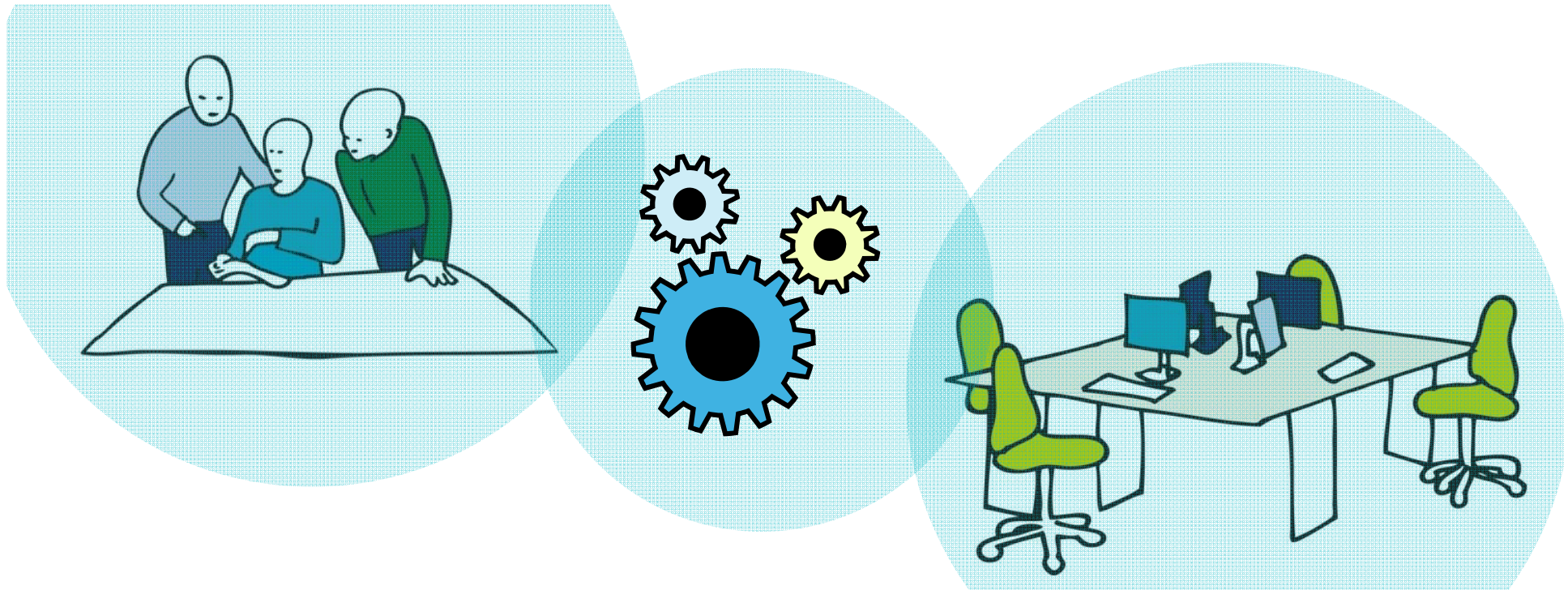


PACT

Calculating nWoW accomodation that suits the organisations' work processes



TODAY

- › A Changing World of Work
- › Calculating Space Needs; a Suitable Space
- › Research and development of PACT
- › Match Place and Activity
- › Workplace Concepts
- › Determinants of Calculation
- › Simulation
- › Results, Outcomes and Applications
- › Important Considerations

CENTER FOR PEOPLE AND BUILDINGS

- › Independent scientific knowledge center
- › People – work – workplace
- › Research through many different cases (in Netherlands and abroad)
- › E.g. most extensive database of workplace evaluation studies
- › Share knowledge through publications, tools...

A CHANGING WORLD OF WORK

NWoW - *“Work anywhere, any time”*

- › Physical to digital
- › Closed to (more) open
- › Management on presence to management on output
- › Being at the office to being at work
- › Fixed to Activity Related Workplace (non-territorial)
- › (attractive space/rennovation)

Why appealing?

