Design Thinking Line®

© Photo by Kay Herschelmann

Content

Design Thinking

## Understanding complex problems

Whether the issue is the digital revolution in the enterprise or the social challenges facing our society – we are confronted with lots of very topical, very urgent issues that are not at all easy to resolve. And any resolution must begin with an understanding of precisely what the problem is. Because defining what the problem is is the first step on the road to finding a convincing and lasting solution. That's why design thinking concentrates first of all on identifying the problem in detail.

A user-centred approach, it builds on methods taken from the fields of design and ethnography and attempts to take hold of the problem precisely where its effects are felt: by people and in their latent needs.

PEOPLE
Desirability

TECHNOLOGY
Feasibility

ECONOMY
Affordability
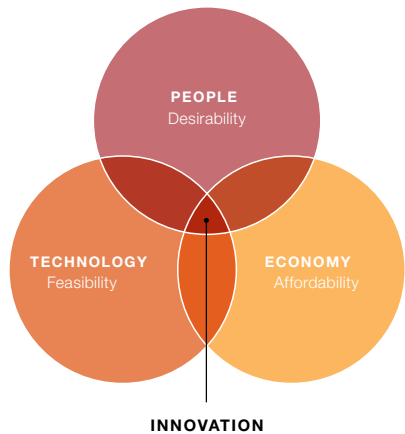
INNOVATION

Finding innovative solutions

Once one has arrived at a new understanding of a problem, the next step is to find new innovative solutions to resolve it. And finding such solutions is more than just a matter of coming up with creative ideas: more central to the task is creating practical designs and business models. A new understanding of innovation emerges on this basis – out of the triad of human needs, technological feasibility and economic affordability.
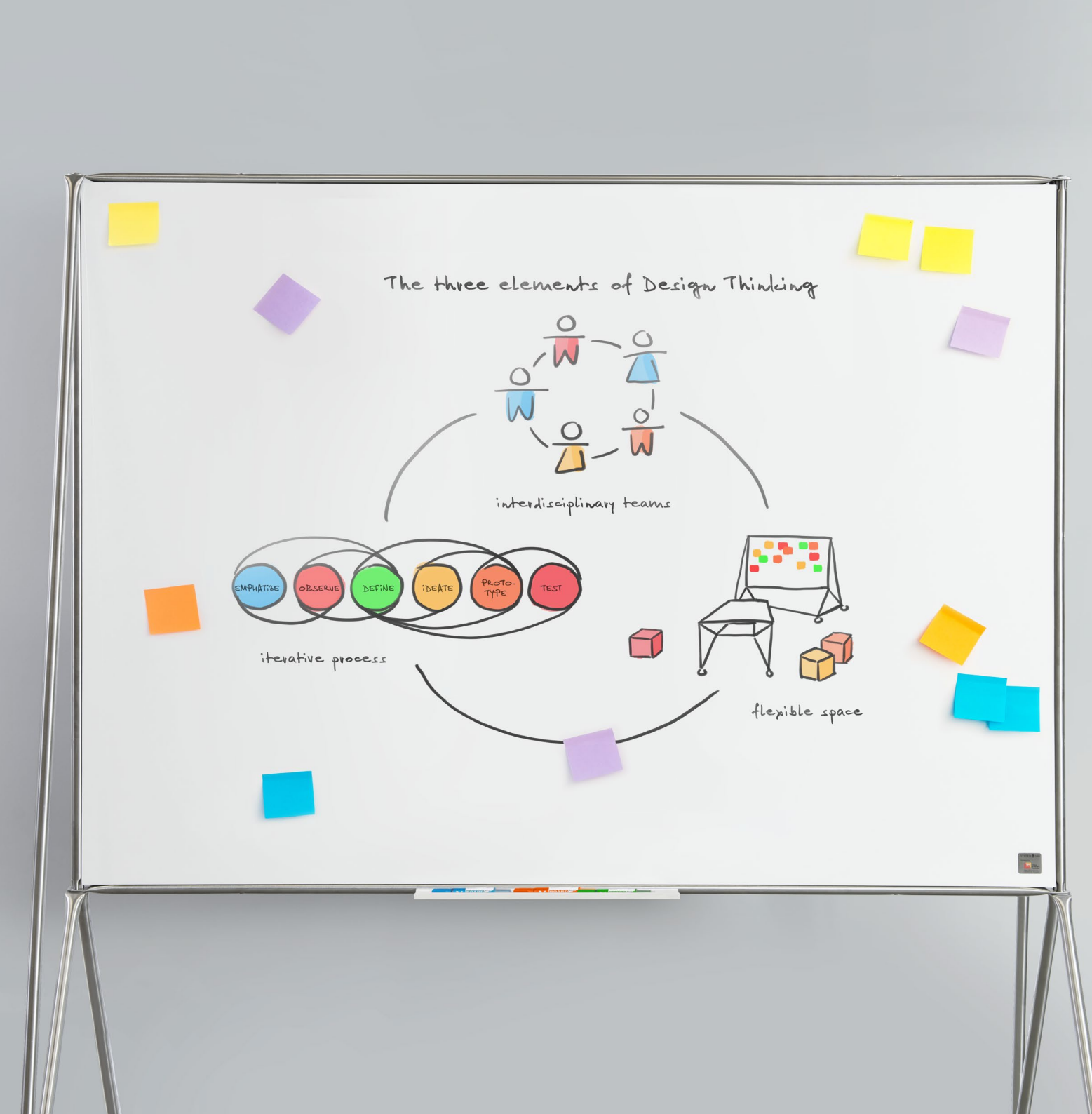
The three elements of design thinking

The iterative process

Design thinking yields solutions to problems via an iterative process. It alternates between divergent and convergent phases in which the relevant information is collected, evaluated and concentrated.
In design thinking, you don't work through a problem following a linear process so that the process is complete when you have reached the last step. Instead, what design thinking does is loop through several iterations during each of which the team presents and further tunes the current work in progress.

The interdisciplinary team

Another central element of design thinking is its multidisciplinary, team-based approach. Design thinking does not depend on the creativity and specialist skills of particular individuals, but more on a collaborative culture of innovation in which the every team member works on a problem on an equal footing.
It is absolutely essential that the team members contribute a variety of perspectives and skills to the problem solving process through their unique professional, social and cultural backgrounds.

