

# Data mining using RFM Analysis

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**Abstract**— The competitive world of today demands for having good marketing policies to attract the customers as well as retain the old customers. Organizations hence use strategies that would give the best customer satisfaction and which will return all their investments in their products with profit. It therefore becomes necessary to classify different segments of customers so that one can provide them with a personalized service. This paper serves this purpose of managing customer relationship by performing customer segmentation using RFM analysis then performing clustering on the values obtained from this analysis and then classification to get the applicable rules for each customer segment obtained after clustering.

**Index Terms**— association rule mining, clustering, classification, customer relationship management, customer value, FAPH, K-means Algorithm, RFM model, Rough Set Theory, TOPSIS.

## 1 INTRODUCTION

The large amount of information present in organizations if used correctly can help generating important patterns and trends. These patterns provide useful insights of customer buying patterns.

But since this data is very complex it becomes even more difficult to know the customer needs, improve their satisfaction and further lead to their retention. Customer relationship management deals with this recognition and retention of potential customers.

The techniques of customer value analysis give details of only the future buying patterns of customer from their past purchasing records. But to know the customers value in future a new technique of RFM analysis is used. This technique uses the three parameters of recency, frequency and monetary value to get the customer loyalty value which is further used in the clustering phase to cluster similar customers and finally develop rules for clusters generated in the previous step. The details of the terms customer relationship management, customer value analysis, RFM analysis are as follows:

### 1.1 Customer Relationship Management (CRM)

CRM is devoted to improve relationship with customers, it focuses on how to integrate customer value, requirements, expectations and behaviors by analyzing data from customer transactions. CRM is hence the manner in which both existing and new customers are retained in the organization. Enterprises apply some methods to effectively enhance customer relationships which include customer relationship management, customer value analysis, enterprise strategy and positive service mechanisms. An effective CRM is the one that has this capability of having both new and retaining old customers.

### 1.2 Customer Value Analysis

Customer value analysis is a kind of analytical tool which identifies customer future buying patterns from the existing patterns in large databases. The enterprises apply these methods to know the target customers whose contribution is outstanding. The RFM model is one of the well known customer value analysis method which extracts characteris-

tics of customers using fewer criterions as cluster attributes so as to reduce the complexity of the model.

### 1.3 RFM Model

RFM analytical model differentiates important customers from large database by three variables as interval of customer consumption, frequency and the amount. The RFM model hence considers Recency, Frequency and Monetary value as the three criteria for getting loyalty value of customers. The detailed definition is as follows:

**Recency of last purchase (R)**: It represents the interval between the latest buying and the present time of a customer. The lower the interval the higher is the recency value of that customer.

**Frequency of purchase (F)**: It represents the number of times a customer buys within a particular period like once in a month, thrice in a year and likewise. The higher the value number of transactions in an interval the higher is the value of F.

**Monetary value of purchase (M)**: It represents the monetary value of the purchases in a particular time interval. Higher the monetary value more is the value of M.

The Table.1 below shows a dataset of customer transactions that are analyzed using RFM analysis with values them being initially in days, number and amount respectively [4].

TABLE 1  
AN EXAMPLE OF DATASET : CUSTOMER TRANSACTION [4]

CustomerID	Recency (Days)	Frequency (Number)	Monetary (TL)
1	7	4	540
2	6	20	960
3	45	1	30
4	21	2	44
5	14	4	145
6	32	2	55
7	5	3	130
8	50	1	90
9	35	25	1430
10	10	5	130
11	5	8	540
12	1	9	1430
13	28	3	54
14	17	2	44
15	4	1	37

