

Unreliable reported figures trace to a fully manual data chain that leaks at every hand-off

Fragmented sources and manual roll-ups can produce incorrect numbers. Four drivers, each rooted in specific, fixable breakpoints, explain the gap.

THE CORE PROBLEM

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Reported compliance figures cannot be trusted

The totals sent for reporting are only as reliable as the data feeding them.

Total

Completed

Pending

Product Based

PRIMARY DRIVERS

01 · INTAKE

Fragmented intake

02 · CONSOLIDATE

Manual consolidation

03 · RECONCILE

Broken reconciliation

04 · REPORT

Untracked reporting

ROOT CAUSES · WHERE THE DATA LEAKS

ROOT CAUSE Inconsistent formats across every source feed	Duplicate records as one registrant arrives via multiple channels	Partial details buried in free-text email/ communication.
ROOT CAUSE Files scattered across many shared-drive folders, one per team	Role-gated access; each team uploads only its own slice	Emailed copies create uncontrolled version sprawl.
ROOT CAUSE Product details do not reconcile across systems	Resale/Loan severs the product-to-owner link	Disputed units escalate to Case Managers and stall.
ROOT CAUSE Status counts drift between spreadsheet versions.	Manual roll-ups carry no audit trail.	Stale data feeds the final reported figures.

RECOMMENDATION

Replace the manual chain with a single dashboard-backed view of every breakdown

STEP 1 · TRACK

Map every breakdown

→

STEP 2 · FEEDBACK

Gather department input

→

STEP 3 · DASHBOARD

Build the BI dashboard

→

STEP 4 · RECOMMEND

Present to the Leadership