END AS M200806,
CASE WHEN MTH = '200807' THEN 1 ELSE 0 END AS M200807
FROM
(
SELECT DISTINCT LEFT(CAST(SHOP_DATE AS STRING),6) AS MTH ,CUST_CODE

```

```

FROM `supermarket-331410.supermarket.supermarket`
WHERE CUST_CODE IS NOT NULL
)
)
GROUP BY 1
)
)

```

```

SELECT *
FROM
(
SELECT 'M200802' as month,
      AT200802 as churn,
      count(CUST_CODE) as num
FROM churnrate
group by 1,2

```

```

UNION ALL

```

```

SELECT 'M200801' as month,
      AT200801 as churn,
      count(CUST_CODE) as num
FROM churnrate
group by 1,2
)
WHERE churn IS NOT NULL

```