The flexible space

This new form of collaborative working requires a space equipped correctly for it. Some phases of the process demand space and inspiration, while others need a supply of materials and tools to build prototypes and yet others require peace and quiet to allow concentration. Open-plan spaces equipped with extremely flexible furnishings are an essential prerequisite for effective dynamic teamwork.

The HPI School of Design Thinking

The School of Design Thinking at the Hasso-Plattner Institute (HPI D-School), Potsdam University, is Europe's first school of innovation. Founded on the model of Stanford's d.school, the Institute has been providing training to students and practitioners of design thinking since 2007, as well as doing ongoing systematic development of the mindset.

Anyone entering the HPI D-School will quickly see that it is something quite different from a classic university. Practically all the furniture and fittings here are fully mobile: almost everything can moved about the place as the need arises, much of it simply pushed about on casters. This gives huge flexibility in the use of space.

The Design Thinking Line®

In cooperation with the HPI D-School, we have developed the Design Thinking Line® (DT Line) especially designed for the needs of creative teams. This functional and fully independent furnishing program for the school consists of highly versatile standing-height tables and a range of different whiteboards. All elements are designed to give a lightweight robustness and are mounted on casters so that they can be mixed and matched with complete flexibility for the various stages of the work process. This allows you to put together the flexible setting for collaboration, brainstorming, discussions and presentations.

The DT Line is the leading furniture program for fitting out design thinking spaces and centres of innovation. We continue to do ongoing development on the line in collaboration with our partners and customers. The DT Line is right choice wherever teamwork forms part of the daily routine and wherever the value of hard-wearing, cutting-edge professional furniture is recognised.

School of
Design Thinking
HPI
Hasso-Plattner-Institut
Universität Potsdam

Work spaces

The practices of working in design thinking mode takes in a variety of activities that demand a number of requirements from the space in which the work is done: Working in teams, presenting work in progress, exchanging ideas with others and building prototypes are just a few examples of the sorts of task that the design thinking model demands. So to respond to this wide range of needs, design thinking spaces need to offer a variety of furnishing scenarios.

TEAM SPACE

Team Space provides the basis needed for working in teams. Using the unit as their "home base", team members can get together to clarify innovation issues, share new insights and develop ideas collaboratively. Team Space's open structure and the closeness it allows between team members facilitates creative exchange all through the design thinking process.

SHARE SPACE

The Share Space is designed to facilitate learning, exchanging project ideas and feedback. The team gathers in the shared space it provides to learn more about innovative methods in design thinking together. These new insights can then be implemented directly in the project. The teams also present their various ideas to each other to get feedback on their suggestions to help them rethink and hone them to perfection.

NETWORK SPACE

Network Space provides an attractive lounge atmosphere. With piped music and provided and with books, refreshments and "brainfood", this space provides the venue for invigorating breaks that allow creative people to chat informally about their work. Teams also use the space to begin team working and to discuss on their experiences periodically (with check-in and check-out meetings).

MAKE SPACE

In the Make Space area, teams will find a variety of materials that they can use to make their ideas tangible to colleagues. Here is where the initial prototypes of a project are created from the simplest materials possible, including paper, cardboard and Lego, and where larger wooden or foam-plastic models and refined prototypes can be made using 3D printing and other digital tools.
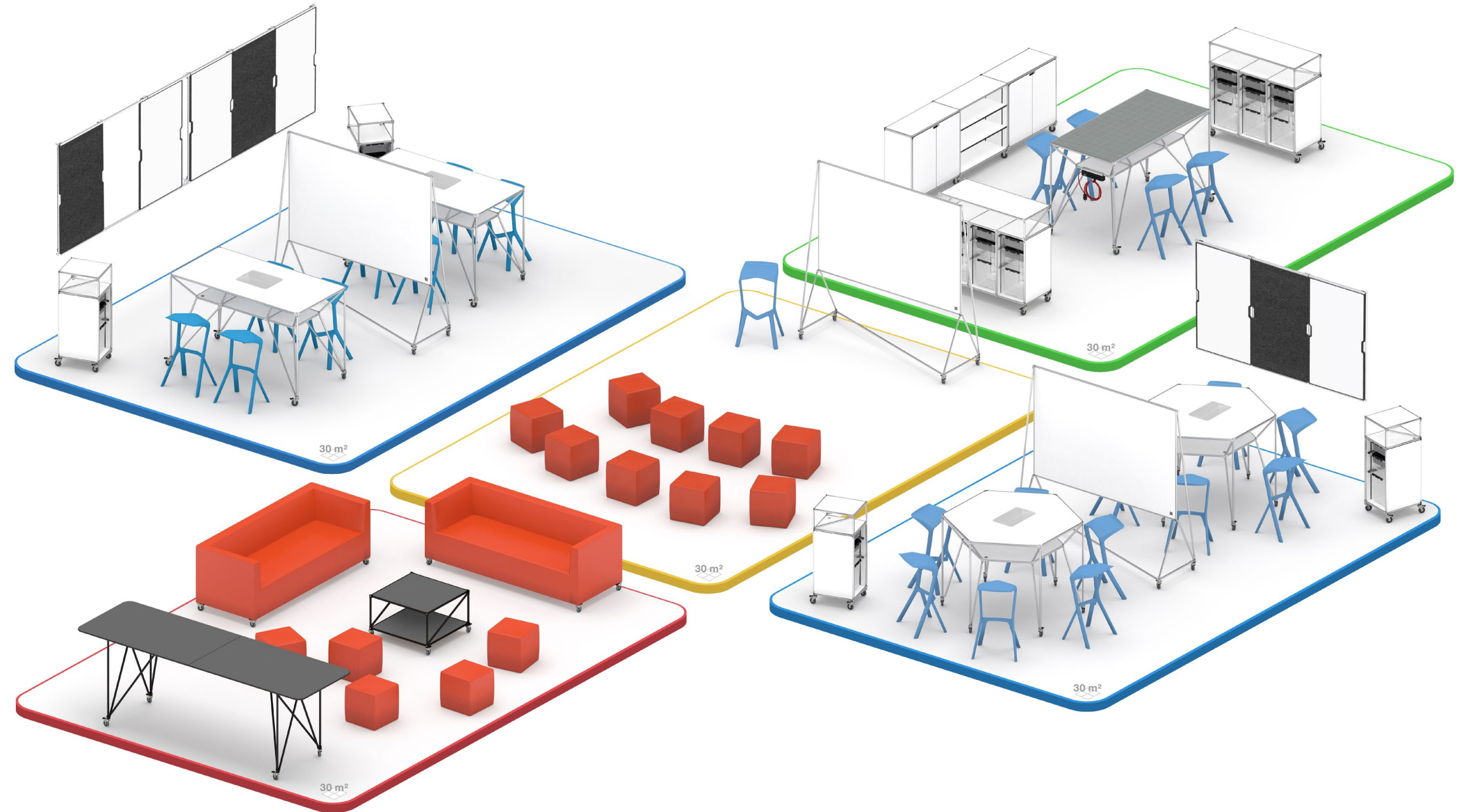
A single set – lots of settings

There's hardly a company in the world that can afford to offer spaces that have been permanently furnished to meet the needs of each of the working phases required by the design thinking method. Very often, businesses only have a single space available, which they need to convert to suit whatever activity happens to be required at any particular time. This is precisely where the qualities of the DT Line comes into its own, offering lots of different layouts using only a few component elements.

