

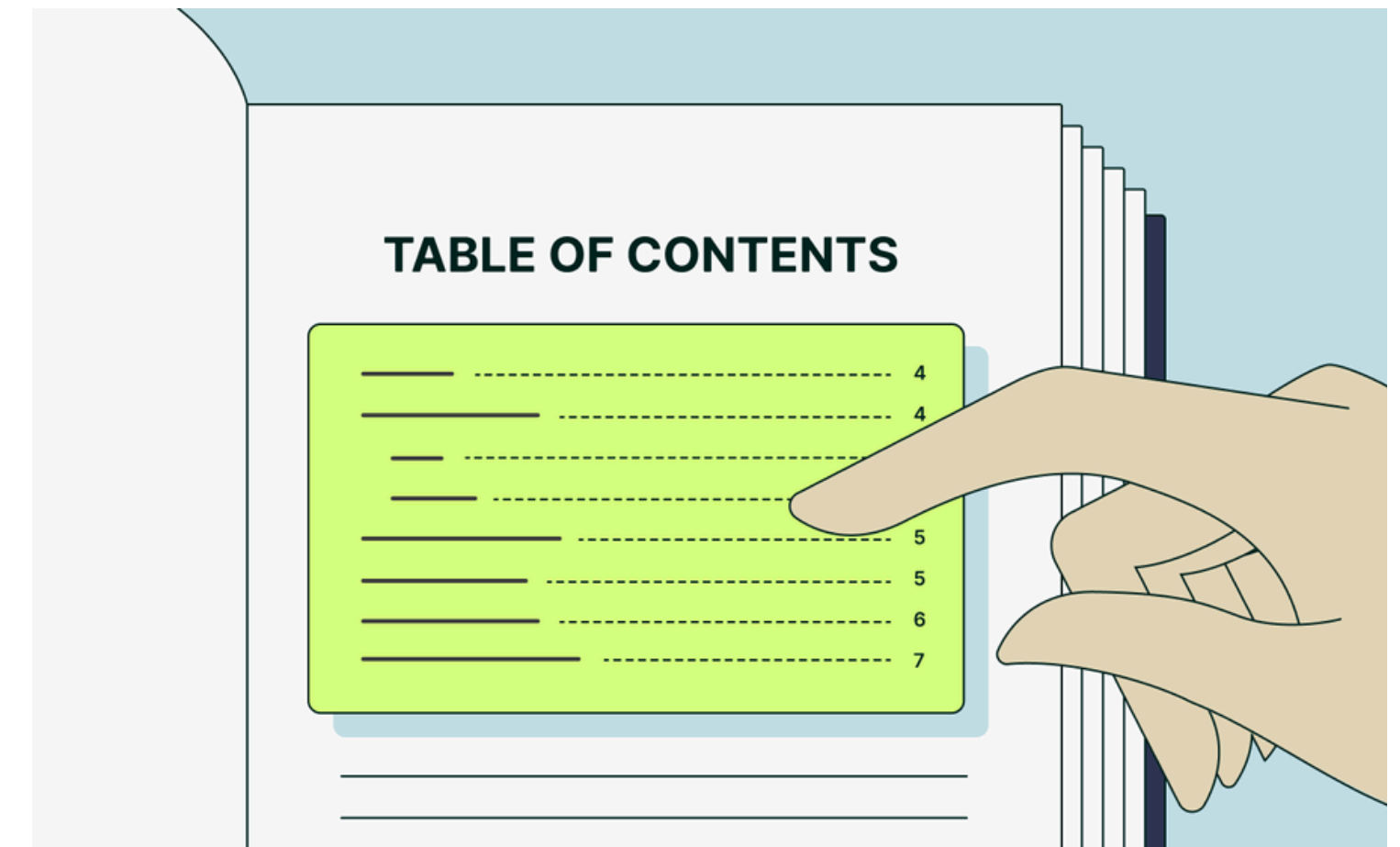
# **MM PET GROWTH SNAPSHOT: PRODUCT & SALES PERFORMANCE**

**MM PET'S INSIGHTS**

**PRESENTED BY MINNIE NGUYEN**

# WHAT'S INSIDE THIS DECK

1. Dataset Overview & Data Cleaning Approach
2. Business Questions & Analysis Goals (Product + Sales)
3. Dashboard Build Methodology & Key Techniques
4. Dashboard Walkthrough: Explore the Views
5. Sydney Performance Deep-Dive (Hierarchy View)



# **DATASET OVERVIEW & DATA CLEANING METHODOLOGY (MAINLY USED EXCEL & POWER QUERY)**

- **Standardised structure across all tables**
  - Promoted first row to headers
  - Detected/validated data types
  - Removed duplicates to ensure unique keys and clean relationships
- **Fact Table (413,530 × 9) (transaction id, transaction date, product id, customer id, location id, channel id, quantity, discount pct, order status, revenue,...)**
  - Corrected invalid 1900 year → 2024 (fix missing March 2024 issue)
  - Discount %: converted 1 → 0 (the values range from 0-0.15)
  - Merged with Dim\_Product to bring Revenue per Item
  - Calculated Final Revenue = Revenue per Item × Quantity × (1 – Discount %)
- **Dim\_Channel (8 × 4) (channel id, channel type, platform, payment method)**
  - Cleaned headers + data types
  - Removed duplicates
- **Dim\_Customer (2,177 × 6) (customer id, gender, age band, member types, signup date, active)**
  - Standardised categories:
    - Gender → Female / Male / Unknown
    - Member Types → Gold / Silver / Bronze / Unknown
  - Filtered Active = “Y”
  - Removed duplicates

