dgdzba8zg

April 3, 2024

```
[4]: import pandas as pd
     import numpy as np
     import matplotlib.pyplot as plt
     import seaborn as sns
     import plotly.express as px
     import warnings
     warnings.filterwarnings('ignore')
     plt.style.use('fivethirtyeight')
     %matplotlib inline
[5]: df = pd.read_csv('/content/Train.csv')
[5]:
               ID Warehouse_block Mode_of_Shipment Customer_care_calls \
     0
                1
                                 D
                                             Flight
     1
                2
                                 F
                                             Flight
                                                                         4
     2
                3
                                 Α
                                                                         2
                                             Flight
     3
                4
                                 В
                                              Flight
                                                                         3
     4
                5
                                 С
                                              Flight
     10994 10995
                                 Α
                                                                         4
                                                Ship
     10995
           10996
                                 В
                                                Ship
                                                                         4
                                 С
                                                                         5
     10996
           10997
                                                Ship
            10998
                                 F
                                                                         5
     10997
                                                Ship
                                                                         2
     10998
           10999
                                 D
                                                Ship
            Customer_rating Cost_of_the_Product Prior_purchases
     0
                                               177
     1
                           5
                                               216
                                                                   2
     2
                           2
                                               183
                                                                   4
     3
                           3
                                               176
                                                                   4
     4
                           2
                                               184
                                                                   3
                                               252
                                                                   5
     10994
                           1
     10995
                           1
                                               232
                                                                  5
```

```
10996
                            4
                                                 242
                                                                      5
     10997
                            2
                                                 223
                                                                      6
                            5
                                                                      5
     10998
                                                 155
                                         Discount_offered
           Product_importance Gender
                                                             Weight_in_gms \
     0
                                      F
                                                                       1233
                            low
                                                         44
                                                         59
                                                                       3088
     1
                            low
                                      М
     2
                            low
                                      М
                                                         48
                                                                       3374
     3
                         medium
                                      М
                                                                       1177
                                                         10
     4
                         medium
                                      F
                                                         46
                                                                       2484
     10994
                         medium
                                      F
                                                          1
                                                                       1538
     10995
                         medium
                                      F
                                                          6
                                                                       1247
                                      F
                                                          4
     10996
                            low
                                                                       1155
     10997
                         medium
                                      М
                                                          2
                                                                       1210
     10998
                                      F
                                                          6
                            low
                                                                       1639
             Reached.on.Time_Y.N
     0
                                 1
     1
     2
                                 1
     3
                                 1
     4
                                 1
     10994
                                 1
     10995
                                 0
     10996
                                 0
     10997
                                 0
     10998
     [10999 rows x 12 columns]
[6]: df.head()
[6]:
        ID Warehouse_block Mode_of_Shipment Customer_care_calls
                                                                        Customer_rating \
     0
         1
                           D
                                        Flight
                                                                                        5
         2
                           F
                                                                     4
     1
                                        Flight
     2
         3
                                                                     2
                                                                                        2
                           Α
                                        Flight
     3
                                                                     3
                                                                                        3
         4
                           В
                                        Flight
                                                                     2
     4
         5
                           С
                                                                                        2
                                        Flight
        Cost_of_the_Product
                               Prior_purchases Product_importance Gender
     0
                          177
                                               3
                                                                  low
                                                                            F
                                               2
                          216
     1
                                                                  low
                                                                            Μ
     2
                          183
                                               4
                                                                  low
                                                                            М
     3
                          176
                                               4
                                                               medium
                                                                            Μ
     4
                                               3
                                                               medium
                                                                            F
                          184
```

```
Discount_offered Weight_in_gms Reached.on.Time_Y.N
0
                 44
                               1233
                 59
                               3088
                                                        1
1
                 48
2
                               3374
                                                       1
3
                 10
                               1177
                                                       1
4
                 46
                               2484
                                                        1
```

[7]: df.shape

[7]: (10999, 12)

[8]: df.describe()

