WELCOME

PROJECT EDA MUESLI

Nina & Rafael

14TH SEPTEMBER 2022

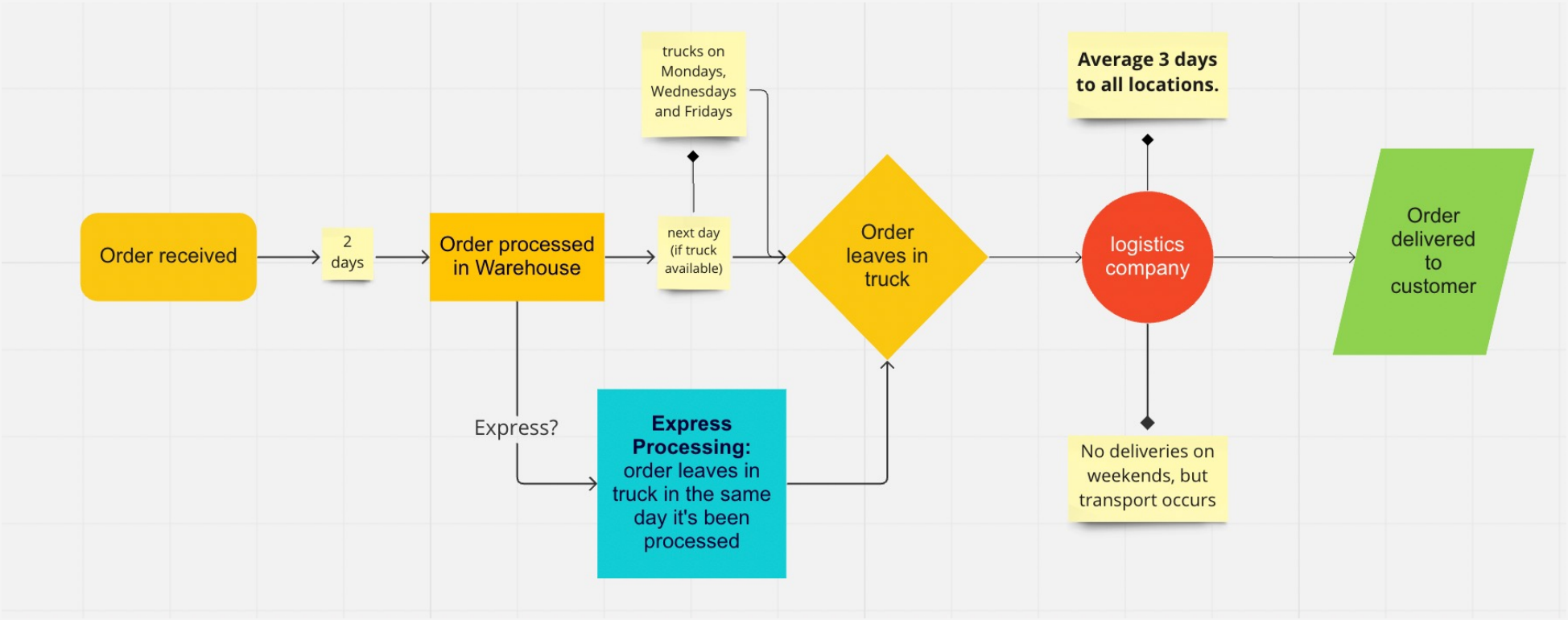
MAKE OUR DELIVERY PROCESS UNDERSTANDABLE, SCALABLE AND EFFICIENT.

MUESLI COMPANY.

A SATISFIED CUSTOMER IS THE BEST BUSINESS STRATEGY OF ALL.