# **DATASET OVERVIEW & DATA CLEANING METHODOLOGY**

- **Dim\_Location (16 × 4)** (location id, country, region, city, store type)
  - Split Country-Region → Country + Region
  - Standardised City (e.g., “Sydney”)
  - Filled missing city values using Region
  - Store Type nulls → Unknown
  - Confirmed countries: Australia, New Zealand
- **Dim\_Product (48 × 11)** (product id, sku, product name, pet type, category, sub category, brand,...)
  - Filtered Active Flag = “Y”
  - Standardised Pet Type (e.g., “Small Animal”) + filled nulls from product name
  - Filled missing Category from product name
  - Converted negative Unit Cost → positive
  - Created Revenue per Item
- **Dim\_Date**
  - Built a dedicated date table from Transaction Date
  - Added Year, Month, Month Name for time-intelligence

# WHAT WE'RE MEASURING: SALES ANALYSIS QUESTIONS & OBJECTIVE

- **Overview KPIs**
  - Total orders
  - Unique customers
  - Total revenue (2024 vs 2025)
  - Average revenue per order (2024 vs 2025)
- **Time-based Performance (2024 vs 2025)**
  - Monthly revenue trend
  - Monthly order trend
- **Geographic Performance (City level)**
  - Revenue by city (highest vs lowest)
  - Orders by city (most vs fewest)
- **Product Performance (Category level)**
  - Revenue by category (best vs worst)
  - Orders by category (most vs fewest)

# WHAT WE'RE SOLVING: PRODUCT ANALYSIS QUESTIONS & OBJECTIVES

- **Product Performance (2024 vs 2025)**
  - Total revenue by product
  - Total orders by product
  - Average revenue per order by product
  - YoY change in revenue per order (%, increase/decrease)
- **Product Range Overview**
  - Total number of products
  - Number of categories and sub-categories
  - Number of brands
  - Number of pack sizes
- **Brand Performance (2024 vs 2025)**
  - Total revenue by brand
  - Total orders by brand
- **Pet Type Performance (2024 vs 2025)**
  - Total revenue by pet type
  - Total orders by pet type

# DASHBOARD DEVELOPMENT METHODOLOGY

- **Cover Page (Purpose + Navigation)**
  - Explain dashboard purpose + high-level summary
  - Interactive buttons to navigate to detailed pages
  - Bookmarks to manage navigation + hide supporting pages
- **Product Analysis Page**
  - KPI cards: Products, Categories, Brands, etc.
  - Product comparison table (2024 vs 2025):
    - Revenue + YoY %
    - Total Orders + YoY %
    - Avg Revenue / AOV + YoY %
  - Clustered bar charts: Revenue & Orders by Brand
  - Clustered column charts: Revenue & Orders by Pet Type
- **Sales Analysis Page**
  - KPI cards: Total Orders, Unique Customers, Revenue (2024 & 2025), Avg Revenue per Order
  - Line charts: Monthly Revenue Trend + Monthly Orders Trend
  - Clustered column charts: Revenue & Orders by City
  - Clustered column charts: Revenue & Orders by Category



## TECHNIQUES BEHIND THE DASHBOARD EXPERIENCE

- Reduce visual clutter by removing unnecessary titles, legends, and extra chart elements, and keeping only what adds value.
- Use titles that communicate the key insight rather than simply describing the visual.
- Apply a consistent highlight palette (golden orange), using gradient fills to draw attention to higher/central values while keeping background values in grey.
- Turn on data labels across charts so key values are instantly readable without interpretation.