NETWORK SPACE: Get together!

Couches and cubes invite you to sit down and be at your ease. Whiteboards and tables are rolled back to the edges of the space. This produces a welcoming atmosphere in which people can get to know one another. But it can also make sense to use the atmosphere created by this set-up for team reflection during breaks.
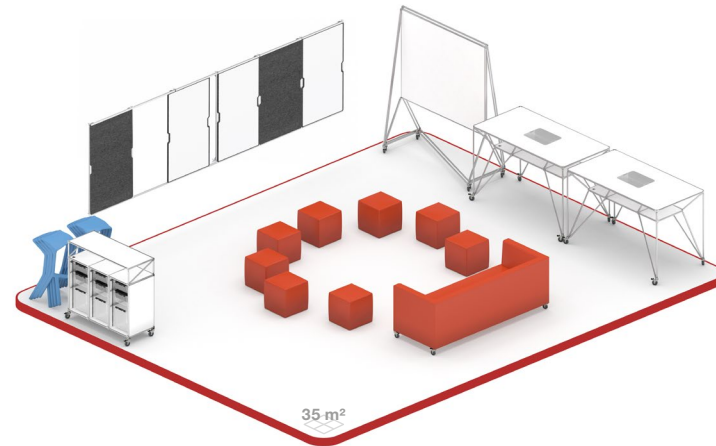

TEAM SPACE: A large team space

The process is running along smoothly. The team (with 8 team members and coaches) is working at full steam. Two standing-height tables provide plenty of space for active working. Everyone can see what's going on and voice their views. Ideas are recorded on the various whiteboards about the space. All the materials needed for prototyping are at workers' fingertips in the ToolRack.
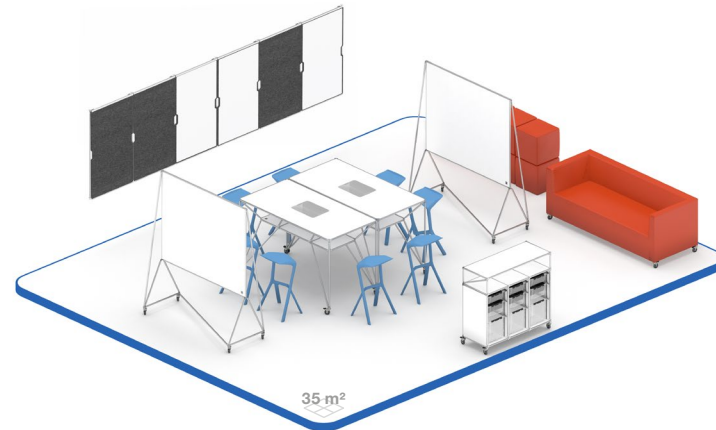

TEAM SPACE: Making two out of one

A single large team space is can be split into two smaller ones in a few short seconds. This will allow the team to work in small parallel groups and later get back together to put their results – and the furniture – back together. The whiteboard separating the two teams can be used by both teams, at the same time as providing a spatial divider and acoustic barrier.
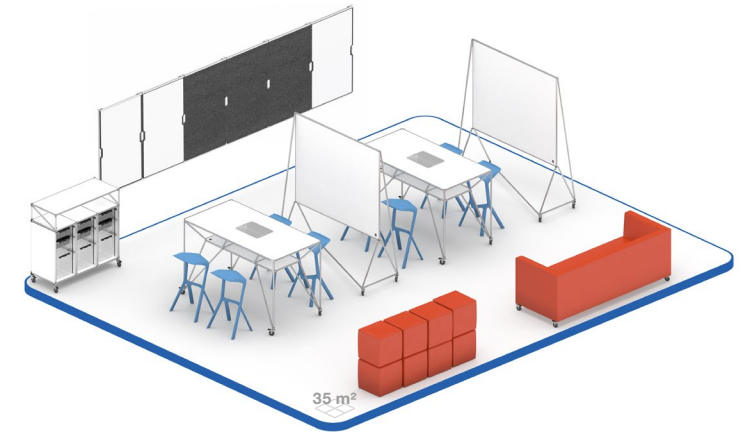