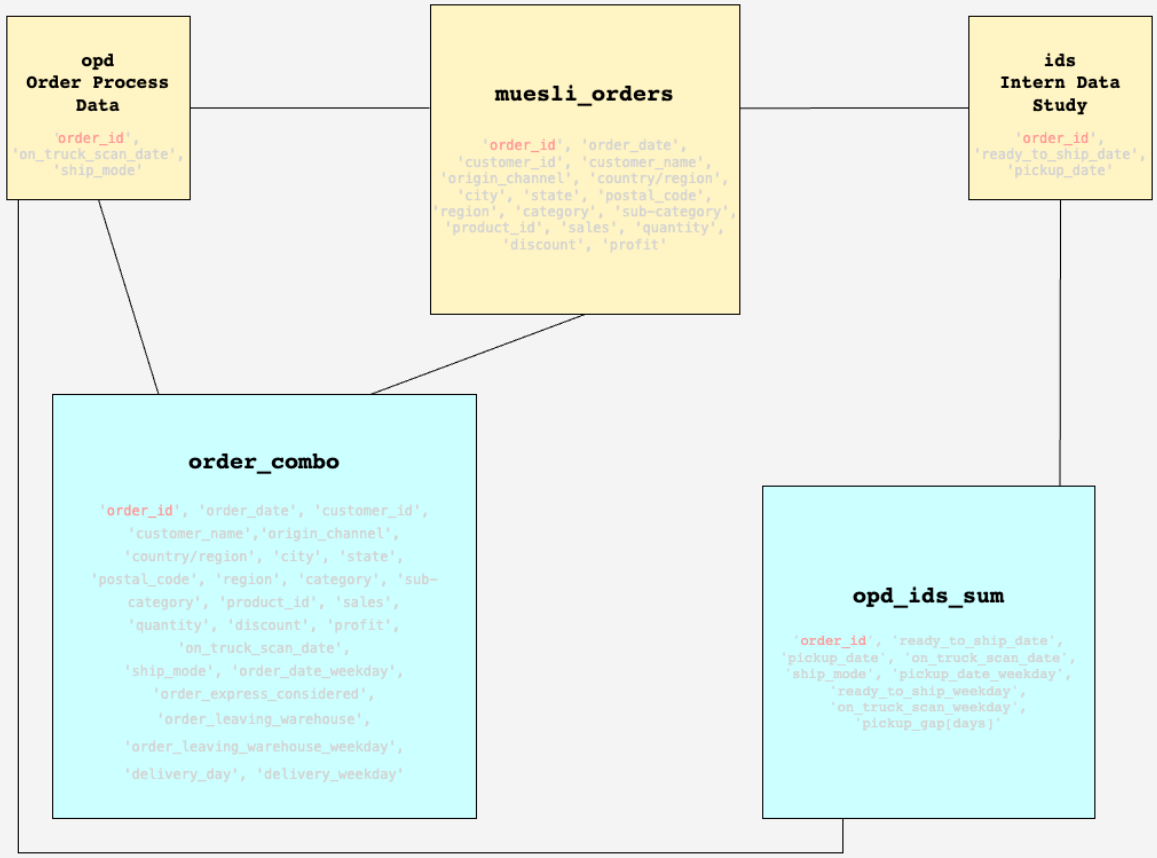
MICHAEL LEBEOEUF.

