

CO-CREATION SUNDHØJSKOLEN



millersquest
Forandring af organisationer - til glæde for mennesker

Customer	The Centre Department of Sundhøjskolen and the Municipality of Svendborg (the project group behind the expansion of the Centre Department)
Task	Creating a basis for a complete building contract through systematic user's involvement.
Origin	<p>The Municipality of Svendborg wishes to bring forward user's involvement as a new principle for the process of municipal building. The Centre Department of Sundhøjskolen has been granted permission to new buildings and constitutes a pilot project for such a building process that begins with user's involvement.</p> <p>The aim is to make the building project deeply rooted in the needs and wishes of the users and in the staff's experience and professional expertise.</p>
Solution	<p>During a period of 6 months the staff, students and parents of the Centre Department are involved. Their input is transcribed into a <i>User's wishes catalogue</i>, that forms a starting point for the building.</p> <ul style="list-style-type: none">• Involvement process design• Facilitating of 12 meetings• Collecting user-input for a complete catalogue• Presentation of the catalogue to the municipal project group
Results	<ul style="list-style-type: none">• Structured user involvement: engaged users and staff• The Centre Department's own set of values forms the basis of the building• The developing of principles for the building• A complete catalogue: the most important brick•
Testimonial	<p><i>"At the Centre Department of Sundhøjskolen we have had a very productive cooperation with MillerQuest the past 6 months concerning the preparation of our approaching schoolbuilding. In an excellent manner Gitte has been capable of planning and managing the progress of involving and collecting expertise, needs and wishes from the staff, students and parents. The result is a catalogue of 50 pages that will form the basis of the tenders inviting for the building. Through her engaging personality and great professional competence Gitte has managed to perceive and bring about our characteristics as a special school and has thereby created a solid and useful result.</i></p> <p><i>Moreover, the process has been of great importance to the staff's commitment to the project and to the general development of the Department, where Gitte has contributed by mobilizing our resources. In our cooperation Gitte has taken full responsibility over the management of the project with structured thoroughness and fully aware of our hectic everyday life- resulting in practical alterations. This means that the pressure on me as a leader has been relieved and thus I have had the opportunity to tend to other management duties while at the same time carrying</i></p>

through this development project. In no way is Gitte the dull and boring consultant; she has a great sense of humour and a twinkling eye, and I give my warmest recommendations to using Gitte as the "eyes from outside and the extra hands"

Kasper Føns, Head of the Centre Department of Sundhøjskolen