

What did you do last weekend?

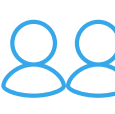
Working smarter, not harder to avoid working overtime

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Problem and evidence base

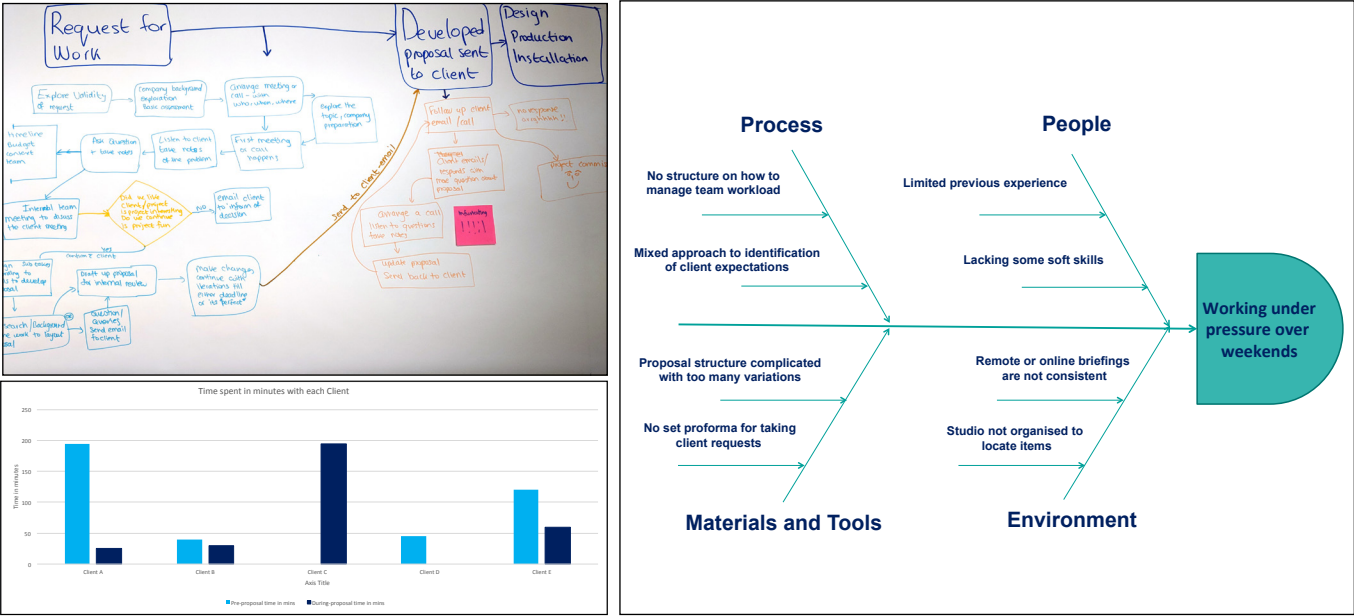
Naive client expectations on the design process end up costing the client more and invades precious weekend family time to rectify

Our ideas

-  Tracking time to measure accuracy of work time estimations
-  Short catch up calls/meetings every morning to align priorities across the team and use a team calendar to see and allocate work
-  Rotate email monitoring so not everyone is checking simultaneously
-  Allocate leads for each client so they can contact the right person and get the correct information
-  Give better/more considered feedback on design work internally to avoid delays in re-doing designs after client sees them

