SYS366 – Alternative Case Study

*Gifts From Suzie*

Judith McRobb’s three-year-old niece, Suzie, passed away ten years ago from a rare form of Leukemia. When Suzie was sick, Judith decided that she needed a security blanket for her long hours in the hospital and couldn’t find anything in the stores that would meet Suzie’s needs. Judith, being a ‘crafty’ person, learned how to make quilts. The quilt that she created was full of cozy fabrics and colours that Suzie loved and the quilt accompanied Suzie through all of the stages of her illness. Judith decided to make quilts for the friends that Suzie made in the hospital ward, soliciting help from friends to keep up with the demand. With this, *Gifts from Suzie* became a reality.

*Gifts from Suzie* is now a registered charity. Anyone can call the organization and request that a gift be sent to a seriously ill child. The gift is usually a quilt, but *Gifts from Suzie* is now expanding into homemade stuffed animals and pillows. The gift is sent, free of charge, to the child.

To make this work, Judith now has a core group of volunteers working with her. Beth Bedard organizes volunteers to cut material, and to sew. She seeks out opportunities to meet with people who sew. Recently, Beth started working with the public school system and some high schools have incorporated sewing stuffed animals into their sewing classes. Donna Patel works on fund raising so that the organization can buy supplies and operate their office.

The local craft store donates, in return for a tax receipt, the upper floor of their building. Jie Chen manages the workspace, booking the equipment, making sure that the equipment is serviced. Jie keeps track of the orders for gifts which she receives via phone and email. Jie works with Judith’s husband, Bill who is a self-professed ‘jack-of-all’ trades. Bill services the equipment belonging to *Gifts From Suzie* and will, upon request, service sewing machines that belong to any of the volunteers.

Manpreet Narula is in charge of obtaining supplies. He watches for sales at craft stores, going out of business sales and works with merchants to obtain donations of fabrics.

Sandra Copeland is always looking for new a creative gifts that *Gifts From Suzie* could offer. The gifts have to be made from the list of supplies that Manpreet keeps on hand. Each time a gift is ordered, Sandra supplies the pattern for the assembly process. She keeps track of the types of gifts requested by and has a good idea of which type of gift a child would like, depending on their gender and age.

Gwen Wilson works with Jie, Manpreet, Susan and Beth to ensure that the gifts are assembled. She receives an order from Sandra and organizes the needed supplies into ‘kits’. She passes the work on to Beth’s volunteers and follows up to ensure that the work is accomplished. Once the work is completed, Gwen sends the gift to the child. Gwen keeps track of who the work is assigned to, making sure that kits aren’t lost!

Ron Smith keeps track of the money that is brought into and paid out by *Gifts from Suzie*. Ron ensures that anyone that donates to the organization receives a Tax Receipt. Ron pays the utility bills and bills for supplies and works with Manpreet and Jie to ensure that the organization doesn’t over commit itself! *Gifts From Suzie* was able to fund raise enough money to purchase a Long Arm Sewing Machine and an Industrial Fabric Cutter. The use of the equipment and meeting room are rented out when not in use by *Gifts From Suzie* to raise money.

Judith spends tireless hours coordinating the efforts of all of the volunteers. She seeks out opportunities to promote *Gifts From Suzie* and serves as the spokesperson for the organization.

Judith, and her colleagues have come to the conclusion that the paper based/somewhat computerized system that they are currently using is not meeting the organization’s needs. Leads on potential volunteers and donors are frequently lost. Equipment is often ‘double-booked’ and Tax Receipts are often missed. The number of requests far exceeds the number of what the organization can produce. Recently, a family with a child that benefited from a *Gift From Suzie* quilt has donated a large sum of money to the organization and the decision has been made to automate the paper based systems. Judith would like your company to develop this new system

Currently, information is being stored in spreadsheets and other documents on the office computer, which they bought five years ago. Emailed Gift requests are currently printed and filed in folders. Often, the person packaging the gift forgets to remove the order from the folder, so no one is sure if a request has been completed. Volunteer notes and assigned work tasks are also not well organized, so often some volunteers are really busy while others have nothing to do. Donna used to keep track of donation leads in a notebook, but then she dropped the notebook in a puddle. Now she keeps this information in her phone! Beth keeps volunteer information on her personal notebook. Jie and Ron are the ones that use the office computer the most. Ron keeps track of expenses and donations using Excel spreadsheets and creates tax receipts using Word. Jie does most of the scheduling of equipment and space using an Excel spreadsheet which she posts on the wall. Other volunteers change the spreadsheet by hand as needed. Manpreet keeps track of inventory in his head which often means that obscure items often go missing. Patterns are now kept in Rubbermaid totes because the old cardboard boxes were breaking.

The group is interested in building a computerized system that will streamline all of these elements and allow them to run the business through one complete system and are hoping that this system will reduce a lot of the errors that they find with current methods. They would like to invest properly now in a system that will work for many years and provide flexibility and reliability for the foreseeable future.

Business Areas

Workspace Management

Inventory

Gift Design

Finance

Gift Management

Requested Features

Choose a feature from each category

|  |  |
| --- | --- |
| Features | Required By |
| Maintain Supplier (Information) |  |
| Maintain Customer (Information) |  |
| Maintain Equipment Data |  |
| Maintain Volunteers |  |
| Maintain Donators |  |
|  |  |
|  |  |
|  |  |
| Features | Required By |
| Schedule Equipment |  |
| Receive Inventory |  |
| Maintain Gift Design and materials |  |
| Pay Bills |  |
| Maintain Customer Orders |  |
| Record Donations |  |