MAKE SPACE: Making ideas tangible

Move the high stools out to the edge of the space and you now have room to cut, stick, saw and build. All the right materials are ready and waiting – and easy to find in the ToolRack positioned in the centre of the space. Custom-sized CutMats protect your tabletops. PowerClips on the undersides of the tables provide the power for working with a laptop, adhesive gun or other electric tools.
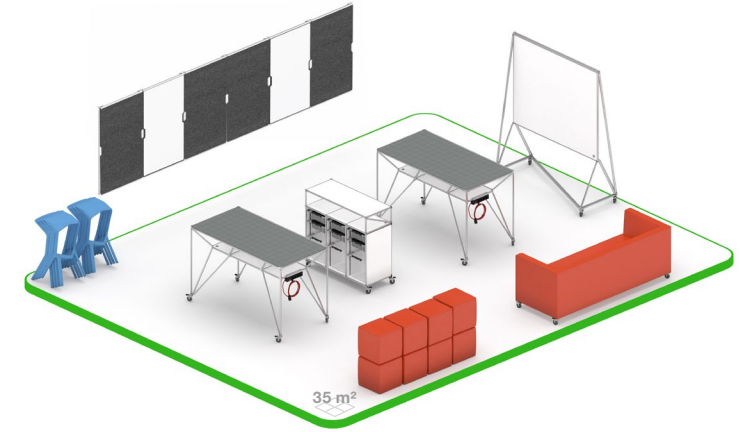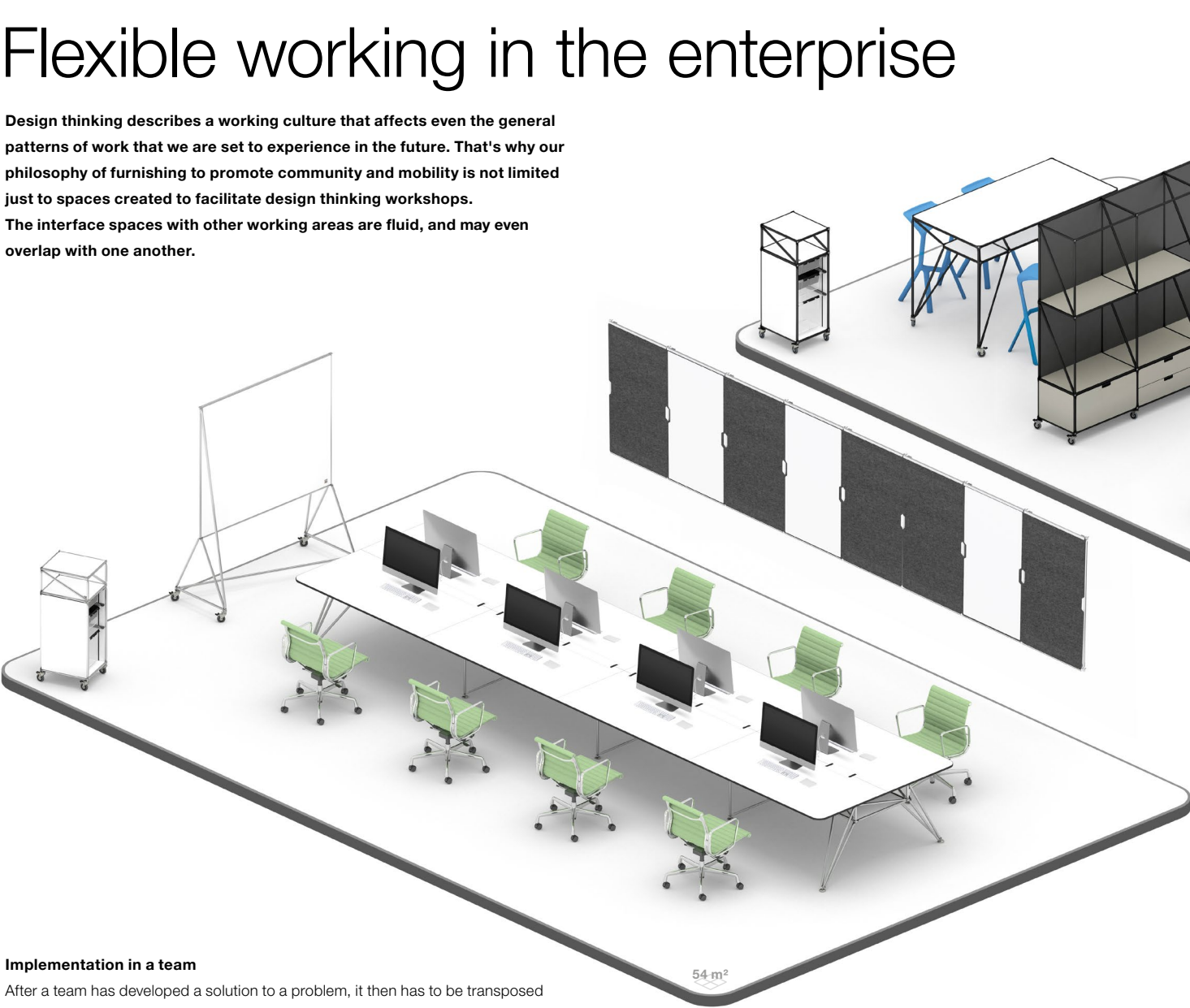

SHARE SPACE: The presentation

Tables are moved to the side and all seating options set out in the centre. And there are plenty of extra spaces for guests. This is an excellent set-up in which to share and discuss work in progress or to present the final results of a particular project. But it's also a useful space in which to conduct user testing.
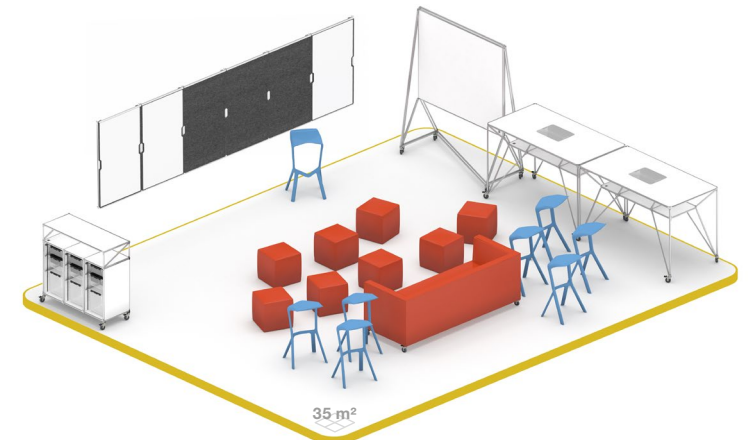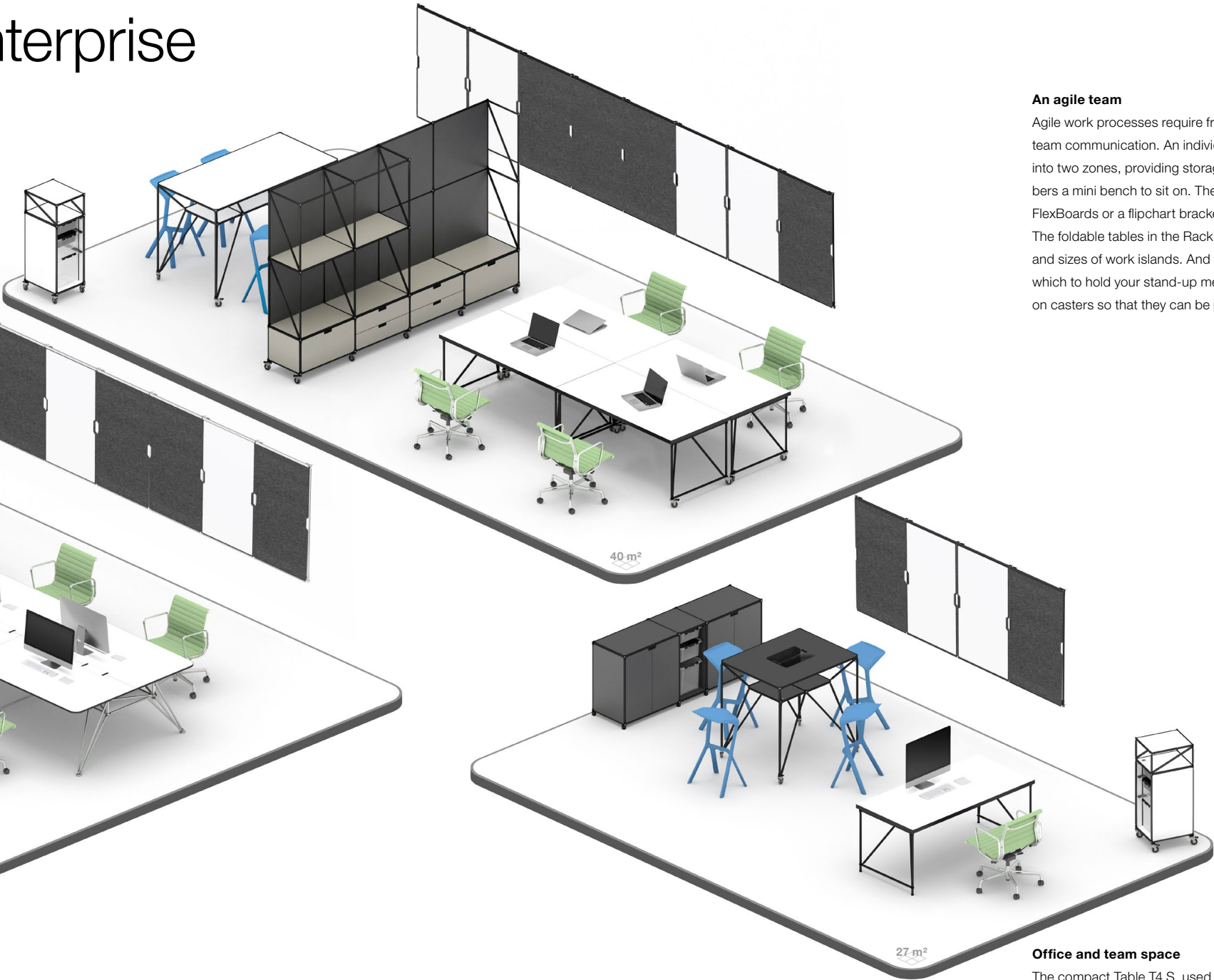
Flexible working in the enterprise

