

## Project Two DAD 220 Analysis and Summary - Heavner

Analyze the number of returns by state and describe your findings in your report.

```
mysql> SELECT Collaborators.State, COUNT(*) as Returns
```

```
-> FROM RMA
```

```
-> JOIN Orders ON RMA.OrderID = Orders.OrderID
```

```
-> JOIN Collaborators ON Orders.CustomerID = Collaborators.CustomerID
```

```
-> GROUP BY Collaborators.State;
```

State	Returns
Alabama	836
Arizona	775
Arkansas	844
California	764
Colorado	718
Connecticut	821
Delaware	811
Florida	765
Georgia	719
Hawaii	783
Idaho	822
Illinois	747
Indiana	802
Iowa	804
Kansas	725
Kentucky	809
Louisiana	794
Maine	748
Maryland	767
Massachusetts	972
Michigan	744
Minnesota	794
Mississippi	821
Missouri	777
Montana	808
Nebraska	723
Nevada	745
New Hampshire	764
New Jersey	711
New Mexico	807
New York	782
North Carolina	773
North Dakota	774
Ohio	735
Oklahoma	751
Oregon	840
Pennsylvania	802
Rhode Island	762
South Carolina	702
South Dakota	797
Tennessee	819
Texas	755
Utah	755
Vermont	785
Washington	781
West Virginia	837
Wisconsin	807
Wyoming	786

```
48 rows in set (0.14 sec)
```

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

```
mysql> SELECT Orders.SKU, COUNT(*)*100/(SELECT COUNT(*) FROM RMA) as ReturnPercentage  
-> FROM RMA  
-> JOIN Orders ON RMA.OrderID = Orders.OrderID  
-> GROUP BY Orders.SKU;
```

SKU	ReturnPercentage
ADV-24-10C	10.9727
ADV-48-10F	10.9780
BAS-08-1 C	11.3028
BAS-24-1 C	0.0878
BAS-48-1 C	22.0465
ENT-24-10F	11.2628
ENT-24-40F	5.6461
ENT-48-10F	11.4119
ENT-48-40F	16.2860

9 rows in set (0.13 sec)

## **Report summary on RMA Data**

### **Summary**

The data shows that the return rate for products sold by our company is 10.97%. The highest return rates are for the BAS-48-1 C (22.05%) and ENT-48-40F (16.29%) products. The lowest return rates are for the BAS-24-1 C (0.09%) and ENT-24-40F (5.65%) products.

### **How the data provides the product manager with usable information**

The data gives the product manager important knowledge regarding the return rates for various products. Products that might have quality difficulties or don't live up to client expectations can be found using this data. The product manager might utilize this data to enhance product quality, alter the product line, or create fresh marketing initiatives.

### **Potential flaws in the data**

There are a few potential shortcomings in the data that need to be taken into account. First, only processed returns are included in the data. There's a chance that some returns are still pending processing, which would reduce the overall return rate. Second, the data neglects the justifications for refunds. This data would be valuable for figuring out the main reasons for returns and enhancing the product line.

### **Limitations of the conclusions**

The conclusions drawn from the data are limited by the accuracy and completeness of the data. It is important to note that the data is only a snapshot of return rates at a specific point in time. Return rates may fluctuate over time, so it is important to monitor the data on an ongoing basis.