Universal Design and Workplace

Value of Universal Design in Workplaces

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Presentation’s Outline

1. Social Streams Surrounding Universal Design in Workplaces

2. Analysis of Factors Influencing Corporate Management

3. Concept of Guidelines for Practicing Universal Design in Workplaces
1. To Bring Benefits to Corporate Management

2. To Develop Practical Guidelines and Evaluation Tools for Universally Accessible and Usable Workplaces
Definition of Terms

Workplaces:
Workplaces in General Office Buildings

Workers:
Those Who Can Commute to Offices and Satisfy the Job Requirements of Companies, Including Talented Elderly People and Those with Disabilities.
7 Social streams surrounding Universal Design in workplaces

1. Amended Accessible and Usable Building Law
2. Marketability and Building Performance
3. Securitization of Real Estate and Social Responsibility Investment (SRI)
4. Corporate Brand Value
7 Social streams surrounding Universal Design in workplaces 2

5. Change of Work Styles
6. Managers’ Responsibilities for Occupational Safety and Health
7. Liquidation of Human Resources
Amended Accessible and Usable Building Law

- Passed in July, 2002
- Mandates Provision of Barrier-free Access to Buildings for Unlimited & Limited Users such as Schools, Factories, Office Buildings and Multi-family Dwellings
Marketability and Building Performance

- Overabundance of Office Buildings in 2003
  392 Acres of New Offices in Tokyo Area
- Baby-boomers Retirement in 2007 to 2009
  906 Acres of Office Space Won’t Be Necessary
Securitization of Real Estate and Social Responsibility Investment (SRI)

- Property is now valued by its profitability, not by land prices.
- Potential SRI is about US$1.1 Trillion (10% of financial assets are usually allotted to SRI in many countries).
Balanced Scorecard Is Applied to Depict the Advantages and Disadvantages of Universal Design to Corporate Management.
Balanced Scorecard 1

Developed to Keep a Healthy Relationship with Stakeholders (Stockholders, Customers, and Employees) in Order to Prosper in the Long Run
Evaluate the Status of a Company from Four perspectives.

1. Financial Results
2. Customer Satisfaction
3. Business Process and Performance
4. Competence Level of the Company
1. Building Owners (or Property Managers)
2. Office Tenants (or Facility Managers)
Based on the Four Perspectives of the Balanced Scorecard, Strategic Map Illustrates the Impact of Universal Design on Corporate Management.

1. Financial Results
2. Customer Satisfaction
3. Business Process and Performance
4. Competence Level of the Company
1. Indicates Critical Success Factors for Each Group

- Motivators are Marked as “Plus”.
- Demotivators are Marked as “Minus.”
Building Owner’s Perspective

- Financial result
  - corporate value
  - value of assets
  - higher rent/ lower vacancy rate

- Customer satisfaction
  - tenants’ satisfaction

- Business process/performance
  - longer asset/life
  - adaptability
  - reduction of risk
  - construction cost
  - building efficiency rate

- Competence level
  - better company reputations

Tenant’s Perspective

- Financial result
  - corporate value
  - profitability
  - occupancy cost

- Customer satisfaction
  - customer satisfaction

- Business process/performance
  - employee satisfaction/productivity
  - flexibility of HR management

- Competence level
  - worker’s morale
  - better company reputations

- Arrows indicate positive impact
- Dotted arrows indicate negative impact
Building Owner’s Perspective

- Higher rent and lower building vacancy rate
- Value of assets
- Increase in corporate value
- Financial results’ perspective
- Increase in occupancy cost
- Value of assets (decrease in the building efficiency rate)
- Increase of initial construction costs
- Lower building efficiency rate
- Adaptability
- Increase in tenants’ satisfaction
- Increase in customer satisfaction and good reputation
- Improvement of profitability
- Increase in corporate value
- Increase in employees’ satisfaction and productivity
- Increase in corporate value
- Development of better company reputation
- Longer asset life of buildings
- Improvement of profitability
- Increase in customer satisfaction and productivity
- Increase in employees’ satisfaction and productivity
- Development of better company reputation
- Competence level perspective
- Flexibility of human resource management
- Development of better company reputations
- Improvement of workers’ morale
- Business process & performance perspective
- Financial results’ perspective
- Customer satisfaction perspective
- Business process & performance perspective
- Competence level perspective
- Increase in occupancy cost
- Increase in employees’ satisfaction and productivity
Concept of Guidelines for Practicing Universal Design in the Workplaces

Guidelines Consist of Two Parts:

1. Building Planning (Building Structure, Utilities and HVAC, and Other Core Services Areas)
2. Interior Planning (Workplace Layouts, Furniture, and Other Equipment)
Building Planning

1. Concerns of Property Managers and Building Owners.

2. To avoid Unreasonable Additional Costs, Adaptability for Probable Alteration from the Early Stages of Building Planning is Provided.

3. Includes Accessibility into Facilities (Zoning, Circulation Plan, Doorways, Passageways, Stairs, Elevators, etc.), Arrangement of Core Services Areas, and Flexibility (Basic Module, Floor Planning, Floor Height, Floor Weight Capacity, HVAC, Electricity, etc.).
1. Connects Universal Design with Facility Management Practices. (Interior Elements of Facilities Directly Influence Workers’ Comfort and Efficiency. It Brings a Positive Change in their Productivity.)

Diagram showing the process flow of strategic planning, real estate matters, building construction, interior design, and operation/maintenance. The flow includes project planning, land acquisition, building acquisition, new construction, interior finishing/installation, maintenance, operation management, and services. It also lists specific tasks and considerations under each category, such as concept/objectives, pre-project surveys, problem/need analyses, policy/strategy/requirements, project scheme, project master schedule, budget, location, conditions of contract, functional evaluation, site/landscape plan, parking lots, entrances, circulation paths, stairs/elevators, toilet rooms, doorways, zoning/circulation plan, evacuation plan, signage plan, floor/wall/ceiling, electricity & IT plan, air quality, office spaces, meeting/conference rooms, reception area, guest area, refresh spaces, cafeteria/restaurant, copy rooms/areas, mail rooms, libraries/reference centers, storage, aisles, layout, furniture/furnishings, OA equipment, floor/wall finishing, lighting, signage, occupancy arrangement, users manual, operation rules, post-occupancy evaluation, revision of standards, periodic maintenance, small changes, and human assistance.
Hi mom,
I'm promoted!