

# Third Homework

## Business Intelligence Short Course

### Batch 2

### Rakamin Academy

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Tableau

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# I am Yohanes Setiawan

Suppose I am a Product Manager in Superstore.

To increase our profit, we need to reduce returned products.

I would like to analyse which products are returned by customers.

I would be using graph analysis using Tableau.

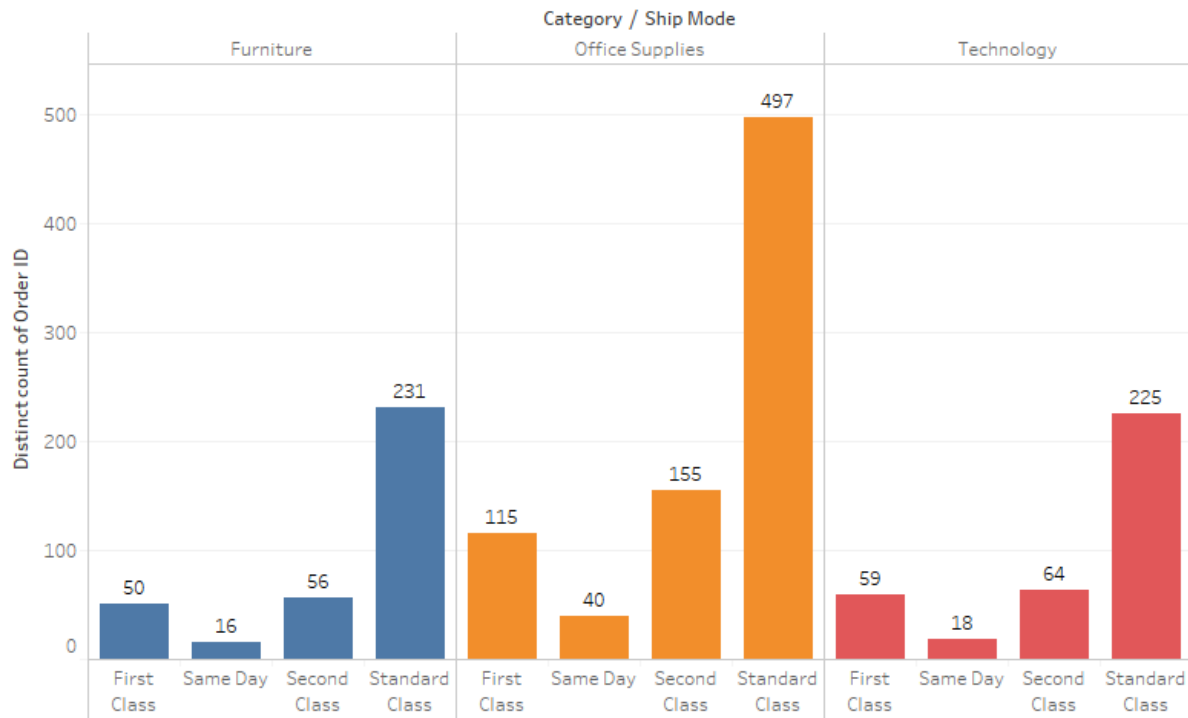


## Case 1 – Problem

What kinds of Category and Ship Mode which has the highest amount of returned orders?  
How about its Sub-Category?

# Case 1 – Graph

Returned Category & Ship Mode



# Case 1 – Graph

## Returned Category & Ship Mode (2)

Ship Mode	Sub-Category																
	Accessor..	Applianc..	Art	Binders	Bookcas..	Chairs	Copiers	Envelopes	Fasteners	Furnishi..	Labels	Machines	Paper	Phones	Storage	Supplies	Tables
First Class	15	3	25	33	19	11	17	15	9	15	28	15	15	21	24	13	8
Same Day	7	2	10	12	3	9	6	7	3	5	4	3	10	2	14	7	3
Second Class	18	11	31	50	15	25	12	11	19	14	26	11	25	27	37	23	6
Standard Cl..	89	43	121	144	62	87	59	58	67	90	69	30	82	83	111	53	21

