EXERCISE 02:

QUESTION 1: Show the weekly and running performance for the month using the RAG system. (10pts)

Green = meeting/exceeding the target
Amber = hitting at least 90% of the target
Red = below 90% of the target

KPI	TARGET	WEEK 1	WEEK 2	WEEK 3	WEEK 4	MTD
PRODUCTIVITY	14	13.9	14.2	14	13.9	14
CSAT	0.85	0.834	0.842	0.851	0.85	0.834
ATTENDANCE	0.95	0.953	0.938	0.95	0.947	0.944

ANSWER FOR QUESTION 1:

RAG is an acronym that stands for Red, Amber and Green and is based on a traffic light system.
RAG is utilized by project managers or manager to indicate how well a certain project or employee's performance is performing.
In order to show the weekly and running performance using RAG system in Excel, I used the combination of **Icon Sets** and **Manage Rules** of **Condition Formatting Function.**
The result is elaborate step by step as follow:

Step 1: Choose the target Table. Then in Home tab, choose Conditional Formatting and then choose Icon Set.
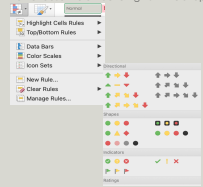Then choose the 3 Traffic Lights in the Shapes area:

Table 2.1

KPI	TARGET	WEEK 1	WEEK 2	WEEK 3	WEEK 4	MTD
PRODUCTIVITY	14	13.9	14.2	14	13.9	14
CSAT	0.85	0.834	0.842	0.851	0.85	0.834
ATTENDANCE	0.95	0.953	0.938	0.95	0.947	0.944

Step 2: Now the color in each cell is set, however the color is not present for the performance yet.
In order to set the right color for each cell, I use **Manage Rules.** For example, I want to set the rule for PRODUCTIVITY, then Choose the Area S to R
Choose **Manage Rules** in **Condition Formatting**, and click **Edit Rule.** In the Display area, fill required value in **Value** and choose the Formular in **Type.**
Apply the same step for CSAT and ATTENDANCE, **The final result of weekly and running performance by RAG system show in Table 2.2**
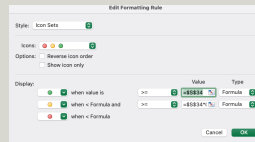

Table 2.2

KPI	TARGET	WEEK 1	WEEK 2	WEEK 3	WEEK 4	MTD
PRODUCTIVITY	14	13.9	14.2	14.0	13.9	14
CSAT	85.0%	83.4%	84.2%	85.1%	85.0%	83.4%
ATTENDANCE	95.0%	95.3%	93.8%	95.0%	94.7%	94.4%

Take away key point:
3 GREEN in WEEK 3 meaning over the month WEEK 3 HAS the best performance ;
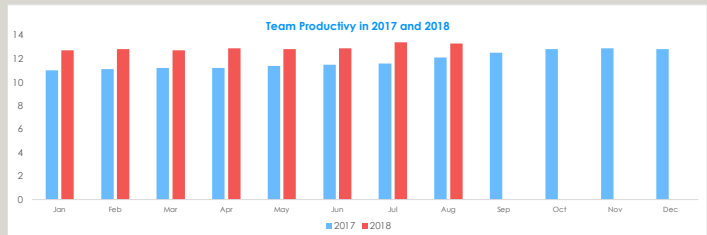0 RED in the entire month meaning employee's performance is not very underperformed.

QUESTION 2: John wants his team productivity this year and last year in a chart (10pts)

Month	2017	2018
Jan	11	12.7
0.1 Feb	11.1	12.8
0.1 Mar	11.2	12.7
0 Apr	11.2	12.9
0.2 May	11.4	12.8
0.1 Jun	11.5	12.9
0.1 Jul	11.6	13.4
0.5 Aug	12.1	13.3
Sep	12.5	
Oct	12.8	
Nov	12.9	
Dec	12.8	
Target	**13**	**15**

ANSWER FOR QUESTION 2:

I used bar chart in Figure **2.1** to present the team productivity in 2017 and 2018.

Table 2.3

QUESTION 3: Aside from higher productivity this year, what other key takeaway comes up from the same dataset (10pts)

ANSWER FOR QUESTION 3:

Visualizing data is an efficient way to recognize relationship and pattern between data, and also gives it greater meaning. For that reason, I visualized the same dataset with different type of charge in order to figure out some key takeaway.

Figure 2.2 shows the difference between actual productivty and target productiv in 2017 while Figure 2.3 shows the difference between real productivty between actual productivity from Jan to Aug and target product in 2018;

Figure 2.4 shows the actual productivity's trend over the months in 2017 while Figure 2.5 presents the actual productivity's trend until August in 2018.

Here are some data pattern I observed from the Figures:

- In both years, the team is underperformed because their actual productivity is lower than the target productivity;

- Even the team in both year are underpeformed, however the gap between actual productivity and target productivity is not as huge as it is in 2018. Especially, the team's productivity almost meets the target in the fourth quarter of 2017;

- In 2017, the team reached its peak productivity in November(4th quarter), meanwhile, as Augst 2018, the higest productivity falls into July;

- The productivity trend tends to increase in a more steady fashion over the month in 2017 (Figure 2.4)

- The productivity fluctuates in a more significant manner in 2018 than in 2017 (Figure 2.5)

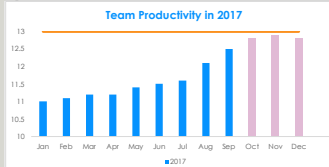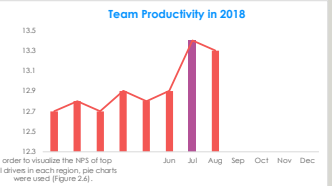In order to visualize the NPS of top call drivers in each region, pie charts were used (Figure 2.6).
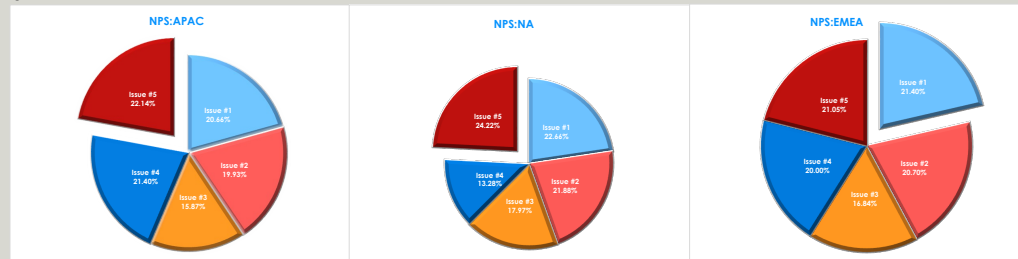
QUESTION 4: Amy wants to know her team NPS looks like per region in terms of the top call drivers. How would you show it in a chart? (10pts)

Region	Issue #1	Issue #2	Issue #3	Issue #4	Issue #5
APAC	56	54	43	58	60
NA	58	56	46	34	62
EMEA	61	59	48	57	60

ANSWER FOR QUESTION 3:

In order to visualize the NPS of top call drivers in each region, pie charts were used **(Figure 2.6)** Each pie chart represents for each region.

Figure 2.6

Some take away key points:
- Issue #5 receives highest NPS in both APAC and NA region while Issue #1 has strongest NPS in EMEA region

- The pie chart's size of each region is differ from each other. EMEA's pie chart has biggest size meaning the total NPS of the top call drivers is biggest in EMEA, follow by APAC and final is NA