[8]:		ID	Customer_care_calls	Customer_rating	Cost_of_the_Product
	count	10999.00000	10999.000000	10999.000000	10999.000000
	mean	5500.00000	4.054459	2.990545	210.196836
	std	3175.28214	1.141490	1.413603	48.063272
	min	1.00000	2.000000	1.000000	96.000000
	25%	2750.50000	3.000000	2.000000	169.000000
	50%	5500.00000	4.000000	3.000000	214.000000
	75%	8249.50000	5.000000	4.000000	251.000000
	max	10999.00000	7.000000	5.000000	310.000000

	Prior_purchases	Discount_offered	${\tt Weight_in_gms}$	${\tt Reached.on.Time_Y.N}$
count	10999.000000	10999.000000	10999.000000	10999.000000
mean	3.567597	13.373216	3634.016729	0.596691
std	1.522860	16.205527	1635.377251	0.490584
min	2.000000	1.000000	1001.000000	0.000000
25%	3.000000	4.000000	1839.500000	0.000000
50%	3.000000	7.000000	4149.000000	1.000000
75%	4.000000	10.000000	5050.000000	1.000000
max	10.000000	65.000000	7846.000000	1.000000

[9]: df.info()

<class 'pandas.core.frame.DataFrame'>
RangeIndex: 10999 entries, 0 to 10998
Data columns (total 12 columns):

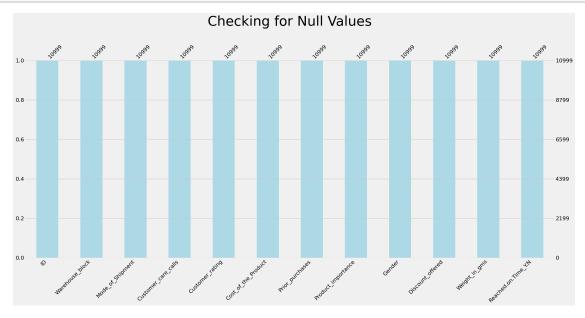
#	Column	Non-Null Count	Dtype
0	ID	10999 non-null	int64
1	Warehouse_block	10999 non-null	object
2	Mode_of_Shipment	10999 non-null	object
3	Customer_care_calls	10999 non-null	int64
4	Customer_rating	10999 non-null	int64
5	Cost of the Product	10999 non-null	int64

```
int64
 6
    Prior_purchases
                          10999 non-null
 7
    Product_importance
                          10999 non-null
                                          object
 8
     Gender
                                          object
                          10999 non-null
 9
    Discount_offered
                          10999 non-null
                                          int64
    Weight_in_gms
                          10999 non-null
 10
                                          int64
 11 Reached.on.Time_Y.N
                          10999 non-null
                                          int64
dtypes: int64(8), object(4)
memory usage: 1.0+ MB
```

[10]: df.isna().sum()

[10]: ID 0 0 Warehouse_block Mode_of_Shipment 0 Customer_care_calls 0 Customer_rating 0 Cost_of_the_Product 0 Prior_purchases 0 Product_importance 0 Gender Discount_offered 0 Weight_in_gms 0 Reached.on.Time_Y.N 0 dtype: int64

[11]: # checking for null values using missingno module
import missingno as msno
msno.bar(df, color = 'lightblue')
plt.title('Checking for Null Values\n', fontsize = 40)
plt.show()



```
[12]: # dropping unwanted column using drop method
      df.drop('ID', axis = 1, inplace = True)
      df.head()
[12]:
        Warehouse_block Mode_of_Shipment Customer_care_calls Customer_rating \
                      D
                                  Flight
                                                                               2
                      F
                                  Flight
                                                             4
                                                                               5
      1
                                                             2
                                                                               2
      2
                      Α
                                  Flight
      3
                      В
                                  Flight
                                                             3
                                                                               3
                                  Flight
                                                             2
                                                                               2
      4
                      С
         Cost_of_the_Product Prior_purchases Product_importance Gender
      0
                         177
                                             3
      1
                         216
                                             2
                                                              low
                                                                       Μ
      2
                         183
                                             4
                                                              low
                                                                       Μ
      3
                         176
                                             4
                                                           medium
                                                                       Μ
                                             3
      4
                         184
                                                           medium
                                                                       F
         Discount_offered Weight_in_gms Reached.on.Time_Y.N
      0
                                     1233
                       59
                                    3088
                                                             1
      1
      2
                       48
                                    3374
                                                             1
      3
                       10
                                    1177
                                                             1
      4
                       46
                                    2484
                                                             1
[13]: # heatmap of the data for checking the correlation between the features and
      ⇔target column.
      plt.figure(figsize = (18, 7))
      sns.heatmap(df.corr(), annot = True, fmt = '0.2f', annot_kws = {'size' : 15},__
       ⇔linewidth = 5, linecolor = 'orange')
      plt.show()
```