- › Way of the future (workforce)
- › Reduction costs (m2)
- › Less internal movements
- › Working from home (less travel)

CALCULATING SPACE NEEDS

Fixed space

- › 1 employee = 1 desk
- › + support spaces
- › + meeting spaces
- › also when employee is absent (sickness/holidays/part-time)
- › All activities (except meetings) take place at own desk

Flexible space

- › ?

A SUITABLE SPACE

Fitting the organisations processes

- › One type of office fits all?
- › Fit processes and activities
- › The 'right size'

Not too big, not too small

- › Costs of m²
- › Costs of unhappy employees

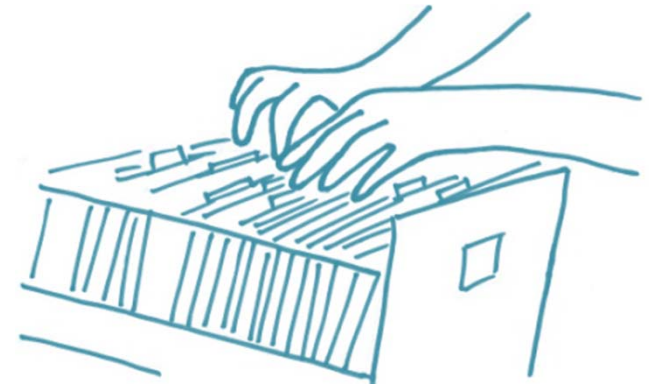
Match Supply & Demand

> not only in quantity but also type of space provided

RESEARCH

Fawcett (et. al.)

- › ‘the newsvendor problem’
- › Minimalizing cost of providing too many places and cost of providing too little
- › Supply and demand
- › Simulating space use



Kovacs, Emrich & Wiegand (et. al.)

- › Simulating space use to increase utilisation

DEVELOPMENT OF PACT

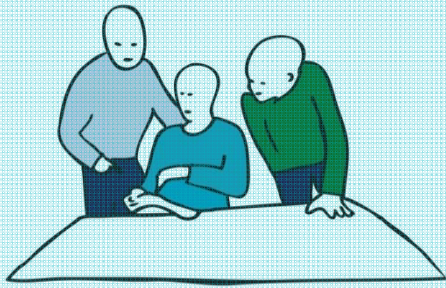
➔ Simulation model that can transparently visualise different scenario's for office space

- › 2007
- › Tax & Revenue Office and Municipality of Rotterdam
 - › “streamline the development of office space with respect for processes and needs of the employee”
- › Trough: ‘activity profiles’



PACT

People perform **activities**

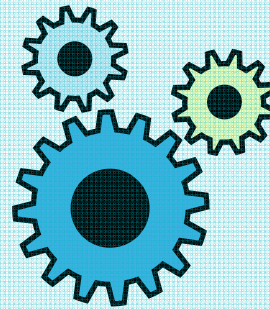


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Places that
accommodate **activities**

Scenario's &
choices



Results:

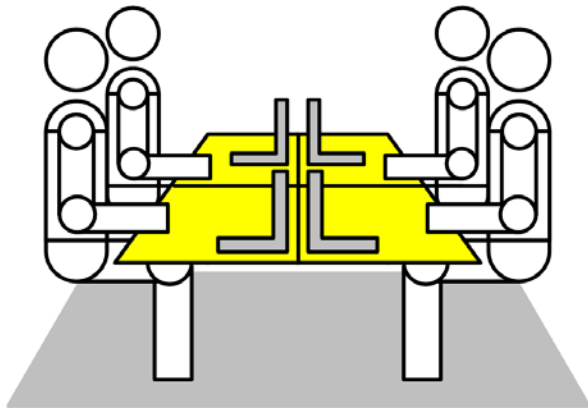
- Insight in choices and consequences
- Number of workplaces and m2