# Case 1 – Brief Explanation

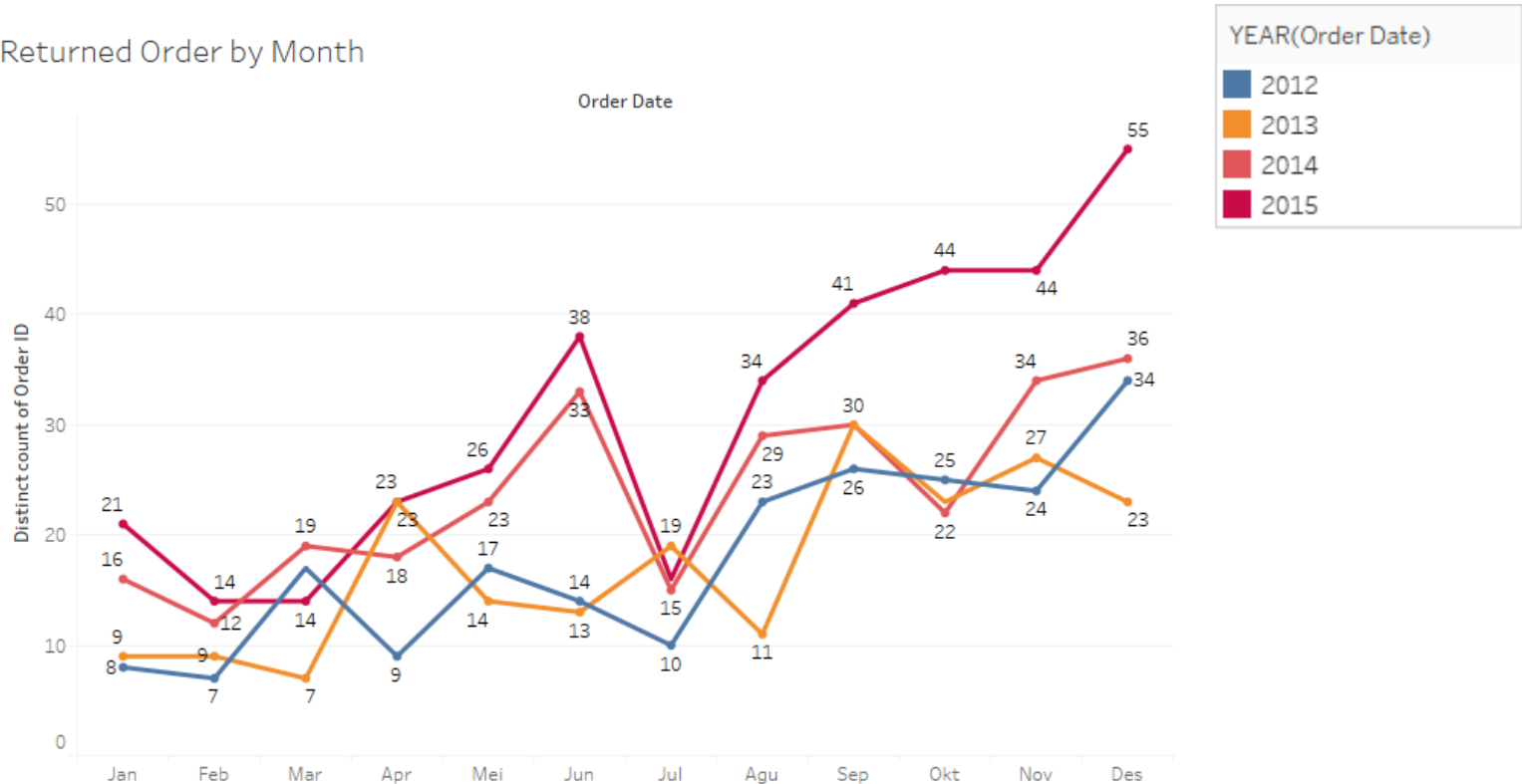
- ▶ The highest returned order is Office Supplies (Binder) with Standard Class

## Case 2 – Problem

What is the year of the increasing amount of  
returned order in July from June?  
How about the quantity?

