




NUHS
National University
Health System

TYPES OF RETURNS

Month	Excess Order	Winning Order	Total Returns
Jan-14	18	38	58
Feb-14	15	35	72
Mar-14	12	38	78
Apr-14	28	39	68
May-14	25	35	88
Jun-14	15	35	68
Jul-14	12	28	52
Aug-14	18	35	88
Sep-14	25	38	78
Oct-14	25	35	68
Nov-14	28	38	92
Dec-14	18	40	65

Average 70 returns / months, resulting to 2100 mins, equivalent to 4 work days on "rework".

Checks and pack size.



- Check the description list
- Call the store to check
- Go to the store to check

[illegible]

- 1) Added product pictures
- 2) Added the pack size
- 3) Grouped by product types

[illegible]

Users unsure of the pack size

TYPES OF RETURNS

Month	Excess Order (%)	Wrong Order (%)	Total Returns (%)
Jan-14	29	29	66
Feb-14	33	36	75
Mar-14	28	39	77
Apr-14	23	38	71
May-14	26	28	64
Jun-14	34	34	76
Jul-14	31	33	64
Aug-14	14	28	49
Sep-14	28	37	76
Oct-14	24	37	67
Nov-14	25	32	62
Dec-14	38	40	85
Jan-15	51	31	83
Feb-15	20	30	51
Mar-15	22	41	65
Apr-15	22	37	60
May-15	21	34	55

Average 70 returns
reduced to 55 / month
21% reduction!