Activities are key

MATCH PLACE AND ACTIVITY

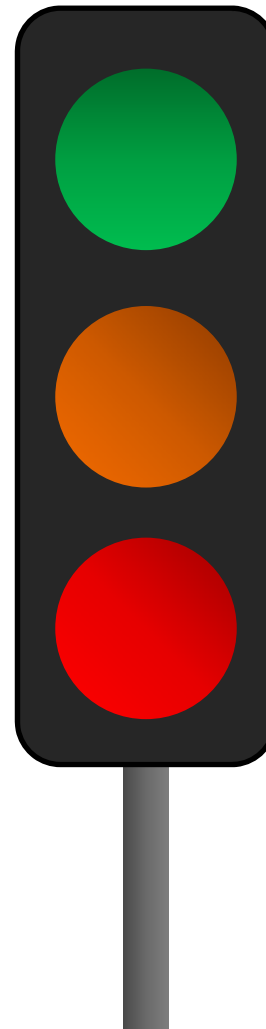
Each activity is suited, not optimal or unsuited for each activity

Example:



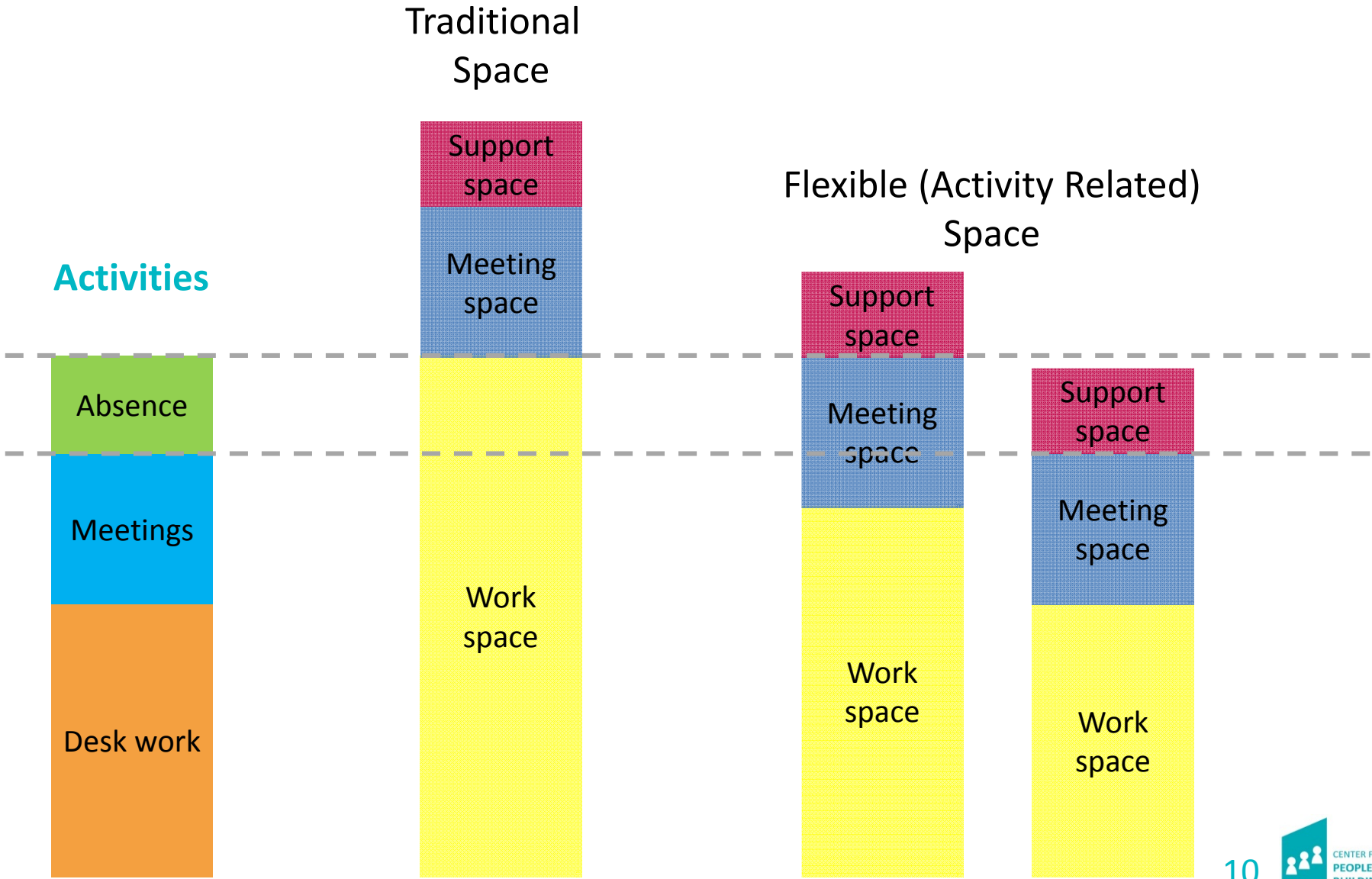
Open Workspace

With (spatial) attributes
(m², # chairs, ...)



- › General Desk Work
- › Filing and Documents
- › Concentrated Desk Work
- › Telephoning
- › Reading
