Repair & Revenue Performance Analysis

Detail	Information
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Business (case study)	TechFix Mobile Solutions, Kenema, Sierra Leone
Reporting period	1 August – 31 October 2026
Report type	Business Performance Review (simulated case study)

> **Data disclosure**
> This is a simulated business case study. All records, figures and findings are illustrative, created to demonstrate a realistic data analytics assignment. They are not verified financial records from an actual business.

1. Executive Summary

This report examines the repair operations and financial performance of TechFix Mobile Solutions over a three-month period.

The analysis covers 90 repair jobs, their completion status, repair charges, customer payments and outstanding balances.

The results indicate that the business completed 72 repairs, representing an 80% completion rate. Total repair charges amounted to NLe 27,450, while recorded payments amounted to NLe 22,100. This leaves an outstanding balance of NLe 5,350.

The findings suggest that TechFix has an opportunity to improve payment collection, monitor unfinished repairs more closely and maintain more consistent customer and transaction records.

2. Business Performance Dashboard

Repair jobs **90**	Completed **72**
Completion rate **80.0%**	Average turnaround **2.4 days**
Repair charges **NLe 27,450**	Payments collected **NLe 22,100**
Outstanding **NLe 5,350**	Collection rate **80.5%**

Key performance indicator	Result
Total repair jobs	90
Completed repairs	72
Pending repairs	13
Cancelled repairs	5
Completion rate	80.0%
Total repair charges	NLe 27,450
Payments collected	NLe 22,100
Outstanding balance	NLe 5,350
Collection rate	80.5%
Average repair charge	NLe 305
Average turnaround time	2.4 days

Understanding the figures

- **Completion rate:** 80 out of every 100 repair jobs were completed.
- **Collection rate:** the business collected approximately 80.5% of the total charges recorded.
- **Outstanding balance:** NLe 5,350 remains unpaid according to the simulated records.
- **Turnaround time:** completed repairs took an average of 2.4 days.

3. Monthly Repair Performance

Month	Jobs received	Repair charges	Payments collected
August 2026	27	NLe 7,800	NLe 6,400
September 2026	31	NLe 9,500	NLe 7,600

Month	Jobs received	Repair charges	Payments collected
October 2026	32	NLe 10,150	NLe 8,100
Total	**90**	**NLe 27,450**	**NLe 22,100**

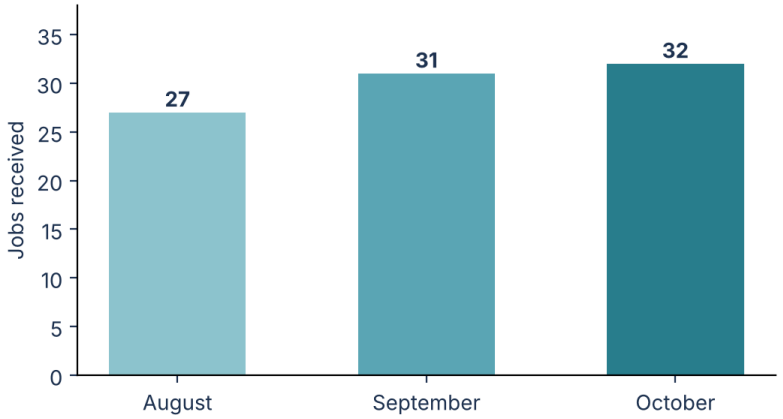


Figure 1: Illustrative repair jobs received per month

Finding

October recorded the highest repair activity, with 32 jobs and NLe 10,150 in repair charges. The number of jobs increased from 27 in August to 32 in October, which suggests growing demand during the reporting period. However, higher repair charges do not automatically mean higher profit. The business would need to record its operating and repair costs to establish profitability.

4. Analysis of Customer Repair Demand

The following distribution illustrates the most frequently reported repair problems.

Repair category	Jobs	Share
Screen replacement	22	24.4%
Charging fault	18	20.0%
Battery replacement	15	16.7%
Software issues	12	13.3%
Water damage	8	8.9%
Speaker/microphone	7	7.8%
Network fault	5	5.6%
Other hardware	3	3.3%
Total	**90**	**100%**

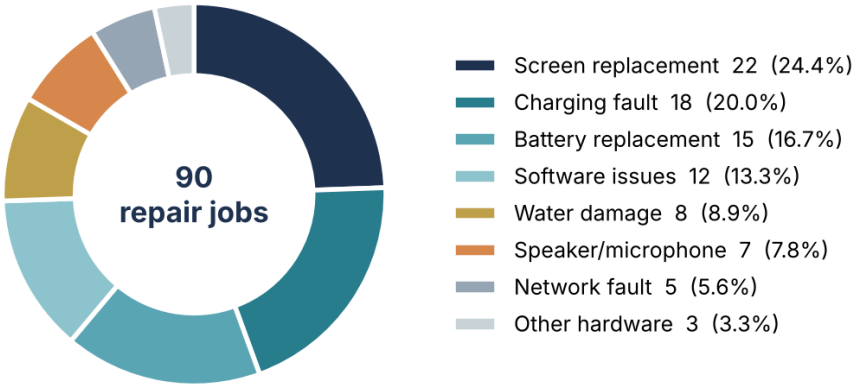


Figure 2: Distribution of 90 illustrative repair jobs

> **Finding**
> Screen replacement was the most common repair service, accounting for approximately one-quarter of all jobs. Charging faults and battery replacements were also common.