# Data Mining Using Rfm Analysis

**SJ Ball**



## **Data Mining Using Rfm Analysis:**

**Knowledge-Oriented Applications in Data Mining** Kimito Funatsu,2011-01-21 The progress of data mining technology and large public popularity establish a need for a comprehensive text on the subject The series of books entitled by Data Mining address the need by presenting in depth description of novel mining algorithms and many useful applications In addition to understanding each section deeply the two books present useful hints and strategies to solving problems in the following chapters The contributing authors have highlighted many future research directions that will foster multi disciplinary collaborations and hence will lead to significant development in the field of data mining **ICEASD&ICCOSED 2019** Robbi Rahim,Ismail Suardi Wekke,Ramadhan Tosepu,Marhamah Nadir,2019-09-09 The International Conference on Environmental Awareness for Sustainable Development ICEASD 2019 aims at discussing areas where problems and potential risks regarding environmental sustainability Human Security factors play different roles in relationship to environmental sustainability and this conference will highlight the role of these factors The conference hold in Kendari Indonesia and it provide an opportunity for researchers to communicate how to highlight and bring attention to these issues such as in education through various interdisciplinary courses This conference invites specialists in environmental issues researchers academicians policy makers innovators and practitioners from around the world to participate in ICEASD 2019 The International Conference on Challenges and Opportunities of Sustainable Environmental Development ICCOSED publish papers and special issues on specific topics of interest to international audiences of environmental researchers This conference is held by Universitas Prof Dr Moestopo Beragama and Majelis Sinergi Kalam Ikatan Cendekiawan Muslim Se Indonesia MASIKA ICMI The conference publishes original research from throughout the world dealing with education Social sciences and environmental science The editorial team makes every effort to cut the review and when necessary revision time periods as short as possible in order to help the research community publish and disseminate their works quickly These efforts however depend heavily on authors compliance with ethical rules and the journal s guidelines before submitting their works Also the voluntary reviewers from around the world with expertise in specific fields devote their precious time in order to provide quality feedback to authors Yet their time dedicated to improve the authors articles is not unlimited Often they appropriate from their personal times to do this voluntary work *Information Systems for Intelligent Systems* Andres Iglesias,Jungpil Shin,Nityesh Bhatt,Amit Joshi,2026-01-01 This book includes selected papers presented at the World Conference on Information Systems for Business Management ISBM 2025 held in Bangkok Thailand on September 24 26 2025 It covers up to date cutting edge research on data science information systems infrastructure and computational systems engineering systems business information systems and smart secure systems **Neural Computing for Advanced Applications** Haijun Zhang,Zhi Yang,Zhao Zhang,Zhou Wu,Tianyong Hao,2021-08-20 This book presents refereed proceedings of the Second International Conference Neural Computing for Advanced Applications NCAA 2021 held in

Guangzhou China in August 2021 The 54 full papers papers were thoroughly reviewed and selected from a total of 144 qualified submissions The papers are organized in topical sections on neural network theory cognitive sciences neuro system hardware implementations and NN based engineering applications machine learning data mining data security and privacy protection and data driven applications neural computing based fault diagnosis fault forecasting prognostic management and system modeling computational intelligence nature inspired optimizers and their engineering applications fuzzy logic neuro fuzzy systems decision making and their applications in management sciences control systems network synchronization system integration and industrial artificial intelligence computer vision image processing and their industrial applications cloud edge fog computing the Internet of Things Vehicles IoT IoV and their system optimization spreading dynamics forecasting and other intelligent techniques against coronavirus disease COVID 19

**Digital Business Analysis** Fredrik Milani,2019-01-25 This book frames business analysis in the context of digital technologies It introduces modern business analysis techniques including a selection of those in the Business Analysis Body of Knowledge BABOK by the International Institute of Business Analysis IIBA and exemplifies them by means of digital technologies applied to solve problems or exploit new business opportunities It also includes in depth case studies in which business problems and opportunities drawn from real world scenarios are mapped to digital solutions The work is summarized in seven guiding principles that should be followed by every business analyst This book is intended mainly for students in business informatics and related areas and for professionals who want to acquire a solid background for their daily work It is suitable both for courses and for self study Additional teaching materials such as lecture videos slides question bank exams and seminar materials are accessible on the companion web page

**Advanced Theory and Practice in Sport Marketing** Eric C. Schwarz,Jason D. Hunter,Alan LaFleur,2013 Effective marketing is essential for any successful sport organization from elite professional sports teams to local amateur leagues Now in a fully revised and updated second edition Advanced Theory and Practice in Sport Marketing is still the only text to introduce key theory and best practice at an advanced level The book covers every key functional and theoretical area of sport marketing including marketing research information systems consumer behavior logistics retail management sales management e commerce promotions advertising sponsorship and international business This new edition includes expanded coverage of important contemporary issues including social responsibility and ethics social media and networking relationship and experience marketing recovery marketing and social marketing Every chapter contains extended cases and first hand accounts from experienced sport marketing professionals from around the world Following those cases are questions encouraging students and practitioners to apply their theoretical knowledge to real world situations and to develop their critical thinking skills while each chapter also includes helpful features such as definitions of key terms summaries and guides to further reading A companion website includes an impressive array of additional teaching and learning resources including a test bank of exam questions PowerPoint slides and extra case studies for lecturers and

instructors and useful web links self test multiple choice questions and glossary flashcards for students Advanced Theory and Practice in Sport Marketing goes further than any other sport marketing text in preparing the student for the real world of sport marketing It is essential reading for any upper level undergraduate or postgraduate course in sport marketing or sport business and for anybody working in sport marketing looking to develop and extend their professional skills