								1.0
Customer_care_calls	1.00	0.01	0.32	0.18	-0.13	-0.28	-0.07	0.8
Customer_rating	0.01	1.00	0.01	0.01	-0.00	-0.00	0.01	
Cost_of_the_Product	0.32	0.01	1.00	0.12	-0.14	-0.13	-0.07	0.6
Prior_purchases	0.18	0.01	0.12	1.00	-0.08	-0.17	-0.06	0.4
Discount_offered	-0.13	-0.00	-0.14	-0.08	1.00	-0.38	0.40	0.2
Weight_in_gms	-0.28	-0.00	-0.13	-0.17	-0.38	1.00	-0.27	0.0
Reached.on.Time_Y.N	-0.07	0.01	-0.07	-0.06	0.40	-0.27	1.00	-0.2
	Customer_care_calls	Customer_rating	Cost_of_the_Product	Prior_purchases	Discount_offered	Weight_in_gms	Reached.on.Time_Y.N	_

Conclusions from Correlation matrix :-

Discount Offered have high positive correlation with Reached on Time or Not of 40%. Weights in gram have negative correlation with Reached on Time or Not -27%. Discount Offered and weights in grams have negative correlation -38%. Customer care calls and weights in grams havenegative correlation -28%. Customer care calls and cost of the product have positive correlation of 32%. Prior Purchases and Customer care calls have slightly positive correlation.

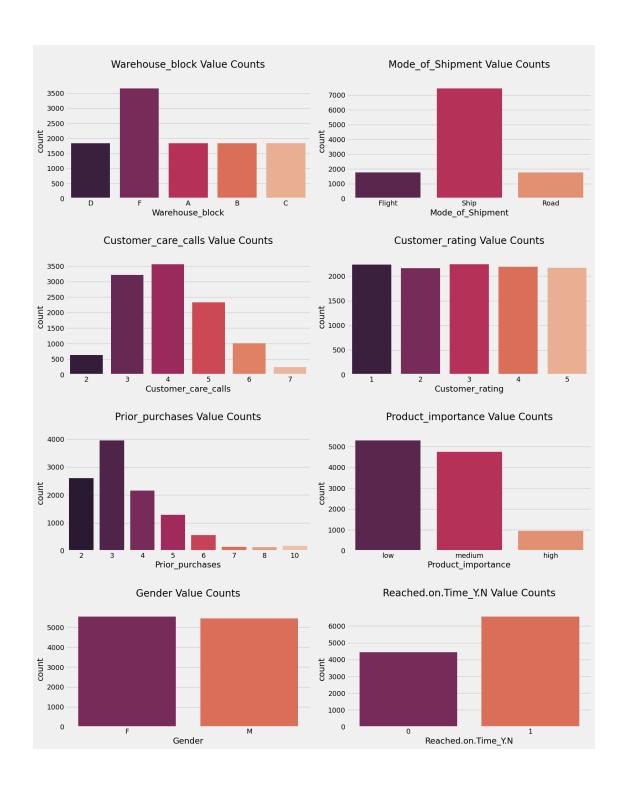
[14]: df.head()