YOUR ORDER DELIVERY PROCESS



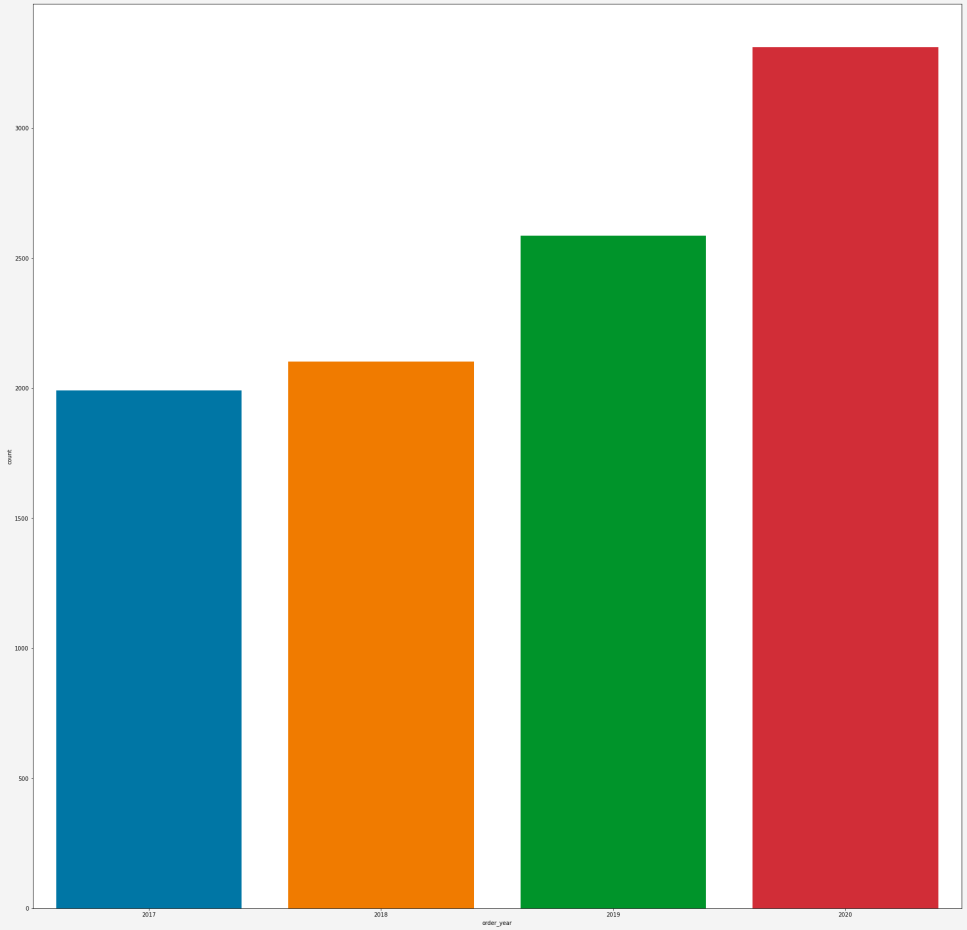
JUMP INTO THE WATER OF DATA

DATA WORKFLOW



- Understand your Datasets
- Cleaning
- Substracting
- Comparing
- Concluding

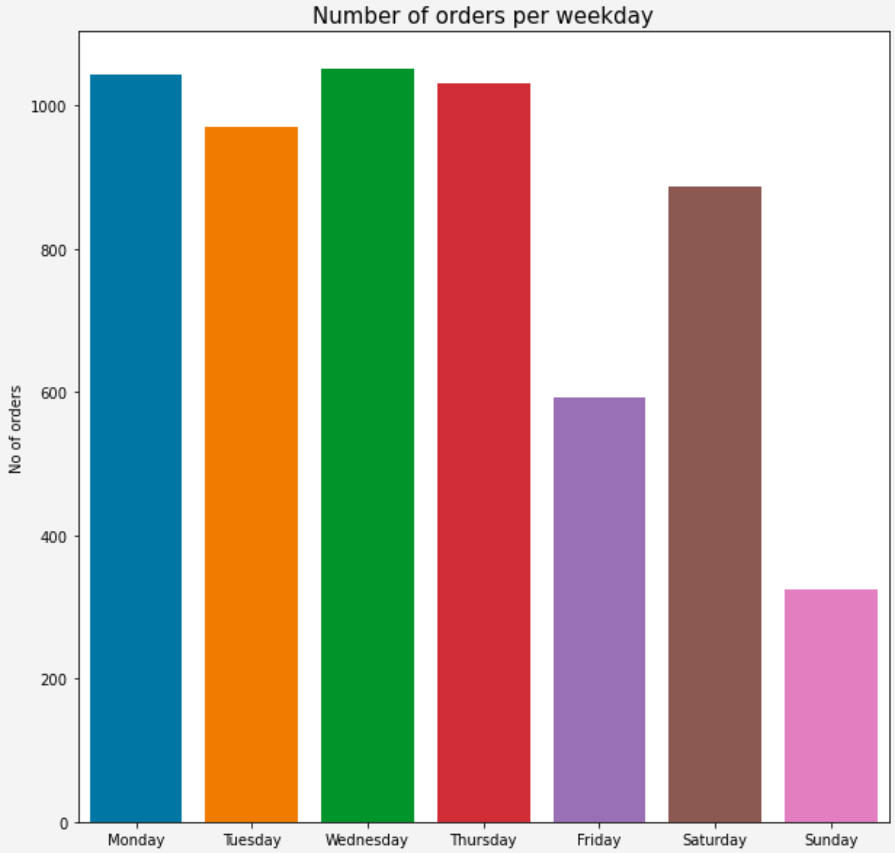
FIRST OUTCOME: ORDERS 2017-2020



muesli_orders

'order_id', 'order_date', 'customer_id', 'customer_name', 'origin_channel', 'country/region', 'city', 'state', 'postal_code', 'region', 'category', 'sub-category' 'product_id', 'sales', 'quantity', 'discount', 'profit'

SECOND OUTCOME: PREFERRED ORDER DAY



opd_ids_sum

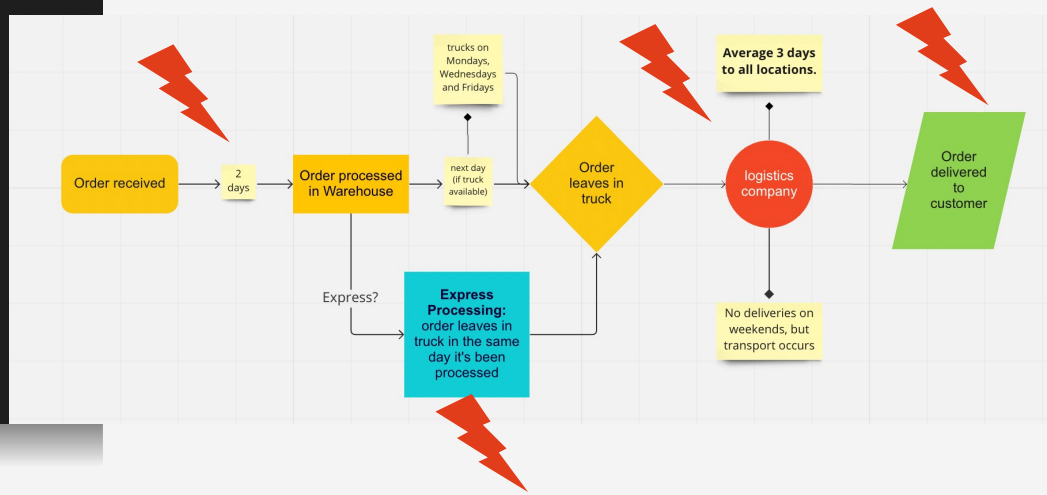
'order_id', 'ready_to_ship_date',
'pickup_date', 'on_truck_scan_date',
'ship_mode', 'pickup_date_weekday',
'ready_to_ship_weekday',
'on_truck_scan_weekday',
'pickup_gap[days]'

