

# INCREASE PERFORMANCE OF UNDERUSED AREAS

## CHALLENGE

Identify underused areas to change their purpose in order to increase their performance.

## KPI's

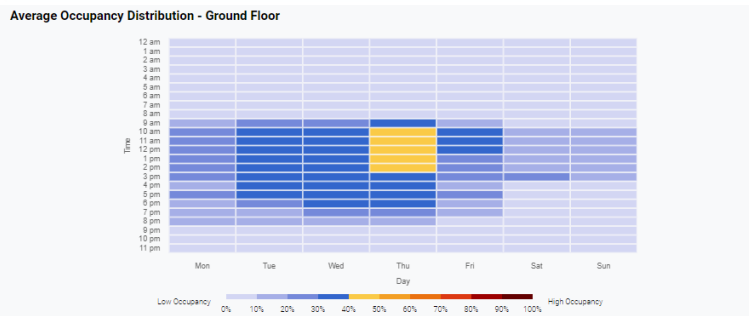
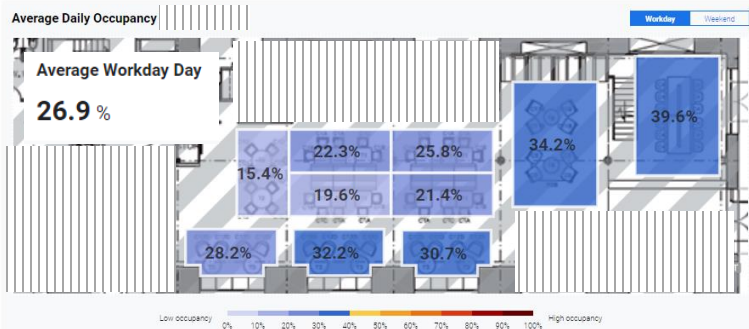
- Occupancy average and extreme values.
- Utilization average and extreme values.

## OUTCOMES

+16.8 p.p. increase occupancy in this area

Payback about 2-4 months to recover the investment.

## INITIAL SITUATION



## CHANGES

The experiment took place in “the cantina”, an area destined to eat or grab a coffee. The occupancy for this zone showed that most of the time the space was empty with a peak of uses at lunch time, but the rest of the time was an underused area.

The Space Managers decided to make some changes:

- Adapt the space to be also utilized as workplace and not only for lunch.
- Increase opening hours.
- Introduce new furniture more comfortable to work (investment 3.000€).
- New fees for flexible workspace.
- Use the zone for events when it was possible.

## FINAL SITUATION

