

WORKPLACE DESIGN METHODOLOGY

Analyze: Thoroughly identify needs and expectations

- Determine nature of tasks performed and requirements for each job classification i.e., reception, shipping/receiving, management, administration, executive, customer service, etc.)
- Assess opportunities for improvement/enhancement
- Identify existing components that are still usable
- Investigate available options for new components

Respond with custom solutions that meet your needs and provide flexible options

- Design/plan new workspaces (with employee involvement) using internal and external design services and Fullline's AutoCAD design system
- Review plans with customer and adjust as necessary
- Finalize plans
- Make final choices of new furniture, moveable walls, etc., according to agreed-upon plan and ergonomic guidelines for each component (see BFIMA guidelines)
- Ensure all furniture and components conform to customer's specific ergonomic requirements (if any)

Implement: Put optimum solution in place

- Forward order to the manufacturer(s) within 24 hours of receipt
- Check order against manufacturer's acknowledgement for errors and discrepancies
- Forward findings to account representative for review and communication with customer
- Ensure delivery information is recorded and communicated, to prevent bottlenecks at time of delivery
- Ensure proper installation upon receipt of order from manufacturer
- Deliver and install at customer site
- Train employees in proper adjustment of all components (ergonomic awareness training)

Support: Personalized, local, direct point of contact

- Document details
- Document decision-making process
- Ensure customer satisfaction
- Periodically review for opportunities for further enhancement and/or upgrades
- Maintain contact with customer