

Furniture Friends Fulfillment Analysis: Operational Insights & Recommendations

Analyzing 500+ fulfillment requests to identify bottlenecks and
optimize operations



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"This analysis examines fulfillment patterns across partner organizations, client demographics, and seasonal trends to improve completion rates and reduce fulfillment time."

Key Findings at a Glance

Seasonal Demand Mismatch: 69% of requests occur January-June, but staffing remains flat year-round, creating fulfillment delays during peak months and idle capacity in summer.

Kitchen Item Shortage: Kitchen items show lowest fulfillment rate (72%) despite being 18% of demand, while office items are oversupplied (84% fulfillment, low demand) - warehouse space is misallocated.

Partner Org Performance Gap: Fulfillment time varies from 9 to 15 days across partner organizations with similar volumes, indicating process inconsistencies that could be standardized.

Equity Concern: Veterans receive 83% completion rate vs 70% for low-income families - a 13-point gap requiring process review to ensure equitable service.

Following slides detail findings and actionable recommendations.

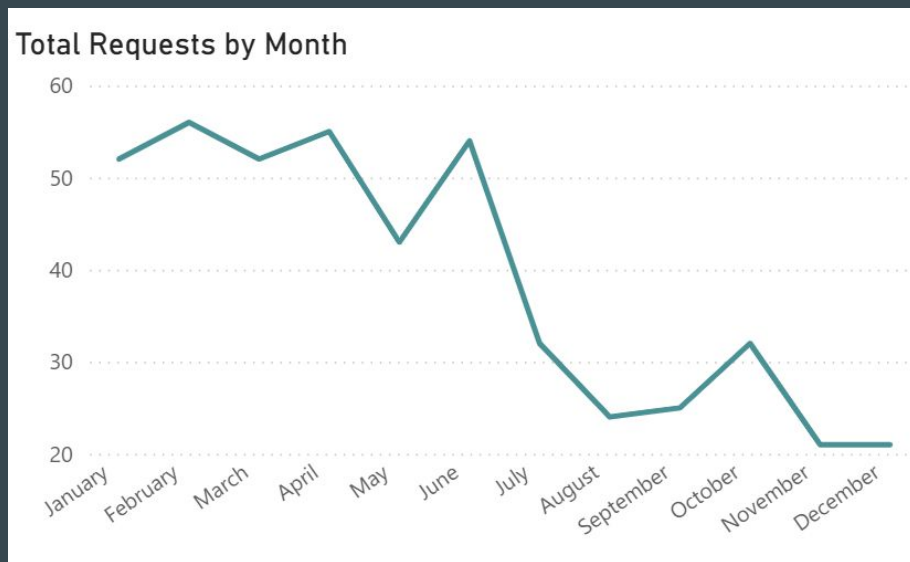


When does demand peak, and are we prepared?

Insight: 69% of requests occur January-June, peaking in February (56) and April (55). July-December accounts for only 31% of demand. Formerly homeless clients peak in March, suggesting winter housing placements take 2-3 months to furnish.

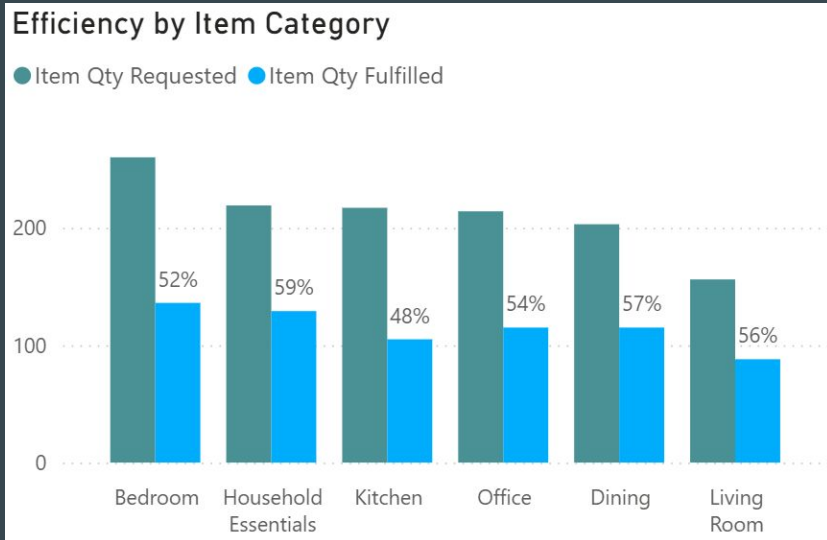
Recommendations:

- Increase volunteer capacity 40% in January-April; reduce summer staffing to match demand
- Pre-position high-demand inventory (beds, kitchen items) in December
- Investigate July-December drop: if 12-month limit is the cause, consider emergency re-request policy



Which item categories are hardest to fulfill, and why?