**Using MIS** David Kroenke,2007 For introductory undergraduate courses in Information Systems taught in MIS IS CIS Business and management departments Kroenke s Using MIS helps instructors get students involved Using MIS By actively engaging students it emphasizes how knowledge of MIS will help all business students become better problem solvers and business professionals *Proceedings of the 5th International Asia Conference on Industrial Engineering and Management Innovation (IEMI2014)* Ershi Qi,Qin Su,Jiang Shen,Feng Wu,Runliang Dou,2015-01-19 The 5th International Asia Conference on Industrial Engineering and Management Innovation is sponsored by the Chinese Industrial Engineering Institution and organized by Xi an Jiaotong University The conference aims to share and disseminate information on the most recent and relevant researches theories and practices in industrial and system engineering to promote their development and application in university and enterprises

**Database Processing** David Kroenke,2006 Revised to reflect the needs of today s users this 10 th edition of Database Processing assures that you will learn marketable skills By presenting SQL SELECT statements near the beginning of the book readers will know early on how to query data and obtain results seeing firsthand some of the ways that database technology is useful in the marketplace By utilizing free software downloads you will be able to actively use a DBMS product by the end of the 2 nd chapter Each topic appears in the context of accomplishing practical tasks Its spiral approach to database design incorporating all 3 sources from the integration of existing data from new information and the need to redesign an existing database provides users with enhanced information not available in other database books on the market Topics include SQL database design implementation processing access standards and business intelligence An excellent reference and handbook for information systems professionals such as database administrators database designers systems analysts web database developers and programmers of database applications *JMR, Journal of Marketing Research* ,2005

**Mktg** Charles W. Lamb,2008

**E-marketing** Judy Strauss,Raymond Frost,2009 The 5th edition of E Marketing treats the subject as traditional marketing with a twist the Internet and other technologies have had a profound effect on the way we do business This transformation has resulted in new business techniques that add customer value build customer relationships and increase company profitability Stressing product pricing distribution and promotion the authors use a strategic perspective and give many important practices not covered in previous editions namely blogs social networking online branding and search marketing Point of purchase scanning devices databases and other offline technologies are discussed For anyone interested in learning more about electronic marketing this is an excellent handbook its comprehensive glossary makes this a must have reference

**Im W/Videoguide Marketing** Hair,Carl

McDaniel,Lamb,2005 IEEE/PES Transmission and Distribution Conference and Exhibition 2002: Asia Pacific ,2002  
**Grademaker Study Guide, Marketing, 7th Edition** Susan Peterson,2004 **Informationweek** ,2002 **Using Advertising and Promotion to Build Brands with Powerweb** Tom Duncan,2001-09 This is an applied text with a strong brand message Most texts on the market teach functions but neglect integration and organization which should be the very foundation of Marketing This text answers the questions of when to use how to use and who should be involved in the interrelated functions of Marketing today This text also teaches the cost effectiveness of developing brand relationship managing the ongoing dialogue between buyer and seller and how to truly integrate the consumer into Business to business marketing vs Business to consumer marketing B2B and B2C Principles of Data Mining and Knowledge Discovery ,2000  
**2001 IEEE International Conference on Data Mining** Nick Cercone,Tsau Y. Lin,Xindong Wu,2001 This proceedings of the November 2001 conference explores the design analysis and implementation of data mining theory and systems The 72 regular papers and 37 posters discuss data mining algorithms data and knowledge representation modeling of data to support data mining scalability issues st Advancing Philanthropy ,2006

This book delves into Data Mining Using Rfm Analysis. Data Mining Using Rfm Analysis is a crucial topic that needs to be grasped by everyone, ranging from students and scholars to the general public. The book will furnish comprehensive and in-depth insights into Data Mining Using Rfm Analysis, encompassing both the fundamentals and more intricate discussions.

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