# SALES ANALYSIS DASHBOARD WALKTHROUGH

## (2024-2025)

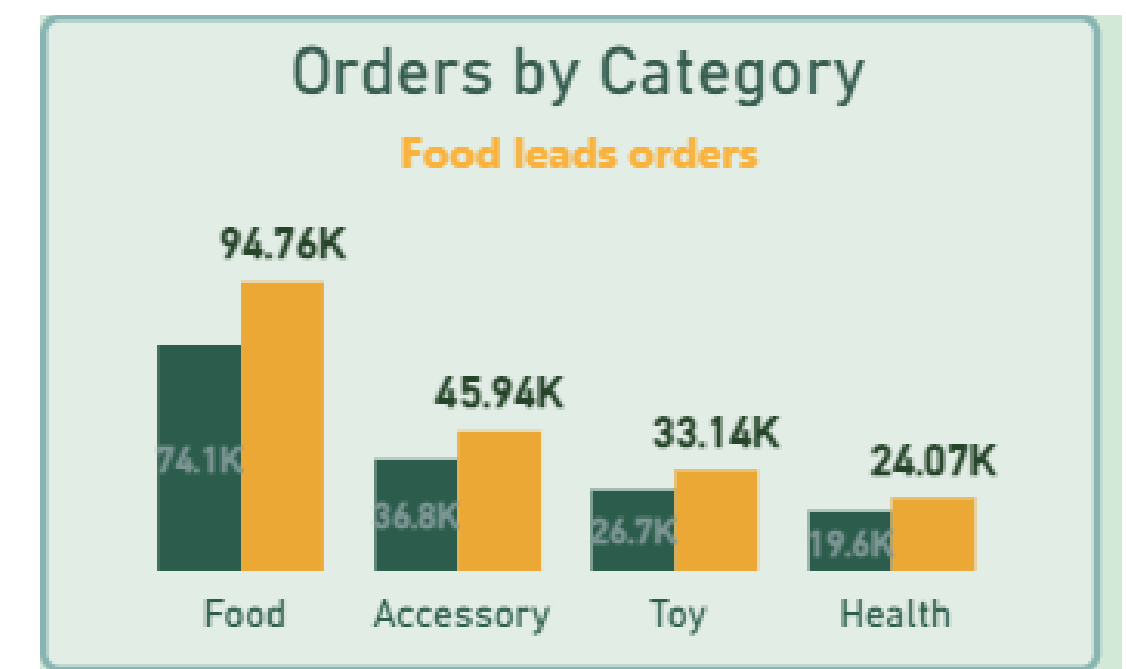
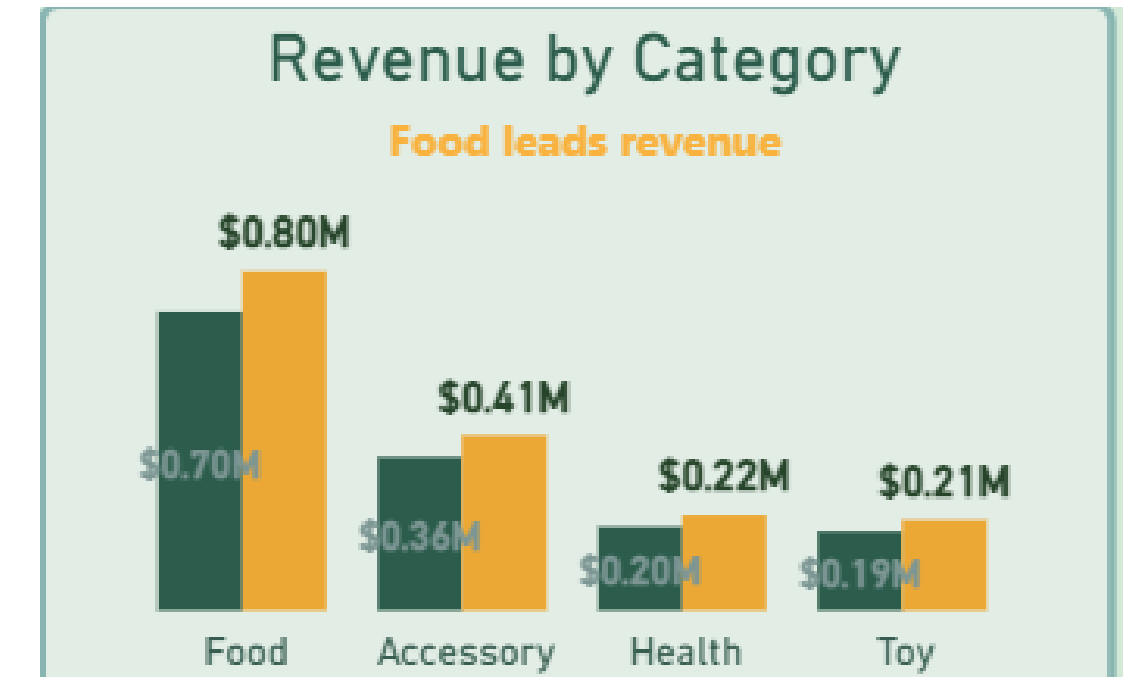
- 2025 vs 2024: 157K vs 121K orders | \$1.6M vs \$1.4M revenue | 2,172 customers | \$11.4 AOV
- Revenue trend: 2025 Jan→Apr drop, Dec peak (~\$234K) | 2024 Oct peak (~\$234K)
- Order peak: 2025 Jan (15,670) | 2024 Aug (15,430)



# SALES ANALYSIS DASHBOARD WALKTHROUGH

## (2024-2025)

- **Top city:** Sydney ~ \$775K, ~58K orders | Auckland #2 revenue
- **Lowest city:** Christchurch ~ \$139K (lower AOV)
- **Top category:** Food 169K orders, \$1.5M revenue
- **Low categories:** Toy ~ \$400K | Health ~47K orders (higher \$/order than Toy)



# SO WHAT? KEY INSIGHTS

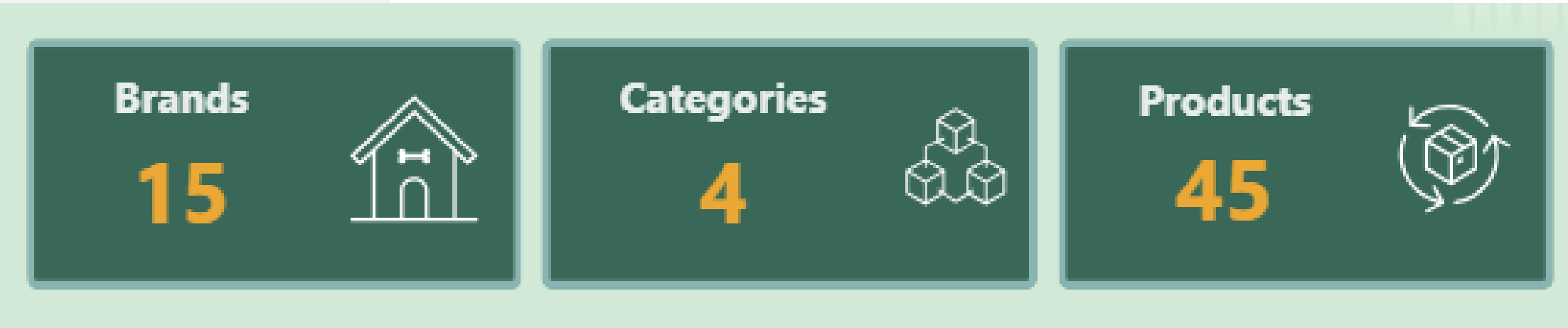
- **2025 growth was volume-led:** Orders increased, but AOV fell (more purchases, smaller baskets/lower value per order).
- **Seasonality shifted later:** Peak moved from Oct (2024) to Dec (2025) → campaign/buying cycle timing changed.
- **Sydney drives overall results:** Top city for both revenue and orders → performance depends heavily on Sydney.
- **Christchurch needs value uplift:** Similar order volume to other cities but lowest revenue → lower AOV/price mix/discounting.
- **Food is the core revenue engine:** Dominates both orders and revenue, so it has the biggest impact on totals.
- **Health is higher-value per order:** Fewer orders but strong revenue vs Toy → opportunity for premium/upsell.

