BRIEFING NOTE

Workforce Friction & Operational Stability – FilterLand FC

Issue

Employee review analysis indicates recurring workforce friction themes that may be affecting morale and operational stability. Leadership requires clarity on which issues are structurally persistent and which are immediately actionable within HR's remit.

Key Findings

1. Burnout Is Visible but Broadly Tolerated

Burnout & demanding shifts are the most frequently mentioned themes. However, sentiment distribution shows a meaningful positive offset, suggesting workload intensity is often accepted when managerial support is present.

2. Promotion & Progression Concerns Show Concentrated Negative Sentiment

Although lower in volume, promotion-related concerns exhibit sharper negative sentiment than other themes. This indicates dissatisfaction tied to perceived fairness and longer-term opportunity.

3. Operational Instability Reflects Persistent Structural Friction

Operational Instability & Scheduling lacks the strong positive skew observed in burnout and management themes. Sentiment clusters around neutral and negative responses, suggesting recurring dissatisfaction rather than isolated complaints.

Instability also intersects with other themes (burnout and fairness perceptions), indicating it may amplify existing frustrations.

4. Risk Is Concentrated in Regular Forklift Operators

Segment analysis (Impact × Severity × Size) ranks Regular Forklift Operators highest due to:

- Operational criticality.
- Workforce scale.
- Elevated instability and fairness signals.

Implications

- Not all friction themes carry equal operational leverage.
- Promotion concerns reflect fairness dissatisfaction but require longer-cycle policy review.
- Scheduling instability presents a more immediate operational lever within existing supervisory control.

Prioritisation should therefore focus on structurally recurring, supervisor-controlled issues.

Recommended Next Step

Pilot a **Fixed-Rota Stability Window** within the highest-priority segment:

- Publish schedules 2 weeks in advance
- Log rota changes within 72 hours
- Supervisor-led implementation
- 3-week test period

Measure:

- Frequency of last-minute rota changes
- Logged change reasons
- Predictability pulse feedback

Decision Required

Approval to initiate a controlled scheduling-stability pilot within the Regular Forklift Operator segment.