Overall item fulfillment is 54% (688 of 1,269 items), well below 77% request completion - clients receive partial orders. Kitchen items show lowest fulfillment (48%) despite highest demand, while office items achieve 54% fulfillment with low demand. The gap between office item fulfillment (54%) and request completion (84%) reveals that most completed requests are actually partial deliveries.



Recommendations:

- Set realistic request limits by item category based on current inventory levels. Aligns client expectations with actual fulfillment capacity
- Track partial fulfillment: follow up with clients receiving <50% of requested items
- Partner with restaurants, catering companies, and furniture retailers for kitchen-specific donation drives to address 48% item fulfillment rate

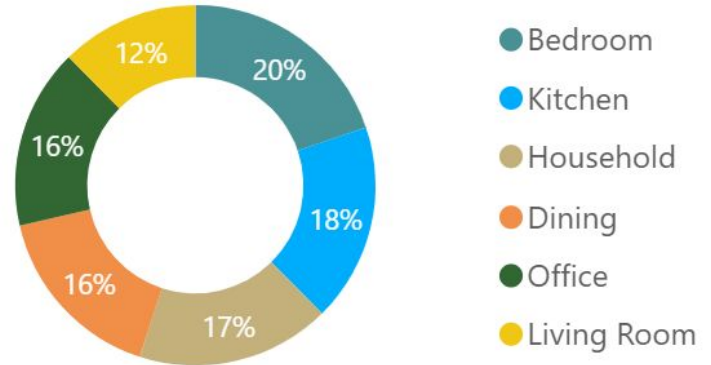
Which item categories are in highest demand vs highest supply?

Insight: Bedroom (20%) and kitchen (18%) lead demand, while living room items lag. Completion rates reveal misalignment: office 84% (oversupplied), bedroom 77% (balanced), kitchen 72% (undersupplied). Kitchen gap is critical - these are daily-use necessities.

Recommendations:

- Launch kitchen donation campaign (tables, chairs, dishware)
- Partner with retailers for bed/mattress donations
- Audit office inventory: if 6+ months stock, pause acceptance to free warehouse space

Demand by Item Category



Are all partner organizations fulfilling at the same efficiency?

Insight: Partner orgs vary significantly in performance. Ethos Vont fulfills fastest (9 days) but lowest completion (53%). Spiritual Workers achieves both speed (10.8 days) and high completion (91%) - the benchmark. Shutterbugs and Developers lag at 13.8-15.2 days.

Partner Organization	Avg Days to Fulfill
EthosVont	9.00
Systems Engineering	9.75
Spiritual Workers	10.80
Saco & Biddeford Savings	11.14
Maine Community Bank	11.22
Portland Mattress Makers	11.57
NewHeight Group	11.90
J.B Brown and Sons	12.25
Portland Harbor Group Raymond James	12.35
Combined Average	12.39

Recommendations:

- Investigate Ethos Vont's 47% non-completion: pending or cancelled? Root cause?
- Document and replicate Spiritual Workers' best practices across all partners
- Provide volunteer support to Shutterbugs and Developers to reduce fulfillment time 30%

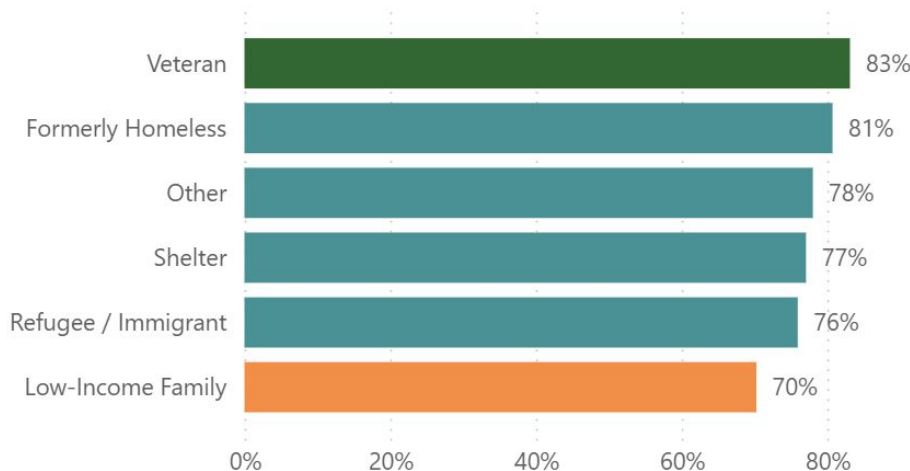
Are we serving all client types equally?

