

FURNISHING SOLUTIONS FROM DESIGN TO INSTALLATION

CUSTOM HOSPITALITY FURNITURE PRODUCTION TIMELINE

for scheduling, planning & tracking
WHAT TO EXPECT AT EACH STAGE OF MANUFACTURING



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1 | **PLANNING *in advance***

2 | **MAIN CONTACT**

3 | **PRODUCTION CALENDAR**

4 | **PRODUCTION CALENDAR**

5 | **DAY 1**
submitting your design

6 | **DAYS 1-2**
vendor review

7 | **DAYS 1-3**
technical drawings

8 | **WEEKS 1-3**
double checking specifications
your review

9 | **WEEKS 4-8**
production begins
estimated delivery date
delivery

10 | **POST MANUFACTURING**

11 | **CONCLUSION
NEXT STEPS**

12 | **ABOUT ARTONE**

*The hospitality industry is forever changing and evolving. As guest-centric design becomes more important your responsibility becomes, not only creating an appealing and functional design, but also a unique guest experience... **AND OUR JOB IS TO HELP YOU BRING THAT DESIGN TO LIFE.***

Staying on top of industry trends, like guest-centric design, is vital to the success of a project. But, did you know you also need to stay on top of manufacturing trends to bring your designs to life? This guide provides you with manufacturing tips and timelines to help you plan accordingly.

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PLANNING IN ADVANCE

A full hotel project can take months (or even a few years) to complete. But your domestic furniture order - from manufacturing through installation - should take only about 8 weeks.

While there's always the chance of delays and hiccups in practice, this timeline outlines the basic stages and helps you realistically plan your supply chain for manufacturing.

We recommend being highly involved throughout the process to make sure things are running smoothly.

- Ask questions (call, email, even text, if necessary)
- Visit your project on the shop floor
- Request photos, video, and other forms of documentation

This is how you'll ensure the final product meets your vision within this 8-week timespan.

HERE'S WHAT TO EXPECT:

SCHEDULE OF COMMUNICATIONS

Sales ▶ Estimating ▶ Sales ▶ Order Entry ▶ Project Management (PM)
▶ Engineering Production ▶ Installation

Keeping your manufacturing stateside will not only win you major PR points, but will increase your overall ROI. Remember, the upfront costs may be cheaper with offshore products, but they may end up costing you more in the long-run.

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You'll likely touch base several times a week, depending on the complexity of the project.

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<div>5</div> <div>WEEK</div> <div>PRODUCTION STARTS</div> <div>MANUFACTURER CONFIRMS DEADLINE & DELIVERY DATES</div> <div>NOTES:</div>	<div>6</div> <div>WEEK</div> <div>PRODUCTION CONTINUES</div> <div></div> <div>NOTES:</div>	<div>7</div> <div>WEEK</div> <div>ASSEMBLY</div> <div>FINAL PRODUCT REVIEWED</div> <div>NOTES:</div>	<div>8</div> <div>WEEK</div> <div>DELIVERY</div> <div>FINAL PAPERWORK</div> <div>INSTALLATION AS NEEDED</div> <div>NOTES:</div>
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1
WEEK

PLACING YOUR ORDER
INCLUDE DETAILED SPECS!

**MANUFACTURERS &
GENERAL CONTRACTORS
REVIEW ORDER**
PROJECT MANAGER ASSIGNED

ENGINEERING STARTS
TECHNICAL DRAWINGS

NOTES: _____

2
WEEK

**DRAWINGS
SENT TO
CUSTOMER**

NOTES: _____

3
WEEK

**CUSTOMER
REVIEWS**

**CHANGES
MARKED
& SENT TO
ENGINEERING**

NOTES: _____

4
WEEK

**MATERIALS
ORDERED**

**RELEASED TO
PRODUCTION**

NOTES: _____

5
WEEK

**PRODUCTION
STARTS**

**MANUFACTURER
CONFIRMS
DEADLINE &
DELIVERY DATES**

NOTES: _____

6
WEEK

**PRODUCTION
CONTINUES**

NOTES: _____

7
WEEK

ASSEMBLY

**FINAL
PRODUCT
REVIEWED**

NOTES: _____

8
WEEK

DELIVERY

**FINAL
PAPERWORK**

**INSTALLATION
AS NEEDED**

NOTES: _____

DAY 1: SUBMITTING YOUR DESIGN

Generally speaking, the timeline starts with a finalized or concept design. If you're requesting value engineering services, this timeline begins after that stage is complete.

