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| **No #** | **As a(role)** | **I want to (request/demand)** | **So that I can (user value)** | **Acceptance Criteria** |
| 1 | Director | On-time per cent, in full per cent and on-time in full per cent daily | See our worst-performing periods and best-performing periods | A Power BI dashboard that shows a trend line of the aforementioned metrics and allows me to filter by date, customer and city. |
| 2 | Director | See the above data split by cities and customers. | Get an overview of the cities we have we need to improve in | A Power BI dashboard that shows the cities we have done well and also done badly in. |
| 3 | Head of Supply Chain | Show the On time, in full and on time in full concerning their metrics | See if we met our target | A Power BI dashboard (Clustered column chart) that compares target and actual values to be filtered by cities and customers |
| 4 | Head of Supply Chain | The OTIF performance vs target over the months. It should be drillable for weeks and days also. | See our monthly, weekly and daily performance compared to our targets | A Power BI dashboard that shows the OTIF performance filtered by months, weeks and days. |

# Problems FCMG is Facing

1. Few key customers did not extend their contracts due to service issues
2. Essential products were not delivered on time or not delivered in full over a continued period

Management wants to fix this current issue