# Case 2 – Graph

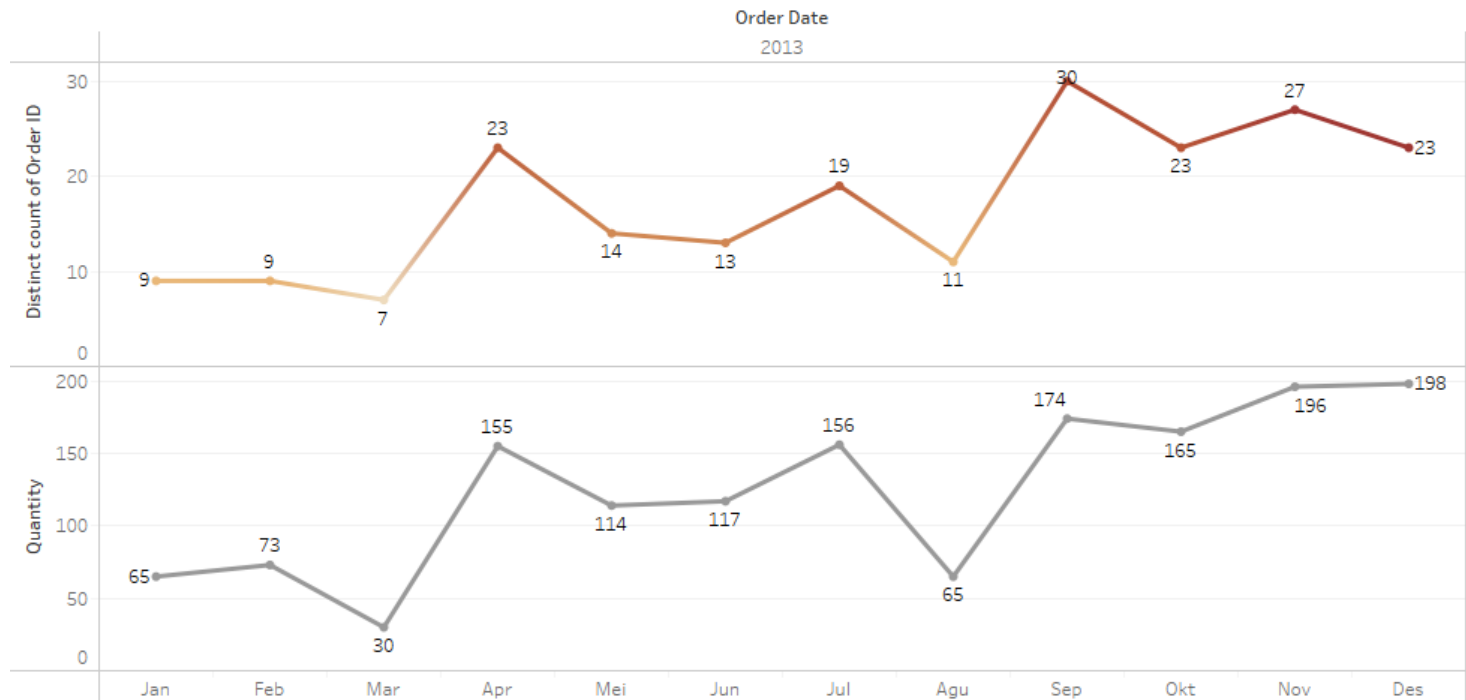
Returned Order by Month





# Case 2 – Graph

Returned Order and Quantity in 2013



## Case 2 – Brief Explanation

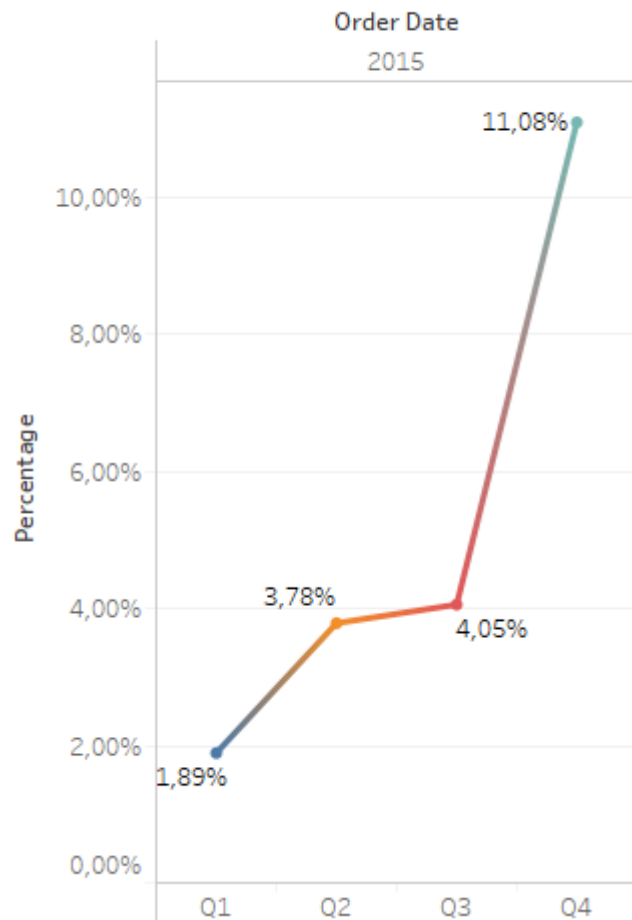
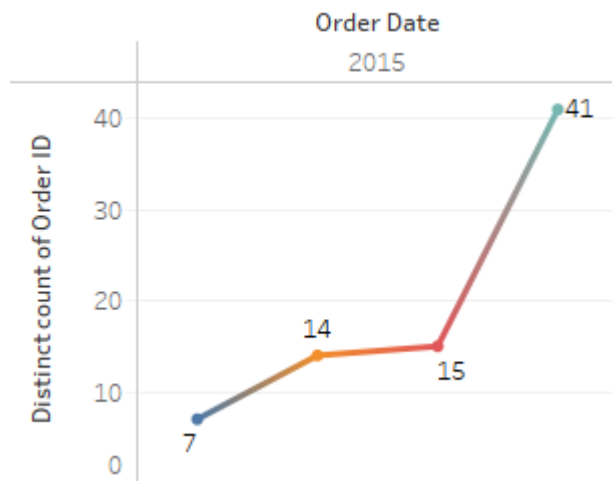
- ▷ 2013 had been the year of the increasing amount of returned order in July from June
- ▷ Therefore, I check the quantity in July 2013. It has 156 sold products in that year.

## Case 3 – Problem

Find what is the percentage of returned orders from US towards total of returned orders in 2015 and what is the quarter of the highest returned order?

