

Interior Design

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Interior design services create interior settings to accommodate a client's intended use of a particular space. The interior design process closely parallels the building design process in that it encompasses identifying and solving problems for the (interior) built environment.

Professional interior design encompasses programming, space planning, construction, detailing, and finish selection as well as considerations of interior decor. As in building design, the process of interior design defines client and user requirements, develops conceptual approaches, and creates and documents solutions.

Interior design as a professional service separate from architecture began in the corporate arena, when the advent of multistory, high-rise office buildings (skyscrapers) created a large quantity of unfinished interior space for multitenant uses. Trends in commercial interior design reflect overall trends in the building market. Opulent interiors prevailed during the peak building boom years of the 1980s. In the 1990s interior design responded to the needs of clients undergoing rapid transitions with an emphasis on flexible interiors that could easily accommodate growth or downsizing and increases in the cost of real estate. Twenty-first-century design responds to employee needs for personalized and individually controlled spaces, dynamic technology requirements, and changing business models. In health care, new design also accommodates new technology and a focus on outpatient care. The hospitality and retail industries are experiencing a shift toward entertainment interiors, or “experience design.”

Trends in corporate design related to flexibility include alternative working concepts such as hoteling, teleconferencing, and telecommuting, and a greater investment in flexible furniture and infrastructure. Teaming influences the current approach to interior design in corporate environments as organizations that value collaboration are moving away from private offices toward spaces that encourage less hierarchical, more integrated work relationships. Along with acceptance of these concepts and approaches, a tight labor supply for highly skilled technical and creative professionals is driving some employers to view the work environment and its amenities as a recruiting tool and as a way to boost productivity.

Increasingly employers are realizing the importance of meeting the physical needs of user groups through ergonomically designed furniture, improved accessibility for persons with disabilities, and better lighting. As well, clients may place emphasis on energy efficiency, indoor air quality, and resource-efficient office environments. Design concerns to address these issues include the use of daylighting, natural materials, and building materials that are recyclable, have recycled content, or come from renewable sources.

CLIENT NEEDS

Clients who need or want to project a distinct interior image and a high level of design are a natural market for interior design services. Such clients may come from the institu-

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Summary

INTERIOR DESIGN SERVICES

Why a Client May Need These Services

- ▶ To accommodate organizational change
- ▶ To achieve a high level of design and a distinctive interior image
- ▶ To update, modernize, or renovate building interiors

Knowledge and Skills Required

- ▶ Spatial design ability and skills
- ▶ Knowledge of interior detailing, materials, and finishes
- ▶ Knowledge of furniture and equipment functions and sizes
- ▶ Expertise in selection and specification of furniture, fixtures, and equipment
- ▶ Knowledge of ergonomics
- ▶ Delineation and presentation skills
- ▶ Expertise in a particular type of space (health care, retail, hospitality, etc.)
- ▶ Familiarity with building codes and regulations

Representative Process Tasks

- ▶ Start-up and research
- ▶ Programming (interiors)
- ▶ Space planning and preliminary layouts
- ▶ Schematic and design development
- ▶ Construction documentation
- ▶ Construction contract administration

tional, corporate, commercial, hospitality, health care, or government sectors. Another strong market for interior design includes clients with larger and more complex projects for which the architecture and engineering team is complemented by a large team of specialized consultants.

Meeting functional needs. Often a client's primary objective is to use interior space as efficiently as possible, particularly when older facilities are being modernized. In companies experiencing rapid change in size, specialized functions, or work flow, a client may need more flexible and adaptable interiors that can accommodate constantly changing technology and equipment. Increased requirements for computers, videoconferencing, and laboratory equipment as well as demands made by changes in corporate image and business direction may all lead a client to look for interior design services.

Enhancing productivity and safety. Clients want to facilitate worker productivity and reduce workers' compensation issues. Perhaps a client wants more ergonomically designed furniture to reduce repetitive stress injuries or better lighting to reduce eye fatigue. From a regulatory perspective, the client may need to respond to legal or code concerns, including ergonomics, fire safety, or accessibility.

