

Data Quality and Visualisation: Marks & Spencer



Change this

Business Improvement Partner

Commission Overview

Our client, Marks & Spencer, is one of the largest retail organisations in the UK, with a multi-million pound construction programme and a keen focus on promoting Health & Safety across its on-site activities.

We were engaged to develop a suite of data visualisation tools to yield better intelligence from the customer's Fire, Health & Safety data and help inform business decisions. Our remit included the review and validation of existing data sources and capture processes.

The challenges we faced were as follows:-

- High volumes of data, located on separate systems and in separate formats, with no interoperability.
- Questions regarding the integrity, completeness and relevance of certain data sets.
- Lack of a reporting tool that could analyse the data and identify similarities, outliers and variance over time within the data.

Process, Outcomes & Benefits

We worked with the customer to define reporting requirements, and from this identified where required data was either missing or not in a suitable format for reporting. We helped them understand where existing processes could be strengthened or streamlined.

We were then able to help the client realise early benefits by reviewing and cleansing existing data sets and data capture processes, ensuring that the data received was both complete and reliable.

Ultimately, we have produced meaningful, contextualised visualisations of the customer's data that have helped inform decisions. We have developed interactive dashboard reports which draw data together from a number of disparate sources to provide an executive summary, and "smart" Excel reports that allow drill-down from a high-level overview to analysis of individual metrics.

Our visualisations have given the client greater visibility of their data and increased confidence in its integrity. They are able to monitor performance more closely and respond in a timely fashion when issues do arise.

How We Helped

- ✓ **Data Quality (Structure & Integrity)**
- ✓ **Process Mapping**
- ✓ **Data Visualisation & Reporting**

Understand

Gain insight
Make informed decisions

Improve

Enhance processes
Gain competitive advantage

Benefit

Realise efficiencies
Optimise your performance

Delivering the **experience**

