



Please prepare a presentation (max. 10 slides) to answer the questions below. Please do not spend more than 5 hours on this task. We're more interested in understanding your thought process than the operational details. Please share your presentation, along with supporting spreadsheets and calculations within 5 days of receiving this assignment.

Scenario Context

Fulfillio is a growing e-commerce logistics company specializing in warehousing, order fulfillment, and last-mile delivery for small online retailers. You have recently joined as the Senior Operations Analyst.

Case Study 1: Operations Performance Review

Scenario:

It's the start of Q2. Fulfillio's warehouse experienced a 30% increase in order volume last quarter after onboarding new clients. You have been given a [mock dataset](#) showing metrics like average order processing time, picking errors, late deliveries, and warehouse staff overtime hours for the last three months.

Tasks:

1. Data Analysis:

- Identify and summarize two key trends in Fulfillio's warehouse operations performance.
- Visualize your findings using a chart, graph, or table.

2. Briefing:

- Prepare a 2-slide or 2-paragraph summary for Fulfillio's COO, highlighting main findings and any operational risks or opportunities.

**Case Study 2: Prioritization & Decision-Making****Scenario:**

It's Monday morning. Here are the issues in your queue:

- The picking system is showing a 10% error rate for orders containing more than 5 items.
- A major client has flagged 15 late deliveries in the last week.
- The HR team reports a spike in warehouse staff absenteeism.
- Your manager requests a report on the impact of overtime on error rates.
- The IT department is rolling out a new barcode scanner and needs your input on the test plan.

Task:

- Rank these from 1 (most urgent/important) to 5 (least), and explain your logic.
- For your top priority, outline the first three actions you would take.

Case Study 3: Process Mapping (Fictional Example)**Scenario:**

Fulfillio is launching a new "Express Fulfillment" service promising 2-hour order turnaround for select clients.

Task:

- Create a simple process map (flowchart or step-by-step outline) for handling an Express Fulfillment order from receipt to shipment.
- Identify one risk and one opportunity this new service could bring to warehouse operations.