Providers of interior design services. Major providers of interior design services include interior design firms and the interior design departments of architecture firms. During the 1980s and '90s very large interiors firms emerged, some evolving from the interiors departments of large architecture firms. Most national architecture firms today (e.g., SOM, NBBJ, HOK, Perkins & Will, Gensler) have large interiors departments, and most major urban areas have many medium-size (35 to 75 employees) interiors firms.

Smaller projects—including residential design, small medical facilities, schools, local retail shops, and individual professional offices within a larger building—are generally the province of the many small interiors firms across the country. Small firms often consist of a solo professional or perhaps a professional with several associates or assistants.

Many interior designers specialize in certain types of design, which allows them to develop an expertise in the concerns of a particular client sector. For example, owners of retail spaces need to attract customers, display and store merchandise, and accommodate traffic flow. Restaurant owners have concerns about traffic flow, acoustics, lighting, materials, and cleanliness in addition to pure visual aesthetics. Health care facilities need to accommodate equipment and a wide range of tasks while providing good indoor air quality and a pleasant environment that can promote healing. A growing subspecialty of hospitality design is design for entertainment facilities such as amusement parks and cruise ships. Among office specialists, there are subspecialists for law offices, emerging dot-com companies, and high-tech facilities, among others.

Related services. Space planning is closely related to interior design. Other services that can be part of interior design—or at minimum must be coordinated with it—include programming, lighting design, environmental graphic design, and selection and procurement of furniture, fixtures, and equipment (FF&E).

Depending on the project scope, interior design services may also require or lead to services for construction documentation, bid packages, facility surveys, accessibility compliance, sustainable design and analysis, ergonomics consulting, furniture and equipment acquisition, move management, commissioning, postconstruction evaluation, and/or tenant services. (Coordination with any or all of these services is important, but it is especially so with construction documentation, which often requires coordination with structural, mechanical, and electrical engineering designs as well.)

SKILLS

Interior design requires a mixture of proficiencies. A combination of technical and interpersonal skills enables the practitioner to better understand and meet the program design needs of owners and occupants. As with all design work, incorporation of aesthetics must be balanced with the client's budget, functional needs and business requirements, and taste preferences.

Interior design professionals are those who are educated in interior design and have passed a minimum competency examination in interior design (the National Council for Interior Design Qualification exam). Architects by training possess certain knowledge required for interior design work, including spatial design ability (composition, scale, proportion, etc.) and knowledge of building systems, materials, and detailing. Interior design educa-

tion and experience also develop knowledge of interior detailing and finishes, sensitivity to interior spatial environments, familiarity with furniture and equipment, and facility in using fabrics, colors, and textures. Interior design also requires an understanding of anthropometrics and ergonomic principles to help ensure a proper and safe interface between people and their physical setting. In the regulatory arena, knowledge is needed of basic code concepts (e.g., fire protection, access and egress requirements, etc.), and the requirements of the Americans with Disabilities Act (ADA).

Specialized skills. As in building design, interior design requires coordination with structural, mechanical, and electrical engineers. Depending on the project, acoustical specialists, lighting designers, and environmental graphic designers may be part of the interior design team. Other specialists may be needed for specific building or project types or for specialized spaces within a larger project. These might include data and communications specialists, furniture dealers and installers, ergonomic specialists, interior designers who specialize in certain facility types (hospitality, corporate design, kitchen, etc.), or an art or landscape consultant. An architect contemplating the establishment or expansion of an interiors practice will want to form a good network of specialty consultants for consultation or collaboration.

Special equipment and resources. Equipment useful in interior design services includes a computer system with CAD software, a high-speed Internet connection, plotting and printer equipment, a scanner, desktop publishing and graphics software, model-building materials, a library that includes regulatory code books, and access to a lighting laboratory for color selection. Interior design also requires a collection of finish samples (e.g., stone, wood, floor finishes, hardware, fabric, glass, ceramic tile, wallpaper, etc.). Adequate space is needed to organize and store these materials and product literature. Some large firms have a librarian or a designated member of the staff keep these resources organized and up-to-date.

