

Community Forklift - Material Donation Journey Mapping

Week 3

AI we are using: ChatGPT

Project Context

Community Forklift is a nonprofit reuse center that diverts home improvement supplies from landfills and redistributes them affordably to the community. Right now, their donation process runs across multiple systems, which can be confusing for staff and donors and may cause inefficiencies. Our project aims to map the full donor journey, from first contact through post-donation, to spot pain points and gaps. By gathering insights through interviews and meetings, we'll propose clear recommendations to streamline workflows, secure donor data, and improve the donor experience.

Project Summary Abstract

With this project we will strive to intuitively improve the way Community forklift sees their material donation process. We will take part in interviews and in person meetings with our contacts in order to gather required information to map the donor journey. We'll then use this information to identify faults in our clients infrastructure, work on solutions to recommend, and propose these recommendations to Community Forklift.

Scope & Deliverables

Short Term Goals

These are goals we can achieve within the next two weeks.

- Send a thank you reply for meeting with our team for the initial interview by 9/25/25
- In the email, ask if they are available to meet around 1pm on Friday 10/3
- Collect the CSV on the donor data before 10/3
- Meet with the forklift community in-person on 10/3 @1pm
- Ask any questions we still have left over from the initial meeting on 10/3, and update the interview document accordingly

Long Term Goals

These are goals we can achieve within the next few months.

- Receive basic training on softwares such as ThriftCart POS, EveryAction CRM, Podio, and Google Calendar
- Identify communication bottlenecks in the donation process and list possible solutions
- List and interview a few current donors

- Build the visual representation of the donor lifecycle
- Final presentation by 12/20
 - What we learned/contributed to the project and community forklift program
 - Our perspectives on the donor workflow

Deliverables

- Donor lifecycle journey map
- Data analysis from donation data
- Identify points of improvement for system deficiencies
- Make suggestions for keeping all parties involved in donation process

Timeline

Oct 3, 2025

Visit on site, take an overview of workflow.

Gain some level of access to the CRM and software to view donation data(no edit access, just view)

Once we gain access to user data, Michael will work on creating a database to analyze patterns and trends seen in data.

Oct 22, 2025

Reach out to customers for interview

Nov 5, 2025

Finish data analysis on existing data/ make projections.

Nov 19, 2025

Finish Donor lifecycle journey map

Contributions-

Kavya- Sent email to set meeting for the onsite visit. Helped chose the proper AI to use for the project. Looked at the pain points of Community Forklift and familiarizing the team on our short term and long term goals.

Michael- Listed deliverables required for the project. Created a rough timeline of internal due dates for our final deliverables. Added to the list of long term goals.

Morolasaiye- Project Context

Jumar- Project Summary Abstract

Areeb- Contributed to scope & deliverables, short-term goals, and long-term goals.