4]: df.he	ead()						
4]: Wa	rehouse_block Mode	_of_Shipment	Customer	_care_calls	Customer_	rating	\
0	D	Flight		4		2	
1	F	Flight		4		5	
2	A	Flight		2		2	
3	В	Flight		3		3	
4	C	Flight		2		2	
1 2	216 183		2 4	lo lo			
3	176		4	mediu	ım M		
4	184		3	mediu	ım F		
D	iscount_offered W	eight_in_gms	Reached.	on.Time_Y.N			
0	44	1233		1			
1	59	3088		1			
2	48	3374		1			

```
3 10 1177 1
4 46 2484 1
```

Exploratory Data Analysis (EDA)

```
[15]: # here by these plots we are lookin at the counts of each categories in the
      ⇔categorical columns
      # creating a list of categorical coumns
      cols = ['Warehouse_block', 'Mode_of_Shipment', 'Customer_care_calls',_
       'Prior_purchases', 'Product_importance', 'Gender', 'Reached.on.Time_Y.
      \hookrightarrowN']
      plt.figure(figsize = (16, 20))
      plotnumber = 1
      for i in range(len(cols)):
          if plotnumber <= 8:</pre>
              ax = plt.subplot(4, 2, plotnumber)
              sns.countplot(x = cols[i], data = df, ax = ax, palette='rocket')
              plt.title(f"\n{cols[i]} Value Counts\n", fontsize = 20)
          plotnumber += 1
      plt.tight_layout()
      plt.show()
```



From the above plots, we can conclude following:-

Warehouse block F have has more values than all other Warehouse blocks. In mode of shipment columns we can clearly see that ship delivers the most of products to the Most of the customers calls 3 or 4 times to the customer care centers. Customer Ratings does not have much variation.

```
Most of the customers have 3 prior purchases.
We can say that mopst of the products are of low Importance.
Gender Column doesn't have much variance.
More products doesn't reach on time than products reached on time.
```

Exploring relation of categorical columns with reached on time or not

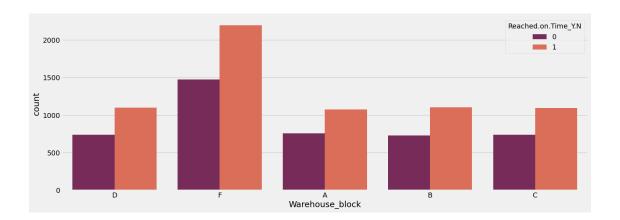
```
[16]: # creating a list of categorical coumns

object_columns = df.select_dtypes(include = ['object'])
object_columns.head()
```

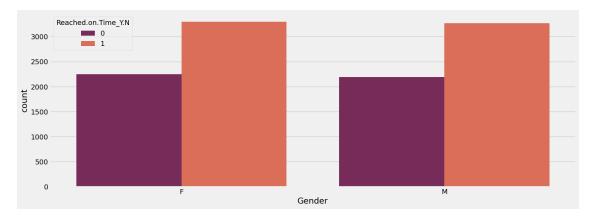
```
[16]:
       Warehouse_block Mode_of_Shipment Product_importance Gender
                                  Flight
                      F
                                  Flight
      1
                                                         low
                                                                  М
      2
                      Α
                                  Flight
                                                         low
                                                                  Μ
                      В
                                  Flight
                                                      medium
      3
                                                                  Μ
      4
                      С
                                                                  F
                                  Flight
                                                      medium
```

```
[17]: warehouse = object_columns['Warehouse_block'].value_counts().reset_index()
    warehouse.columns = ['warehouse', 'value_counts']
    warehouse
```

Ware house block

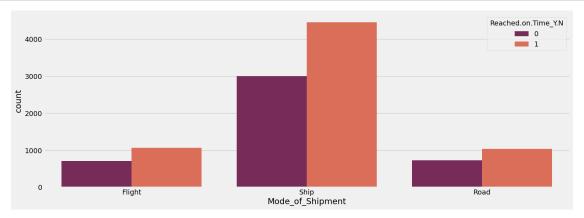


gender



$Mode_of_Shipment$

```
[22]: mode = object_columns['Mode_of_Shipment'].value_counts().reset_index()
mode.columns = ['Mode_of_Shipment', 'value_counts']
```



