

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	Current Sheet	Current Use Case
2	Weekly Tag Availability	Weekly tag availability for published plans by Super Region and Station
3	ALPS Plan - Daily Deep Dive	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	ALPS Plan - Weekly Deep Dive	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	Daily & Weekly Export Friendly	Used to export same data as Daily & Weekly tabs, but with metrics exported as columns
6	Rolled Volume Deep Dive	Rolled volume deep dive at Station/Cycle level and analyze key drivers
7	LO and HC Revamped	HC and LO metrics deep dive at Cycle/Emp Type/EC/SC level with 14 visuals
8	LO and HC WoW	HC and LO metrics WoW % compare at EC level
9	Latest Daily Cap Deviations	Audit to flag sites when their latest Daily Cap plans have more rolled volume than latest weekly plans to flag SOP misses
10	[CO] ALPS Output Metrics - Day level breakdown	ALPS performance tracking for the CO team

11	STPA Output Metrics	STPA performance tracking for the CF team
12	ALPS vs BTN vs RR	Labor Order Deep Dive: Comparison between ALPS LO vs BTN Fills vs Run Rate
13	ALPS Hours Reallocation	Reallocation Hours deep dive at Cycle/Activity/Tier level
14	ALPS MET Hours	MET Hours deep dive at Cycle/Activity/EC/SC level
15	[WIP] ALPS Labor Plan Flags	Used during Peak to compare HC vs Q4G, flag plan based on ready hour/show hour, PPH deviation, Rolled Volume
16	Test - NG	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	Plan Metadata	All Plan/Tag Availability	Keep	Extend to include Latest Daily Cap as well	3/19/2025
3	ALPS Daily	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 3 views -> 1 view	3/19/2025
4	ALPS Weekly	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 view Merge [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 5 views -> 1 view	3/19/2025
5	Daily & Weekly Export Friendly	Same data in Daily/Weekly Export metrics as columns	Keep	A user-friendly feature Currently cannot be deprecated due to active use case, but looking to Invent and Simplify in the future	
6	Rolled Volume Deep Dive	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 table Add multi sub-metric PoP/WoW trend comparison The above actions also Integrate functionalities from Rolled Vol Attribution dashboard	4/2/2025
7	LO & HC Deep Dive	HC and LO metrics deep dive at Cycle/Emp Type/EC/SC level HC and LO metrics WoW % compare at EC level	Consolidate	Merge two tabs together: LO & HC Revamp LO & HC WoW Compare 2 tabs -> 1 tab , details pending investigation on use cases Backend revamp based on data layer project	4/2/2025
8	PULSE Report	Consolidate multiple views tailed to PULSE in one report, and schedule auto	New	Weekly Tag Availability Network Summary Top 10 Station Rolled Volume PoP change	4/2/2025