Business implication: TechFix should consider maintaining an appropriate supply of commonly required screens, charging components and batteries. Stock purchases should still be guided by supplier prices, product compatibility and actual demand.

5. Revenue and Payment Analysis

Financial measure	Amount
Total repair charges	NLe 27,450
Total payments received	NLe 22,100
Outstanding balance	NLe 5,350

Collection rate = (Payments received ÷ Repair charges) × 100

= (22,100 ÷ 27,450) × 100 = 80.5%

> **Finding**
> For every NLe 100 charged for repairs, approximately NLe 80.50 was collected. The remaining NLe 19.50 represents an unpaid balance. This is an important area for management attention. The owner should review outstanding payments and confirm whether they relate to completed repairs, deposits for pending jobs or other agreed payment arrangements.

Payment methods

Payment method	Amount collected
Cash	NLe 13,000
Mobile Money	NLe 7,800

Payment method	Amount collected
Bank Transfer	NLe 1,300
Total	**NLe 22,100**

Cash accounts for the largest share of recorded collections, followed by Mobile Money. Maintaining records for all three methods will help the owner reconcile daily payments.

6. Repair Operations Analysis

The simulated records show:

- 72 completed repairs.
- 13 pending repairs.
- 5 cancelled repairs.

The completion rate is calculated as 72 ÷ 90 × 100 = 80%. The average turnaround time for completed repairs is estimated at 2.4 days.

> **Finding**
> Although most jobs were completed, the 13 pending jobs deserve attention. The owner should establish why each repair remains unfinished. Possible reasons to investigate include unavailable spare parts, technical difficulties, delayed customer approval or customer collection arrangements. These are possible explanations, not confirmed causes in this dataset.

7. Data Quality Assessment

A good analysis depends on reliable business records. The following checks should be applied to the repair and payment database.

Data quality check	Illustrative result	Recommended action
Duplicate Job IDs	0 detected	Maintain unique job references
Unmatched payments	0 detected	Link every payment to a Job ID
Missing phone models	2 records	Make phone model compulsory
Missing transaction references	4 records	Keep receipts and transaction references
Negative balances	0 detected	Investigate any future overpayments

Data management recommendation

TechFix should use a central Excel workbook rather than depending on disconnected notebooks, WhatsApp messages and spreadsheets. Every repair should receive a unique Job ID. The same identifier should be used when recording payments. This will reduce confusion and make it easier to trace individual transactions.

8. Key Business Recommendations

1. **Improve payment collection.** Introduce a weekly outstanding-payment register. Record the customer reference, Job ID, total charge, amount paid and remaining balance.
2. **Improve repair tracking.** Use standard repair statuses such as Received, Diagnosing, Awaiting Parts, In Progress, Completed, Collected and Cancelled.
3. **Monitor repair demand.** Review the most common faults monthly. Use the findings to guide spare-parts planning.
4. **Improve transaction documentation.** Record every payment separately, including the date, amount, payment method and transaction reference.
5. **Monitor turnaround time.** Record the date each device is received and completed. Investigate repairs that remain pending for unusually long periods.
6. **Record business costs.** Begin documenting spare-parts costs, technician labour costs, rent, electricity and other operating expenses. This is essential for future profit and profitability analysis.
7. **Improve record security.** Keep customer information confidential, limit workbook access and maintain regular backups.

9. Limitations of the Analysis

This analysis uses simulated records and therefore does not establish the actual performance of TechFix Mobile Solutions or of any real business.

The financial records contain repair charges and customer payments only. They do not contain sufficient information about spare-parts costs, labour expenses or general operating expenses. Consequently, this report does not calculate gross profit, net profit or profit margins.

The findings should be treated as an example of how a business performance review can be conducted using structured repair and payment records.

10. Conclusion

The analysis demonstrates how organised business records can help a phone-repair business understand its operations and financial position.

The most important management priorities identified in this example are improving payment collection, monitoring pending repairs, tracking customer demand and strengthening record-keeping.

A properly maintained Excel database and a simple monthly dashboard would give the owner better visibility of daily operations and support more informed business decisions.

Prepared by Newton Sandy Alpha, Business Data Analyst | 7 November 2026

Prepared as a simulated professional data analytics case study.