PROCESS

Interior design services are integrated into projects in many different ways. Sometimes they are part of a larger service. For instance, an interiors staff or consultant may work with the architect to develop a building footprint and shell, including program development with the client. On the other hand, interior design services may be introduced later in the process of designing a new building to address specific areas of concern that require a higher level of attention to design. Sometimes a client seeks stand-alone interiors services for the redesign of existing space or to tailor new space to suit potential buyers or tenants.

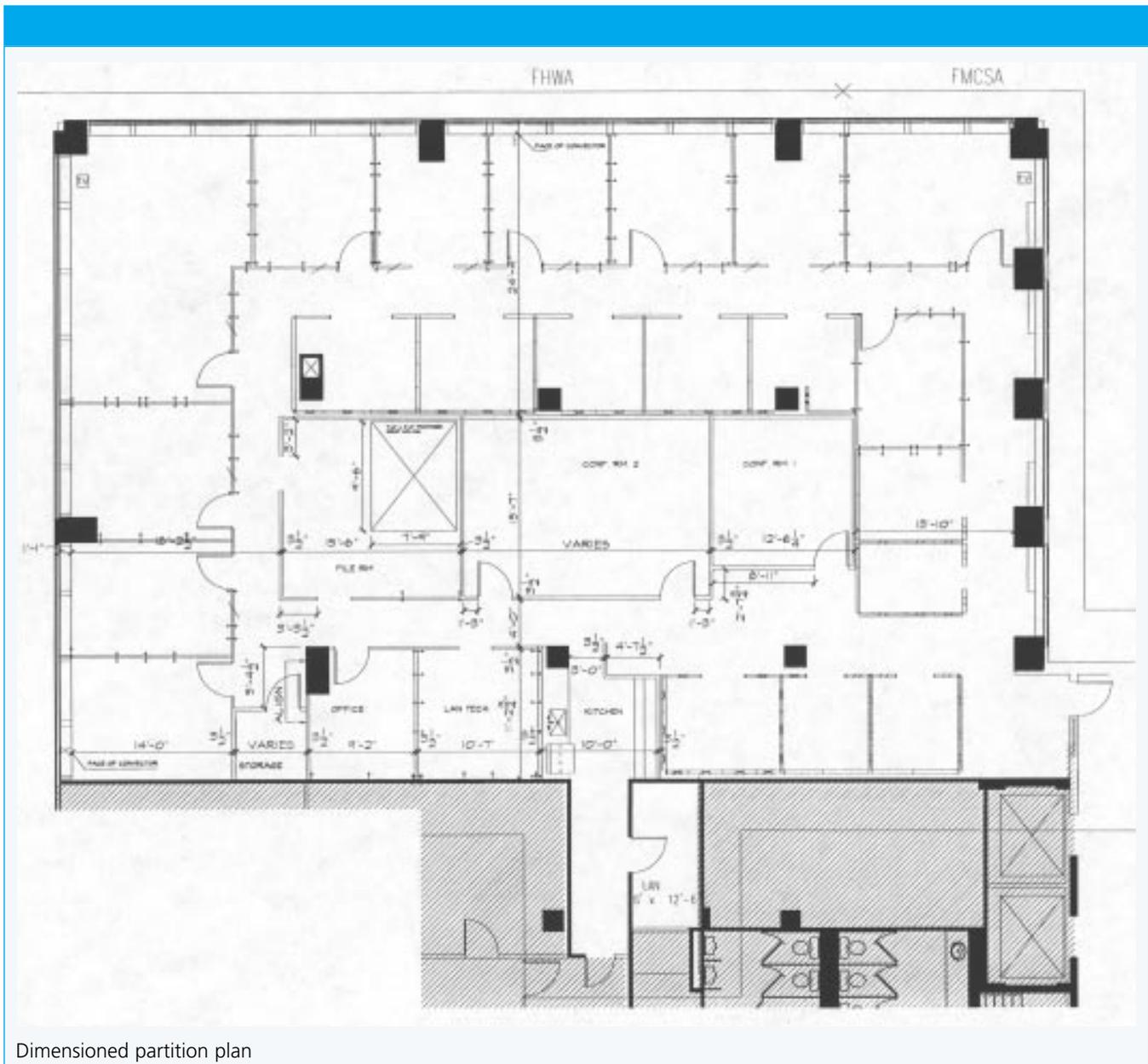
For smaller projects a single designer may handle all aspects of interior design, perhaps drawing on one or two brief sessions with a consultant. Larger projects may require an interior design team, which might include a project manager (a senior architect or senior designer), who would handle most client contacts and oversee the project; project designers (architects or interior designers), who would handle much of the conceptual and technical design and detail work; and perhaps assistants (college interns) who can perform support tasks. As previously noted, specialty consultants may be needed as well, depending on the project.