Understanding the problem

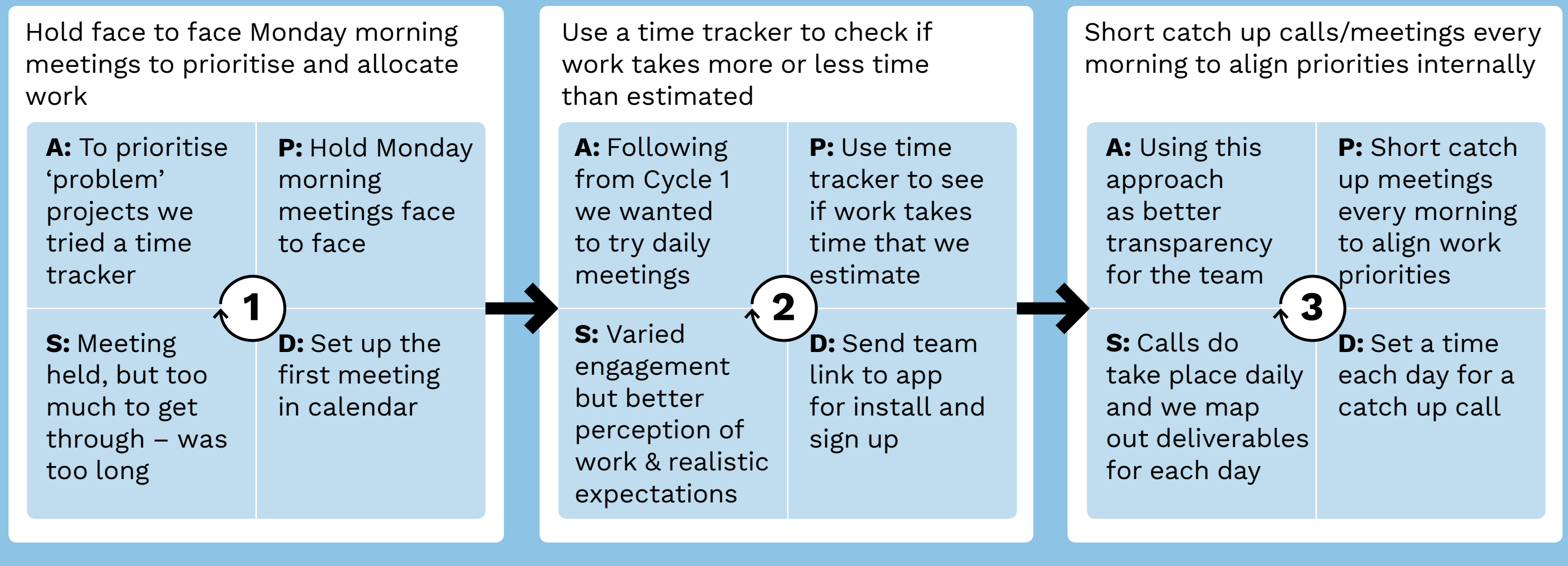
Process maps, fishbone and histogram diagrams facilitated discovery of issues in workflow within our team earlier in the process



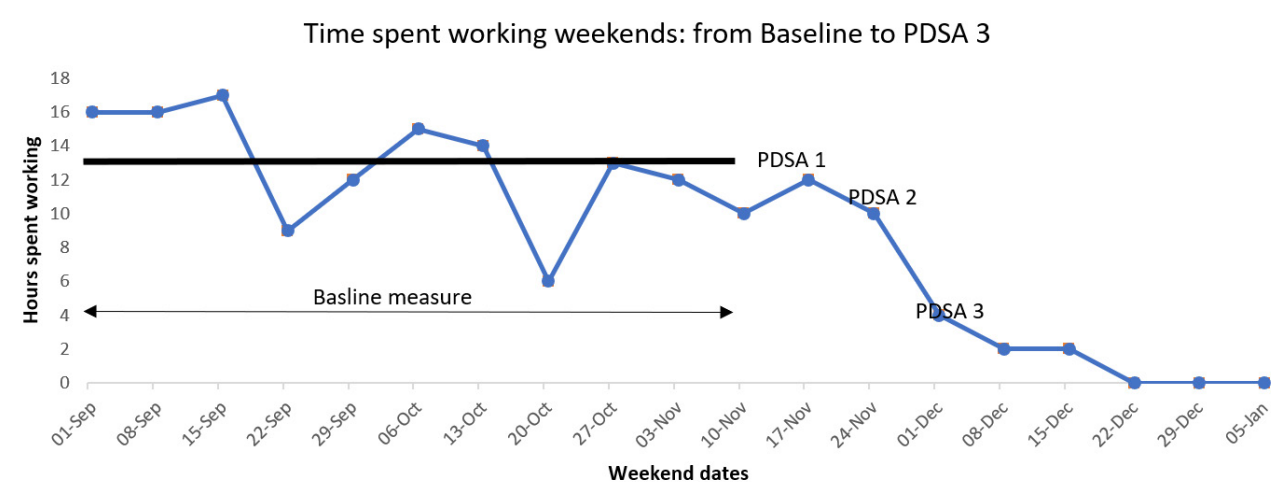
Aim for change

We wanted to improve client design process expectations during the proposal phase so that weekend work is eliminated during the delivery phase

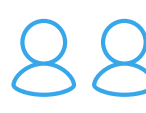
Plan-Do-Study-Act (PDSA) cycles



Run chart



Reflections & learnings

-  We initially wanted to better manage the gap between client expectations and the design process to manage workload.
-  Eventually resulted in changing behaviours to manage expectations within the team.
-  We each learnt and understood our role better within the team through the PDSA cycles.