- › Meetings

CALCULATING SPACE – ‘WORKPLACE CONCEPTS’



DETERMINANTS OF CALCULATING SUPPLY

Summary

- › Activities
- › Places
- › Choice of 'Space-Occupation-type'
- › Population data; number of employees
- › Absence
 - » Part time ratio
 - » Sickness/holiday %



SIMULATING FUTURE REALITY

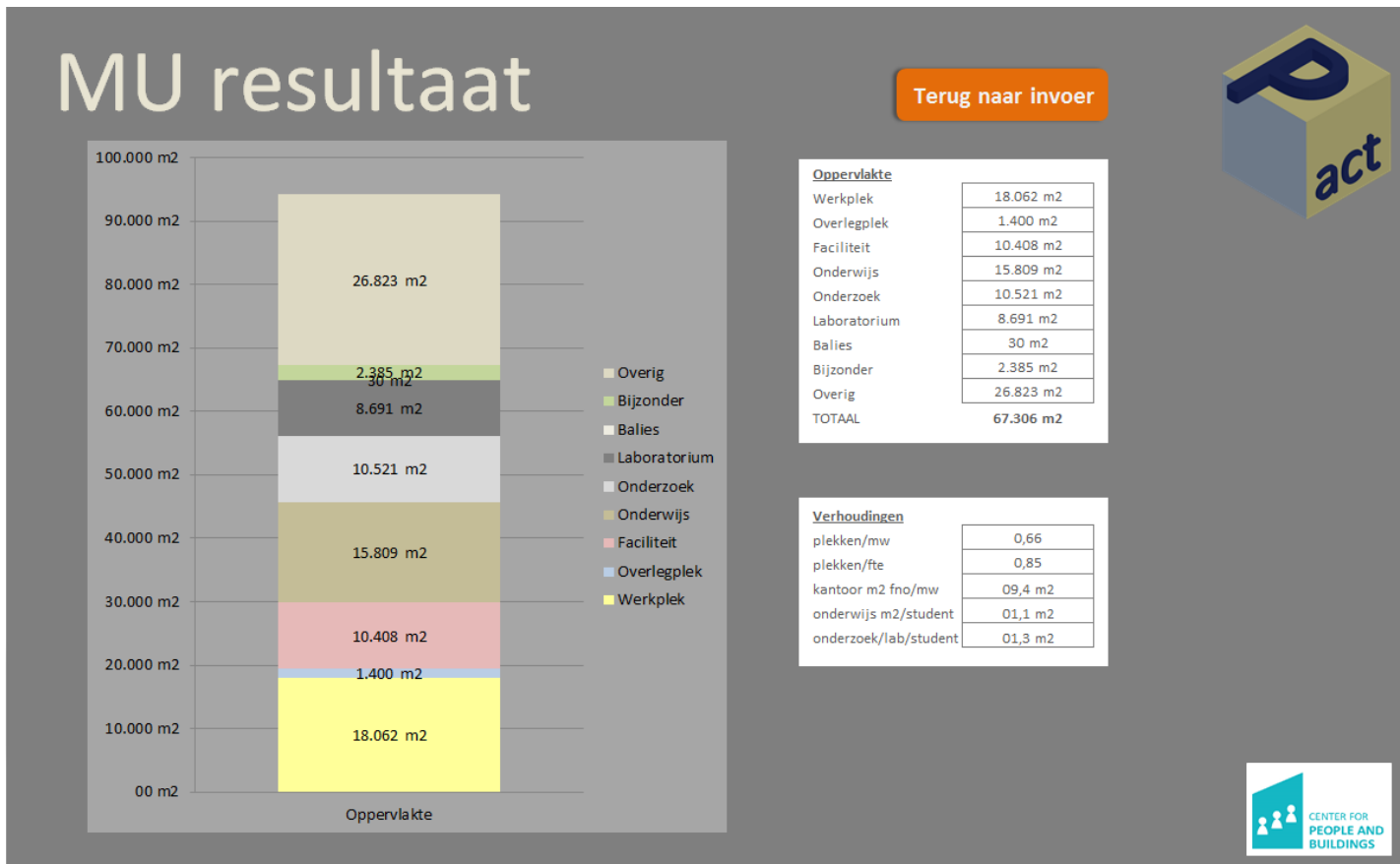
Choices and Scenarios (e.g.)

