



PERFORMANCE DESIGN DATA SHEET #359

Subject: **Workstation Panel Height**
 Study Date: 1982
 Office Function: Insurance Claims Processing
 Productivity Increase: *5.50%*
 Yearly Debt Service: \$289
 Return on Investment: 338%
 Simple Pay Back (in Mos.): 23

Assumptions

- * Full cost of improvement borrowed at commercial rates at term equal to lifespan of component
- * Italics indicate confirmed data
- * Bold numbers are reader variable

Original DPE	<i>\$17,798</i>
Current DPE	NA
Original Improvement Cost:	<i>\$1,877</i>
Annual Cost Escalation:	NA
Current Improvement Cost:	NA
Interest Rate:	8.75%
Component Lifespan (in Years):	10

Circumstances: Study addressed productivity changes of 122 workers involved in repetitive clerical tasks who moved from open, "bullpen" space to workstations enclosed by furniture panels. Company had long standing, detailed productivity measurement systems and measured this group and a control group (that did not move) for eight months before and eight months after the move.

Considerations: Slightly additional janitorial and maintenance costs.

Additional Data
 KSBA Data Sheet No: 359
 Subject A: Workstation Panel Height
 Subject B: Bullpen vs. Cubicles
 Subject C: Cubicles vs. Bullpen
 Subject D: Panel Height
 Subject E: Open Plan Workstations
 Company: Blue Cross/Blue Shield
 Building:
 Building Location: Detroit, MI

Study By: Human Factors/Industrial Design
 Reported By: Westinghouse
 Reference: Brooks and Mitchell, 1982
 Source A: Chapter 23, *Increased Productivity from Design*

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