

# Client Story: Supply Chain Efficiency

## About

A finance team needed a dashboard that showed the relationship between legacy order types and fulfillment types. They also wanted a new KPI that tracked the number of orders that were split into multiple shipments.

## Challenge

- KPI Alignment: Standardizing metrics to prevent misinterpretation.
- Performance & Scalability: Maintaining speed and responsiveness as data grows.
- Tracking Discrepancy: Conflicting definition of what constitute a split shipment.
- User Expectations: Balancing stakeholder needs with simplicity.
- Visualization & UX Design : Clear, effective data presentation for better decisions

## Approach

We evaluated the company's current sales orders and supply chain data to establish a unified definition for the new KPI: Split Shipment Rate. To enhance visibility and decision-making, we developed a comprehensive dashboard that includes: a stacked bar chart illustrating the relationship between order and fulfillment types, a pie chart showing the correlation between sales channels, order types, & fulfillment types and bar chart tracking trends over time. Additionally, we incorporated a self-service data sheet, allowing users to customize dimensions and measures for more flexible data analysis.

## Customer Benefit

- Enhanced order visibility, enabling accurate tracking of split shipments.
- Standardized KPIs and visualized key relationships to improve inventory planning and fulfillment.
- Helped finance teams identify supply chain inefficiencies.
- Delivered a self-service data sheet for user-driven, customized analysis.
- Enabled more informed decision-making across teams.
- Contributed to a seamless and improved customer experience.