Design thinking describes a working culture that affects even the general patterns of work that we are set to experience in the future. That's why our philosophy of furnishing to promote community and mobility is not limited just to spaces created to facilitate design thinking workshops. The interface spaces with other working areas are fluid, and may even overlap with one another.

An agile team

Agile work processes require frequent switches between on-screen work and team communication. An individually configurable space divider splits the space into two zones, providing storage space, at the same time as giving team members a mini bench to sit on. The back of the piece can be used for hanging FlexBoards or a flipchart bracket.

The foldable tables in the RackPod series can provide a wide variety of shapes and sizes of work islands. And the Table T4 will do nicely as the centre around which to hold your stand-up meetings. All furniture in such settings are mounted on casters so that they can be positioned with total flexibility.

Implementation in a team

After a team has developed a solution to a problem, it then has to be transposed and implemented in reality. That's where technicians in either classic project management or in such agile methodologies as scrum come into their own.

And System 180 also provides solutions for these phases in collaborative projects. This illustration shows you a team bench in the K Series, used together with FlexBoards Pro have been placed as a modular, wall-hung whiteboard solution. The resulting setting is suitable for use alternating between individual and team working.

Office and team space

The compact Table T4 S, used in combination with WallRails and FlexBoards Pro, takes up very little space. That means that even in small spaces or in individual office rooms you can create team spaces for up to six people.

The individual innovation space

Researchers and design thinking coaches from the HPI D-School are faced daily with the issue of how to create the ideal space for innovative working. We have taken their most important recommendations into the centre of our work:

Long live space!

Spaces only come to life through the people who use them! That's why, when thinking about creative design, you should have at the front of your mind how and by whom your creative space is going to be used and should always involve co-workers in the planning process right from the beginning. An official opening meeting to which all co-workers are invited or a small-scale workshop to explain how the project is going to be carried out are two possible ideas on how to get buy-in from prospective users. It would be a shame if, with all that attractive new furniture about, nobody got the chance to find out how to work with it.

Think about it! Don't just copy!

Creative spaces in organisations must match up to the identity and culture of the business. The DT Line provides a highly functional set of basic fittings that can be integrated into a great many design concepts with ease. However, if you aim to foster a unique, cosy and familiar atmosphere in your space, then it makes little sense to simply copy someone else's design concept. Depending on the branch of industry you're working in and the branding approach of our organisation, a honed down, minimalist spatial design might be suitable, or a more natural and colourful design instead.

"Mine! Ours!"

If you want the people in a space to work effectively in it, then they need to be able to make it into "their space". And creative spaces have a particular need to be able to produce this feeling of "psychological ownership". The team needs the freedom to take ownership of the space. So let them make changes to it! Provide opportunities for them to add their own personal touches to the space!

Define your goal!

What is the background to your project to create a creative space? Is the idea to create a prestige space to represent your company image, allowing guests and customers to work in a novel environment? Or is the aim rather to change the way (team)work is done in your company? If the aim is the latter, then it makes sense to bring the co-workers who are going to be expected to work in the space into the planning process. This will increase the chances that the room will gain their acceptance, making a substantial contribution to the change process.

Success as the sum of all the parts.

