

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) .**

**A) I DON'T KNOW HOW THE COMPLAINT RATES WERE WORKED OUT, I NEED TO WORK OUT 2014 AND 2015, CAN YOU 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%.**

**B) 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 PERCENTAGE?** 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!!!!!!**