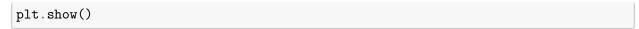
Product_importance

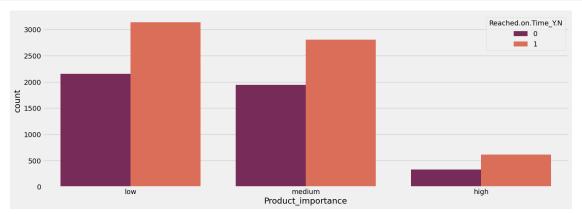
```
[25]: # making a countplot of product importance column and see the effect of Reached

on time or not on the warehouse column.

plt.figure(figsize = (17, 6))
sns.countplot(x='Product_importance', hue = 'Reached.on.Time_Y.N', data = df,

palette='rocket')
```





Exploring relation of continuous columns with reached on time or not

```
[26]: integer_columns = df.select_dtypes(include = ['int64'])
integer_columns.head()
```

[26]:	Customer_care_calls	Customer_rating	Cost_of_the_Product	Prior_purchases	\
0	4	2	177	3	
1	4	5	216	2	
2	2	2	183	4	
3	3	3	176	4	
4	2	2	184	3	

	Discount_offered	Weight_in_gms	Reached.on. $Time_Y.N$
0	44	1233	1
1	59	3088	1
2	48	3374	1
3	10	1177	1
4	46	2484	1

Customer_care calls

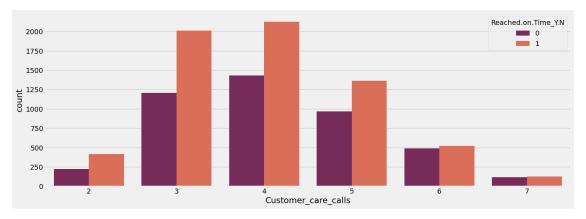
```
[27]: # looking at the customer care calls column and what are the categories present_\(\text{\text{\text{\text{\text{customer_care}}}}\) in it

customer_care = integer_columns['Customer_care_calls'].value_counts().
\(\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\tex
```

```
hole = 0.5)
fig.update_traces(textinfo = 'percent+label')
```

```
[28]: # making a countplot of customer care calls column and see the effect of PReached on time or not on the warehouse column.

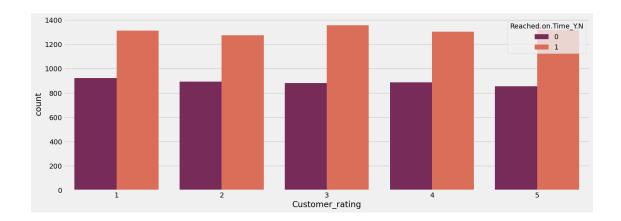
plt.figure(figsize = (17, 6))
sns.countplot(x = 'Customer_care_calls', hue = 'Reached.on.Time_Y.N', data = Odf, palette='rocket')
plt.show()
```



Customer_rating

```
[30]: # making a countplot of customer ratings calls column and see the effect of □ → Reached on time or not on the warehouse column.

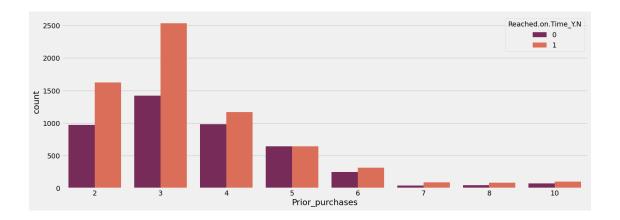
plt.figure(figsize = (17, 6))
sns.countplot(x = 'Customer_rating', hue = 'Reached.on.Time_Y.N', data = df, □ → palette='rocket')
plt.show()
```