# OPPORTUNITIES TO IMPROVE

- **Focus on bigger baskets, not just more orders:** Use simple bundles and “add-on” suggestions (especially Food + Health) to gently lift average spend per order.
- **Double down on the biggest driver (Food):** Keep Food well-stocked and highly visible—small improvements here make the biggest difference to total revenue.
- **Fix low-value areas (Christchurch + Small animals):** Review pricing/discounts and encourage higher-value purchases through bundles, premium options, or multi-buy deals.
- **Plan early for peak season:** Peaks shifted later (Dec in 2025), so line up inventory and campaigns ahead of Q4 to avoid missed sales.
- **Reduce dependence on Sydney:** Strengthen Auckland and other cities so results aren’t overly tied to one market.

# PRODUCT ANALYSIS DASHBOARD TOUR (2024-2025)

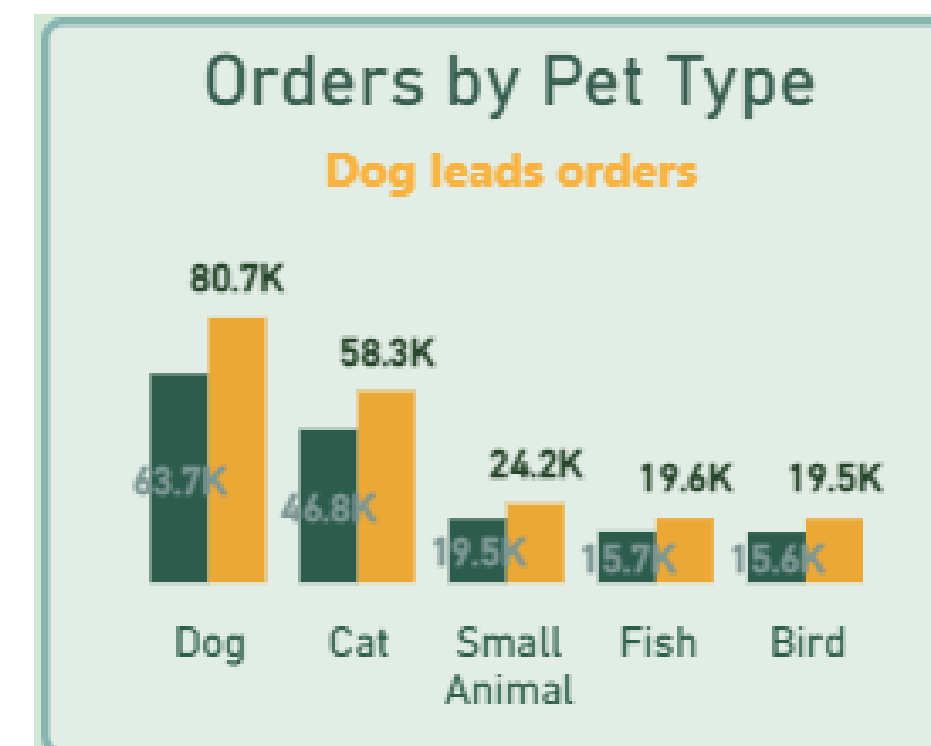
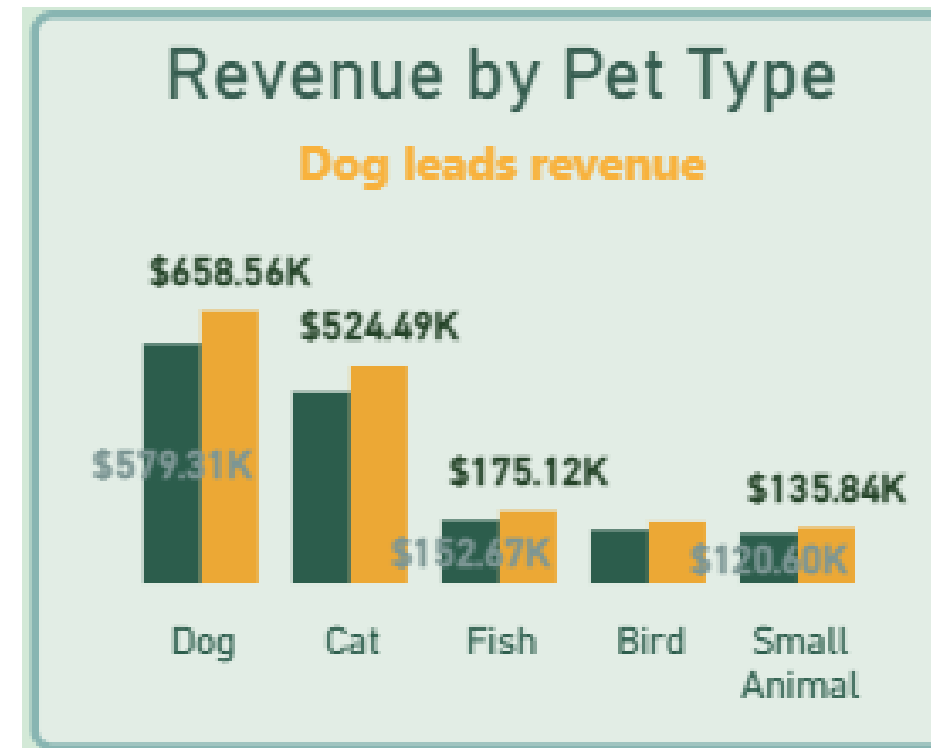
- **Product range:** 15 brands | 4 categories | 25 subcategories | 45 products | 24 pack sizes
- **YoY (2025 vs 2024):** Revenue +13.8% | Orders +29.8% | AOV -12.3% → volume-led growth



