

# Vision Doc - ALPS Dashboard and PULSE

## Introduction

The [ALPS dashboard](#) was originally designed to enable granular tracking of ALPS plans, supporting daily operational decisions and analytical deep dives. Over time, usage has grown significantly beyond initial expectations, and the tool now faces challenges in scalability, insight generation, and alignment with evolving business needs.

The [PULSE](#) (Plan Updates and Live Status Engine) ([Appendix A](#)) emerged during the Hackathon ([Fahid Pulak](#)) as a solution to automate high-level plan summaries, trigger notifications, and highlight risks based on historical data, significantly reducing manual analysis. It will be implemented in two layers: Network-level and Station-level. Network-level PULSE will be integrated into Quicksight as an extended vision for ALPS dashboard, providing senior leadership and the guidance strategy team with network-wide insights and notifications about at-risk stations.

This document outlines the long-term vision to transform the ALPS Dashboard into a centralized, insight-driven platform for ALPS performance measurement and integrate PULSE with it, while addressing redundancies, enhancing usability, and unlocking deeper analytical value.

## Current State

The current [ALPS dashboard](#) hosts 15 sheets, is primarily used for ALPS plan metadata, daily/weekly performance tracking, deep dives and PoP comparisons. Additionally, it supports STPA performance tracking for the CF team, ALPS performance tracking for the CO team, and facilitates various ad-hoc analytical tasks.

	A	B
1	<b>Current Sheet</b>	<b>Current Use Case</b>
2	<a href="#">Weekly Tag Availability</a>	Weekly tag availability for published plans by Super Region and Station
3	<a href="#">ALPS Plan - Daily Deep Dive</a>	Daily metrics (Volume, Capacity, Hours, Productivity, HC, LO, etc) tracking at different grains (Super Region, Region, Station, Cycle, Activity) cross 13 week horizon, as well as Staffing % deep dive
4	<a href="#">ALPS Plan - Weekly Deep Dive</a>	Weekly metrics (Volume, Capacity, Hours, Productivity, HC, LO, etc) tracking at different grains (Super Region, Region, Station, Cycle) cross 13 week horizon, as well as Attribution Analysis
5	<a href="#">Daily &amp; Weekly Export Friendly</a>	Used to export same data as Daily & Weekly tabs, but with metrics exported as columns
6	<a href="#">Rolled Volume Deep Dive</a>	Rolled volume deep dive at Station/Cycle level and analyze key drivers
7	<a href="#">LO and HC Revamped</a>	HC and LO metrics deep dive at Cycle/Emp Type/EC/SC level with 14 visuals
8	<a href="#">LO and HC WoW</a>	HC and LO metrics WoW % compare at EC level
9	<a href="#">Latest Daily Cap Deviations</a>	Audit to flag sites when their latest Daily Cap plans have more rolled volume than latest weekly plans to flag SOP misses
10	<a href="#">[CO] ALPS Output Metrics - Day level breakdown</a>	ALPS performance tracking for the CO team

11	<a href="#">STPA Output Metrics</a>	STPA performance tracking for the CF team
12	<a href="#">ALPS vs BTN vs RR</a>	Labor Order Deep Dive: Comparison between ALPS LO vs BTN Fills vs Run Rate
13	<a href="#">ALPS Hours Reallocation</a>	Reallocation Hours deep dive at Cycle/Activity/Tier level
14	<a href="#">ALPS MET Hours</a>	MET Hours deep dive at Cycle/Activity/EC/SC level
15	<a href="#">[WIP] ALPS Labor Plan Flags</a>	Used during Peak to compare HC vs Q4G, flag plan based on ready hour/show hour, PPH deviation, Rolled Volume
16	<a href="#">Test - NG</a>	Staffing % analysis at different slices

## Challenges

Among these features, ~30% overlaps with other dashboards such as Rolled Volume Attribution Dashboard, STPA Dashboard, LO Consolidation Dashboard, and ~30% are underutilized (per user feedback) or serve one-time needs. On the other hand, critical needs remain unaddressed: actionable insights, PoP trend analysis, automated root-cause analysis (e.g., rolled volume drivers), historical data access, reduced manual work for planners, etc.

## Future Vision Overview

### Mission Statement

Become the **single source of truth** and the **one stop shop** for ALPS performance measurement by providing a standardized view to operators and business leaders, and delivering actionable insights to optimize planning efficiency and labor utilization.

