

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.



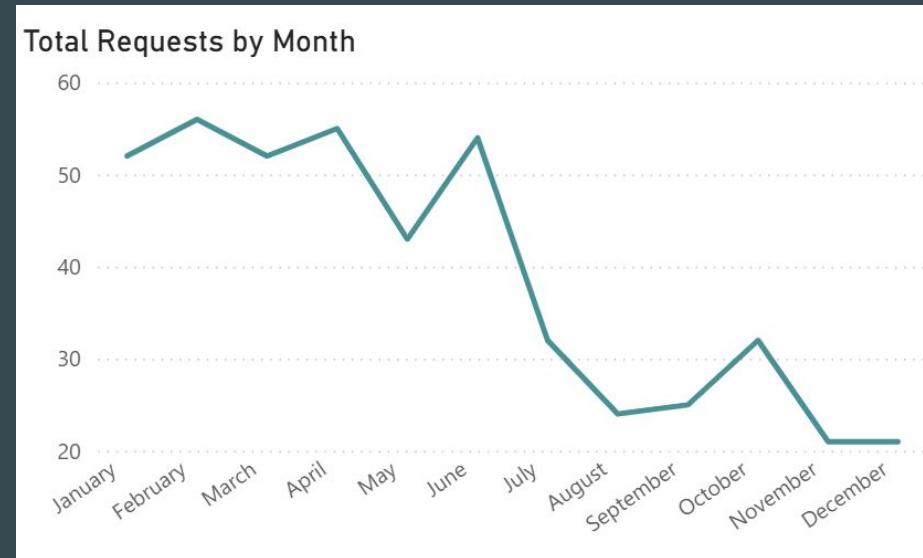
When does demand peak, and are we prepared?

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

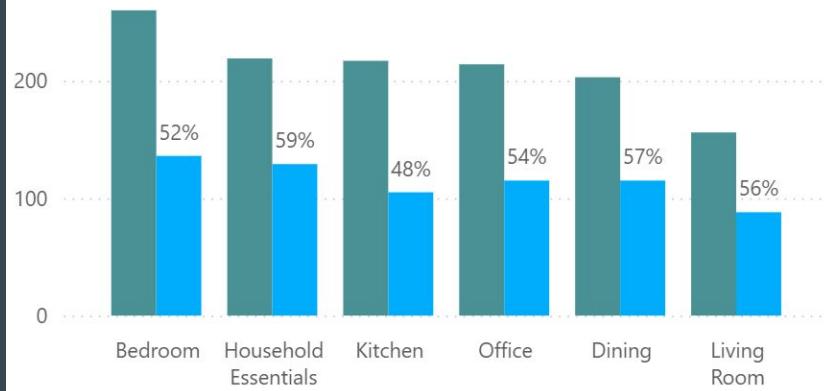


Which item categories are hardest to fulfill, and why?

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.

Efficiency by Item Category

● Item Qty Requested ● Item Qty Fulfilled



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

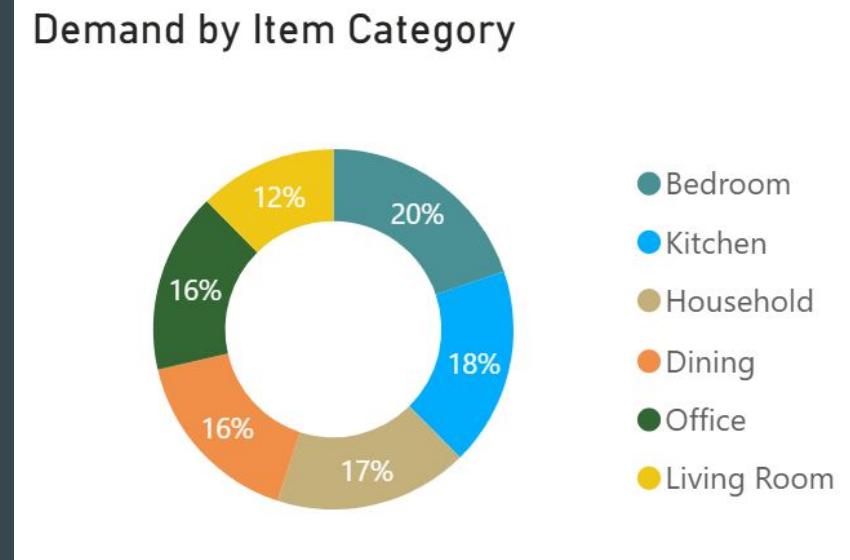
Which item categories are in highest demand vs highest supply?