Insight: Veterans achieve 83% completion vs 70% for low-income families - a 13-point equity gap. May reflect unintentional prioritization, delivery challenges for larger households, or communication barriers.

Recommendations:

- Review intake and fulfillment processes to identify equity gaps
- Provide enhanced delivery support for low-income families
- Track completion rates by demographic monthly to ensure improvements

Completion Rate by Client Demographic



"Action Plan: Prioritized Recommendations"

Immediate Actions (Next 30 days):

- Seasonal staffing: +40% volunteers January-April, reduce summer
- Kitchen donation campaign; pause office item acceptance
- Audit Ethos Vont's 53% completion rate

Short-Term Implementation (60-90 days):

- Standardize Spiritual Workers' processes across all partners
- Review workflows to close 13-point equity gap
- Reallocate warehouse space: less office, more kitchen/bedroom

Ongoing Monitoring:

- Monthly: track completion by category, partner, demographic
- Quarterly: review seasonal forecasting and inventory
- Annual: policy review on 12-month request limit

Dashboard Example: Filtered by Bedroom Requests

Furniture Friends Fulfillment Dashboard

2024-2025 Operational Performance

99

Total Requests

15

Pending Requests

76

Completed Requests

76.8%

Completion Rate

13.66

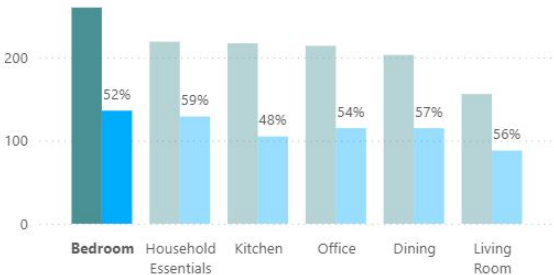
Avg Days to Fulfill

Total Requests by Month

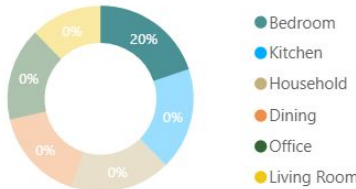


Fulfillment Efficiency

Item Qty Requested Item Qty Fulfilled



Demand by Category

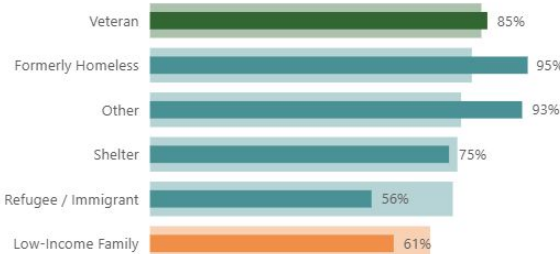


Partner Organization

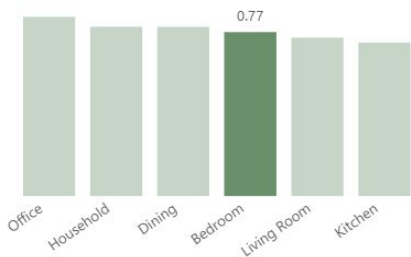
Avg Days to Fulfill

Portland Mattress Makers	7.75
Saco & Biddeford Savings	8.00
Spiritual Workers	9.25
Jordan's Furniture	9.33
EthosVont	9.50
Rowe Ford Westbrook	9.80
Maine Community Bank	12.50
GoGo Refill	13.00
NewHeight Group	14.50
Combined Average	13.66

Completion Rate by Client Demographic



Completion Rate by Category



What's Next: Interactive Dashboard & Support

Dashboard Capabilities:

- Real-time tracking of completion rates, fulfillment time, inventory levels
- Drill-down by partner org, client type, item category, time period
- Automated alerts for pending requests, inventory shortages, performance issues
- Expandable modules: volunteer scheduling optimization, donation tracking, delivery logistics, and duplicate client detection

Next Steps:

- Data access: Provide 2024-2025 fulfillment records
- Dashboard setup: 1-2 weeks to build with real data

Ready to implement when you are. Let's see what the real data can show!