

ABSTRACT

This report focuses on the potting production process for the non-profit organization (NPO) Growing Grounds Farm (GGF), and aims to promote a standardized workflow system to enhance the working experience for Transitions-Mental Health Association employees and volunteers. This project takes careful consideration into the process improvements proposed so to support the double bottom line of economic and social objectives. To address the equally important objectives, the Human Centered Design toolkit created by IDEO, specifically for third sector organizations, was integrated with the traditional Industrial Engineering design process methodology. Feasible alternatives were developed and evaluated based on the objectives. The selected alternative was thoroughly assessed using facility evaluation and a simulation. The proposed improvements of the minimum viable alternative increased the total output by roughly five percent and increased facility space by ten percent. The minimum viable alternative met the objectives however; additional research and design must be conducted and tested to further minimize bottlenecks within the system before the implementation can be recommended.