ABC Express

Deliver Your Happiness

Our Services

01

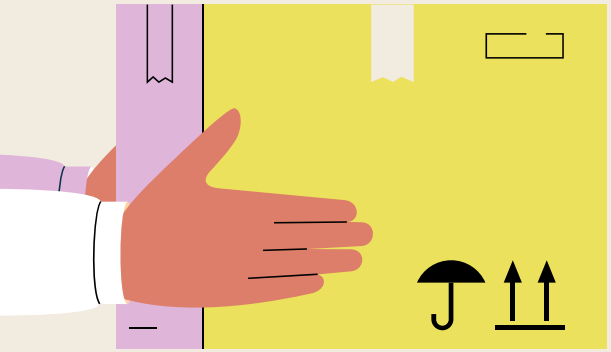
Same Day

02

Cargo

03

Food Delivery



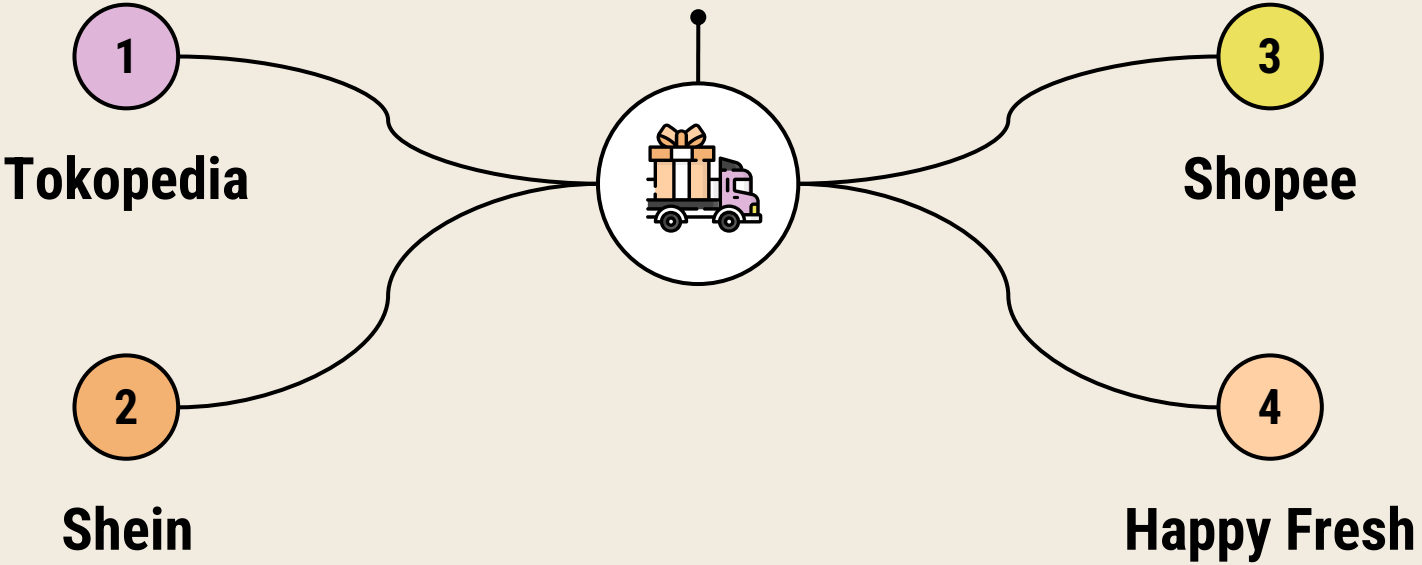
04

Regular Delivery

05

E-commerce Delivery

Ecommerce Delivery Partners



10,999

shipment has been made from January – June 2023 by e-commerce delivery.

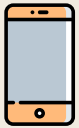
But..

The Problem is

We received many complaints from customers due to untimely delivery.

Where?

