

Operational Analytics Dashboard Portfolio

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Overview

This portfolio highlights key dashboard designs focused on operational performance, KPI clarity, and decision enablement. Each dashboard is structured to reduce ambiguity, increase visibility, and support faster business actions.

1. Operational Performance Overview Dashboard

Purpose: Provide leadership with a high-level view of daily operational health.

Key Metrics Included:

- Volume Processed
- SLA Compliance
- Defect Rate
- Backlog Status

Design Highlights:

- Clean KPI cards with thresholds
- Trend lines for 7-day / 30-day movement
- Drill-down capability for region-level insights

2. KPI Governance & Alignment Dashboard

Purpose: Ensure all teams reference consistent, validated KPI definitions.

Key Features:

- KPI definitions and ownership
- Data lineage mapping
- Version control history
- Alerts for formula changes

Impact:

- Eliminates metric drift
- Reduces meeting time spent debating numbers

3. Operational Efficiency & Root Cause Dashboard

Purpose: Identify bottlenecks and efficiency gaps.

Key Metrics:

- Cycle Time
- Rework Volume
- Error Categories

- Processing Time by Operator/Region

Design Highlights:

- Heatmaps for problem areas
- Waterfall charts for root cause contribution

Outcome: Drives targeted corrective actions.

4. Forecasting & Capacity Planning Dashboard

Purpose: Predict workload and plan staffing.

Features:

- 7-day / 14-day forecast
- Seasonal trend analysis
- Capacity vs Load graph

Value:

- Helps reduce overtime and backlog accumulation.

5. Data Quality & Validation Dashboard

Purpose: Monitor data abnormalities before they impact KPIs.

Key Screens:

- Missing data flags
- Null pattern analysis
- Outlier detection
- Refresh status monitoring

Impact: Prevents incorrect dashboards from reaching leadership.

Final Summary

This portfolio demonstrates a structured, senior-level approach to dashboard development — emphasizing clarity, governance, decision enablement, and operational alignment. Each dashboard is designed not just to visualize data, but to influence action.