THIRD OUTCOME: DELIVERY PROCESS EXPECTATION

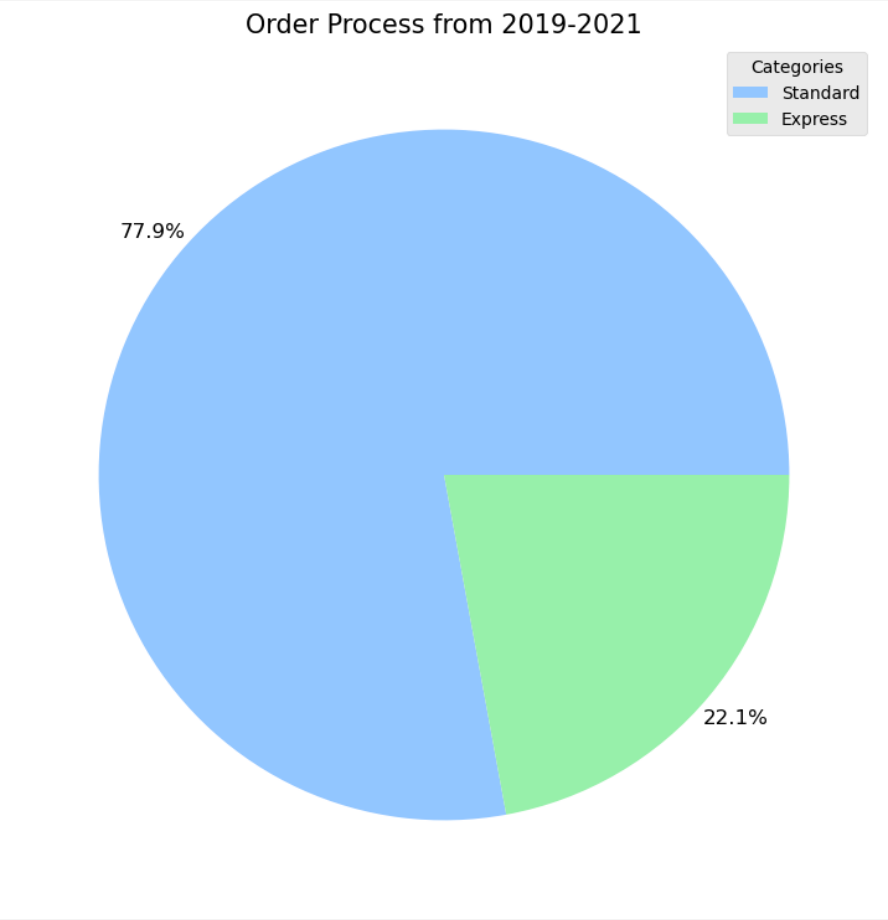
```
order_combo_grouped["delivery_time[days]"].describe()
# it takes at least 4 days of delivery
# at most it takes 9 days of delivery
```

✓ 0.4s

```
count                          6
mean               6 days 12:00:00
std      1 days 20:53:59.599108634
min                4 days 00:00:00
25%                5 days 06:00:00
50%                6 days 12:00:00
75%                7 days 18:00:00
max                9 days 00:00:00
```



FOURTH OUTCOME: STANDARD OVER EXPRESS PROCESS



order_combo

'order_id', 'order_date', 'customer_id',
'customer_name','origin_channel',
'country/region', 'city', 'state',
'postal_code', 'region', 'category', 'sub-
category', 'product_id', 'sales',
'quantity', 'discount', 'profit',
'on_truck_scan_date',
'ship_mode', 'order_date_weekday',
'order_express_considered',
'order_leaving_warehouse',

OUR KEY FINDINGS

Our findings don’t align your expectations of your order process.

Time matters. On-time delivery is crucial.

Track and analyse reasons for previous late delivery between order received, logistic company and the final handover to the customer

Make Express or Standard options clearer to customers.

KPI: DELIVERY PERFORMANCE INDICATOR

THANK YOU

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