Product Name	Total Revenue 2024	Total Revenue 2025	Revenue YoY %	Total Orders 2024	Total Orders 2025	Order YoY %	AoV 2024	AoV 2025	AoV YoY %
Lamb Dog Dry Food	\$98,403	\$110,558	↑ 12.4%	7948	9939	↑ 25.1%	\$12.4	\$11.1	↓ -10.2%
Cat Scratching Post	\$54,178	\$63,473	↑ 17.2%	4003	5089	↑ 27.1%	\$13.5	\$12.5	↓ -7.8%
Salmon Cat Wet Food	\$54,071	\$63,462	↑ 17.4%	4051	5125	↑ 26.5%	\$13.3	\$12.4	↓ -7.2%
Tropical Fish Flakes	\$54,076	\$63,132	↑ 16.7%	4030	5102	↑ 26.6%	\$13.4	\$12.4	↓ -7.8%
Aquarium Water Filter	\$54,475	\$61,927	↑ 13.7%	4036	4983	↑ 23.5%	\$13.5	\$12.4	↓ -7.9%
Joint Care Supplement	\$53,796	\$61,747	↑ 14.8%	4063	4898	↑ 20.6%	\$13.2	\$12.6	↓ -4.8%
Total	\$1,442,800	\$1,642,382	13.8%	121284	157477	29.8%	\$11.9	\$10.4	-12.3%

# PRODUCT ANALYSIS DASHBOARD TOUR (2024-2025)

- **Top brands:** PawGear, HealthPet, PawLife lead revenue + orders; all grew in 2025
- **Pet types:** Dog #1, Cat #2; Small animals = decent orders but lowest revenue (lower \$/order)



## SO WHAT? KEY INSIGHTS

- **Winners are consistent:** PawGear, HealthPet, PawLife lead in both years and improved in 2025 → stable brand loyalty.
- **Pet-type concentration:** Dogs (then cats) drive most revenue; small animals have volume but low value → bundle/upsell opportunity.

# OPPORTUNITIES TO IMPROVE

- **Grow what already works:** Put more attention on PawGear, HealthPet, and PawLife since they consistently lead and improved in 2025.
- **Use pet-type results to guide product strategy:** Dogs and cats are the main revenue drivers, so invest in assortment depth and promotions. For small animals, test low-risk strategies to raise order value.



## NEXT STEPS: DIGGING INTO THE “WHY”

Why Sydney’s total revenue is higher in 2024 than in 2025, even though Sydney’s total orders are higher in 2025 than in 2024?



# DEEP-DIVE METHODS

- **Use a top-down deep-dive hierarchy:** Brand → Category → Sub-category → Product → Pack size
- **Drill into each level** to pinpoint where performance shifts happen
- **Track key YoY metrics at every step:** Revenue YoY %, Orders YoY %, AOV YoY %

# LEVEL 1 – BRAND – TOP 5 TOTAL REVENUE: 2024 VS 2025 (YOY %)

- PawGear: Revenue -7.7% | Orders +23.8% | AOV -25.5%
- HealthyPet: Revenue -10.2% | Orders +23.2% | AOV -27.0%
- PawLife: Revenue -13.9% | Orders +18.6% | AOV -27.4%
- WhiskerPure: Revenue -14.8% | Orders +18.4% | AOV -28.0%
- NaturePet: Revenue -9.1% | Orders +25.6% | AOV -27.7%

Brand	Total Revenue 2024	Total Revenue 2025	Revenue YoY %	Total Orders 2024	Total Orders 2025	Order YoY %	AoV 2024	AoV 2025	AoV YoY %
HealthyPet	\$55,276	\$49,662	↓ -10.2%	3977	4898	↑ 23.2%	\$13.9	\$10.1	↓ -27.0%
NaturePet	\$31,750	\$28,848	↓ -9.1%	3219	4044	↑ 25.6%	\$9.9	\$7.1	↓ -27.7%
PawGear	\$64,724	\$59,727	↓ -7.7%	4728	5855	↑ 23.8%	\$13.7	\$10.2	↓ -25.5%
PawLife	\$50,354	\$43,359	↓ -13.9%	4804	5697	↑ 18.6%	\$10.5	\$7.6	↓ -27.4%
WhiskerPure	\$37,982	\$32,379	↓ -14.8%	3273	3874	↑ 18.4%	\$11.6	\$8.4	↓ -28.0%
Total	\$240,086	\$213,974	-10.9%	17007	20459	20.3%	\$14.1	\$10.5	-25.9%

# THE STORY BEHIND THE NUMBERS

- **Value-per-order is the problem:** All top brands grew Orders (+18–26%) but saw AOV drop (–25–28%), so Revenue fell (–8–15%).
- **PawLife / WhiskerPure:** Biggest revenue declines (–13.9% / –14.8%) driven by steep AOV drops (–27.4% / –28.0%).
- **NaturePet:** Fastest order growth (+25.6%) but still Revenue –9.1% because AOV –27.7%.

# TURNING INSIGHTS INTO IMPACT

- **Primary goal across brands:** Lift AOV +8–12% YoY while keeping order growth (avoid “low-value volume”).
- **PawGear:** Bundle + add-on focus (“complete the basket”) → KPI: AOV +8–10%, Revenue +3–5%.
- **HealthyPet:** “Health stack” bundles (core + supplement) → KPI: AOV +10–12%, units/order +0.2, Revenue +8–10%.
- **PawLife & WhiskerPure:** Trade-up to premium SKUs/pack sizes (visibility + recommendations) → KPI: AOV +8–12%, Revenue +3–6%.
- **NaturePet:** Scale growth with guardrails (bundle-first, minimum basket nudges) → KPI: AOV +8–10%, Revenue +3–5%.

