**Case Study: Amazon's Customer Satisfaction Survey (Dataset Attached)**

**Scenario**:  
Amazon wants to estimate the average customer satisfaction score for a new delivery model using a random sample.

**Tasks**:

1. Generate a random sample of 50 responses from a 1,000-customer dataset.
2. Calculate:
   * Sample mean and standard deviation
   * 95% confidence interval for the mean satisfaction score
3. Design 5 effective survey questions
4. Compare results across different regions using stratified sampling

**Learning Outcome**:

* Apply sampling methods and confidence intervals in Excel
* Develop managerial insight from limited data