- › All meeting spaces can also be used as workplace if not occupied
- › Some functions (administration) use assigned desks, other employees share desks
- › Basis for calculated space? – How much margin do we need?
- › Reduction of 20% of the employees (different headcount)
- › Growth of specific types of employees (different activities)
- › Change in an existing building/setting (different places/spaces)
- › More uniformity or more differentiation
- › Working at home



RESULTS

- › Number of workplaces (rooms) in 3 'zones' (total, per type and per space)
- › m2 for calculated spaces (total, per type and per space)
- › Number of assigned workplaces (when applies)
- › Factor places/fte.



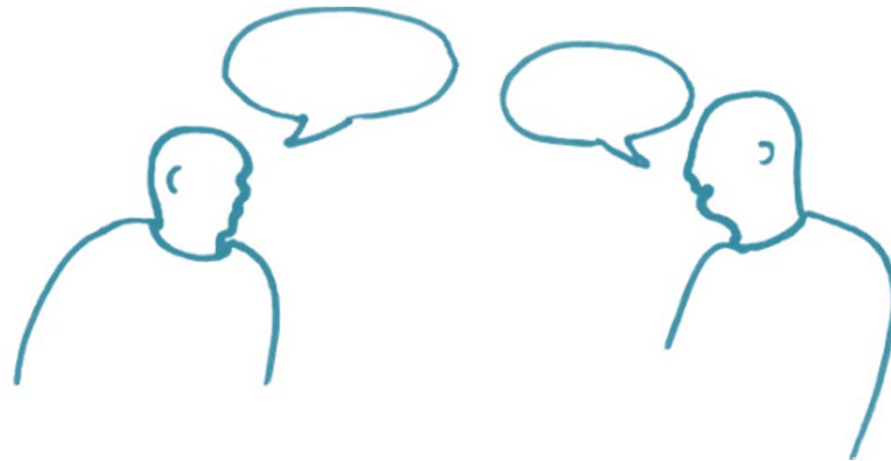
OUTCOMES AND APPLICATIONS

- › PACT is used in co-creational approach (intake, workshops, evaluation) > *Reasoning*
- › Assessing space scenarios different levels
- › Determining standard mix for Corporate standard (e.g. 'FWR')
- › Calculate on portfolio level
- › Creates dialogue between stakeholders
- › Raise level of critical thinking
- › Supports decision making
- › Clarifies opportunities for standardization
- › Provides ratios
- › CfPB knowledge base for benchmarking

IMPORTANT CONSIDERATIONS

- › Margins
- › Time

- › Expert model





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The foundation Kenniscentrum Center for People and Buildings (CfPB) was founded in 2001 with support of the ‘founding partners’ the Government Buildings Agency (Rijksgebouwendienst), Delft University of Technology and ABN AMRO. In 2014 Delft University of Technology, the Tax and Customs Administration (Belastingdienst), the Ministry of the Interior and Kingdom Relations and the University of Groningen are important partners of the CfPB.

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