

Why I chose my tool?

I chose excel for my tool because I am familiar with excel, it is easy to organise data, perform calculations and create charts. It helped me present the survey results clearly, so they are easy to understand.

What information I used?

I used customer satisfaction survey data from river fitness. The data included the number of customers who were satisfied, neutral and dissatisfied, along with the total number of responses.

How I crated my artefact?

I entered the survey results into excel spreadsheet and organised the data into categories. I then created a horizontal bar chart to display the results visually. Finally, I added a short conclusion explaining what the data showed.

What changed I made?

I improved the layout by organising the data into a table, creating a bar chart and adding a conclusion. I also checked the figures to make sure they matched the chart.

Feedback, I used

I used feedback to make the chart clearer by adding a title, ensuring the categories were easy to read by highlighting the tittles to make them more visible and making the conclusion easier to understand.

Final explanation.

My artefact clearly shows that most customers are satisfied with river fitness. Out of 75 responses, 46 customers are satisfied, 18 were neutral and 11 were dissatisfied. The bar chart makes the results easy to compare and helps explain the overall customer satisfaction.



