# DAD 220 Project Two Template

## Overview

Review the scenario for this activity in the guidelines and rubric. Then complete the steps below as you work through the directions for this activity. Replace the bracketed text with your screenshots and responses to the prompts. Size each screenshot and its explanation to fit approximately one-quarter of the page with the description written below the screenshot. Review the Template Screenshot Example linked in the guidelines and rubric for this assignment to see an example of how screenshots for your assignment should look.

## RMA Report

Write a report to respond to the manager’s requests. In the report, you should complete the following actions:

* Summarize the data you’ve been working with.
* Identify key information that will help the company streamline operations.

Your report should explain your findings in a way nontechnical stakeholders can understand and use.

Use the steps below to capture the required data and produce the analysis report.

1. Begin by writing SQL commands to **capture** specific **usable data** for your analysis. You already preloaded the data you need into Codio.
2. Specifically, the product manager wants you to complete the following analysis:
   1. **Analyze** the number of **returns by state** and describe findings to include in your report.

Basically, I ran multiple queries to see the amount of returns by state as well as see the percentage per state. When looking at the given screens you can see which states have a higher return percentage and how many returns in total are given per state.

A screen shot of a computer

Description automatically generated

A screenshot of a computer

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A computer screen with text on it

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* 1. **Analyze** the percentage of **returns by product type** and describe findings to include in your report.

Here I ran a select query to see the amount of returns by product type and having the percentage to show which product types are having the highest product returns.

A screen shot of a computer

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1. Write a report to clearly **summarize** your RMA **data analysis** for stakeholders. When you summarize the results, consider the following questions:
   1. How does the data provide the product manager with usable information?
   2. What are the potential flaws in the data that has been presented?
   3. Are there any limitations on your conclusions or any other ways of looking at your findings that you haven’t considered? Clearly communicate your findings to stakeholders.

When looking at the information, it provides more a visual aid when looking at what states are having higher percentage returns as well as total number of returns. Allowing the company to further investigate why the number of occurrences are happening and how to plan for moving forward. This allows us to also see how sales are going in those states and how they can further help them with mitigating returns.

When running the report it primarily displays how many returns are in each state and what the percentage looks like. It does not provide a detailed explanation when trying to find the root cause of the amount of returns. We would want to be able to narrow down the root cause of the returns and ensure that we would have accurate data to allow us to see what company projects need to occur in order to mitigate or minimize the amount of returns generated.

When it comes to limitations on my conclusions, is that there would need to be more details on the returns. And try to see why certain products may have defects in why they would have a high return rate. Something that I would communicate with my stakeholders are that there is a high percentage of returns in Massachusetts when looking at the queries given. Showing that the highest returned product shown is the BAS-48-1 C Which is the Basic Switch 10-100-1000 BaseT 48 port. And that if they were to provide additional information that would help best describe why they are returned at a higher frequency. Would allow the company to be able to find the root cause or defect to ensure that the product works properly. And reduce the number of returns.