

Addendum A to POS: Dress for Success Business Requirements

Changes to version	Person who changed	Date changed
1) Added 2.2.3 requirement that the clothing storage north of the lobby be visually separated from the lobby	Sunshine Elliott	2/23/08
2) Added suggestion to comments of 2.2.2.1, added comment to 2.2.2, added comment to 2.2.2.5, added comment to 3.1.7, added comment to 4.2, added comment to 3.1.6, added comment to 4.3, added 2.4.1.1, added 2.4.2.1, added 3.1.6.2, added 2.4.3, added 3.1.6.3 – all changes are in blue font	Sunshine Elliott	3/2/08

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1 General Requirements	Notes/Suggestions	Priority <small>(Low, Med, High, or Critical)</small>
1.1 <i>Organize clothes in a way that is intuitive for volunteer dressers to understand and effectively use the space available</i>		Critical
1.1.1 Apply organizational techniques that have been working, such as organizing the clothes by size and color		
1.1.1.1 It is critical that the way clothing, shoes, and other items are organized makes it as easy as possible to maintain and to add additional stock into the closet		
1.1.2 Use the best suggestions from experienced dressers for organization changes		
1.2 <i>Organize the rest of the space: lobby area, dressing room area, etc. to make the environment feel professional, organized, and comfortable for Dress for Success Staff and clients</i>	<ul style="list-style-type: none"> • Prefer a boutique look 	Critical
1.3 <i>Design a donations intake, sorting, and storing process that is sustainable over time and is easy for volunteers to quickly understand and perform</i>		Critical

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2 Detailed requirements for clothing and shoes organization and layout		
2.1 Provide a secure area to store clothes held for future sale	<ul style="list-style-type: none"> • May already be done, check with Ronda 	High
2.2 Store all of the in season, best outfits in the existing storage area north of the lobby area, which is a single, well-lit location	<ul style="list-style-type: none"> • Dresses are rarely put into the outfits, consider moving them all to the back stock area 	Critical
2.2.1 The location must allow volunteer dressers to quickly access the clothing	<ul style="list-style-type: none"> • 	Critical
2.2.2 Store the clothes in a way that allows dressers to intuitively and easily locate the various elements of an outfit	<ul style="list-style-type: none"> • Important that there is enough space between racks and the walls, posts, and other racks so that the dressers and sorters are not bumping into things constantly 	Critical
2.2.2.1 Sort by type (pants, suits, tops, etc), then style (skirt suit, pant suit, blouses, sweaters, etc.), then size	<ul style="list-style-type: none"> • Per the dressers, sorting by color is a “nice to have”, but is difficult to maintain • Suggestion – use a light to dark color chart instead • Think about putting all tops of the same size together and then sort by type: sleeveless shells, short sleeves, long sleeves, blouses and color within the sizing • Think about separating Small, medium, and large from the number sizes in this way: XS followed by 0 followed by 2, then S followed by 4 followed by 6, then M followed by 8 and then by 10 and so on. • Consider labeling the plus sizes as such in addition to having the specific sizes called out 	Critical
2.2.2.2 Store the overcoats in an area out of site to clients since there are not enough overcoats for each client to have one	<ul style="list-style-type: none"> • Dressers could load a few overcoats on to a rolling rack and bring them out for clients to try on and select from 	Medium