Ideally, your bid package should include detailed, well-documented design specs that'll be followed closely by the manufacturer. In addition to dimensions and other size-related specifications, the specs should include:

1. *Materials*

*Medium-density fiberboard (MDF) or hardwoods,
Laminate or wood veneer, Upholstery*

2. *Special fabrications*

3. *Room layout and blocking*

4. *Deadlines*

5. *Items of note about the design*

6. *Quantities*

Once your finished design is submitted, it generally takes 3-5 days to turn around an estimate (depending upon the complexity of the project).

Be proactive and ask about prototypes. Avoid the hassle by choosing a manufacturer/vendor that uses hotel furniture "rapid prototyping" to test physical models for your design.

DAY
1

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DAYS 1-2: VENDOR REVIEW

After your purchase order is received, you'll be assigned your dedicated Project Manager (PM) and Engineer who will begin the process to bring your design to life.

Expect communication following the manufacturer's internal review. Should anything look questionable from the factory end, your PM will reach out for clarification.

YOU CAN FURTHER EXPECT:

- *Timeline estimates*
- *Quoting key material components*

THE MANUFACTURER WILL ASK A STANDARD SET OF QUESTIONS:

- *The current required delivery date?*
- *What is your preferred method of delivery?*
- *Will there be a requirement to phase in the furniture?*
- *Payment confirmation?*

Now, let's get to the drawing board.

DAYS
1-2

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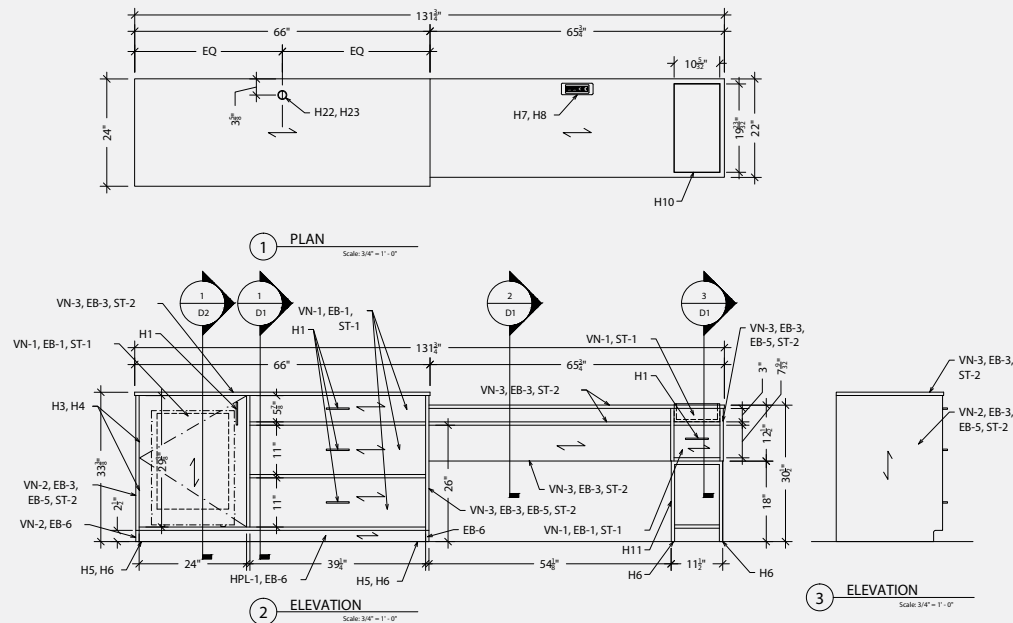
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DAYS 1-3: TECHNICAL DRAWINGS

Your design goes to the engineering team so they can draft a full set of technical drawings for each of your pieces, including and/or factoring:

DRAWING FACTORS:

- *Dimensions*
- *Scale*
- *Room Layout*
- *Blocking*
- *Fixtures*



Your design should highlight every aspect of the furniture, and call out anything specific about these items that may affect transportation or installation of the finished piece.

DAYS
1-3

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1-2 WEEKS: DOUBLE CHECKING SPECS

The PM will send “submittal drawings” for review and approval. The manufacturing team will review of your order specifications and communicate questions or suggestions.

3 WEEKS: YOUR REVIEW

Ideally at this point, documentation and drawings will have been thoroughly reviewed. In best-case scenario, you will sign off on drawings promptly and approve moving forward to production.

IF CHANGES ARE REQUIRED, THE MANUFACTURER WILL:

- *Review changes to engineering*
- *Re-submit submittal drawings for your review and approval*

IF CHANGES ARE APPROVED, THE MANUFACTURER WILL:

- *Order the materials needed*
- *Release project to production (after materials arrive)*

WEEKS
1-3

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4-6 WEEKS: PRODUCTION BEGINS

Your order and drawings are released to production on the factory floor. Physical construction of your order begins.