### Core Capabilities

- Deliver accurate performance tracking of ALPS plans across Latest, Daily Cap, and Latest Weekly categories to support comprehensive planning
- Investigate rolled volume PoP trends and possible causes to improve volume management efficiency
- Provide enhanced visibility into HC and LO metrics for better workforce planning decisions
- Host PULSE auto email report to provide senior leadership and the guidance strategy team with network-wide insights and notifications about at-risk stations
- Maintain specialized views and data access for CO team operations and analysis needs
- Provide access to historical (back to 2023-01) ALPS plan data, trend and comparison

### Strategic Alignment

**Customer Obsession:** Simplify user workflows for operators and business leaders

**Eliminate Waste:** Retire redundant dashboards, reducing maintenance overhead

**Raise the Bar:** Embed automation to replace manual processes, create an efficient and user-friendly reporting ecosystem

**Proposed Tabs:** See Mockup Vision Dashboard [here](#)

	A	B	C	D	E
1	Proposed Sheet Name	Proposed Use Case	Status	Notes	ECD
2	<a href="#">Plan Metadata</a>	All Plan/Tag Availability	Keep	Extend to include Latest Daily Cap as well	3/19/2025
3	<a href="#">ALPS Daily</a>	Daily metrics (Volume, Capacity, Hours, Productivity, HC, LO, etc) tracking at different grains (Super Region, Region, Station, Cycle, Activity) cross 13 week horizon	Consolidate	Merge [Staffing % Views] into [Daily Level Breakdown] Make dimensions expandable/collapsible <b>3 views -&gt; 1 view</b>	3/19/2025
4	<a href="#">ALPS Weekly</a>	Weekly metrics (Volume, Capacity, Hours, Productivity, HC, LO, etc) tracking at different grains (Super Region, Region, Station, Cycle) cross 13 week horizon	Consolidate	With [ALPS Output Metrics - Weekly Breakdown] being the main viewMerge [TPH by Site] with all TPH related metrics as a customized filter Merge [ALPS Labor Plan View]Merge [Attribution Analysis] with all related metrics as a customized filter Merge [Weekly Level Breakdown V2]Make dimensions expandable/collapsible <b>5 views -&gt; 1 view</b>	3/19/2025
5	<a href="#">Daily &amp; Weekly Export Friendly</a>	Same data in Daily/WeeklyExport metrics as columns	Keep	A user-friendly featureCurrently cannot be deprecated due to active use case, but looking to Invent and Simplify in the future	
6	<a href="#">Rolled Volume Deep Dive</a>	Chart: Top 10 RV Station + PoP Diff (T0 vs T-1)Table: RV PoP Diff (T0 vs T-1)Chart: RV Attribution Analysis - multi metric PoP change (T0 vs T-1)	Consolidate	Add PoP/WoW comparison in the Top 10 Station Chart Add PoP/WoW comparison in the details tableAdd multi sub-metric PoP/WoW trend comparison The above actions also Integrate functionalities from <a href="#">Rolled Vol Attribution</a> dashboard	4/2/2025
7	<a href="#">LO &amp; HC Deep Dive</a>	HC and LO metrics deep dive at Cycle/Emp Type/EC/SC levelHC and LO metrics WoW % compare at EC level	Consolidate	Merge two tabs together: LO & HC Revamp LO & HC WoW Compare <b>2 tabs → 1 tab</b> , details pending investigation on use casesBackend revamp based on data layer project	4/2/2025
8	<a href="#">PULSE Report</a>	Consolidate multiple views tailed to PULSE in one report, and schedule auto	New	Weekly Tag AvailabilityNetwork SummaryTop 10 Station Rolled Volume PoP change	4/2/2025