# LEVEL 2 – CATEGORY 2024 VS 2025 (YOY %)

- **Food:** Revenue -11.2% | Orders +20.4% | AOV -26.2%
- **Accessory:** Revenue -8.1% | Orders +23.6% | AOV -25.7%
- **Health:** Revenue -10.2% | Orders +23.2% | AOV -27.0%
- **Toy:** Revenue -8.5% | Orders +22.2% | AOV -25.1%

category	Total Revenue 2024	Total Revenue 2025		Revenue YoY %	Total Orders 2024	Total Orders 2025		Order YoY %	AoV 2024	AoV 2025		AoV YoY %
Accessory	\$100,764	\$92,563	↓	-8.1%	7529	9303	↑	23.6%	\$13.4	\$9.9	↓	-25.7%
Food	\$199,357	\$177,034	↓	-11.2%	15880	19117	↑	20.4%	\$12.6	\$9.3	↓	-26.2%
Health	\$55,276	\$49,662	↓	-10.2%	3977	4898	↑	23.2%	\$13.9	\$10.1	↓	-27.0%
Toy	\$52,540	\$48,075	↓	-8.5%	5518	6743	↑	22.2%	\$9.5	\$7.1	↓	-25.1%
Total	\$407,937	\$367,334		-10.0%	26652	31848		19.5%	\$15.3	\$11.5		-24.6%

# THE STORY BEHIND THE NUMBERS

- **Food:** Biggest revenue drag (-11.2%) despite higher orders (+20.4%) → AOV -26.2% is the main leak.
- **Accessory:** Orders growing fastest (+23.6%) but revenue still down (-8.1%) → AOV -25.7% dilution.
- **Health:** Deepest value drop (AOV -27.0%).
- **Toy:** AOV still down (-25.1%), so growth is low-value volume.

# TURNING INSIGHTS INTO IMPACT

- **Primary goal across categories:** Lift AOV +8–12% YoY while keeping order growth (avoid “low-value volume”).
- **Food (biggest lever):** Bundle + trade-up to larger packs → KPI: AOV +10–12%, units/order +0.2–0.3, Revenue +4–6%.
- **Accessory + Toy (add-on engine):** “Complete the set” bundles + checkout add-ons → KPI: AOV +8–10%, Revenue +3–5%.
- **Health (basket value):** Multi-buy + replenishment nudges (no deep discounts) → KPI: AOV +8–10%, Revenue +3–5%.



## LEVEL 3 – SUB-CATEGORY – TOP 5 TOTAL REVENUE: 2024 VS 2025 (YOY %)

- **Dry-Food (Food):** Revenue -12.9% | Orders +19.2% | AOV -26.9%
- **Wet Food (Food):** Revenue -9.1% | Orders +25.6% | AOV -27.7%
- **Supplement (Health):** Revenue -8.5% | Orders +24.8% | AOV -26.6%
- **Plush Toy (Toy):** Revenue -6.9% | Orders +24.3% | AOV -25.1%
- **Food-Mix (Food):** Revenue -14.8% | Orders +17% | AOV -27.2%

Sub-Category	Total Revenue 2024	Total Revenue 2025		Revenue YoY %	Total Orders 2024	Total Orders 2025		Order YoY %	AoV 2024	AoV 2025		AoV YoY %
Dry Food	\$105,791	\$92,128	↓	-12.9%	9052	10791	↑	19.2%	\$11.7	\$8.5	↓	-26.9%
Food Mix	\$18,839	\$16,044	↓	-14.8%	1682	1968	↑	17.0%	\$11.2	\$8.2	↓	-27.2%
Plush Toy	\$21,620	\$20,132	↓	-6.9%	1639	2037	↑	24.3%	\$13.2	\$9.9	↓	-25.1%
Supplement	\$27,297	\$24,989	↓	-8.5%	1614	2014	↑	24.8%	\$16.9	\$12.4	↓	-26.6%
Wet Food	\$31,750	\$28,848	↓	-9.1%	3219	4044	↑	25.6%	\$9.9	\$7.1	↓	-27.7%
<b>Total</b>	<b>\$205,298</b>	<b>\$182,140</b>		<b>-11.3%</b>	<b>15253</b>	<b>18377</b>		<b>20.5%</b>	<b>\$13.5</b>	<b>\$9.9</b>		<b>-26.4%</b>

LEVEL 3 – SUB-CATEGORY – REVENUE DECLINES BY CATEGORY –  
LOWEST SUB-CATEGORY PER CATEGORY: 2024 VS 2025 (YOY %)

- Food (Food Mix): Revenue -14.8% | AOV -27.2%
- Accessory (Leash): Revenue -13.9% | AOV -26.6%
- Health (Vitamins): Revenue -13.1% | AOV -26.3%
- Toy (Interactive Toy): Revenue -11.8% | AOV -26.5%

category	Total Revenue 2024	Total Revenue 2025	Revenue YoY %	Total Orders 2024	Total Orders 2025	Order YoY %	AoV 2024	AoV 2025	AoV YoY %
[-] Food	\$18,839	\$16,044	-14.8%	1682	1968	17.0%	\$11.2	\$8.2	-27.2%
Food Mix	\$18,839	\$16,044	↓ -14.8%	1682	1968	↑ 17.0%	\$11.2	\$8.2	↓ -27.2%
[-] Accessory	\$12,672	\$10,908	-13.9%	850	997	17.3%	\$14.9	\$10.9	-26.6%
Leash	\$12,672	\$10,908	↓ -13.9%	850	997	↑ 17.3%	\$14.9	\$10.9	↓ -26.6%
[-] Health	\$9,661	\$8,394	-13.1%	872	1028	17.9%	\$11.1	\$8.2	-26.3%
Vitamins	\$9,661	\$8,394	↓ -13.1%	872	1028	↑ 17.9%	\$11.1	\$8.2	↓ -26.3%
[-] Toy	\$9,482	\$8,363	-11.8%	1694	2032	20.0%	\$5.6	\$4.1	-26.5%
Interactive Toy	\$9,482	\$8,363	↓ -11.8%	1694	2032	↑ 20.0%	\$5.6	\$4.1	↓ -26.5%

# THE STORY BEHIND THE NUMBERS




- **Food is the main drag:** Food-Mix (Rev -14.8%, AOV -27.2%), Dry-Food (Rev -12.9%, AOV -26.9%), Wet Food (Rev -9.1%, Orders +25.6%, AOV -27.7%) → growth is volume-led but low-value.
- **Health leakage:** Supplement (Rev -8.5%, Orders +24.8%, AOV -26.6%) shows strong demand but weaker basket value.
- **Toy leakage:** Plush Toy (Rev -6.9%, Orders +24.3%, AOV -25.1%) is selling more but contributing less per order.
- **Biggest “leak” areas by AOV + revenue:** Leash (Rev -13.9%, AOV -26.6%), Vitamins (Rev -13.1%, AOV -26.3%), Interactive Toy (Rev -11.8%, AOV -26.5%) → classic add-on categories where basket value is slipping.