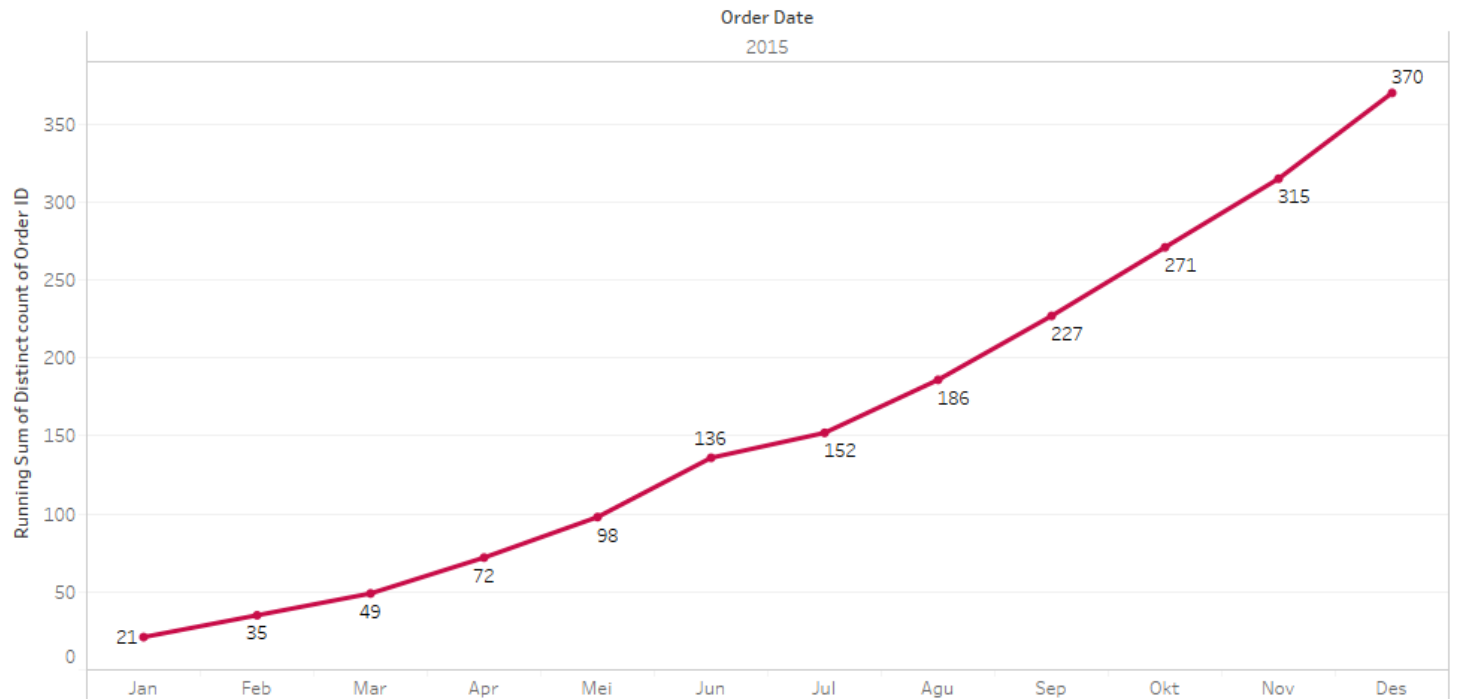
How about the cumulative of returned order in 2015?

## Case 3 – Graph



# Case 3 – Graph

Running Total of Returned Order in 2015



## Case 3 – Brief Explanation

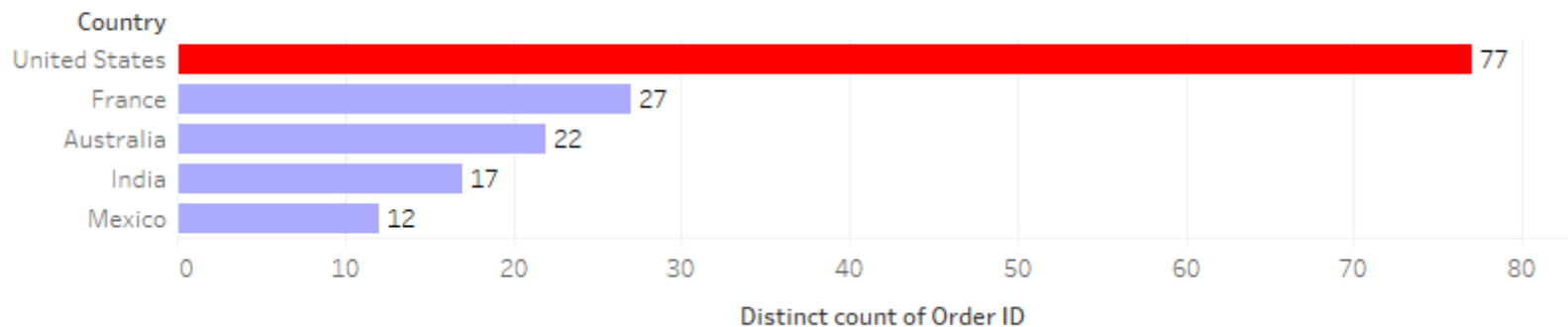
- ▷ The highest percentage achieved by US across 2015 is 11.08% (41) in Q4
- ▷ The cumulative of returned order in 2015 is 370

## Case 4 – Problem

What are the Top 5 Countries with the highest returned order in 2019?

