

Case Study – Overview

Smith Carter Architects and Engineers, Inc.

Smith Carter is one of Canada's largest integrated architectural and engineering practices, and strives for "innovation and ingenuity" in every project. The company uses its own workplace to nurture that innovative spirit.

The results of their new facility show how the work environment can boost productivity:

- 5% reduction in sick time
- 3% productivity gains
- A workplace that instills a sense of pride
- A staff recruiting tool

RadioShack

Fort Worth, Texas-based Radio Shack Corporation is the nation's most trusted consumer electronics specialty retailer. Its new corporate headquarters address issues faced by practically all businesses today, including leveraging technology, increasing innovation and improving employee recruitment, retention and satisfaction.

Steelcase and dealer Wilson Office Interiors, along with HKS Architects, Inc., guided Radio Shack through a unique research process and helped them develop a workplace pilot to test work processes, culture changes and workplace products that were later applied across the organization.

- Improved communication and the elimination of "turf zones"
- Enhanced interaction
- A shared sense of the company's new culture
- 89% of Radio Shack employees say it's a workspace that stimulates and inspires
- 100% of employees say the new workplace allows for collaboration, concentration and contemplation

ThoughtForm, Inc.

This 20-year old, Pittsburg, Pennsylvania firm produces information (web sites, publishing systems, learning curricula, company branding) and depends entirely on how its knowledge workers create, collaborate and communicate. The speed at which that work happens is critical to their success.

The results of a post-occupancy Network Analysis show that a knowledge business can be measured just as effectively as a production line.

- Innovation measures are up 15%
- Networks that encourage collaboration and innovation are 14% healthier
- Work processes are 37% more effective, so cycle time is reduced



The Boeing Company

The 737 airplane is a legend. The famous twin-engine design commands 40% of worldwide commercial jet sales. Its builder, Boeing, is a market leader.

The struggles of the mature commercial airline industry are equally well known: massive infrastructure, cutthroat competition and an uphill struggle since 9/11. But when an earthquake destroyed a major building at Boeing's manufacturing site in Renton, Washington, the company was able to turn a potential tragedy into a transformation of the very way they build airplanes, and a continuing success story.

A trial site — a 45 person engineering team moved into the plant for 90 days — tested workplace tools and processes, and began to reinvent the Boeing culture.

Thanks to Boeing's bold strategy of implementing lean manufacturing in conjunction with a more effective work environment to support these initiatives, space occupancy is down 40% and productivity is up 50%. It used to take Boeing 24 days to make a 737. Now it takes just 12 days.

Who we work with:

The Boeing Company
Calgary Health Region
Citigroup
Chevron
Dominos
Dow Chemical Company
Fedex
General Motors
GMPTE (Manchester England
Transit Authority)
Lincoln Financial Advisors
Mayo Clinic
Nokia
Northwestern Mutual (insurance)

Oxygen Media
PricewaterhouseCoopers
Profuturo
RadioShack Corporation
Roche Diagnostics
Royal Caribbean International
Smith Carter Architects and Engineers Inc.
Southlake Regional Health Centre
ThoughtForm Inc.
University of Michigan