		email report to leaders daily			
9	<a href="#">Latest Daily Cap Deviations</a>	Audit to flag sites when their latest Daily Cap plans have more rolled volume than latest weekly plans to flag SOP misses	<b>Keep</b>	Primary audience: L6 ops, AMZL PPT, and S&OPUsage period: indefiniteEntitlement: \$230K/week based on average capacity impact of 250K packages per week from the report and cost per package of \$0.66 from Finance	
10	<a href="#">[CO] ALPS Daily</a>	ALPS Daily performance tracking for the CO team, subset of the daily tabDaily Cap Plan OnlyRW: Current & Previous; LSW: Future 5 weeks	<b>Keep</b>	Requirement Doc: <a href="#">ALPS CF Dashboard Requirements:</a>	
11	<a href="#">Historical Plan Data</a>	Provide access to historical (2023-01) ALPS plan performance at Station+Cycle level	<b>New</b>	Goes back to Run Week 2023-01	3/19/2025
12	<a href="#">ALPS vs BTN vs RR</a>	Labor Order Deep Dive: Comparison between ALPS LO vs BTN Fills vs Run Rate	<b>Deprecate</b>	POC Kshitij <a href="#">kshtmz</a> confirmed this tab is not used, <a href="#">LO Consolidation Dashboard</a> is the major dashboard for LO information	
13	<a href="#">ALPS Hours Reallocation</a>	Reallocation Hours deep dive at Cycle/Activity/Tier level	<b>Deprecate</b>	1 recent usage (L4 Area Manager) based on survey	
14	<a href="#">ALPS MET Hours</a>	MET Hours deep dive at Cycle/Activity/EC/SC level	<b>Deprecate</b>	0 recent usage based on survey	
15	<a href="#">STPA Output Metrics</a>	STPA performance tracking for the CF team	<b>Deprecate</b>	Avoid duplicate reporting due to a dedicated <a href="#">STPA</a> dashboard	
16	<a href="#">[WIP] ALPS Labor Plan Flags</a>	Used during Peak to compare HC vs Q4G, flag plan based on ready hour/ show hour, PPH deviation, Rolled Volume	<b>Deprecate</b>	Likely a Peak specific one-time request 0 recent usage based on survey	
17	<a href="#">Test - NG</a>	Staffing % analysis at different slices	<b>Deprecate</b>	Likely a one-time request0 recent usage based on survey	

## Appendix A: PULSE

### A.1. [PULSE](#) Integration (Network Level)

#### Problem Statement

Each ALPS plan processes over 40+ inputs and generates 60+ output metrics, requiring significant manual effort for analysis. Planners manage 10+ stations and run 50-70 ALPS plans per week, resulting in around 2,800 optimizations network-wide weekly. Currently, there is a 30-minute delay in data pipeline and dashboard refresh after plan publication, which slows decision-making and limits access to timely insights, hindering proactive action. To address these inefficiencies, the idea for PULSE (Plan Updates and Live Status Engine) emerged during the Hackathon as a solution to provide faster, more automated access to critical insights. PULSE will automate high-level plan summaries, trigger notifications, and highlight risks based on historical data, significantly reducing manual analysis. It will be implemented in two layers: Network-level PULSE and Station-level PULSE.

#### Business Impact

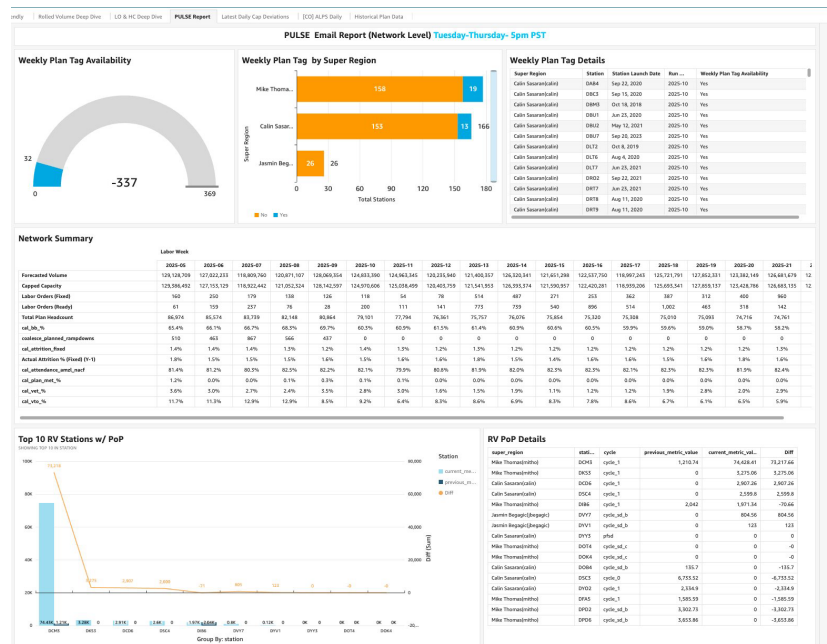
Network-level PULSE will be integrated into Quicksight as an extended vision for ALPS dashboard, providing senior leadership and the guidance strategy team with network-wide insights and notifications about at-risk stations. This will allow for quicker adjustments to forecasts and proactive risk mitigation. Email notifications will be triggered at the end of each day, giving leaders a snapshot of at-risk stations and metrics. By incorporating the feedback and automating these processes, PULSE will reduce manual effort, improve response times, and enable faster, more informed decision-making. Network-level PULSE is set to be implemented by the end of Q1 2025, followed by Station-level PULSE in Q2 2025. Once fully operational, PULSE will drive substantial improvements in efficiency, collaboration, and data-driven decision-making across AMZL.