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



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:

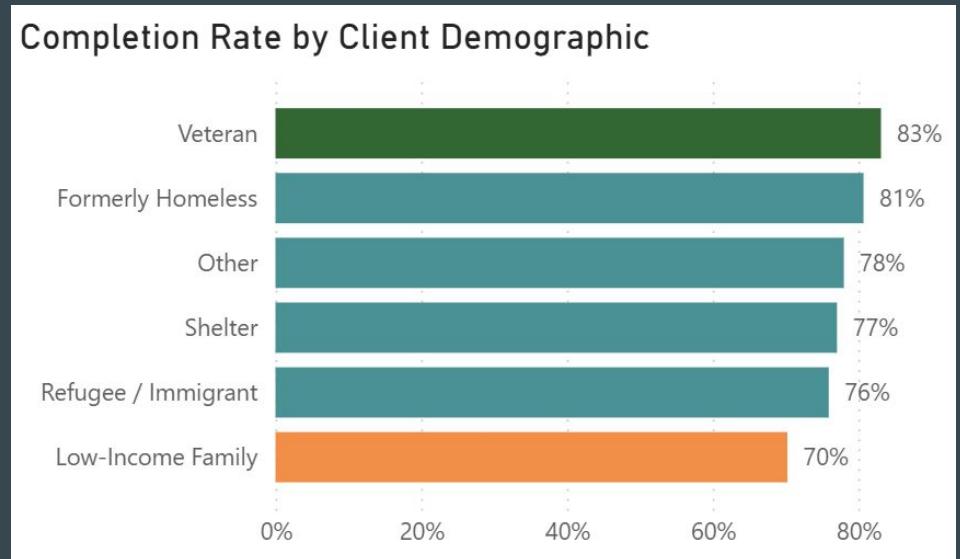
- Investigate Ethos Vont's 47% non-completion: pending or cancelled? Root cause?
- Document and replicate Spiritual Workers' best practices across all partners
- Provide volunteer support to Shutterbugs and Developers to reduce fulfillment time 30%

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



"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

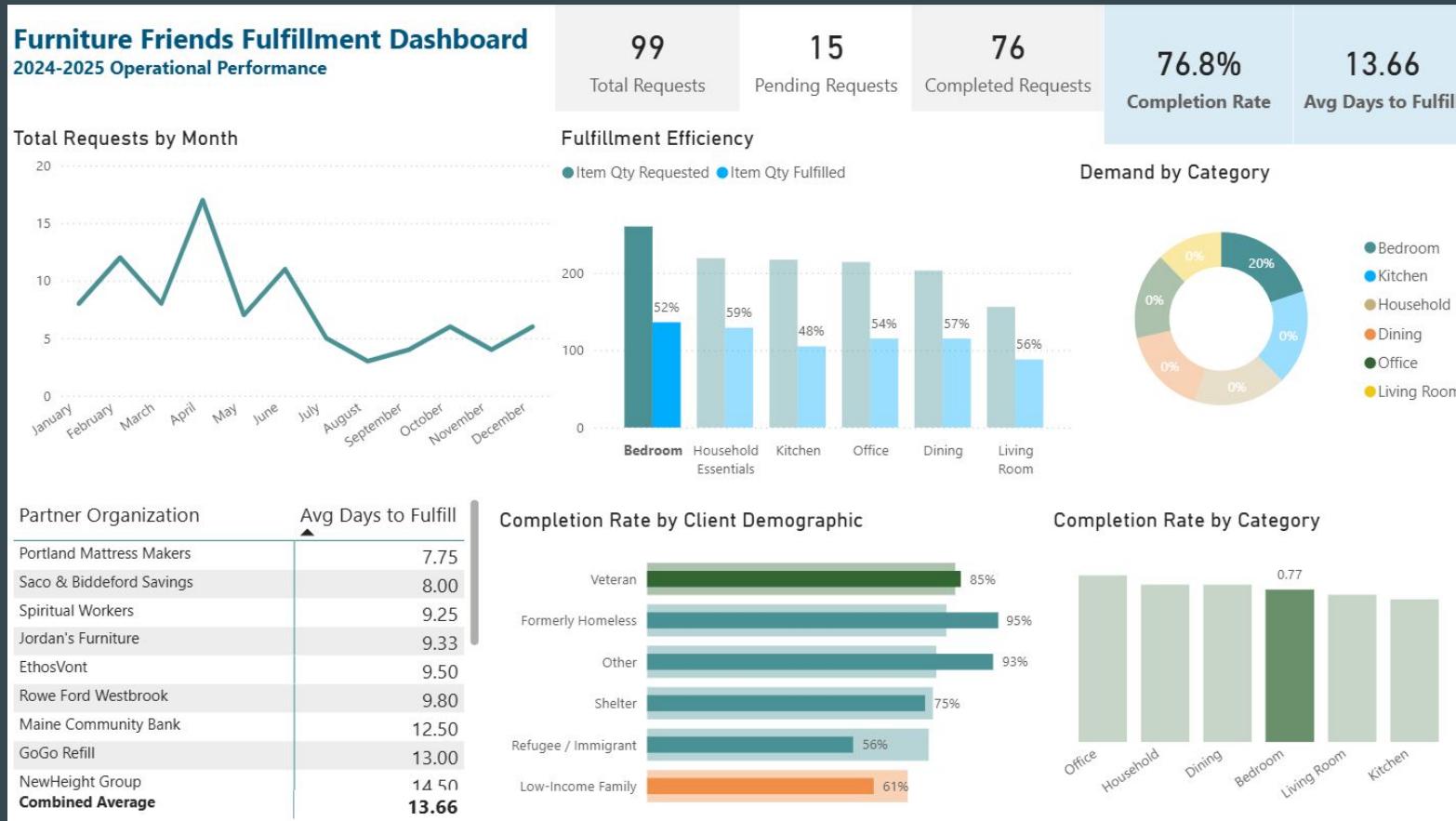
Short-Term Implementation (60-90 days):

- 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



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!