Guia de utilização Conformidade Loja

📌 **Recommended reading order**

- Start with **Overview** to understand the purpose.
- Check **Data refresh and scope** to know how current the data is.
- Use **How to use the dashboard** to navigate the views.
- Refer to **Indicator definitions** whenever you need to understand a number.

1) 👀 Overview

- The Conformidade Loja dashboard tracks how well your store executes the Smart Detection process over a given period.
- **Goal:** Ensure all alerts are processed on time, every day, across all workspaces.

🎯 Business impact: Better process compliance → fewer expired products missed → more sales recovered and less waste.

ℹ️ **Going further —** This dashboard is part of a set of three complementary SDET dashboards:

- Alertas do Dia — Live view: monitor today's alert processing status in real time at store level.
- Conformidade Loja *(this dashboard)* — History view: analyse compliance trends over time at store level.
- Visão da Rede — Cockpit: monitor and compare performance across all stores and regions.

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2) ⏱️ Data refresh and scope

🌙 The dashboard is updated **once per night**. It does not include the current day.

⚠️ Only data from terminals synchronized before the last refresh is reflected. Check the timestamp at the bottom of the dashboard (última atualização de dados em) to see when data was last updated.

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3) 🧭 How to use the dashboard

1. Select your store using the Loja filter.
2. Choose a time period with Data. You can pick a rolling period (e.g. last 6 weeks) or a fixed date range.
3. Navigate between the three views depending on what you need.

Filters and parameters

- **Loja** — Select the store to display.
- **Data** — Select a rolling period or a fixed date range.
- **Workspace** — Focus on a specific workspace.
- **Tipo de alerta** — Filter by alert type (short-by-date or out-of-stock).
- **Granularidade temporal** — Change the time granularity (day, week, month, day of week).

View	When to use it
Conformidade do processamento de alertas ao longo do tempo	Get an overview of your processing compliance over time and spot trends or recurring issues.
Conformidade do processamento de alertas por workspace	Identify which workspaces have the lowest compliance and need attention.
Duração do processamento	Understand the workload and fluidity of alert processing in your store.

💡 Tip: Start with the Conformidade do processamento de alertas ao longo do tempo view to get the big picture, then drill down into Conformidade do processamento de alertas por workspace to find where to act.

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4) 🔎 Understanding the views

Conformidade do processamento de alertas ao longo do tempo — Process compliance over time

This view shows how your store performs over time. It includes:

- A gauge showing the overall on-time processing rate for the period
- Headline numbers for on-time processing by alert type: % processamento atempado (SBD) and % processamento atempado (OOS)
- A chart (Processamento atempado e alertas programados ao longo do tempo) combining alert volume and on-time rate over time
- A detailed table (Conformidade do processamento de alertas ao longo do tempo) breaking down all compliance indicators per time period

Conformidade do processamento de alertas por workspace — Workspace compliance

This view helps you find which workspaces need the most attention. It includes:

- The same gauge and headline numbers as the time view
- Two bar charts showing the 10 workspaces with the lowest on-time processing (Processamento atempado por workspace) and their alert volume (# alertas programados por workspace)
- A detailed table (Conformidade do processamento de alertas por workspace) with all compliance indicators per workspace

Duração do processamento — Processing workload and fluidity

This view gives visibility on the operational effort required to process alerts. It includes:

- Five headline numbers: # alertas processados, # artigos monitorizados, Alertas diários por artigo monitorizado, Duração do processamento dos alertas, and Duração média de processamento do alerta
- A table per time period (Duração do processamento ao longo do tempo)
- A table per workspace (Duração do processamento por workspace)

⚠️ **Important:** This view is a **planning and diagnostic tool**, not a productivity ranking. Long processing times usually reflect operational context (multitasking, interruptions) rather than inefficiency. Use it to organize workload, detect when the process is not fluid, and compare similar workspaces.

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5) 📏 Indicator definitions

Compliance indicators (available in Conformidade do processamento de alertas ao longo do tempo and Conformidade do processamento de alertas por workspace)

Indicator	What it means	Why it matters
# alertas programados	Total number of alerts expected for the period.	Shows the workload: how many alerts needed to be handled.
% processamento atempado	Share of alerts processed on or before their due date.	The main compliance indicator. The target is 100%.

Indicator	What it means	Why it matters
% processamento tardio	Share of alerts processed after their due date but before expiry.	Alerts were handled, but late. Signals a delay in the process.
% processamento expirado	Share of alerts processed after the product expired. Only relevant for short-by-date alerts.	The product has already expired — the action came too late.
% não processado	Share of alerts still open and not yet expired.	These alerts still need to be processed.
% não processado expirado	Share of alerts still open where the product has already expired. Only relevant for short-by-date alerts.	Missed alerts — the product expired without being processed.

Processing indicators (available in Duração do processamento)

Indicator	What it means	Why it matters
# alertas processados	Number of alerts actually processed during the period.	Shows how much work was completed.
# artigos monitorizados	Average number of products monitored daily.	Gives context on the scope of monitoring in the store.
Alertas diários por artigo monitorizado	Daily ratio of processed alerts over monitored items.	Indicates what share of monitored items generates alerts on a given day. A low percentage is normal.
Duração do processamento dos alertas	Total time spent processing alerts during the period (in hours).	Helps plan staffing and understand the operational effort.
Duração média de processamento do alerta	Average time to process a single alert (in seconds).	Helps detect when the process is not fluid. Unusually long durations may indicate interruptions or process issues, not necessarily slow work.

✅ Processing = alert reviewed and the required action completed in the app.

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6) 📚 Glossary

- **SBD (Sell-By-Date):** Alert triggered for products approaching their sell-by date. Processing these alerts on time helps recover sales through labelling and discounting.
- **OOS (Out-Of-Shelf):** Alert triggered for products missing from the shelf. Processing these alerts restores product availability for customers.
- **EAN (European Article Number):** Unique product identifier (barcode number).
- **Workspace:** A section or department within the store (e.g. dairy, bakery, beverages).
- **Monitored item:** A product actively tracked by Smart Detection in a given workspace.
- **Freshness charter:** The number of days before the sell-by date at which an alert is triggered. Example: a freshness charter of 3 means the alert fires 3 days before expiry.
- **Processing:** Reviewing an alert in the app and completing the required action (checking the product, updating information, confirming status).

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7) 🧪 Advanced note — How alert processing duration is estimated

The average alert processing duration (Duração média de processamento do alerta) is estimated based on the time interval between two consecutive alert processings within the same workspace.

- If the interval between two alerts is **60 seconds or less**, it is considered the actual processing time for that alert.
- If the interval is **longer than 60 seconds** (indicating a pause or interruption), a default value is used instead.
- The default value is the **median** of all valid processing times, which avoids distortion from outliers.
- For the **first alert** in a batch, the default value is also used since there is no prior reference point.

ℹ️ This method gives a reasonable estimate of processing fluidity but is not a precise stopwatch. Use it as a diagnostic signal, not as an exact time measurement.