To ensure your creative space has the capacity to structure and support the creative flow, you need to take a number of factors into account in its design. A design thinking space is flexible and will be easily adaptable to a variety of modes of working. It must radiate an attractive atmosphere and be well equipped with working materials like whiteboard markers, magnets, pens and Post-Its. Team rules, timers and a gong are also part of the mix, as are music, comfortable sofas and refreshments.
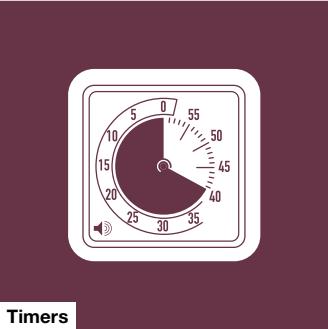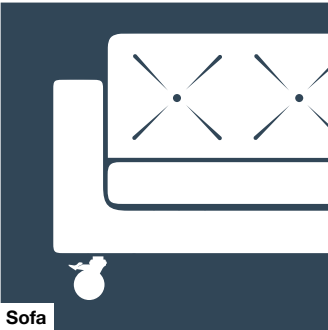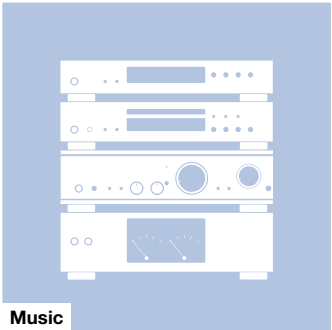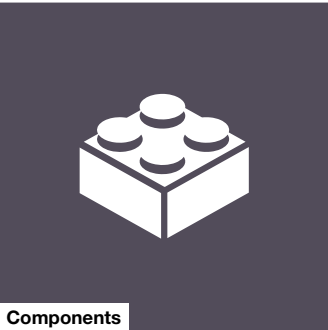
Timers
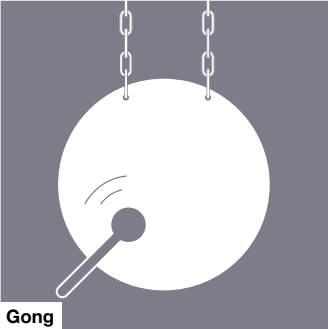
Gong

Team rules

Post-Its

Stools

Sofa

Music

Components
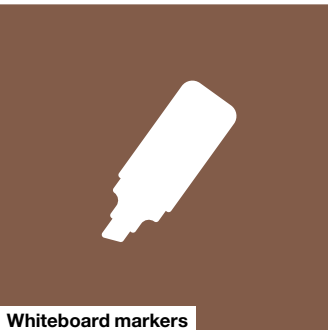
Whiteboard markers

Prototyping materials

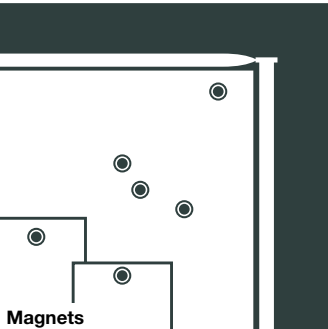**Presentation techniques**

Computers
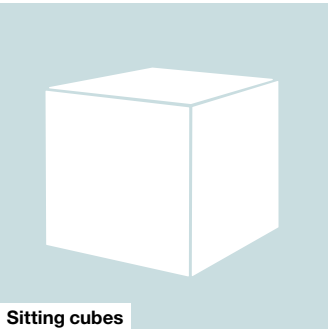
Sitting cubes

Writing materials

Eating and drinking

Magnets

SAP AppHaus

The AppHaus in Berlin Mitte is a co-innovation space created for SAP. It creates a venue where customers, SAP staff and end users can work together on projects. The space on the top floor of the building that hosts it provides four team spaces over 140 m², as well as a comfortably furnished network space and an easily extendible area for use as a share space. A meeting area equipped with modern presentation devices, a kitchenette with coffee machine and tables for buffets complete the offering, which suits the widest possible variety of modes of working. The old wooden support beams of the rooftop space and the industrial workbenches offer an attractive contrast to the DT Line's cut-down style. By creating this prestige space, SAP has achieved the ideal environment to make the user feel entirely at ease and ready to engage in creative work.

Area:	140 m²
Zones:	4 team spaces, a small extendible share space equipped with a record player for events, a cosy networking space with a sofa on casters, a separate fully equipped meeting room, kitchenette with coffee machine in the entrance area.
Capacity:	max. 22 persons in workshops, up to 35 for presentations and similar events.
Products:	4 x Table T4, 12 x Whiteboard L, 2 x ToolRack S, 2 x Coat-Rack

A centrally positioned ToolRack S can provide your team spaces with all the materials they need.

neXenio

neXenio is a start-up founded by researchers at the Hasso Plattner Institute. The company's offerings in smart IT services range from a data analysis platform for social media, through a secure cloud data storage service all the way to digital whiteboards for collaborative working. Naturally enough, the company's own in-house products are put to work in its in-house design thinking space. Here is where co-workers hold their design thinking sessions, as well as other meetings and presentation events. A table tennis table and direct access to the outside terrace with a view of Berlin's Lutheran Cathedral turn this space into a very special location. And here is where cutting edge technology is developed using innovative methods in the heart of Berlin.
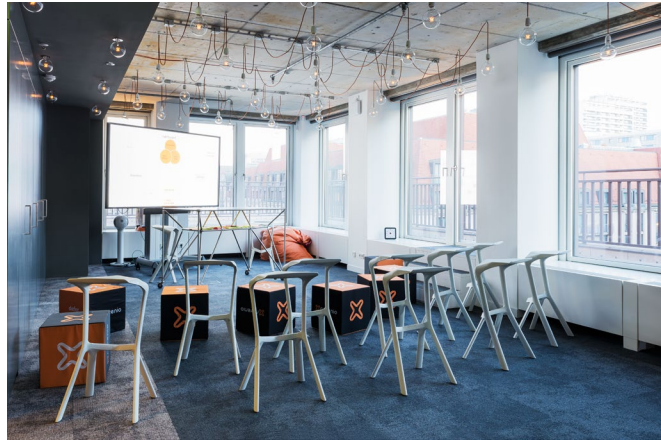
Area:	55 m²
Zones:	up to 2 team spaces, network spaces with cubic stools, beanbags and table tennis table. Direct access to the balcony terrace.
Capacity:	up to 12 people in workshops, and 40 people during presentations
Products:	2 x Table T4, 2 x Whiteboard L

Courtesy of the space's extremely flexible furnishings, it can be converted to presentation mode in a jiffy.

Impact Hub

Impact Hub Berlin is a co-working area that forms part of a global net-work, as well as doubling as an event space and a consultancy loca-tion. The goal of Impact Hubs is to promote knowledge exchange and cooperation among its members to help them tackle the most pressing problems of our time. The space is structured through large-scale timber structures and semi-transparent sliding panels.
The combination of DT Line pieces, brightly coloured wooden tables and cosy sofa niches lend the Impact Hub a friendly mood and under-line the conceptual design that informs it.

