Business Requirements

Project Name	Created By
Olist Late Delivery Analysis	**Sakshi Kharkwal**

Executive Summary	• This project aims to identify, monitor, and reduce late deliveries by analyzing data across the Olist dataset available on Kaggle.

Business Objectives	• Reduce the percentage of late deliveries. • Improve average review score, especially for delayed orders. • Strengthen seller and logistics performance monitoring. • Enhance customer satisfaction and loyalty.

Project Scope	• Analysis of late delivery patterns and developing dashboards for the same. • Provide process recommendations targeted at the top late-delivery drivers.

Business Requirements	• Identify and reduce late deliveries from sellers in SP region. • Find and rectify the cause for late deliveries in AL region. • Improvement on high-delay product category (*cama_mesa_banho*). • Monitor delivery performance trends over time.

Functional Requirements	• Allow identification of sellers with high late deliveries, segmented by region. • Allow analysis of delivery performance by customer location. • Track late deliveries by product category. • Provide time-based delivery performance trends. • Allow exporting/sharing insights for follow-up and monitoring.

Assumptions	• Orders dataset dates are accurate and consistent. • Reviews reflect genuine customer satisfaction. • Sellers and carriers provide correct status updates.

Risks	- Misreporting of late deliveries due to incomplete data. - Possible resistance from sellers flagged for poor performance.

Approval & Stakeholders	- Sponsor: Olist Operations Team - Project Lead: Business Analyst - Stakeholders: Logistics team, Seller relations, Customer service, Data team