CAPACITY

This Power BI was made to measure the productive capacity of the Foreign Exchange Backoffice.
It was necessary to map all the activities carried out by the Backoffice analysts, obtain all the volumetrics and a chrono analysis to measure the average time of the respective processes
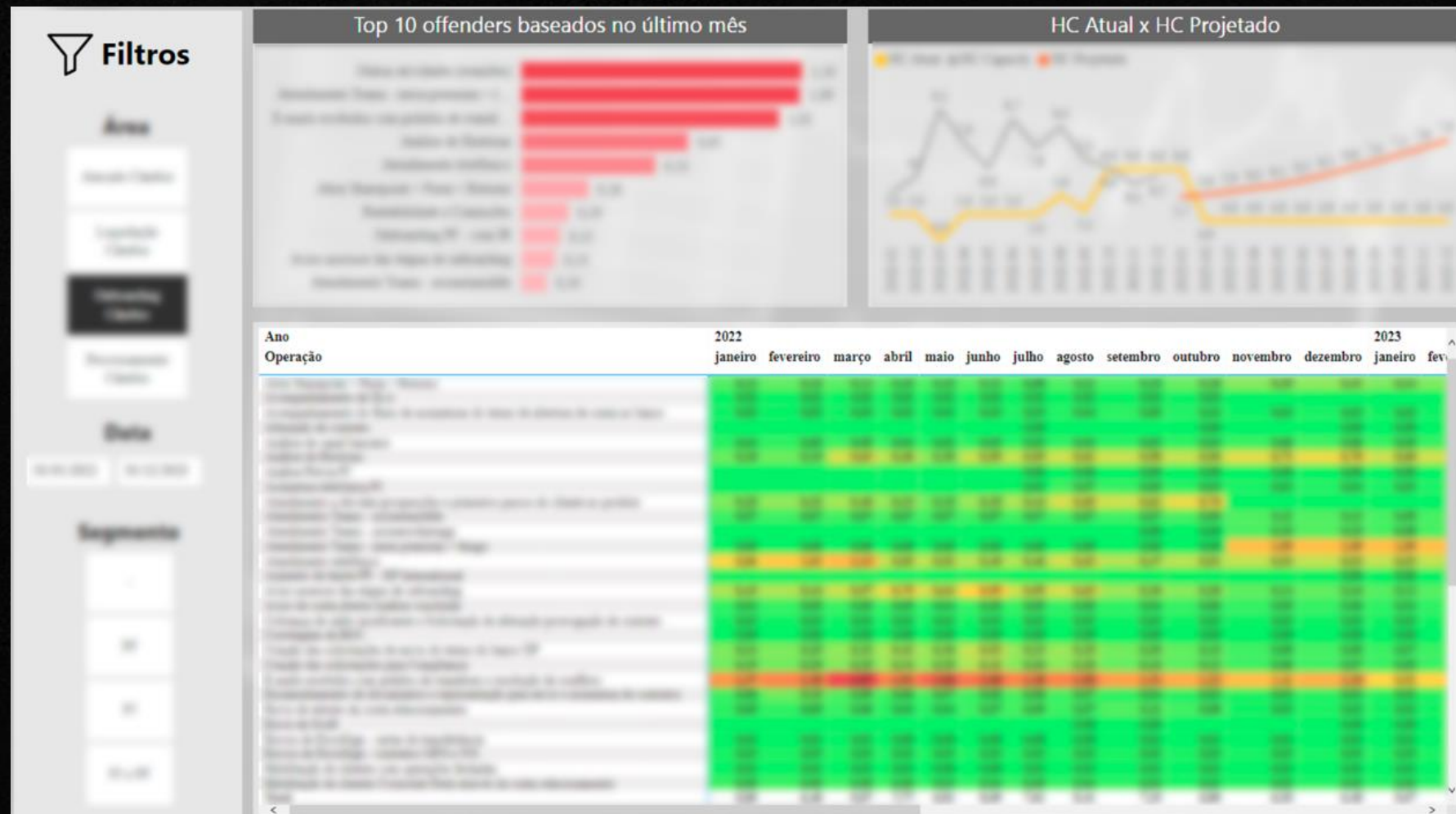
In this section above are the mapped processes and their respective volumes

In this section above is a time series with total monthly volumetry data, as well as a forecast for the coming months, data which we can use to make the next tab of this Power BI

In this tab we have the filters on the left side of the image, a line chart comparing the current number of head counts, the projected by capacity and the projected for the next months.

We have also a table showing the number of head counts needed for each part of the process, as well as a bar chart illustrating the top offenders in terms of capacity.

TECHNICAL

To make this Power BI happen, it was necessary to bring together the various data sources used in all parts of the production process (Microsoft SQL Server, Data Lake (Databricks), SharePoint, Outlook, etc.)

DAX knowledge was also required to create all the measures for each process and link them to a calendar table.

RESULTS

As a result, we had a great gain in demand forecasting, as well as process intelligence where we were able to prioritize all project initiatives based on top offenders in terms of production capacity.