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2.2.2.3	Hang pants vertically rather than folded over hangers so dressers can easily understand if their cut and length	•	High
2.2.2.4	Obtain more plastic sizing rings to place on the hanging rods so that dressers can easily see which sizes are located in which locations	• Would need to have these donated	Medium
2.2.2.5	Determine a way to use color coded or otherwise coded plastic tags to label items that are petite, wide, or long	• Petite labels, tall labels, and labels that tell the dresser that the suit top and bottom are different sizes are very helpful	Medium
2.2.3	Clothing stored north of the lobby area must have visual separation from the lobby	<ul style="list-style-type: none"> • May use cubicle dividers, moveable bookshelves, a different style of temporary wall, or curtains • Must look clean and professional and must be obtained without cost to DFS 	Critical
2.3	<i>All back stock clothing stored in a single location</i>	•	Critical
2.4	<i>Reorganize shoes for maximum efficiency</i>		(see directly below)
2.4.1	Rearrange the shoe storage so that sizes 9,10, and 11 are most accessible as these are the most common sizes		High
2.4.1.1	Add special labels and/or separate areas for wide and narrow shoe sizes		Med
2.4.1.2	Arrange the shoes by type: pumps, loafers, mules, boots, etc.	• Eventually find an alternative for pairing shoes together that is nicer than rubber bands (low priority)	High
2.4.2	Obtain more angled shelves so the shoes are easy to see and reach		Medium
2.4.3	Install better lighting for the shoes area	• Currently sorters cannot see the difference between navy and black shoes because the light is too dim	High

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3 Requirements for space use (layout) for areas where clothes are not stored		
3.1 Organize dressing rooms area, including dressing areas, handbags, scarves, belts, and personal hygiene items		(see directly below)
3.1.1 Maintain dressing room area in existing location	<ul style="list-style-type: none"> Minimizes re-organization efforts and works where it currently is 	high
3.1.2 Maintain existing three dressing rooms	<ul style="list-style-type: none"> No need to add more dressing rooms, per Ronda; more rooms would start to make the dressing experience more crowded and less personal feeling 	critical
3.1.3 Install new curtains for dressing rooms	<ul style="list-style-type: none"> No curtains are on hand at DFS, would have to obtain a donation 	Low (could be done in the future)
3.1.4 Install new curtains in the windows along the ramp dividing the pool area from the dressing room area	<ul style="list-style-type: none"> Existing curtains clash with new paint Consider having curtains match with new dressing room curtains 	Low (could be done in the future)
3.1.5 Utilize available wall storage grids to improve access to and organization of purses, belts, and scarves	<ul style="list-style-type: none"> Metal grids that can be mounted to a wall and have hangers and shelves hanging from the grid are currently in the back storage room Consider using waterfall hangers for purses The area where these would most easily be hung is too dark – find a way to get more light in there 	high
3.1.6 Improve organization and look and feel of personal hygiene, hosiery, and bra storage areas	<ul style="list-style-type: none"> Currently stored on a conference table and in two drawer plastic dressers 	critical

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	<ul style="list-style-type: none">• Consider obtaining a donated dresser or two to organize these items, preferably one would have a mirror mounted to the back, taller might provide easier access for volunteers without having to continually bend down to reach items• Consider removing the navy and white hose from stock as they are generally not in fashion	
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3.1.6.1 Organize the hygiene items using containers or tiered shelving	<ul style="list-style-type: none"> Consider having specific areas of the table for specific types of items – work from toiletries on the left to makeup on the right 	high
3.1.6.2 Obtain additional make-up stock so that the spectrum of basic products is available	<ul style="list-style-type: none"> Includes powder, blush, eyeshade, mascara, and brushes 	low
3.1.6.3 Obtain footy stockings for clients to use when trying on shoes	<ul style="list-style-type: none"> 	low
3.1.7 Improve jewelry storage and organization so that dressers and clients can easily understand where to find necklaces, earrings, bracelets, and pins of a certain variety	<ul style="list-style-type: none"> Consider organizing using ice cube tray type containers (would need to have these donated) Consider weeding jewelry out more so that there are fewer items on display – need more necklaces that sit higher on the neck are Necklace trees would be a nice way to keep the necklaces organized and visible to the dressers and clients 	medium
3.1.7.1 Separate jewelry by gold, silver, pearls, and clips		Medium
3.1.8 Improve table set up	<ul style="list-style-type: none"> Currently a round table is in the middle of the dressing room area and has a bulletin board and office supplies basket – the table creates bad traffic flow and is difficult to keep organized looking A square table may fit better into the space 	Medium
3.1.9 Provide adequate mirrors to clients trying on clothes	<ul style="list-style-type: none"> Existing full length mirror in dressing room area has a large crack A three-way mirror is currently stored in the lobby area 	Low (could be addressed in the future)
3.1.10 Increase privacy of dressing rooms by creating some visual separation	<ul style="list-style-type: none"> Consider creating a 2/3 wall for part of the length of 	Medium (may be

