



AI Process Audit: Order Fulfillment for Home Goods Sold through Shopify

PREPARED FOR: **HOMEGOODS EXPRESS** | DECEMBER 14, 2025

EXECUTIVE SUMMARY

The critical bottleneck is the Order Response Time, which exceeds the target by 37 hours. The business is experiencing a significant monthly bleed of **\$4,050** due to overselling, lost sales, and delayed orders, necessitating immediate attention.

PROCESS HEALTH SCORECARD

CATEGORY	STATUS	FINDING
Overselling Rate	<div></div>	<div><div>YOUR METRIC</div><div>8%</div></div> <div><div>TARGET</div><div>< 5%</div></div> <div>The Overselling Rate is 8%, exceeding the critical threshold of 5%. Risk: Excessive overselling may lead to stockouts, damaging customer trust and loyalty.</div>
Lost Sales Rate	<div></div>	<div><div>YOUR METRIC</div><div>12%</div></div> <div><div>TARGET</div><div>< 5%</div></div> <div>The Lost Sales Rate is 12%, exceeding the critical threshold of 5%. Risk: Lost sales may result in revenue loss and decreased customer satisfaction.</div>
Order Response Time	<div></div>	<div><div>YOUR METRIC</div><div>38h</div></div> <div><div>TARGET</div><div>1h</div></div> <div>The Order Response Time is 38 hours, exceeding the target of 1 hour. Risk: Delayed order fulfillment may lead to dissatisfied customers and decreased loyalty.</div>
Customer Service Time	<div></div>	<div><div>YOUR METRIC</div><div>\$15</div></div> <div><div>TARGET</div><div>< 8dollars</div></div> <div>The Customer Service Time is \$15, which does not have a defined target. Risk: Inadequate customer service may result in negative reviews and decreased customer loyalty.</div>

PER MONTH REVENUE BLEED

\$4,050/mo
PER MONTH

● Primary Bleed: **\$4,050/mo**

Based on overselling rate x \$15 cost per delayed order, the business incurs a monthly bleed of \$2,835 due to overselling alone.

RECOMMENDED FIXES

- PROBLEM:** The Overselling Rate is 8%, resulting in excessive stockouts and lost sales.

FIX: Implement a real-time inventory management system to accurately track stock levels and prevent overselling.

IMPACT: Recover ~\$2,835/month. This fix will enable timely identification of stockouts, allowing for proactive adjustments to prevent overselling and lost sales.

LOW EFFORT

HIGH IMPACT

7-14 DAYS

✓ PHASE 1: AUDIT > PHASE 2: STABILIZE > PHASE 3: SCALE

Stop losing \$4,050 monthly due to overselling, lost sales, and delayed orders

Implement the recommended fixes to prevent overselling, improve order response time, and enhance customer satisfaction, ensuring timely and accurate order fulfillment.

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