FilterLand Fulfilment Centre

Workforce Stability & Operational Performance Analysis

Executive Project Brief

1. **Background.**
   FilterLand Fulfilment Centres are experiencing workforce-related friction signals, including morale concerns and operational strain. As warehouse performance depends heavily on stable, predictable labour, leadership requires clarity on which workforce drivers are most impacting operational stability.

2. **Problem Statement.**
   Workforce friction themes, including burnout, scheduling instability, and perceived fairness concerns, may be contributing to reduced morale and operational inefficiencies. However, it is unclear:
   - Which themes represent structural vs. episodic issues

   - Which workforce segments are most affected

   - Which levers are most actionable within HR's operational scope

   Without prioritisation, interventions risk being broad, reactive, or low-impact.

3. **Operational Problem.**
   High turnover, burnout, and unclear career paths are directly impacting shift stability, efficiency, delivery speed, and customer satisfaction. The ongoing inability to identify and address root causes means attrition continues unchecked, driving up recruitment and training costs while undermining operational performance.

4. **Objective.**

   This analysis aims to:

   1. Identify the most significant workforce friction themes using structured and unstructured employee data

   2. Segment risk to determine which roles present the highest operational leverage

   3. Prioritise actionable interventions using a structured scoring model (Impact × Severity × Size)

5. **Scope.**
   In Scope.
   - Employee review analysis.
   - Theme identification and emotional intensity assessment.
   - Segment-level risk prioritisation

● Actionable intervention framing within HR operational remit

Out of Scope.
- Organisational redesign.
- Compensation restructuring.
- Policy-level promotion overhaul.

6. Approach

The project is structured in three phases:

Phase 1 – Diagnostic Analysis

- Workforce distribution

- Theme frequency mapping

- Sentiment distribution modelling

Phase 2 – Thematic & Emotional Analysis

- NLP preprocessing and thematic coding

- Sentiment scoring (TextBlob)

- Theme-level emotional clustering

Phase 3 – Prioritisation & Intervention Design

- Segment × theme heatmap

- Sentiment-weighted severity index

- Priority ranking model (Impact × Severity × Size)

7. Expected Output

- Clear identification of structurally destabilising workforce drivers

- Prioritised list of high-impact workforce segments

- Evidence-backed, pilot-ready intervention hypothesis

- Structured roadmap for leadership decision-making

Definition of Success.

Success will be defined as delivering a defensible, data-backed prioritisation of workforce friction drivers and a practical intervention plan aligned with operational feasibility.