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from the ramp leading from the back entrance to the lobby	<ul style="list-style-type: none"> the ramp Could use display walls in place of actual room dividers or plywood walls 	solved with a dresser/mirror combination in the area)
3.1.10.1 Maintain some visibility/line of sight from the lobby to the dressing room area. This means not putting up partial walls for the full length of the ramp		critical
3.2 Improve layout and coziness of lobby area		
3.2.1 Move couches and chairs in lobby to allow for flat screen television viewing		(completed)
3.2.2 Obtain a moveable dividing wall to separate lobby area from entrance door to create a sense of separate space and to cut off view of the flat screen television for non-clients	<ul style="list-style-type: none"> Consider asking a high school if they have a shop class that might take on this project Other options include looking at office furniture stores and on Craigs List 	Critical
3.2.3 Obtain new couch, chairs, and coffee table	<ul style="list-style-type: none"> Wish list: 2 love seats, 2 or 3 chairs, end table, coffee table 	Low (could be addressed in the future)
3.3 Ensure that the sorting area has adequate space and racks for organizing the incoming donations	<ul style="list-style-type: none"> Dressers described a shortage of rolling racks for sorting – consider obtaining more through donations 	
4 Donations intake, sorting, and storing process and dressing process		
4.1 Maintain the process of having clients select their own handbags, hygiene, and hosiery items while the volunteer dressers are selecting outfits for the clients to try on	<ul style="list-style-type: none"> 	High

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<p>4.1.1 It is important to keep the clients engaged throughout the dressing process and to give them the opportunity to personalize what they are taking away. If they do not have an activity to complete while the dressers are pulling outfits, then they may become bored and/or may start interrupting the dressers as they pull outfits together</p>	<ul style="list-style-type: none"> • 	<p>high</p>
<p>4.2 Develop a regular schedule and process steps for restocking hygiene, hosiery, bra, and handbag items</p>	<ul style="list-style-type: none"> • Some bras look more used than is desirable – make sure these are weeded out for dress for success 	<p>High</p>
<p>4.2.1 Rotate hygiene items so older items are up front to be selected before newer items to minimize loss of products due to expiration</p>	<ul style="list-style-type: none"> • 	<p>high</p>
<p>4.3 Develop a process for dressers and sorters to easily understand what assignments are highest priority for them to complete each time they volunteer</p>	<ul style="list-style-type: none"> • Consider assigning each sorter a key area, such as hygiene items, or shoes, or suits so they become specialists in knowing what the inventory is for that area and understanding how best to restock • Consider assigning organization of clothing racks as an area – the sorter would walk through the rack areas and move clothes that are not hung in their proper places 	<p>critical</p>
<p>4.3.1 Create separate tasks for volunteers on the opening shift versus the closing shift</p>	<ul style="list-style-type: none"> • 	<p>TBD</p>
<p>4.4 Create training materials for existing and future clothing sorters to understand the processes</p>	<ul style="list-style-type: none"> • Materials to support a one hour session should be adequate • Stress the importance of dressers putting away the outfits after they finish working with their clients 	<p>critical</p>
<p>4.5 Define a process for keeping the clothing and shoes organized and current</p>	<ul style="list-style-type: none"> • 	<p>Critical</p>
<p>4.5.1 Set a schedule to cull through the clothing and shoes twice a year to</p>	<ul style="list-style-type: none"> • One time going into the warm season and one time 	<p>critical</p>

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remove and donate clothes that are unlikely to be selected by clients and trade out seasonal clothing	going into the cold season	
4.5.2 Store fewer items in the main clothing storage area so that dressers can easily slide items along the racks to fully see what is available	<ul style="list-style-type: none">• Store the rest in the back stock area	critical