## Case 4 – Graph

### Top 5 Returned Order Country





## Case 4 – Brief Explanation

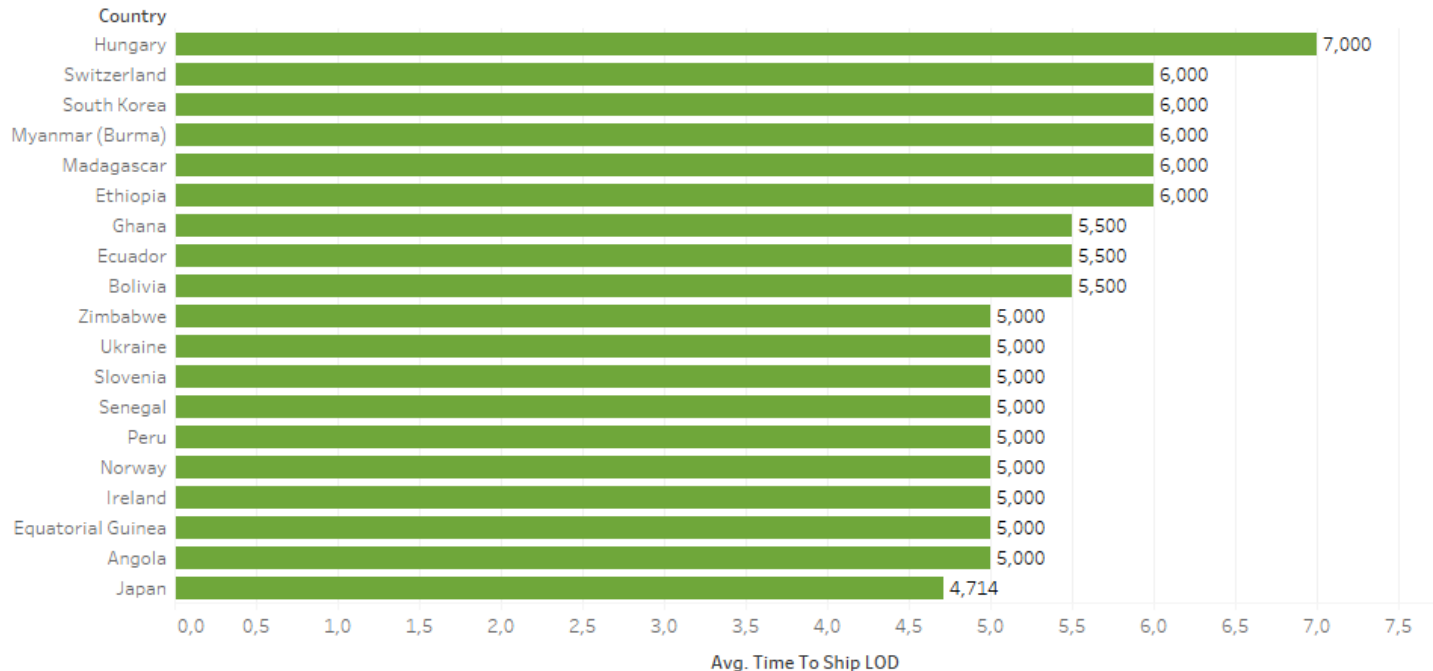
- ▶ United States has been the highest returned order country in 2015

## Case 5 – Problem

How about the longest time to ship (from order date to ship date) which has returned order?

# Case 5 – Graph

Top 5 Avg of Time To Ship



## Case 5 – Brief Explanation

- ▶ Hungary the longest time to ship (from order date to ship date) which has returned order

# Thank You!

**Credits:**

