Expeditors Event Code Project

Expeditors
a global logistics company headquartered in Seattle, Washington, providing customers with the best routing and pricing options, providing a high level of visibility from end to end tracking.

“Where’s my freight?”

With Analytics
98% Missing From/To Locations
8% Duplicate Events for Same Leg
Not Accurate Answer

With Human Analysis
21% Illogical Sequence
4% Conflicting Port Codes
Not Accurate Answer

Data Transactability
20% Event Codes Covers 90% Events
20% → 90% : 80% Business Value?

Event Matrix Analysis
Findings & Questions:
- One event code is used by multiple services of a product. Shouldn’t it be one-on-one?
- One event code points to different services within different products. Does it indicate that different products have different business process?

Objective
Currently, Expeditors present the transportation information using complex rules to do computing on event records to indicate where the freight is. The project is trying to help Expeditors to show the exact location and status of the freight with data governance.

Core Event Data Quality

Frequency of Sequence Error

Next Step
We picked event code system and dug into it trying to answer “Where’s my freight?” In the future, we would like to explore more perspectives and do more analyses to support our improvement proposal.

Acknowledgement
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