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

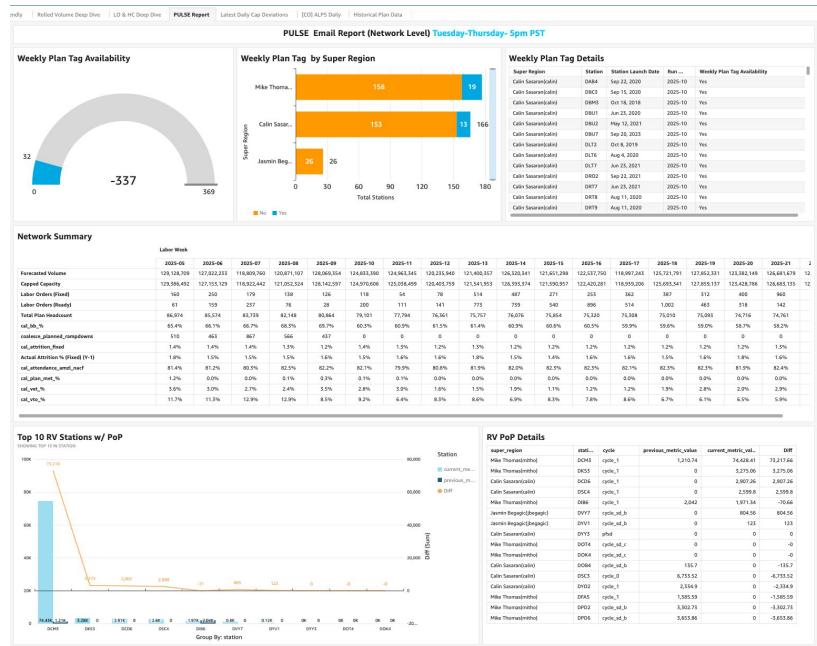
Network-level PULSE will be integrated into Quicksight as an extended vision for ALPS dashboard, providing senior leadership and the guidance strategy team with network-wide insights and notifications about at-risk stations. This will allow for quicker adjustments to forecasts and proactive risk mitigation. 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	UTR Business Network Summary	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	GAP dashboard	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			ALPS Output Metrics - Day level breakdown	[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	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	ALPS Output Metrics - Week level breakdown V2	[Athena] - NA ALPS weekly aggregated output metrics - delete	Hourly/Incremental 15 mins	8 mins
10			TPH By Site	[Athena] - NA ALPS weekly aggregated output metrics - delete	Hourly/Incremental 15 mins	8 mins
11		ALPS Output Metrics - Week level breakdown	ALPS Labor Plan View	[Athena] - NA ALPS labor plan view	Hourly/Incremental 15 mins	8 mins
12			Attribution Analysis	[Athena] - NA ALPS weekly aggregated output metrics - delete	Hourly/Incremental 15 mins	8 mins
13		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
14			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	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	Rolled Volume by Super Region	[Athena] - NA ALPS rolled volume	Daily/Incremental 15 mins	8 mins
17			Rolled Volume by Station	[Athena] - NA ALPS rolled volume	Daily/Incremental 15 mins	8 mins
18		Rolled Volume	Rolled Volume by Labor Start Week	[Athena] - NA ALPS rolled volume	Daily/Incremental 15 mins	8 mins
19			Rolled Volume by Labor Start Week and Station	[Athena] - NA ALPS rolled volume	Daily/Incremental 15 mins	8 mins
20		Rolled Volume	Rolled Volume by Labor Start Date, Station & Cycle	[Athena] - NA ALPS rolled volume	Daily/Incremental 15 mins	8 mins
21			Roster Headcount & New Hires by Labor Week	[Athena] - NA ALPS Roster HC - Employment code level	Daily/Incremental 15 mins	8 mins
22		Roster Headcount	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	[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	[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	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		ALPS Headcount by Day	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		LO & HC WoW Compare	Roster Headcount by Emp Type - Cycle & Emp Code	[Athena] - NA ALPS Roster HC - Employment code level	Daily/Incremental 15 mins	8 mins
34			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	[Athena] - NA ALPS Roster HC - Employment code level	Daily/Incremental 15 mins	8 mins
36		\$(ALPSBTNDimension) by Super Region	[Athena] - NA ALPS Roster HC - Employment code level	[Athena] - NA ALPS Roster HC - Employment code level	Hourly	3 mins
37		\$(ALPSBTNDimension) by Station	[Athena] - NA ALPS Roster HC - Employment code level	[Athena] - NA ALPS Roster HC - Employment code level	Hourly	3 mins
38		ALPS LO VS BTN Day Starts VS Run Rate	[Athena] - NA ALPS Roster HC - Employment code level	[Athena] - NA ALPS Roster HC - Employment code level	Hourly	3 mins
39		MET Hours by Super Region	[Athena] - NA ALPS Roster HC - Employment code level	[Athena] - NA ALPS Roster HC - Employment code level	Daily/Incremental 15 mins	8 mins
40		MET Hours by Labor Week	[Athena] - NA ALPS Roster HC - Employment code level	[Athena] - NA ALPS Roster HC - Employment code level	Daily/Incremental 15 mins	8 mins
41		MET Hours Details	[Athena] - NA ALPS Roster HC - Employment code level	[Athena] - NA ALPS Roster HC - Employment code level	Daily/Incremental 15 mins	8 mins
42		Hour Reallocation by Super Region	[Athena] - NA ALPS DAILY OUTPUT	[Athena] - NA ALPS DAILY OUTPUT	Daily/Incremental 15 mins	3 mins
43		Hour Reallocation by Labor Start Week	[Athena] - NA ALPS DAILY OUTPUT	[Athena] - NA ALPS DAILY OUTPUT	Daily/Incremental 15 mins	3 mins
44		Reallocation Hours Plus by Station	[Athena] - NA ALPS DAILY OUTPUT	[Athena] - NA ALPS DAILY OUTPUT	Daily/Incremental 15 mins	3 mins
45		Hour Reallocation by Activity	[Athena] - NA ALPS DAILY OUTPUT	[Athena] - NA ALPS DAILY OUTPUT	Daily/Incremental 15 mins	3 mins
46		Details	[Athena] - NA ALPS DAILY OUTPUT	[Athena] - NA ALPS DAILY OUTPUT	Daily/Incremental 15 mins	3 mins
47		Tier 1 vs Tier 3 Hour Reallocation	[Athena] - NA ALPS DAILY OUTPUT	[Athena] - NA ALPS DAILY OUTPUT	Daily/Incremental 15 mins	3 mins
48		Top Reallocation Instances of each site	[Athena] - NA ALPS DAILY OUTPUT	[Athena] - NA ALPS DAILY OUTPUT	Daily/Incremental 15 mins	3 mins
49						