The generic steps in a work plan for interior design projects are described below, grouped according to the design phase. (Depending on the size, complexity, and scope of a project, service increments for research, programming, construction documents, construction procurement, construction contract administration, and postcompletion activities may be contracted for separately.)

Start-up and research. The parameters of a project must be established first. This usually takes place as part of the sales and negotiation process between the firm and client, but when a designer is brought into an ongoing project it is useful to review the following points:

- What is the scope and expected outcome of the project?
- What is the schedule and budget?
- Is there a need for specialized consultants?
- What is the contractual relationship between the design firm and the client?

After project parameters have been determined, research is performed on the client or client's business, the project type, and sometimes on the architectural style, particularly if a project is highly specialized.



Dimensioned partition plan

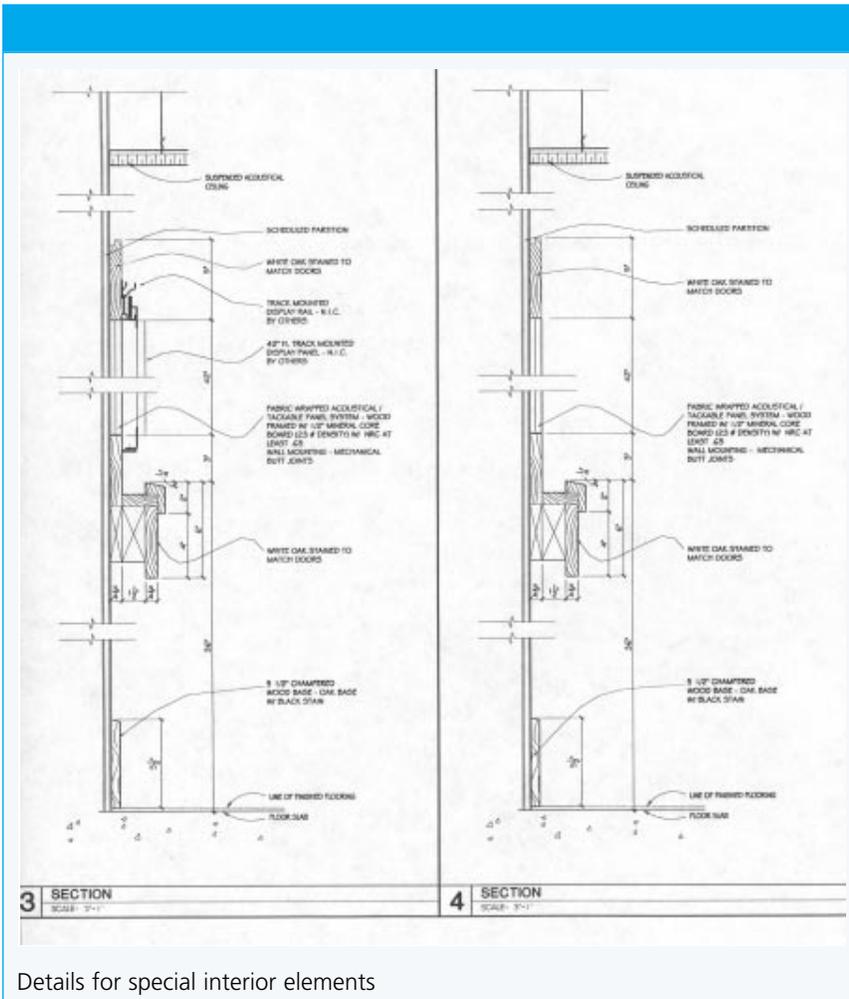
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▶ **Space planning—sometimes provided as a stand-alone service—is covered in more detail in Space Planning**