# TURNING INSIGHTS INTO IMPACT

- **Food-Mix + Dry/Wet Food:** Trade customers up to larger packs + bundle with high-value add-ons → KPI: AOV +10–12%, units/order +0.2–0.3, Revenue/order +8–10%.
- **Leash + Interactive Toy (add-on engine):** “Complete the walk” bundles + checkout prompts → KPI: AOV +8–10%, Revenue +3–5%.
- **Vitamins + Supplement:** Multi-buy + replenishment nudges (repeat without deep discounting) → KPI: AOV +8–10%, Revenue +3–5%.
- **Plush Toy:** Position as low-friction add-on with Food orders (cross-sell) → KPI: AOV +6–8%.

# LEVEL 4 – PRODUCT – TOP 3 REVENUE BRANDS: WORST PRODUCTS BY REVENUE YOY: 2024 VS 2025 (YOY %)

- PawGear – Dog Leash Nylon: Revenue -13.9% | AOV -26.6%
- HealthyPet – Dog Multivitamin: Revenue -13.1% | AOV -26.3%
- PawLife – Lamb Dog Dry Food: Revenue -15.4% | AOV -28.6%

Brand	Total Revenue 2024	Total Revenue 2025	Revenue YoY %	Total Orders 2024	Total Orders 2025	Order YoY %	AoV 2024	AoV 2025	AoV YoY %
 PawGear	\$12,672	\$10,908	-13.9%	850	997	17.3%	\$14.9	\$10.9	-26.6%
Dog Leash Nylon	\$12,672	\$10,908	↓ -13.9%	850	997	↑ 17.3%	\$14.9	\$10.9	↓ -26.6%
 HealthyPet	\$9,661	\$8,394	-13.1%	872	1028	17.9%	\$11.1	\$8.2	-26.3%
Dog Multivitamin	\$9,661	\$8,394	↓ -13.1%	872	1028	↑ 17.9%	\$11.1	\$8.2	↓ -26.3%
 PawLife	\$28,520	\$24,126	-15.4%	1668	1976	18.5%	\$17.1	\$12.2	-28.6%
Lamb Dog Dry Food	\$28,520	\$24,126	↓ -15.4%	1668	1976	↑ 18.5%	\$17.1	\$12.2	↓ -28.6%

LEVEL 4 – PRODUCT – WORST PRODUCT BY REVENUE YOY IN EACH CATEGORY:  
2024 VS 2025 (YOY %)

- Food – Rabbit Food Mix: Revenue -19.0% | AOV -29.4%
- Accessory – Dog Leash Nylon: Revenue -13.9% | AOV -26.6%
- Health – Dog Multivitamin: Revenue -13.1% | AOV -26.3%
- Toy – Rope Tug Toy: Revenue -12.0% | AOV -28.3%

category	Total Revenue 2024	Total Revenue 2025	Revenue YoY %	Total Orders 2024	Total Orders 2025	Order YoY %	AoV 2024	AoV 2025	AoV YoY %
[-] Food	\$6,464	\$5,233	-19.0%	853	978	14.7%	\$7.6	\$5.4	-29.4%
Rabbit Food Mix	\$6,464	\$5,233	↓ -19.0%	853	978	↑ 14.7%	\$7.6	\$5.4	↓ -29.4%
[-] Accessory	\$12,672	\$10,908	-13.9%	850	997	17.3%	\$14.9	\$10.9	-26.6%
Dog Leash Nylon	\$12,672	\$10,908	↓ -13.9%	850	997	↑ 17.3%	\$14.9	\$10.9	↓ -26.6%
[-] Health	\$9,661	\$8,394	-13.1%	872	1028	17.9%	\$11.1	\$8.2	-26.3%
Dog Multivitamin	\$9,661	\$8,394	↓ -13.1%	872	1028	↑ 17.9%	\$11.1	\$8.2	↓ -26.3%
[-] Toy	\$6,274	\$5,524	-12.0%	833	1023	22.8%	\$7.5	\$5.4	-28.3%
Rope Tug Toy	\$6,274	\$5,524	↓ -12.0%	833	1023	↑ 22.8%	\$7.5	\$5.4	↓ -28.3%
Total	\$6,274	\$5,524	-12.0%	833	1023	22.8%	\$7.5	\$5.4	-28.3%

# THE STORY BEHIND THE NUMBERS

- **Consistent leak pattern:** Key SKUs show Revenue -12% to -19% mainly driven by AOV -26% to -29% → baskets are lower-value.
- **Biggest drag (Food):** Rabbit Food Mix (Rev -19.0%, AOV -29.4%) + Lamb Dog Dry Food (Rev -15.4%, AOV -28.6%) indicate trade-down/smaller pack behaviour.
- **Add-on weakness:** Dog Leash Nylon (Rev -13.9%, AOV -26.6%) and Rope Tug Toy (Rev -12.0%, AOV -28.3%) suggest customers are not adding extras to orders.
- **Health value leakage:** Dog Multivitamin (Rev -13.1%, AOV -26.3%) implies fewer multi-item health baskets and weaker repeat-value capture.

# TURNING INSIGHTS INTO IMPACT

- **Food leakers (Rabbit Food Mix + Lamb Dry Food):** Bundle-first + trade-up to larger packs → KPI: AOV +10–12%, units/order +0.2–0.3, Revenue/order +8–10%.
- **Leash (Dog Leash Nylon):** “Complete the walk” bundle + checkout add-on prompts → KPI: AOV +6–8%, Revenue +3–5%.
- **Health (Dog Multivitamin):** Multi-buy + replenishment nudges (no deep discounting) → KPI: units/order +0.1–0.2, AOV +6–8%.
- **Toy (Rope Tug Toy):** Treat as impulse add-on with Food orders → KPI: add-on conversion +5–8%, AOV +6–8%.



