

Project Overview Statement—Dress for Success

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Problem/Opportunity Overview:

- ✚ Dress for Success, Seattle (DFS) is located in the basement of the downtown Seattle YWCA, and is sharing space with the Y's "Working Wardrobe" program. DFS needs a new design of the floor space with cosmetic enhancements to give the area more of a "boutique" feel and allow the dressers to more effectively serve the clients who seek their services.
- ✚ DFSS also needs an easy-to-follow process flow chart for sorters to take in, sort, store, and distribute donations into the newly designed floor layout. This system must enable them to make distinctions between each program, while streamlining the intake, sorting and dressing processes in order to allow DFS to increase the number of women it serves each year.

Project Goal:

To enable Dress for Success to become more efficient so they can serve more women.

Business Case Justification:

Recently, DFS underwent a reorganization of their space. However, the changes made were incomplete, leading to a more confusing process, rather than a more streamlined one, thus a global redesign of how the space is used, and how donations are processed is required. In addition, a recent paint job further disorganized the current floor-plan, leaving it in disarray for the dressers and in view of clients.

Project Objectives:

- 1) Design and implement a new floor-plan to eliminate the current disarray in:
 - i) Closet (Clothing rack area)
 - ii) Dressing Rooms & make-up station (accessories, etc.)
 - iii) Consulting space
 - iv) Lobby (waiting area)
- 2) Procure needed materials (as donations) to achieve the floor plan and carry out the change-over on time regardless of whether all desired materials are procured by then. Procure volunteers to help execute design change-over (DFS has volunteer pool we can at least use as a starting point: BoA, WAMU, and Seattle Works. Seattle Univ., AmeriCorps)
- 3) Procure volunteers to help execute design change-over
- 4) Execute design change-over

Out of Scope

- 1) Creating new processes and procedures for incoming donations

Success Criteria:

- 1) Layout designed
- 2) Design change-over event complete

Assumptions:

- 1) We will be able to recruit enough volunteers so that the design change-over can be completed over a weekend
- 2) PMCP Team, Sunshine Elliott & DFS will come to consensus on a weekend for the change over event that will work for everyone.
- 3) We will have access to the space over a weekend to conduct the space change-over.

- 4) The procurement of donations will **not** impact holding the change over event.
- 5) We will be able to get Safeway to donate refreshments for the volunteers.

Risks:

- 1) DFS may not like any of the floor plans we propose. We would have to create more alternative floor plans for DFS to consider, causing delay.
- 2) We may not get enough volunteers to help out with the change over event, leaving the change over partially done and causing DFS more disorganization.
- 3) Personnel changes may occur at DFS and result in a change in DFS' vision for the floor space, requiring us to re-scope and re-plan our project.

Constraints:

- 1) DFS has no budget in terms of funding for this project.
- 2) Reorganization of DFS floor space needs to be completed by May 2008
- 3) Change over event must happen on a weekend (non-business days).
- 4) Sunshine Elliott is out of town the weekend of 4/12-4/13, making that weekend unavailable as an option for the change over event.