Programming. During programming for the interiors, the client's interior design needs and objectives for the building interior are defined. What specific functions take place in the space? What are the space allocation needs? Which areas have been assigned to which functions? What equipment and furniture must be accommodated in the space? What are the problem areas? Steps involved in programming often include a space survey; interviews with clients and users; and other data collection, such as work flow information and an inventory of equipment, followed by development of a preliminary program and adjacency charts, review of the preliminary program with the client, preparation of a final program, and program approval by the client. An interior programming study report that includes preliminary diagrams is usually the first deliverable in an interior design project.

Preliminary diagramming/space planning. Once programming for the interior spaces is complete, diagrams of space allocations and adjacencies are developed. Area assignment involves estimating the approximate square footage needed for each function and/or room. Block diagrams visually depict relationships among the sizes of the areas. Adjacency studies result in charts and diagrams that show the desired levels of closeness among the spaces. In a multifloor project, stacking plans show which functions are placed on which floor.

Schematic design. In schematic or preliminary design, sketches for floor plans,



Details for special interior elements

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signed by a registered architect or engineer to obtain a building permit. In the next step of construction procurement, bids are obtained, contractors selected, and contracts or purchase orders are issued. Concurrently the designer prepares furniture plans and specifications, which are then bid with furniture dealers. Finally a furniture contract is awarded.

Construction contract administration. During construction the role of a designer responsible for interiors is to advise whether the work conforms with the construction drawings and specifications. This may be achieved by visiting the site on a regular basis. Often the designer will want to be on site during FF&E installation and completion to check for any defects and errors and to ensure they are corrected. The construction process is complete when the designer has completed a punch list for the project and the items on the list have been corrected.

Postoccupancy services. Postoccupancy evaluation is a way to identify potential problem areas and determine user satisfaction. Members of the project team responsible for completion of both the building core and shell and the interior design can participate in this separate service.

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The AIA provides contract documents designed especially for these types of architectural services. B152-2007 is a stand-alone document, while B252-2007 is a scope of services document which can be attached to the prime agreement in order to provide additional services.

B152–2007, Standard Form of Agreement Between Owner and Architect for Architectural Interior Design Services

AIA Document B152™–2007 is a standard form of agreement between the owner and architect for design services related to furniture, furnishings and equipment (FF&E) as well as to architectural interior design. AIA Document B152–2007 divides the architect’s services into eight phases: programming, pre-lease analysis and feasibility, schematic design, design development, contract documents, bidding and quotation, construction contract administration, and FF&E contract administration. B152 was renumbered in 2007 and modified to align, as applicable, with AIA Documents B101™–2007 and A201™–2007. AIA Document B152–2007 is intended for use with AIA Documents A251™–2007, General Conditions of the Contract for Furniture, Furnishings and Equipment, and A201™–2007, General Conditions of the Contract for Construction, both of which it incorporates by reference. NOTE: B152–2007 replaces AIA Document B171™ID–2003 (expired May 31, 2009).

B252–2007, Standard Form of Architect’s Services: Architectural Interior Design

AIA Document B252™–2007 establishes duties and responsibilities where the architect provides both architectural interior design services and design services for furniture, furnishings and equipment (FF&E). The scope of services in AIA Document B252–2007 is substantially similar to the services described in AIA Document B152™–2007. Unlike AIA Document B152™–2007, AIA Document B252–2007 is a scope of services document only and may not be used as a stand-alone owner/architect agreement. B252–2007 may be used in two ways: (1) incorporated into the owner/architect agreement as the architect’s sole scope of services or in conjunction with other scope of services documents, or (2) attached to AIA Document G802™–2007, Amendment to the Professional Services Agreement, to create a modification to an existing owner/architect agreement. B252 was revised in 2007 to align, as applicable, with AIA Document B101™–2007. NOTE: B252–2007 replaces AIA Document B252™–2005 (expired May 31, 2009).

For more information about AIA Contract Documents, visit www.aia.org/contractdocs/about