Prior_purchases

```
[32]: # making a countplot of prior purchases column and see the effect of Reached on time or not on the warehouse column.

plt.figure(figsize = (17, 6))
sns.countplot(x='Prior_purchases', hue = 'Reached.on.Time_Y.N', data = df, palette='rocket')
plt.show()
```



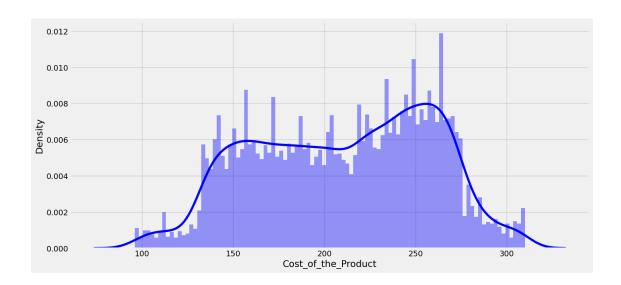
Reached.on.Time

Cost of the product

```
[34]: # making a distplot of cost of the product column

plt.figure(figsize = (15, 7))
ax = sns.distplot(df['Cost_of_the_Product'], bins = 100, color = 'b')

plt.show()
```



```
[35]: # looking at the relation between cost of the product and whether the product preached on time or not using boxplot

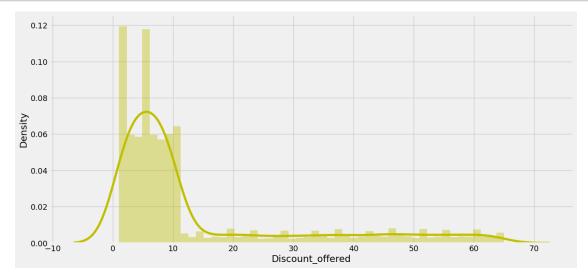
px.box(data_frame = df, x = 'Reached.on.Time_Y.N', y = 'Cost_of_the_Product', color = 'Reached.on.Time_Y.N', template = 'plotly_dark')
```

Discount_offered

```
[36]: # making a distplot of discount offered column

plt.figure(figsize = (15, 7))
ax = sns.distplot(df['Discount_offered'], color = 'y')

plt.show()
```



```
[37]: # looking at the relation between discount offered and whether the product
→reached on time or not using boxplot

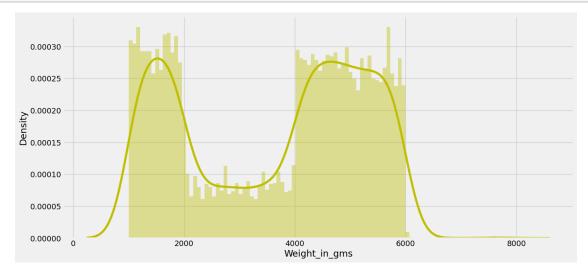
px.box(data_frame = df, x = 'Reached.on.Time_Y.N', y = 'Discount_offered',
color = 'Reached.on.Time_Y.N', template = 'plotly_dark')
```

Weight in gms

```
[38]: # making a distplot of weights in gram column

plt.figure(figsize = (15, 7))
ax = sns.distplot(df['Weight_in_gms'], bins = 100, color = 'y')

plt.show()
```



```
[39]: # looking at the relation between weights in grams and whether the product

→reached on time or not using boxplot\

px.box(data_frame = df, x = 'Reached.on.Time_Y.N', y = 'Weight_in_gms',

color = 'Reached.on.Time_Y.N', template = 'plotly_dark')
```

Which type of warehouse contains most weights?