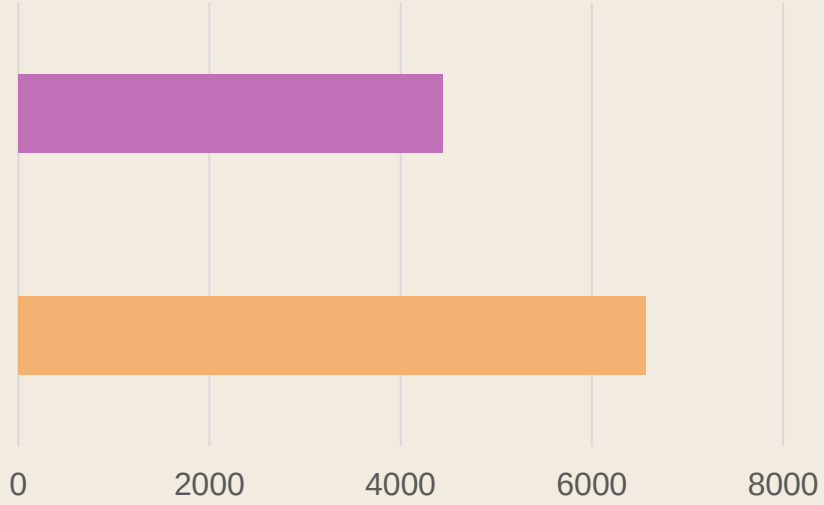
Customer Call



Application Store Platform

Social Media

Are the packages arrived **On Time**?



60% **Yes**

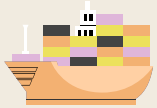
6536 packages are arrived on time

40% **No**

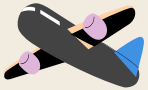
4436 packages are not arrived on time

What kind of **Delivery Types** customer usually use?

