

## **Break Adherence Intelligence System**

Role: Program Manager – Capacity Planning and Workforce Management Team

Organization: Amazon Robotics, Amazon

Timeline: August 2021 – April 2022

### **Mission**

To architect a scalable, transparent compliance infrastructure that reinforces SLA alignment by embedding behavioral accountability and data visibility into daily operational routines.

### **Vision**

Driving cultural transformation through data by standardizing break compliance, reducing productivity leakages, and enabling self-sufficient leadership decision-making through centralized insights.

### **Project Overview**

The Break Adherence Intelligence System is a flagship initiative that redefines how a global 24/7 workforce manages and adheres to scheduled breaks. Designed and scaled as a transformative compliance solution, this project leveraged automation, behavioral analytics, and enterprise reporting to enhance SLA stability, mitigate capacity risks, and drive operational discipline.

Initially launched as a pilot with 250 employees, the solution was scaled to over 4,300 employees across 14 rotational shifts. The implementation replaced fragmented manual reports with a robust, dynamic dashboard built on Amazon QuickSight, ensuring near real-time visibility at every leadership level—from shift supervisors to site directors.

### **Strategic Objectives**

- Monitor and enforce adherence to scheduled break windows using tool-activity tracking
- Transition from reactive compliance emails to proactive, real-time dashboards
- Enable granular visibility across operational layers and time zones
- Minimize SLA impact from unauthorized or misaligned break behaviors
- Foster accountability among frontline teams through transparent metrics

### **Cross-Functional Leadership in Action**

- Conducted root cause analysis revealing unregulated break activity as a driver of SLA breaches and backlog
- Launched a pilot of structured break scheduling with manual compliance reports, validating its effectiveness
- Spearheaded full-scale rollout to 4,300+ employees with exception workflows and optional peer-to-peer break swaps for flexibility

- Designed a real-time compliance engine powered by SQL, VBA, and CSV pipelines integrated with Amazon QuickSight
- Architected hierarchical dashboard views (shift, team, manager, site) to align accountability with decision-making authority
- Standardized end-of-shift data uploads by analysts for continuous reporting cycles
- Delivered end-user training, led change management sessions, and championed cross-functional adoption
- Consulted internal teams to replicate this dashboard structure across other reporting domains

### **Outcomes & Enterprise Impact**

- Significantly reduced SLA violations linked to break misuse across 24/7 operations
- Improved operational predictability and backlog prevention through compliance normalization
- Empowered autonomous decision-making via real-time dashboards—eliminating 90% of manual compliance emails
- Standardized performance culture with embedded behavioral data and shift-level reporting
- Recognized as a best-in-class model for data-led productivity management within the organization

### **Leadership Capabilities Demonstrated**

- Organizational Change Management & Behavioral Reinforcement
- Workforce Compliance Strategy & Reporting Automation
- Cross-Hierarchical Communication & Stakeholder Enablement
- Business Intelligence Tool Adoption & Data Governance
- Scalable Innovation Delivery with Measurable Impact

### **Technology Stack & Tools**

Amazon QuickSight – Compliance Dashboard Design & User Segmentation

SQL – Custom Data Extraction, Filtering & Logic Sequencing

Excel with VBA Macros – Pre-processing & Compliance Metric Calculation

CSV Pipelines – Integration with Raw Activity Logs and Employee Data

### **Legacy & Reflection**

The Break Adherence Intelligence System revolutionized Amazon's approach to operational compliance. By embedding visibility and ownership into daily workflows, it transitioned a reactive management culture to one centered on proactive accountability and scalable transparency. Today, it not only ensures SLA protection but also empowers every tier of leadership with the tools to act independently and efficiently. This project has set a precedent for future reporting and compliance strategies within the enterprise ecosystem.