

Request for Proposal
Improving The Scott Mission's Donations Processing Framework

March, 02, 2014

Abstract

The Scott Mission is a homeless shelter and soup kitchen that is unable to safely and efficiently process donations that it receives on a weekly basis. Due to limitations in the existing infrastructure for the handling of donations, the system requires excessive manual materials handling (MMH), namely the lifting and pushing of donations. As a result safety concerns have been raised for the staff. Additionally, space limitations in the current infrastructure inhibit bulk donations from being transported from the delivery trucks into the storage area located in the basement of the building as quickly as desired.

According to the Canadian Center for Occupational Health and Safety, MMH is the most common cause of occupational fatigue, as well as contributing to a third of all lost work and compensation costs in Canada [1]. As a result, Mr. Lynwood Strickland, the Head of Distribution and Food Services at the Scott Mission, has directed our team's attention to this issue. Furthermore, our team observed that it takes 5-6 employees approximately half an hour to unload one truck during an average donation processing session. Mr. Strickland has also expressed his interest in making this process more efficient from a logistical standpoint.

This RFP requests an improvement to the intake system, mainly by reducing the amount of MMH necessary to process donations and increase the overall efficiency of the system.

[1] Canadian Centre for Occupational Health and Safety, "Health Hazards : OSH Answers," 7 October 2013. [Online]. Available: http://www.ccohs.ca/oshanswers/ergonomics/mmh/hlth_haz.html.