**Is it good for customers?**

Yes. It’s definitely better for the customer, because their orders get delivered fast and reliably.

**Is it good for workers?**

The more automation there is in those warehouses, the less manual labor the workers have to do. This is a step in the right direction for humans to abolish manual labor that can be done by robots.

**Is good for the environment?**

If the robots and the warehoused are powered by “clean” energy and the waste gets dealt with properly, then yes, it would be environmentally friendly, but Amazon probably doesn’t do that.