Area: 120 m²

Zones: An open event space containing a totally flexible combination of standing tables and whiteboards, with attractive and com-fortable networking spaces, co-working islands and a share space equipped with presentation technologies. Also includes meeting spaces, single-desk offices, a co-working space and an open kitchen.

Capacity: Event space: up to 24 people in workshops, up to 20 in co-working phases, up to 70 seated during presentations and up to 120 at other events

Products: 4 x Table T4, 8 x Whiteboard S

When in co-working mode it is easy to stack the whiteboards tidily into each other to save space.

Tables

The tables in the Design Thinking Line® include three models, each with its own unique profile. Common to all models is their standing height, easy-roll lockable casters and a practical storage compartment under the tabletop. All tables carry the manufacturer's brand label.


Table T4 with StuffBox and PowerClip

The Table T4 is a classic in the HPI D-School. The large dimensions of the Table T4 provides the design thinking team with plenty of space to grapple with whatever challenge they happen to be facing. The lower level under the table provides stowage space, helping prevent clutter on the tabletop. The casters enable you to move several T4 Tables together to form a large meeting table or to roll them away out of sight.

Focus Open 2013
       Silver

DT Line Table T4
· Under-tabletop storage space approx. 120 x 40 cm,
  giving an effective height of 24 cm
· On casters Ø 75 mm
W/H/D: 160/108/80 cm
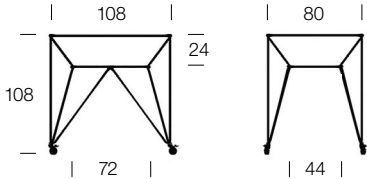SteelLine: #5197
BlackLine: #58173
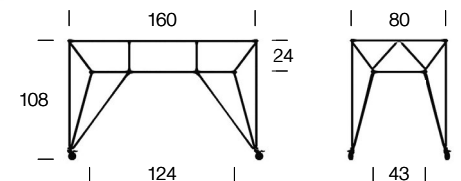
The Table T4 S is the classic table in the DT Line in more compact form. Despite its reduced dimensions, it can still provide a focus point for up to six design thinkers while leaving substantially more free space in the team area.

The hexagonal shape of the Table T6 makes it perfect as a high table for non-hierarchical teamwork. The unobstructed view it gives of all team members fosters a democratic team spirit. The table has no head or top end.

DT Line Table T4 S
· Under-tabletop storage space approx. 72 x 44 cm, giving an effective height of 24 cm
· On casters Ø 75 mm
W/H/D: 108/108/80 cm
SteelLine: #62601
BlackLine: #62616

DT Line Table T6
· Under-tabletop storage space approx. 90 x 80 cm, giving an effective height of 24 cm
· On casters Ø 75 mm
W/H/D: 148/108/129 cm
SteelLine: #62700
BlackLine: #62701
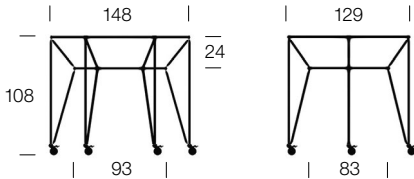
The StuffBox provides a fixed location for Post-Its, pens and other nicknacks on the table and within direct reach. The StuffBox, recessed into the tabletop, and with a lid made of transparent acrylic glass, provides a clear view of its contents and can be simply lifted out of its recess and carried away.

The PowerClip is an elegant solution to supply power to team tables. This component can be easily attached to the lower level surface under tables. Its eye-catching five-meter red textile cable means you do not have to use a cable duct to hide it.

The CutMat T4 turns the Table T4 simply and easily into a prototyping table. The CutMat, which is the same size as the tabletop, gives the surface extra toughness, allowing the design thinker the freedom to put together his or her prototypes without having to worry.

DT Line StuffBox
For all DT Line tables
W/H/D: 39/10/28 cm
In Table T4, SteelLine: #62711
In Table T4 S, SteelLine: #62713
In Table T6, SteelLine: #62715

PowerClip
3x schuko plugs, Cable and cable suspension
B/H/T: 21/12/11 cm
#72944
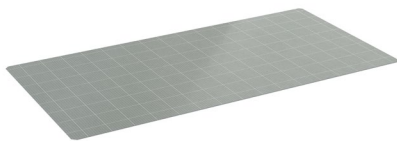
DT Line CutMat T4
For Table T4
W/H: 160/60 cm
#62704

DT Line Table T4 S with StuffBox

DT Line Table T6 with PowerClip

DT Line Table T4 with CutMat

StuffBox for all DT Line tables

Boards

Multifunctional whiteboards are an essential work medium in agile team-work. There should always be plenty of whiteboards everywhere to allow the team's work results to be recorded and documented, so that they are available to everyone at all times.

For this reason, the DT-Line board program offers rollable whiteboards in three different sizes: S, M and L.
All whiteboards carry a manufacturer's label.

The Whiteboard L is ideal for use as a design thinking whiteboard. Its magnetic surface is extremely tough and its generous dimensions makes the board an excellent space divider. The fact that it is mounted on casters allows the boards to be set up with complete flexibility for changing needs. And, thanks to smart frame, when you no longer need them, they can be stacked to save space.

Whiteboard M and WallRails
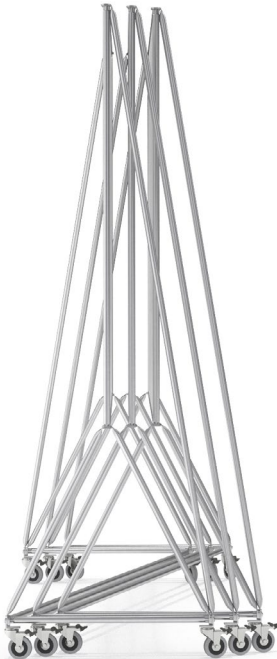
DT Line Whiteboard L
· Board: writable magnetic MDF panel (WxH: 168 x 118 cm)
· On casters Ø 75 mm
W/H/D: 175/191/65 cm
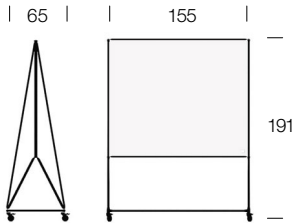SteelLine: #13130
BlackLine: #58168