#### Feature Requests: [See Detailed Features Mockups here](#)

Item	Priority	Mockup Sample Dashboard	Mockup Sample Sheet	Notification
Weekly Tag Availability	P0	ALPS	Weekly Tag Availability	Email + Dashboard
Network-level Summary	P0	<a href="#">UTR Business Network Summary</a>	UTR Business Network Summary (US)	Email + Dashboard
Station-level Rolled Volume Summary	P0	ALPS	Rolled Volume	Email + Dashboard
Cycle-level Rolled Volume Summary	P1	ALPS	Rolled Volume	Dashboard
WoW ALPS outputs comparison	P1	ALPS	Rolled Volume	Dashboard
GvP for PPH, Attendance, Attrition	P1	<a href="#">GAP dashboard</a>	PPH, Attendance, Attrition	Dashboard

**Proposed Integration:** Combine multiple views from different dashboards/sheets in ALPS dashboard, and schedule auto email report to leaders on a daily basis

A.2. PULSE x ALPS Mockup



Appendix B: ALPS Dashboard Usage based on user survey

Appendix C: Datasets Used

	A	B	C	D	E	F
1			no of stations	[Athena] NA ALPS Published Plan Availability	Daily/Incremental 15 mins	12 mins
2		Weekly Tag Plan Availability	Availability of Weekly Plan Tag	[Athena] NA ALPS Published Plan Availability	Daily/Incremental 15 mins	12 mins
3			Weekly Plan Tag by Super Region	[Athena] NA ALPS Published Plan Availability	Daily/Incremental 15 mins	10 mins
4		ALPS Output Metrics - Day level breakdown	ALPS Output Metrics - Day level breakdown	[Athena] - NA ALPS DAILY OUTPUT	Daily/Incremental 15 mins	10 mins
5			ALPS Output Metrics - Staffing Pct	[Athena] - NA ALPS DAILY OUTPUT	Daily/Incremental 15 mins	10 mins
6			ALPS Output Metrics - Staffing Pct - Station, Cycle	[Athena] - NA ALPS DAILY OUTPUT	Daily/Incremental 15 mins	10 mins
7		STPA Output Metrics - Day level breakdown	STPA Output Metrics - Day level breakdown	[Athena] - NA STPA DAILY OUTPUT	Daily/Incremental 15 mins	10 mins
8			STPA Output Metrics - Plan Details	[Athena] - NA STPA DAILY OUTPUT	Daily/Incremental 15 mins	10 mins
9		ALPS Output Metrics - Week level breakdown V2	ALPS Output Metrics - Week level breakdown V2	[Athena] NA ALPS weekly aggregated output metrics - delete	Hourly/Incremental 15 mins	8 mins
10		ALPS Labor Plan View	ALPS Labor Plan View	[Athena] NA ALPS weekly aggregated output metrics - delete	Hourly/Incremental 15 mins	8 mins
11		Attribution Analysis	Attribution Analysis	[Athena] NA ALPS labor plan view	Hourly/Incremental 15 mins	8 mins
12		ALPS Output Metrics - Week level breakdown V2	ALPS Output Metrics - Week level breakdown V2	[Athena] NA ALPS weekly aggregated output metrics - delete	Hourly/Incremental 15 mins	8 mins
13			ALPS Output Metrics - Day level breakdown - Export Friendly	[Athena] NA ALPS weekly aggregated output metrics - delete	Hourly/Incremental 15 mins	8 mins
14		Daily & Weekly Views Export Friendly	ALPS Output Metrics - Day level breakdown - Export Friendly	[Athena] - NA ALPS DAILY OUTPUT	Daily/Incremental 15 mins	3 mins
15			ALPS Output Metrics - Week Level Breakdown - Export Friendly	[Athena] NA ALPS weekly aggregated output metrics - delete	Hourly/Incremental 15 mins	8 mins
16		Rolled Volume by Super Region	Rolled Volume by Super Region	[Athena] - NA ALPS rolled volume		
17		Rolled Volume by Station	Rolled Volume by Station	[Athena] - NA ALPS rolled volume		
18		Rolled Volume by Labor Start Week	Rolled Volume by Labor Start Week	[Athena] - NA ALPS rolled volume		
19		Rolled Volume by Labor Start Week and Station	Rolled Volume by Labor Start Week and Station	[Athena] - NA ALPS rolled volume		
20		Rolled Volume by Labor Start Date, Station & Cycle	Rolled Volume by Labor Start Date, Station & Cycle	[Athena] - NA ALPS rolled volume		