Be prepared to take an active role in your product's development. Request multiple photos and videos of your order in production to spot potential problems early. This means less time and money spent on a re-do if there are any issues.

5-7 WEEKS: ESTIMATED DELIVERY DATE

Your furniture is beginning to take shape. Your PM can provide a time and date for estimated delivery.

At this point, you should be coordinating with relevant parties to plan for delivery and installation.

Continue reviewing photos and video (or better yet, visit the facility) to make sure your order is meeting expectations.

8 WEEKS: DELIVERY

It's time for delivery! Make sure to have this information ready for your PM:

- *Is the hotel site prepared, at this point, to accept it?*
- *Does the facility have a loading dock?*
- *Will there be a forklift on-site? (Will one be required to unload?)*
- *Do you have any special requests or notes for delivery or drop-off?*

Finally, the manufacturing team should touch base with you for a final review. They'll provide a documented process for reporting any damage during transit - review this carefully so potential issues can be resolved quickly and painlessly.

WEEKS
4-8

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POST-MANUFACTURING ITEMS

Installation

Furniture needs to be installed somehow. Your vendor may be able to handle both manufacturing and installation, which can streamline the entire project.

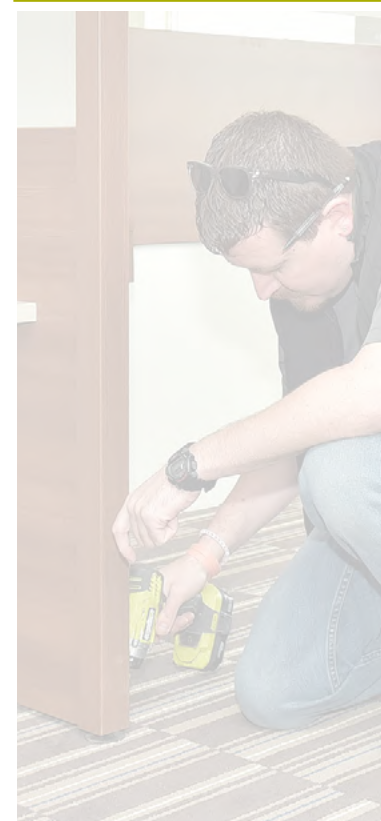
Since we handle everything from design to manufacturing to installation, we make sure your design is optimized for final install right from the get-go. That's one less thing for you to worry about.

Post-order surveys

Your manufacturer will also request feedback once the project is complete. Expect a follow-up email with survey 1-2 weeks after delivery (*and installation, if applicable*).

Referrals

Your vendor will also be eternally grateful if you recommend their services (only if you're satisfied, of course). Don't be surprised if you receive emails regarding this a few months after the project is finished.



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CONCLUSION

Once you set your hotel furniture casegoods order, you can expect an 8-week process in which your pieces are manufactured and delivered. A vendor dedicated to assisting with all aspects involving furniture will also offer installation services.

Expect communication from your Project Manager at each step. Your review of documentation, from technical drawings to photos and video of your order upon request, is critical for ensuring your project meets specifications.

Be involved. An experienced furniture manufacturer should ensure quality at all levels, but your oversight and participation will help you achieve the perfect design.

NEXT STEPS

Start your hotel design off on the right path to quality. Feel free to contact us here or at 716.664.2232. We're always here to answer your questions.

Schedule a complimentary VALUE ENGINEERING CONSULTATION

*Learn how to improve efficiency and reduce costs of your design,
without compromising quality*

SCHEDULE

Already have a project in mind?

REQUEST A QUOTE

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FURNISHING SOLUTIONS FROM DESIGN TO INSTALLATION since 1974

Although some may consider us “small town,” Jamestown is no stranger to the furniture business. It was once considered the “Furniture Capital of the World.” Furniture manufacturing has been a major industry here since the late 1800s.

Today, our 100+ employee operation provides custom furniture for the Hotel & Resort market, Healthcare & Senior Living market, Franchise Fixtures market and Commercial Furnishings market. Our new, state-of-the-art, 250,000 square foot manufacturing facility enables us to meet the requirements of our customers designs and budgets.

With a company philosophy and culture built around meeting our customer’s needs, from the top down we strive to be responsive, flexible, ensure the highest product quality and provide comprehensive service that enables: architects to achieve their design vision, general contractors to meet cost and on-time completion goals, owners to enhance their brand and end-users to enjoy a unique, enjoyable experience.

We take great pride in our rich history in the Jamestown community, and look forward to serving our current and future customers with high-quality, American made custom furniture for generations to come.



If you still have questions, we can answer them personally by email or phone.

*If you have a current or upcoming project you would like to discuss, we're happy to provide **expert assistance** for your hospitality design.*

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