Hello!!

I urgently need help with calculating complaint rates for Barbies and Sponges. I have worked out all other data but Im having real difficulty with this. Im dyslexic and I need a clearly worked through examples for the two products so I can then calculate the rates for other products which I have not included in this work.

1.

**UNITS of BARBIES SOLD since launch Jan 2011**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| YEAR | EUROPE | AUSTRALIA | NEW ZEALAND | CANADA | TOTAL WORLDWIDE |
| 2011 | 115,873 | 57,146 | 2058 | 9435 | 184,512 |
| 2012 | 26,667 | 71,958 | 4056 | 56,593 | 159,274 |
| 2013 | 3269 | 36,050 | 4188 | 40,519 | 84,026 |
| 2014 | 4645 | 10 | 2863 | 892 | 8410 |
| 2015 | -16 | 2 | 0 | -30 | -44 |

**NUMBER OF COMPLAINTS RECIVED FOR BARBIES (V3)**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| YEAR | EUROPE | Australia & New Zealand | Canada | TOTAL |
| 2011 | 25 | 0 | 3 | 28 |
| 2012 | 13 | 2 | 7 | 22 |
| 2013 | 4 | 1 | 68 | 73 |
| 2014 | 9 | 0 | 3 | 12 |
| 2015 | 4 | 0 | 0 | 4 |

**Table showing Complaint rates by units sold -of Barbie sold (v3**) .

1. ***I DON’T KNOW HOW THE COMPLAINT RATES WERE WORKED OUT, I NEED TO WORK OUT 2014 AND 2015, CAN HYOU PLEASE PROVIDE WORKED EXAMPLE? I THINK IT IS NUMBER OF COMPLAINTS/ PRODUCT SOLD BUT I DON’T UNDERSTAND HOW THEY GOT FOR EXAMPLE 0.022%.***
2. ***Also where does the worldwide figure ie 0.015% come from???? Can you show you me how this is worked out?***

***C) DO THE COMPLAINT RATES IN GREEN HAVE ANYTHING TO DO WITH THE CALCULATION? WHAT ARE THEY FOR ? HOW ARE THEY WORKED OUT??.***

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| YEAR | Europe | Canada | Australia & New Zealand | Worldwide |
| 2011 | 0.022% | 0.032% | 0 | 0.015% |
| 2012 | 0.049% | 0.012% | 0.003% | 0.014% |
| 2013 | 0.152% | 0.170% | 0.002% | 0.087% |
| 2014 |  |  |  |  |
| 2015 |  |  |  |  |
| TOTAL SINCE LAUNCH |  |  |  |  |

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World wide complaint rates for Barbie’s have been static at approximately WHAT PERECENTAGE? since product launch, which represents a rate of ???? ( NOTE ANSWER SOULD BE WRITTEN AS FOLLOWS: **< 1 in 1,000 units.**

**Complaint rates in Europe crepresent <1 in 1000 units**

**Complaint rates for Canada represent < 1 in 1000 unitsor Australia and Newzealand <1 in 10,000 units**

**Complaint rates world wide represent <1 in 1000 units.**

2.

Units of sponges sold Dec 2012:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| YEAR | EUROPE | AUSTRALIA and newzealand | CANADA | TOTAL WORLDWIDE |
| 2012 | 153 | 0 | 0 | 153 |
| 2013 | 17,969 | 13,142 | 3128 | 34239 |
| 2014 | 19490 | 11524 | 8340 | 39354 |
| 2015 | 2392 | 5139 | 894 | 8425 |

Worldwide Complaints received about sponges

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| YEAR | EUROPE | Australia & New Zealand | Canada | TOTAL world wide |
| 2012 | 0 | 0 | 0 | 0 |
| 2013 | 1 | 0 | 1 | 1 |
| 2014 | 4 | 0 | 0 | 4 |
| 2015 | 0 | 2 | 0 | 3 |

Table showing complaint rates by units sold - sponges

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| YEAR | EUROPE | AUSTRALIA AND NEWZEALAND | CANADA | World wide |
| 2012 | 0 | 0 | 0 | 0 |
| 2013 |  |  |  |  |
| 2014 |  |  |  |  |
| 2015 |  |  |  |  |

***HOW DO I WORK THE ABOVE TABLE in yellow OUT??***

***HOW DO I EORK OUT THE COMPLAINT RATE FOR EUROPE, Canada, Australia and NewZealand and worldwide. THE ANSWER NEEDS TO BE SHOWN AS sentences ie “Complaint rates for Europe represent ~ 1 in 10,000 unit”.***

***Please show fully worked examples, I really appreciate your help in this matter.***

***Thanks!!!!!!***