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BUILD A BETTER CUBICLE: INITIAL VALUE VS. PRICE
TIPS TO AVOID COMMON OFFICE FURNITURE PURCHASING MISTAKES
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The biggest mistake when making a purchase is only considering the initial price instead of the overall value. There is the old saying that price is what you consider when making a purchase but value is what you expect after the purchase, long after price is forgotten. Office workstations and cubicles are no exception.

Below are tips to ensure the best value possible when purchasing your office furniture, and to make sure your space is warm and inviting, ergonomically friendly, and designed to last.

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**Tip: Consider New vs. Used Furniture**

One value vs. price consideration is the purchase of used or remanufactured furniture versus new furniture. A used/remanufactured purchase may be a one time deal on price with limitations on station design and finish selections. Be careful not to settle on a station design that might have poor ergonomics, undesirable panel heights, and workstations that use floor space inefficiently. The initial savings on the furniture will not compare to the cost of carpal tunnel injuries, additional square footage rented, or employee turnover due to a poorly designed space. A system with unnecessarily wide panels, for example, could mean fewer seats and less revenue, depending on floor space. It is also important to note that replacement parts may be difficult to find. Also, if your office expands you may not be able to match the color and style of the furniture at a later date.

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**Tip: Ask about Electronic Walk Through Capabilities and File Storage**

Select a furniture vendor that has the software and capability to provide not only CAD drawings but also the ability to provide electronic walk-throughs of the space. This advanced technology can create shorter lead times, and leaves nothing to the imagination in terms of station design and space utilization. Work with a company that keeps electronic records for all of your projects, so reconfigurations and additions will be a simple process. Also if a repair needs to be made down the line, identifying the specific part will be easy, so replacement parts will be a quick fix.

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**Tip: Furniture Design Can Reduce Installation Costs**

Installation of voice and data cabling can be a significant cost when building or designing an office. Selecting an office furniture system with an easy to use wire management system can significantly lower the cabling installation costs, as well as make it easier for IT to update or change components down the road. Utilizing a furniture system where all cables, cords, outlets, and jacks store neatly behind sliding doors, can cut installation time by 25-30%, and reducing cabling and contractor costs by up to 40%.

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**Tip: Select Furniture with a Lifetime Warranty**

Even if you do not plan on having the furniture over a lifetime, a longer term warranty means your furniture will hold up over time. A long term guarantee can help to determine the quality and professional look for the site, especially if clients visit. Also don’t be afraid to ask for customer testimonials, these will provide the level of comfort that you are seeking with your purchase.
Tip: Look for Green or Sustainable Furniture

Selecting office workstations and cubicles that are MAS Certified Green can help to create a ‘greener’ work environment. MAS Certified Green means that the furniture meets the LEED (Leadership in Energy and Environmental Design) indoor air quality standards. Furniture can only meet this criteria after rigorous product testing. MAS Certified Green furniture is approved as a low-emitting furniture system by compliance with the BIFMA X7.1 Furniture Emissions Standards which addresses Total Volatile Organic Compounds (TVOC’s), Formaldehyde, and other targeted compounds.

Why is this important? The use of furniture that meets this standard will contribute to a better indoor environment. Many of today’s airtight/energy-efficient buildings operate on minimal amount of outside make-up air – which can result in increased indoor VOC concentrations. This condition, combined with lower ventilation rates, higher occupant densities and greater use of chemicals in interior furnishings often translates into more reported allergen problems, odor complaints, and sick building issues. Use of low-VOC and formaldehyde emitting furniture will serve to reduce these types of problems.

In the definition of sustainability, often overlooked is the product lifecycle. Product lifecycle is important because a furniture system with a longer lifecycle needs to be replaced less often than more expendable products. This means that less natural resources are consumed. Remember that just because a furniture product is “green” does not necessarily mean that it’s sustainable. A Lifetime Warranty can contribute to the overall sustainability of furniture.

Tip: Consider Panel Material Selections and Ease of Panel Replacement

The panel material selection can contribute to both the initial price and aesthetics of the furniture over time. For example, laminate and melamine (vertical grade laminate) are nice options because they wipe down easily, and resist staining. If you choose to go with fabric panels on the cubicles for acoustics or tackability, ask to see an actual sample and look at the thickness and color. A quality fabric in a darker color may hold up better over time as opposed to a fabric in a lighter color, especially in high use environments.

Choose a furniture system with easily replaceable panels, so if the panels are damaged intentionally or otherwise, it will be an easy fix. Easily replaceable panels mean that panels can be replaced without disrupting the entire system, and one panel can be replaced vs. an entire systems furniture wall. This will make for easy less costly repairs down the road since only one panel will need to be replaced instead of an entire wall.

Concluding Cost Per Station Considerations

Sometimes a furniture purchasing decision is made based on theoretically saving a few dollars per cubicle. Comfortable and quality furniture can impact employee satisfaction, worker comfort and productivity, and employee retention. These factors are a much greater expense to an organization than furniture. Other considerations, such as durability and extended warranties, will provide an additional cost savings down the line. You can certainly find a furniture provider that can offer both a competitive price and longer-term value.

“Price is what you pay. Value is what you get.” - Warren Buffett
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