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**WORKMATE.COM**

STATUS UPDATE | JAN 2022





# AGENDA

Performance Snapshot

Trends over Time

Insights

Data Integrity

Recommendations

# ACTIVITY SUMMARY

## KEY METRICS AT-A-GLANCE

### SHIFT COMPLETION RATE AT 70%

- 87% of shifts sent were accepted

### EXPANDING FOOTPRINT

- Client now sending shifts from 1.7K stores in 200+ unique markets

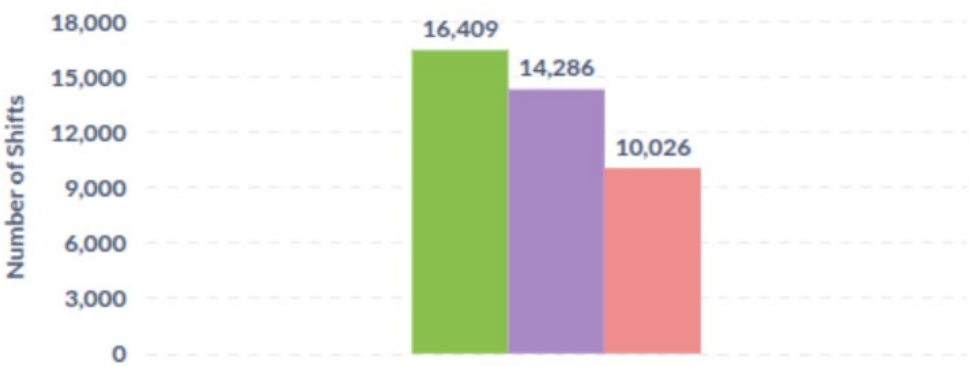
### NO-SHOWS REMAIN A RISK

- ~19% of accepted shifts affected

Shift Stats	Jan-To-Date	% Conversion
Sent	16.4K	-
Accepted	14.3K	87%
Completed	10K	70%

Shift Completions

Total Shifts Sent   Total Shifts Accepted   Completed Shifts



# JANUARY TRENDING

**Highest Volume:** Jan 10<sup>th</sup> | 1.3K shifts → 77% completed

**Best Day:** Jan 12<sup>th</sup> | 1K shifts sent → **80%** completed

**MLK Holiday:** Jan 17<sup>th</sup> | High volume day, but spike in non-completes due to **86%** no shows

**WoW Performance:** Shifts sent up **+8%** vs. prior week, completions up **+19%**

Daily Shift Funnel



WoW Shift Completion



# JANUARY INSIGHTS

Completion rates range from 75%-80% throughout the week, peaking on Thursday [4]

Job completion peaks during typical business hours, drops off overnight

Shift Completion by DoW



Hourly Completion Rate





# DATA QUALITY

BASIC HYGIENE:  
TYPING, DATE VALIDATION, MISSING DATA

## ISSUES IDENTIFIED | STEPS TAKEN

- Duplicate Shift UUIDs: **43** records found with duplicate UUIDs. Inspected records manually, diagnosed several issues. Dropped records as invalid due
- Uncovered **10** records with missing Store ID: Store ID is an essential field. Dropped records as invalid
- Found **28** completed shift records missing a Partner ID. Dropped.

## NON-ISSUES:

- Missing data is not always wrong, e.g. shifts not accepted with no completed\_partner
- Where records had no n\_miles\_completed, verified no rows were missing for completed shifts
- Bonuses are not offered for every shift (45% of records)



# RECOMMENDATIONS

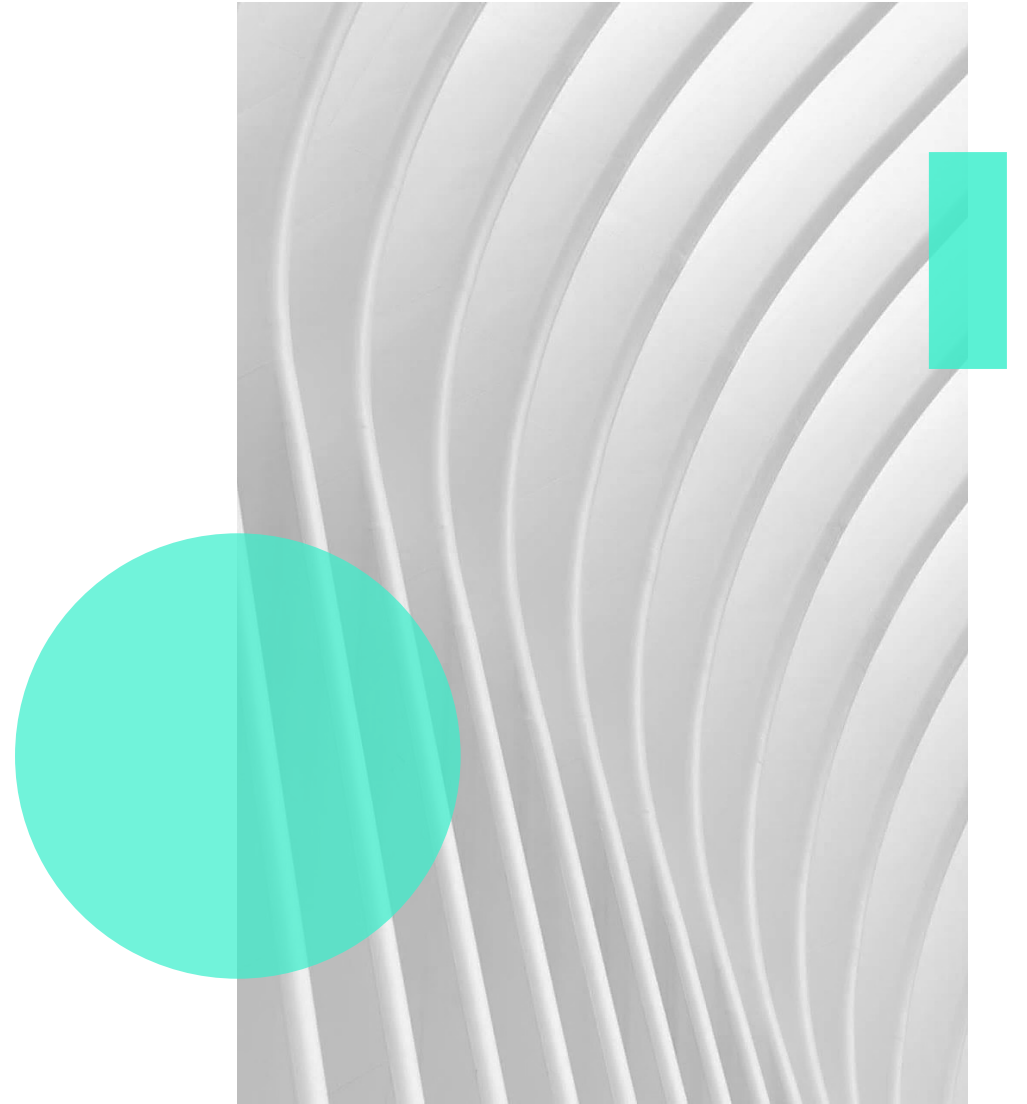
**Week-over-week trend shows lift** in completion rate with a slight increase in total shifts

Capitalize on **higher mid-day completion rates**

**Target off-hours** for performance initiatives

MLK holiday saw high volume, but completion rate suffered

**No Shows** remain a material % of failures to complete



# THANK YOU

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