Road 17%

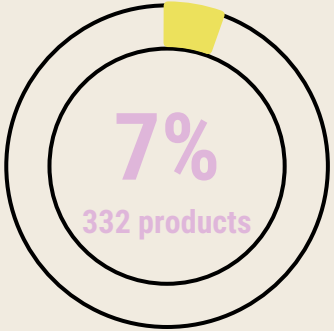


Ship 67%

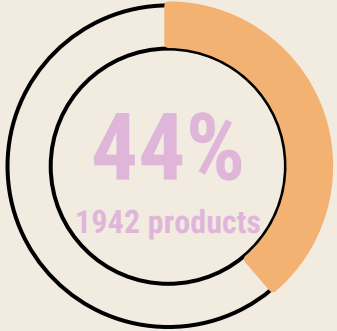


Flight 16%

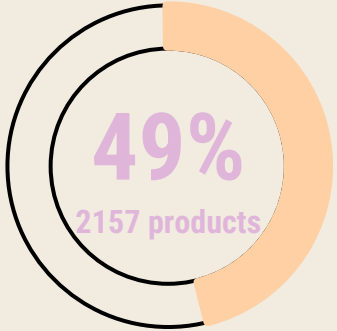
Product Importances



High



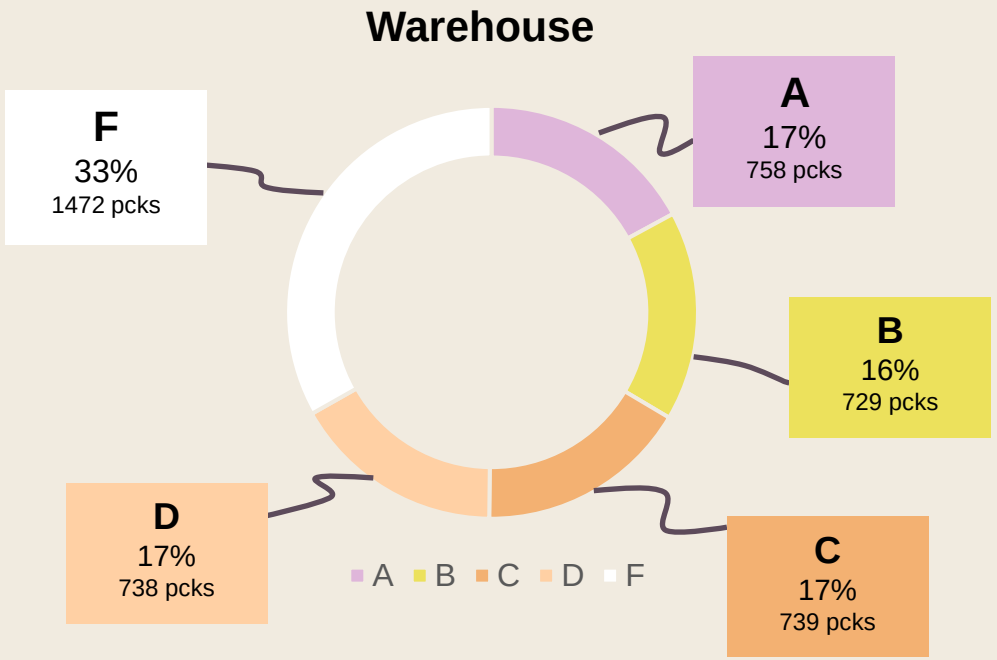
Medium



Low

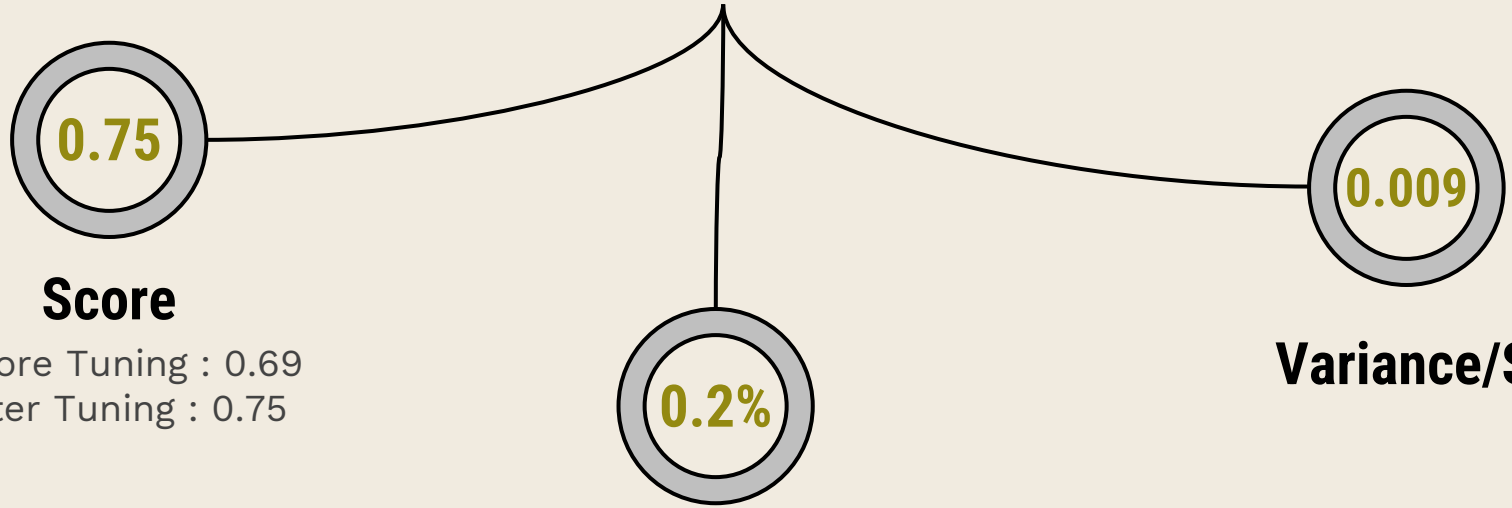
It has various importance of the products from low to high. But the majority from products that not shipped on time has low importance as big as 2157 products.

The warehouse block that has the most not on-time shipments is Block F Warehouse yet has the most customers.



Prediction Model Machine Learning

Random Forest Classifier



Score

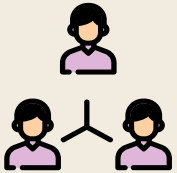
Before Tuning : 0.69
After Tuning : 0.75

False Negative

Shipped not on time
predicted on time

Variance/Std

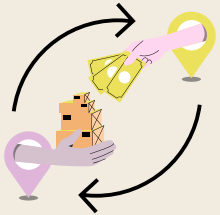
Business Strategy



Resources

Additional resources
for Block F Warehouse

Warehouse Block F experiences more overloaded goods compared to other blocks, and most of the delayed deliverie. Adding a new block is not recommended due to higher costs. Additionally, the other blocks, except for Block F, have relatively similar shipment volumes.



Ship Express

Other option with
fastest delivery and a bit
higher in price

The suggestion is to introduce an alternative option called Ship Express, which offers faster delivery at a higher price than regular Ship, but still lower than shipping by land and flight.

Thank you!

Any question?
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