Analysis on delivery times

Due to complaints from a disgruntled customer I have done some analysis on our delivery times during the past year. I have not been given specifics om what the companys OTD goal actually is so I can not tell you if we are over or below that mark. What I can tell you is the averages for the different types of orders we send out and they are as follows:

Average delivery times for items with extra packaging: 2 days, 5:16:02.958201

Average delivery times for items with item label: 2 days, 6:40:23.630457

Average delivery times for items with no item label: 8:01:33.261576

Average across all orders: 14:19:15.516650

I have put together two Python scripts that analyze the data. I did this because of the way the dates were formatted in the original excel made it impossible to analyze the data in excels own analytics tools. The script first reformats the dates into datetime objects and separates it into different categories (different types of orders for now, but the script could easily be expanded to check for other variables such as holiday seasons)

I am sure that other variables have an effect on the delivery times as well and should probably be looked into in case the OTD percentage here is not up to par.