

Introduction to Visualization

Home Assignment for Submission

Issues Logged Data in a Logistics Company

This task needs to be submitted for review. Read the task description and follow the steps below to complete the assignment.

Topics mentioned

- ✓ Creating charts in Excel
- ✓ Visualization

Task description

You are an analyst for a logistics company. Recently, many bad reviews have been posted on your website. Your task is to examine the data on the issues logged regarding delivery transactions in 2021.



What you need to do

General Instruction:

- 1 Download the dataset.
- 2 Answer the questions listed below with suitable visualization and provide brief comments regarding the insights from the data.
- 3 Submit this task in **.xlsx format**. If you not sure how to save the file properly, use this guide.

Questions:

- 1 When do we have the highest number of issues logged? Group the data by month.
- 2 What are the issues logged? How many are there of each?
- 3 What actions were done? How many are there of each?
- 4 Show the turnaround time (in days) in attending to the issues.
- 5 What possible action would you suggest to lessen the issues?

Tips and hints

- ✓ Feel free to include additional insights (aside from the questions above) when necessary.
- ✓ Organize your charts accordingly.
- ✓ For the last question, take into account the context of the company business, but don't be afraid to make suggestions! Imagine you are actually writing a report for this logistics company: What would you tell them?

Completion criteria

Use this checklist before assigning the hometask to check if everything is done.

- Each of the first four questions should have a clearly processed data table and visualization in the answer.
- A written comment is provided for the fifth question.
- The document is saved as an **.xlsx file** and submitted to the learning platform.



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