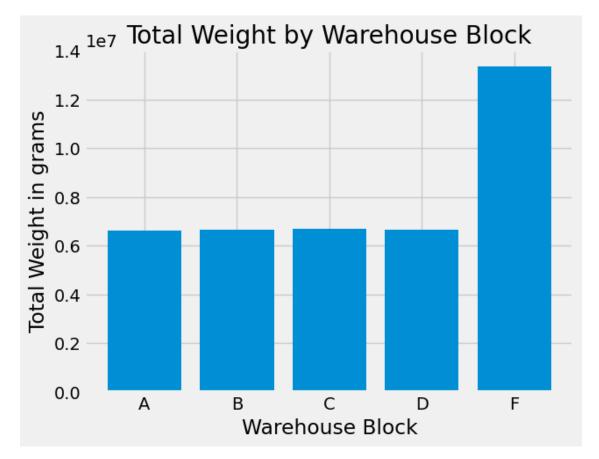
```
[51]: ware_block_weight = df.groupby(['Warehouse_block'])['Weight_in_gms'].sum()
ware_block_weight.reset_index()
```

```
2 C 6674560
3 D 6655305
4 F 13349327
```

```
[55]: # checking which type of warehouse contains the most weights

plt.bar(ware_block_weight.index, ware_block_weight.values)
plt.xlabel('Warehouse Block')
plt.ylabel('Total Weight in grams')
plt.title('Total Weight by Warehouse Block')
```

[55]: Text(0.5, 1.0, 'Total Weight by Warehouse Block')



```
[54]: px.histogram(data_frame = df, x = 'Weight_in_gms', nbins = 100, color = Use 'Warehouse_block',

marginal = 'box', template = 'plotly_dark')
```

From above plots we can conclude that warehouse F conatins the most weights.

1 Which mode of shipmemnt carries most weights?

```
[57]: # creating a dataframe of mode of shipment and weights in gram columns
     shipment_mode_weight = df.groupby(['Mode_of_Shipment'])['Weight_in_gms'].sum().
       →reset index()
     shipment_mode_weight
[57]:
       Mode_of_Shipment Weight_in_gms
                 Flight
                              6449405
                   Road
                              6423209
     1
                   Ship
                             27097936
[58]: # checking which type of shipments carries the most weights
     px.histogram(data_frame = df, x = 'Weight_in_gms', nbins = 100, color = U
      marginal = 'box', template = 'plotly_dark')
```

Ship is the mode of shipment throuh which most of the products were delivered

2 Effect of Warehouse on Cost of Product

```
[59]: # creating a dataframe of warehouse block and cost of the product columns

warehouse_weight = df.groupby(['Warehouse_block'])['Cost_of_the_Product'].sum().

oreset_index()
warehouse_weight
```

```
[59]:
        Warehouse_block Cost_of_the_Product
      0
                                        382671
      1
                       В
                                        388888
      2
                       С
                                        387114
                       D
      3
                                        386805
                       F
      4
                                        766477
```

```
[60]: # checking whether or not the warehouse block effects the cost of the product

px.histogram(data_frame = df, x = 'Cost_of_the_Product', nbins = 100, color = 'Warehouse_block',

marginal = 'box', template = 'plotly_dark')
```

Products from warehouse F have the high costs.

Does Mode of Shipment effect Cost of Product?

```
[63]: # creating a dataframe of mode of shipment and cost of the product columns

mode_shipment_cost = df.groupby(['Mode_of_Shipment'])['Cost_of_the_Product'].

sum().reset_index()

mode_shipment_cost
```

```
[63]: Mode_of_Shipment Cost_of_the_Product
0 Flight 371938
1 Road 370437
2 Ship 1569580
```

Does Customer calls effect Ratings?