21		Roster Headcount & New Hires by Labor Week	Roster Headcount & New Hires by Labor Week	[Athena] NA ALPS Roster HC - Employment code level	Daily/Incremental 15 mins	8 mins
22		Roster Headcount by Employment Type	Roster Headcount by Employment Type	[Athena] NA ALPS Roster HC - Employment code level	Daily/Incremental 15 mins	8 mins
23		Roster Headcount by Employment Type	Roster Headcount by Employment Type	[Athena] NA ALPS Roster HC - Employment code level	Daily/Incremental 15 mins	8 mins
24		Fixed Scheduled Hours by Employment Type	Fixed Scheduled Hours by Employment Type	[Athena] NA ALPS Roster HC - Employment code level	Daily/Incremental 15 mins	8 mins
25		Roster Headcount & Fixed Scheduled Hours by Emp Type & Emp Code	Roster Headcount & Fixed Scheduled Hours by Emp Type & Emp Code	[Athena] NA ALPS Roster HC - Employment code level	Daily/Incremental 15 mins	8 mins
26		LO & HC Revamped - Use this !	Roster Headcount by Emp Type - Cycle & Emp Code	[Athena] NA ALPS Roster HC - Employment code level	Daily/Incremental 15 mins	8 mins
27			New Hires by Emp Type - Cycle & Emp Code	[Athena] NA ALPS Roster HC - Employment code level	Daily/Incremental 15 mins	8 mins
28			Roster Headcount, Fixed Scheduled Hours, New Hires & Releases Details	[Athena] NA ALPS Roster HC - Employment code level	Daily/Incremental 15 mins	8 mins
29		ALPS Dashboard	Labor Order Flags	[Athena] NA ALPS Roster HC - Employment code level	Daily/Incremental 15 mins	8 mins
30			Non Aggregatable Headcount	[Athena] NA ALPS Roster HC - Employment code level	Daily/Incremental 15 mins	8 mins
31			Fixed Scheduled Hours by Cycle	[Athena] NA ALPS Roster HC - Employment code level	Daily/Incremental 15 mins	8 mins
32			Headcount by Day	[Athena] NA ALPS Roster HC - Employment code level	Daily/Incremental 15 mins	8 mins
33			Roster Headcount by Emp Type - Cycle & Emp Code	[Athena] NA ALPS Roster HC - Employment code level	Daily/Incremental 15 mins	8 mins
34		LO & HC WvW Compare	Roster Headcount by Emp Type - Cycle & Emp Code	[Athena] NA ALPS Roster HC - Employment code level	Daily/Incremental 15 mins	8 mins
35			Details	[Athena] NA ALPS Roster HC - Employment code level	Daily/Incremental 15 mins	8 mins
36			\$(ALPSBTDimension) by Super Region	[Athena] NA ALPS ALPS LO Vs BTN Day 1 Vs RR	Hourly	3 mins
37		ALPS Vs BTN Vs RR	\$(ALPSBTDimension) by Station	[Athena] NA ALPS ALPS LO Vs BTN Day 1 Vs RR	Hourly	3 mins
38			ALPS LO VS BTN Day1 Starts VS Run Rate	[Athena] NA ALPS ALPS LO Vs BTN Day 1 Vs RR	Hourly	3 mins
39			MET Hours by Super Region	[Athena] NA ALPS Roster HC - Employment code level	Daily/Incremental 15 mins	8 mins
40		ALPS MET Hours	MET Hours by Station	[Athena] NA ALPS Roster HC - Employment code level	Daily/Incremental 15 mins	8 mins
41			MET Hours by Labor Week	[Athena] NA ALPS Roster HC - Employment code level	Daily/Incremental 15 mins	8 mins
42			MET Hours Details	[Athena] NA ALPS Roster HC - Employment code level	Daily/Incremental 15 mins	8 mins
43			Hour Reallocation by Super Region	[Athena] - NA ALPS DAILY OUTPUT	Daily/Incremental 15 mins	3 mins
44			Hour Reallocation by Labor Start Week	[Athena] - NA ALPS DAILY OUTPUT	Daily/Incremental 15 mins	3 mins
45			Reallocation Hours Plus by Station	[Athena] - NA ALPS DAILY OUTPUT	Daily/Incremental 15 mins	3 mins
46			Hour Reallocation by Activity	[Athena] - NA ALPS DAILY OUTPUT	Daily/Incremental 15 mins	3 mins
47			Details	[Athena] - NA ALPS DAILY OUTPUT	Daily/Incremental 15 mins	3 mins
48			Tier 1 Vs Tier 3 Hour Reallocation	[Athena] - NA ALPS DAILY OUTPUT	Daily/Incremental 15 mins	3 mins
49			Top Reallocation Instances of each site	[Athena] - NA ALPS DAILY OUTPUT	Daily/Incremental 15 mins	3 mins