65   175

191
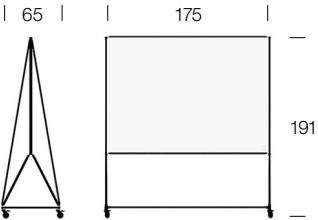
The Whiteboard M is just a little shorter than its L version and therefore can be better used in smaller spaces. It provides the same technical benefits as the Whiteboard L.
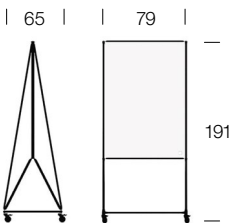
The Whiteboard S provides enough space for a short session or for one-person use. It has, however, less of a structuring effect on your space and can therefore be inserted equally well into very open or very restricted spaces.
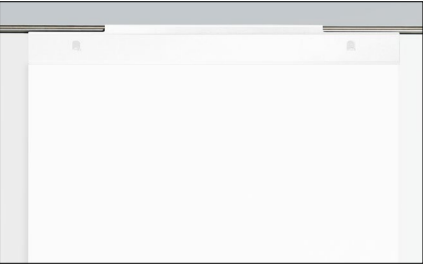
1. The flipchart bracket can be simply hung onto all whiteboards or the WallRail. It provides a suitable spot for conventional flipchart blocks. The tear-off edge integrated into the holder makes it even easier to work with paper.

· Suitable for all types of whiteboard
· 68 cm wide
· In stainless steel powder coated
White: #40119
Black: #60790

2. The marker holder provides a space for whiteboard markers exactly where they're needed. The holder can be attached to any whiteboard in an instant, giving your markers a longer useful life by holding them in horizontal position.
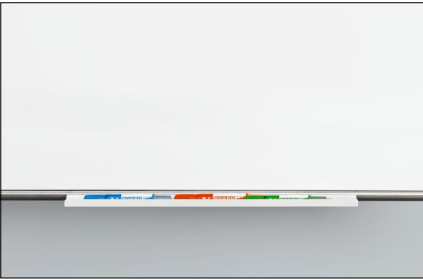
· Suitable for all types of whiteboard
· Storage space 40 x 4 cm
· In stainless steel powder coated
White: #49886
Black: #60791

DT Line Whiteboard M
· Board: writable magnetic MDF panel (WxH: 148 x 118 cm)
· On casters Ø 75 mm
W/H/D: 155/191/65 cm
SteelLine: #22932
BlackLine: #45624

65 | 155 | 191

DT Line Whiteboard S
· Board: writable magnetic MDF panel (WxH: 72 x 118 cm)
· On casters Ø 75 mm
W/H/D: 79/191/65 cm
SteelLine: #24478
BlackLine: #58543

65 | 79 | 191

Storage

The design thinking process involves the use of the widest possible variety of writing utensils, but also requires materials for prototyping and testing. The storage solutions in the Design Thinking Line® are all designed to give direct access to all these materials, so that everyone on the team can find the right materials on site quickly. All ToolRacks carry the manufacturer's brand label.
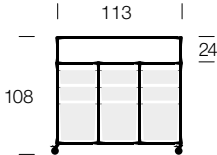
The ToolRack M provides a choice of plastic boxes and two large storage spaces for everyday design thinking materials. These elements allow you to stow tools and prototyping materials away properly, leaving them easy to find again thanks to the semi-transparent plastic used to make the containers.

When it comes to the prototyping phase and all teams need plenty of modelling materials at the same time, the ToolRack can be made accessible from both sides or the boxes can be taken out completely so they can be positioned freely.

The ToolRack S can be used for many different tasks: as a storage or stowing space for materials in the team space, to store prototyping materials in the compact make space or as a place to stow your laptop or projector console with extra stowage space for markers and Post-Its in the share space.

DT Line ToolRack M

· 2 storage spaces approx. 108 x 43 cm, distance: 24 cm
· 9 x boxes with lids (3 x flat, 3 x medium, 3 x high)
· 6 x organisation accessories (3 x 6 pieces, 3 x 1 piece)
  on casters Ø 75 mm
W/H/D: 113/108/48 cm
SteelLine: #60448
BlackLine: #60544

DT Line ToolRack S

· 2 storage spaces approx. 38 x 43 cm, distance: 24 cm
· 3 x boxes with lids (1 x flat, 1 x medium, 1 x high)
· 2 x organisation accessories (1 x 6 pieces, 1 x 1 piece)
  on casters Ø 75 mm
W/H/D: 41/108/48 cm
SteelLine: #60447
BlackLine: #60543
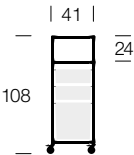
Surfaces

With the DT Line of furnishings you can choose from tubing structures in scratch- and impact-resistant finishes in brushed stainless steel (in the SteelLine) or in steel powder coated in black (in the BlackLine).
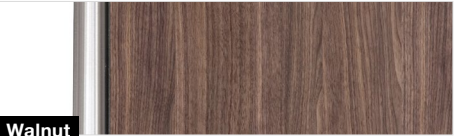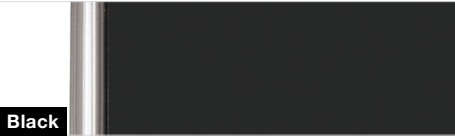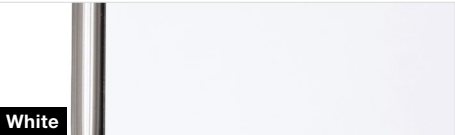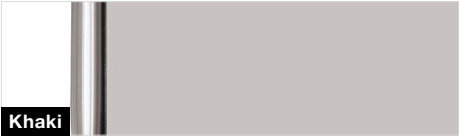
SteelLine
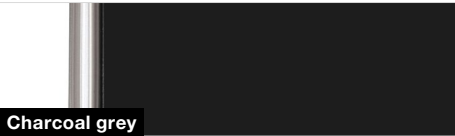Brushed stainless steel

BlackLine
Ssteel powder coated in black

Unidecors
Coated on both sides with a protective coating of melamine resin.

White

Light grey

Khaki

Graphite

Black

Azure blue

Cloud blue

White green

Coral

Lilac

Pine green

Forest green

Sunny yellow

Real wood veneers (upon request)
Both sides covered with fine real wood veneer and matt lacquer. Please note that real wood veneer is a natural material. The image and colour of the veneers used may diverge. Larger surfaces are made from individual panels, which may differ in colour and image. Real wood changes its colour when exposed to light.

Oak

Walnut

Table surfaces using Forbo furniture linoleum
You can choose from between three colours of high-quality furniture linoleum for the tabletop surfaces of all tables in the DT Line.

Smoky grey

Ash grey

Charcoal grey