



CUSTOMER STORY

MILGARD WINDOWS

Where: Temecula, California

Customer: DeAnn Smith, Milgard Windows project manager

Dealer: National Business Furniture (NBF)

Featured Product: Choices®



“The consistent level of high quality service and products helped put me at ease and the result is our offices look and function beautifully.”

– DEANN SMITH, SCHEDULING MANAGER & PROJECT MANAGER, MILGARD WINDOWS

A Window To The Furniture With Choices

The Task: Redesign an existing facility as well as move in to a new office space addition.

The Challenge: Move departments between existing facility and new building on a very tight schedule.



Milgard Windows began as a small glass shop in Tacoma, Washington more than 40 years ago. They never wanted to be the biggest window company – only the best. Ironically, that dedication to quality and service has made them one of the largest window manufacturers in the country. Their headquarters in Tacoma is one of thirteen locations nationwide. The company's largest location is their regional office and manufacturing facility in Temecula, California.

Sales growth of more than 100% at Milgard's Temecula location caused them to quickly outgrow the existing facility. Therefore, in 2004, planning began on a project to build an office space addition. By January 2005, construction was underway.

DeAnn Smith, Milgard's Scheduling Manager, was assigned the task of project manager, and along with the general manager set to work on programming the expanded office space. "We looked at all the current employees by department and function," explained Smith. "Then we overlaid our plans for future growth. It was a giant puzzle."

Smith enlisted the assistance of Nancy Hughes of National Business Furniture (NBF), a Trendway office furniture dealer located in Los Angeles, CA, who created a plan for Milgard that divided the project into two phases. Phase one was the interior design and move into the new building. Phase two was the redesign of the existing office space. In total, they created 72 workstations. Milgard selected Trendway for the project based on product quality, available options, and their superior reputation for service.



Fitting The Pieces Together

Trendway's Choices panel system, along with Choices and C-Series filing and storage, were selected for the project. Milgard standardized on a 7 x 6'6" office footprint. Workstations were designed using three different finish options. One of the main considerations was the ability to match the cherry wood finish that was used on much of the interior architecture in their existing facility. This was accomplished through Trendway's standard finish offering.

The flexibility of the Trendway furnishings allowed Milgard to work out some design issues inherent in the facility. For example, the offices have long hallways running the length of the buildings. To help break up the extended panel runs along these corridors, a design incorporating varying height panels was created for a more pleasing visual.



“The team worked quickly to redesign the area adding panels along the back to accommodate power and cable needs. We submitted the order to the [Trendway] plant, which was quickly able to ship the product.”

– KATHERYN GRACE
TRENDWAY’S WESTERN REGIONAL SALES MANAGER

Other noteworthy design details include the radius counter caps and conference work surfaces. These radius surfaces soften the run of offices down an aisle, and, by eliminating sharp corners, traffic and visual flow was enhanced. The radius conference work surfaces help bring people together for informal meetings. The cherry laminate finish adds warmth and an upscale element to the offices.

Of course, like all projects, not everything goes according to plan. Milgard discovered, when converting a large conference area in the existing building into workstations, they had designed the space to include many wall-mounted components with the power sourced from the wall. Unfortunately, at the point of install, they realized that since this area had previously been a conference room there was very little power available along the wall – and certainly not enough to supply the workstations. “The moving of departments between the existing facility and new building was orchestrated on a very tight schedule so as not to disrupt business,” explained Kathryn Grace, Trendway’s Western Regional Sales Manager. “The team worked quickly to redesign the area adding panels along the back to accommodate power and cable needs. We submitted the order to the [Trendway] plant, which was quickly able to ship the product resulting in only a one-week delay in the schedule.”

In assessing the overall experience, Smith stated that it was really great working with NBF and Trendway. “The consistent level of high quality service and products helped put me at ease and the result is our offices look and function beautifully.”

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