



International Restaurant Company

The change manager at the corporate offices of an international fast food restaurant company was challenged with finding a solution to the productivity and job satisfaction decrease following a new office layout.

Enter POPIn.

Increased productivity by

50%

15%

increase in collaboration

Use Cases

POPIn for Improvement

“If you could suggest one thing that would improve your work experience on the newly renovated floor, what would it be?”



“POPin sourced opportunities to improve this and all future build-outs.”

-Change Manager, International Restaurant Company

Background

The corporate division of an international restaurant company was in the midst of an office renovation aimed at increasing mobility and collaboration. The existing layout consisted of typical cubicles and separate offices, which failed to enhance the strengths of the close familial nature of the organization. As a result, productivity was negatively impacted.

In order to address this problem, leadership tasked a change manager to design the renovation plan for the office. She looked to optimize an open floor plan with banquette seating, separate team rooms with glass walls, and writable wall surfaces to create an environment that was more relaxed and encouraged collaboration. However, once the renovation was complete, many employees expressed dissatisfaction with the changes, indicating that the new floor plan negatively impacted their productivity and engagement.

Solution

The change manager in charge of the project strategically deployed several POPin sessions to different groups impacted by the layout change, asking, “If you could suggest one thing that would improve your work experience on the newly renovated floor, what would it be?”

Hundreds of activities flooded into each POPin as users identified unique ways to improve productivity in the new workspace. The change manager discovered many of the ideas focused on increasing privacy to enable discrete conversations and provide opportunities to concentrate on heads-down tasks. Employees also expressed a need to easily differentiate between the team rooms.

Equipped with this feedback, the Campus Experience Team made several changes to the office design: they shifted to clouded glass for privacy; added caulking to glass walls to mute sounds; and even replaced air ducts to cut down on the sound traveling between rooms. The Campus Experience team also added room numbers to address the confusion with navigating the space.

Result

By listening to and taking action based on the group’s feedback, the Campus Experience team was able to greatly increase employee acceptance and satisfaction with the renovations. This measurable improvement was illustrated by a significant reduction in employee complaints. The changes increased collaboration by 15% across the organization, and also boosted productivity by 50%.

The feedback was also important for the efficiency of subsequent floor renovations. The Campus Experience team incorporated all of the key requests for the additional floors, ensuring a smooth transition and increased adoption from those employees from the onset. The change manager commented: “POPin sourced opportunities to improve this and all future build-outs.”