# LEVEL 5 – PACK SIZE – BIGGEST PRODUCT REVENUE DECLINES BY CATEGORY: 2024 VS 2025 (YOY %)

- Food: Rabbit Food Mix 2kg | Revenue -19.0% | AOV -29.4%
- Accessory: Dog Leash Nylon 1.5m | Revenue -13.9% | AOV -26.6%
- Health: Dog Multivitamin 120 tablets | Revenue -13.1% | AOV -26.3%
- Toy: Rope Tug Toy Large | Revenue -12.0% | AOV -28.3%

category	Total Revenue 2024	Total Revenue 2025	Revenue YoY %	Total Orders 2024	Total Orders 2025	Order YoY %	AoV 2024	AoV 2025	AoV YoY %
[-] Food	\$6,464	\$5,233	-19.0%	853	978	14.7%	\$7.6	\$5.4	-29.4%
[-] Rabbit Food Mix	\$6,464	\$5,233	-19.0%	853	978	14.7%	\$7.6	\$5.4	-29.4%
2kg	\$6,464	\$5,233	↓ -19.0%	853	978	↑ 14.7%	\$7.6	\$5.4	↓ -29.4%
[-] Accessory	\$12,672	\$10,908	-13.9%	850	997	17.3%	\$14.9	\$10.9	-26.6%
[-] Dog Leash Nylon	\$12,672	\$10,908	-13.9%	850	997	17.3%	\$14.9	\$10.9	-26.6%
1.5m	\$12,672	\$10,908	↓ -13.9%	850	997	↑ 17.3%	\$14.9	\$10.9	↓ -26.6%
[-] Health	\$9,661	\$8,394	-13.1%	872	1028	17.9%	\$11.1	\$8.2	-26.3%
[-] Dog Multivitamin	\$9,661	\$8,394	-13.1%	872	1028	17.9%	\$11.1	\$8.2	-26.3%
120 tablets	\$9,661	\$8,394	↓ -13.1%	872	1028	↑ 17.9%	\$11.1	\$8.2	↓ -26.3%
[-] Toy	\$6,274	\$5,524	-12.0%	833	1023	22.8%	\$7.5	\$5.4	-28.3%
[-] Rope Tug Toy	\$6,274	\$5,524	-12.0%	833	1023	22.8%	\$7.5	\$5.4	-28.3%
Large	\$6,274	\$5,524	↓ -12.0%	833	1023	↑ 22.8%	\$7.5	\$5.4	↓ -28.3%

# THE STORY BEHIND THE NUMBERS

- **Pack-size “leaks” are AOV-driven:** All selected pack sizes show Revenue down (–12% to –19%) alongside AOV down (–26% to –29%) → customers are buying lower-value baskets (trade-down / fewer add-ons).
- **Biggest drag (Food):** Rabbit Food Mix 2kg has the steepest drop (Rev –19.0%, AOV –29.4%) → biggest priority to fix.
- **Accessory + Health:** Dog Leash Nylon 1.5m (Rev –13.9%, AOV –26.6%) and Dog Multivitamin 120 tablets (Rev –13.1%, AOV –26.3%) suggest add-on items are not being attached to larger baskets.
- **Toy:** Rope Tug Toy Large (Rev –12.0%, AOV –28.3%) indicates toy add-ons are not converting into value per order.

# TURNING INSIGHTS INTO IMPACT


- **Rabbit Food Mix 2kg:** Bundle with high-value add-ons + encourage pack/price trade-up → KPI: AOV +10–12%, units/order +0.2–0.3, Revenue/order +8–10%.
- **Dog Leash Nylon 1.5m:** “Complete the walk” bundle + checkout add-on prompts → KPI: AOV +6–8%, Revenue +3–5%.
- **Dog Multivitamin 120 tablets:** Multi-buy + replenishment nudges → KPI: units/order +0.1–0.2, AOV +6–8%.
- **Rope Tug Toy Large:** treat as impulse add-on with Food orders → KPI: add-on conversion +5–8%, AOV +6–8%.

# OVERALL PERFORMANCE SUMMARY (2024 VS 2025)

- **Main driver:** 2025 had more orders but much lower AOV (~-25% to -29%), so each order was worth less → 2024 revenue stayed higher.
- **Brand pattern:** Top brands show Orders +18-26% but Revenue -8-15% because AOV -25-28%.
- **Category pattern:** All categories have Orders +20-24% yet Revenue -8-11%, driven by AOV -25-27%.
- **Biggest drag areas:** Food sub-categories (e.g., Food Mix, Dry/Wet Food) with revenue down ~-9% to -15% plus AOV ~-27%.
- **Key “leak” SKUs/pack sizes:** Rabbit Food Mix 2kg (-19% rev, -29% AOV), Lamb Dog Dry Food (-15% rev, -29% AOV), Dog Leash Nylon 1.5m (-14% rev, -27% AOV).

# STRATEGIC PRIORITIES & TARGETS FOR NEXT YEAR

- **Overall financial targets (next year):**
  - **Revenue:** Base = match 2024, Stretch = +3–5% vs 2024
  - **AOV:** +8–12% YoY (primary target)
  - **Orders:** maintain growth, but only scale if **AOV** holds/improves
- **Budget allocation:**
  - **60–70%** to **Food + top brands** (PawGear, HealthyPet, PawLife)
  - **20–30%** to fix “leak” sub-categories (**Food Mix, Leash, Vitamins, Interactive Toy**)
  - **10%** for controlled tests (bundles, pack-size changes, pricing)



**THANK YOU**

**PRESENTED BY MINNIE NGUYEN**