



# Furniture Manufacturer & Distributor – AI ERP TicketingOS

Wood / Upholstery · Batch production · Wholesale · Retail · B2B logistics

Raw material (ply, foam) to finished goods · Warehouse FEFO · Last mile delivery

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## 1. Furniture Manufacturing & Distribution Flow

ID	Process	Activity	Progress %
F001	Sales order	B2B / retail / e-commerce order	5
F002	Raw material procurement	Plywood, foam, fabric, hardware	10
F003	Cutting & machining	CNC cutting, edge banding, drilling	25
F004	Assembly & upholstery	Frame assembly, foam / fabric attachment	40
F005	Finishing & QC	Sanding, painting, polish, inspection	55
F006	Packing & labelling	Flat-pack / assembled, barcode SKU	65
F007	Warehouse storage	FEFO by SKU, rack location	75
F008	Order picking & dispatch	Pick by batch, load truck	85
F009	Last mile delivery	Route optimisation, assembly at customer site	95
F010	Invoice & warranty	Final billing, warranty registration	100

## 2. Product Workflows & Quality Control

### **Sofa / Upholstery**

Frame cutting → foam carving → webbing → upholstery → sewing → final assembly → QC (load test)

### **Wooden Table / Chair**

Plywood cutting → edge banding → drilling → assembly → sanding → painting → packing

### **Modular Kitchen / Wardrobe**

Panel sizing → edge sealing → hardware fitting → flat-pack → warehouse → distribution to dealer

- **CCP:** Moisture content of wood (<12%), foam density (kg/m<sup>3</sup>), fabric rub test (Martindale), load test for chairs, formaldehyde emission.

### 3. Milestone Payment (Manufacturer → Distributor / Retailer)

<b>Milestone</b>	<b>Condition</b>	<b>Payment %</b>
Order confirmation	PO with deposit	30% advance
Raw material procurement	Material inward QC passed	20%
Production complete	QC passed, packed	30%
Dispatch & delivery	POD signed	20%

### 4. ERP Modules & AI Automation

CRM (B2B, retail, e-com)

BOM & cutting optimisation

Production scheduling (batch)

Inventory (ply, foam, hardware)

Warehouse (FEFO, bin)

Logistics TMS (last mile)

Warranty & service

AI: yield optimisation, demand forecast

#### **AI Function**

#### **Automation**

Nesting optimisation (plywood) AI arranges cutting patterns to minimise waste (saves 12-18% material)

Demand forecasting (SKU level) Season + promotions + historical → auto replenishment

Route optimisation (delivery) Multi-stop, vehicle capacity, time windows → reduces km by 20%

Defect detection (vision) AI camera spots scratches, uneven paint, misaligned hardware → auto reject

### 5. Traceability & Dashboards

Raw material batch → Production batch → Finished SKU barcode → Warehouse location → Dispatch → Delivery → Warranty

- Material yield %, production OEE, inventory turnover, on-time delivery %, warranty claim rate, cost per unit (sofa/table)

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