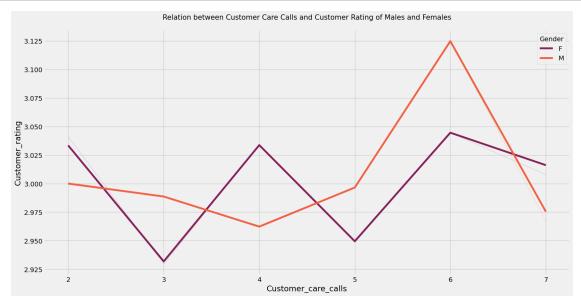
```
[68]: plt.figure(figsize = (18, 9))
sns.lineplot(x = 'Customer_care_calls', y = 'Customer_rating', hue = 'Gender', u

data = df,

palette = 'rocket', ci = 0)
plt.title('Relation between Customer Care Calls and Customer Rating of Males

and Females\n',

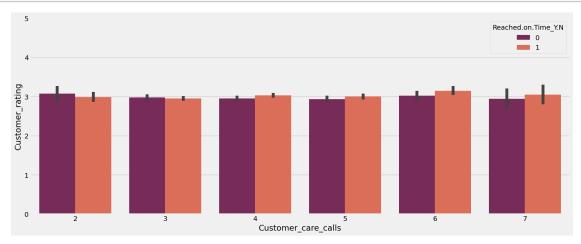
fontsize = 15)
plt.show()
```



```
[69]: # checking the relation between customer care calls, customer ratings and whether or not the product will reach on time.

plt.figure(figsize = (18, 7))
sns.barplot(x = 'Customer_care_calls', y = 'Customer_rating', hue = 'Reached.on.

→Time_Y.N', data = df, palette = 'rocket')
plt.ylim(0, 5)
plt.show()
```



Relation Between Gender, Prior_purchases and Reached on time or Not



Relation Prior_purchases and Discount Offered and reached on time or not

```
[71]: # making boxplot between prior purchases and discount offered to see that is → there any relation between them.

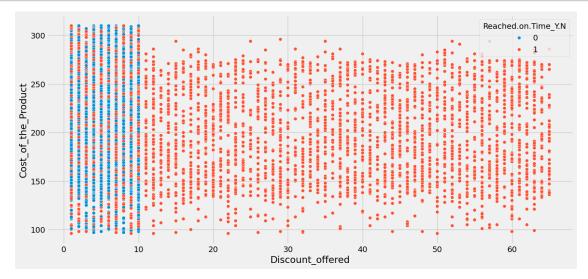
px.box(x = 'Prior_purchases', y = 'Discount_offered', data_frame = df, color = → 'Prior_purchases', template = 'plotly_dark')
```

```
[74]: # making boxplot between customer care calls, cost of product and whether or one the product will reach on time or not # to see that is there any relation between them.

px.box(x = 'Customer_care_calls', y = 'Cost_of_the_Product', data_frame = df, or other template = 'Plotly_dark')
```

Customer calls were more when the cost of product is high.

Now lets check the relation between cost of the product and the discount offered and the relation with whether or not the product will reach on time¶



3 Categorical Variable Encoding

```
[77]: Warehouse_block Mode_of_Shipment Customer_care_calls Customer_rating \setminus 0 3 0 4 2
```

```
1
                       4
                                          0
                                                                4
                                                                                  5
      2
                       0
                                          0
                                                                2
                                                                                  2
      3
                                                                3
                                                                                  3
                       1
                                          0
      4
         Cost_of_the_Product Prior_purchases Product_importance
      0
                          177
      1
                                             2
                                                                  0
                                                                           1
                          216
      2
                                             4
                                                                  0
                                                                           1
                          183
      3
                          176
                                             4
                                                                  1
                                                                           1
                                             3
      4
                          184
                                                                  1
                                                                          0
         Discount_offered Weight_in_gms Reached.on.Time_Y.N
      0
                        44
                                     1233
                       59
                                     3088
                                                              1
      1
      2
                        48
                                     3374
                                                              1
      3
                        10
                                     1177
                                                              1
      4
                       46
                                     2484
                                                              1
[78]: # creating features and label
      X = df.iloc[:, :-1]
      y = df.iloc[:, -1]
[79]: # spiltting our data into training and test data
      from sklearn.model_selection import train_test_split
      X_train, X_test, y_train, y_test = train_test_split(X, y, test_size = 0.25,__
       →random_state = 0)
[80]: # Scaling the data using standardscaler
      from sklearn.preprocessing import StandardScaler
      sc = StandardScaler()
      X_train = sc.fit_transform(X_train)
      X_test = sc.transform(X_test)
```

4 Now the data is preprocessed, and is ready to used to make predictions using machine learning models