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SYSTEMS THINKING

WHAT IS SYSTEMS THINKING

- An application of General Systems Theory (GST) that uses a formal procedure of analysis to review parts of real-world problems.
 - Two of the most prominent founders are **Ludwig von Bertalanfy** and **Kenneth Boulding**
- Multiple areas of system theory include
 - **Systems Approach**
 - **Systems Analysis**
 - **Systems Engineering**
 - **Complexity Theory**

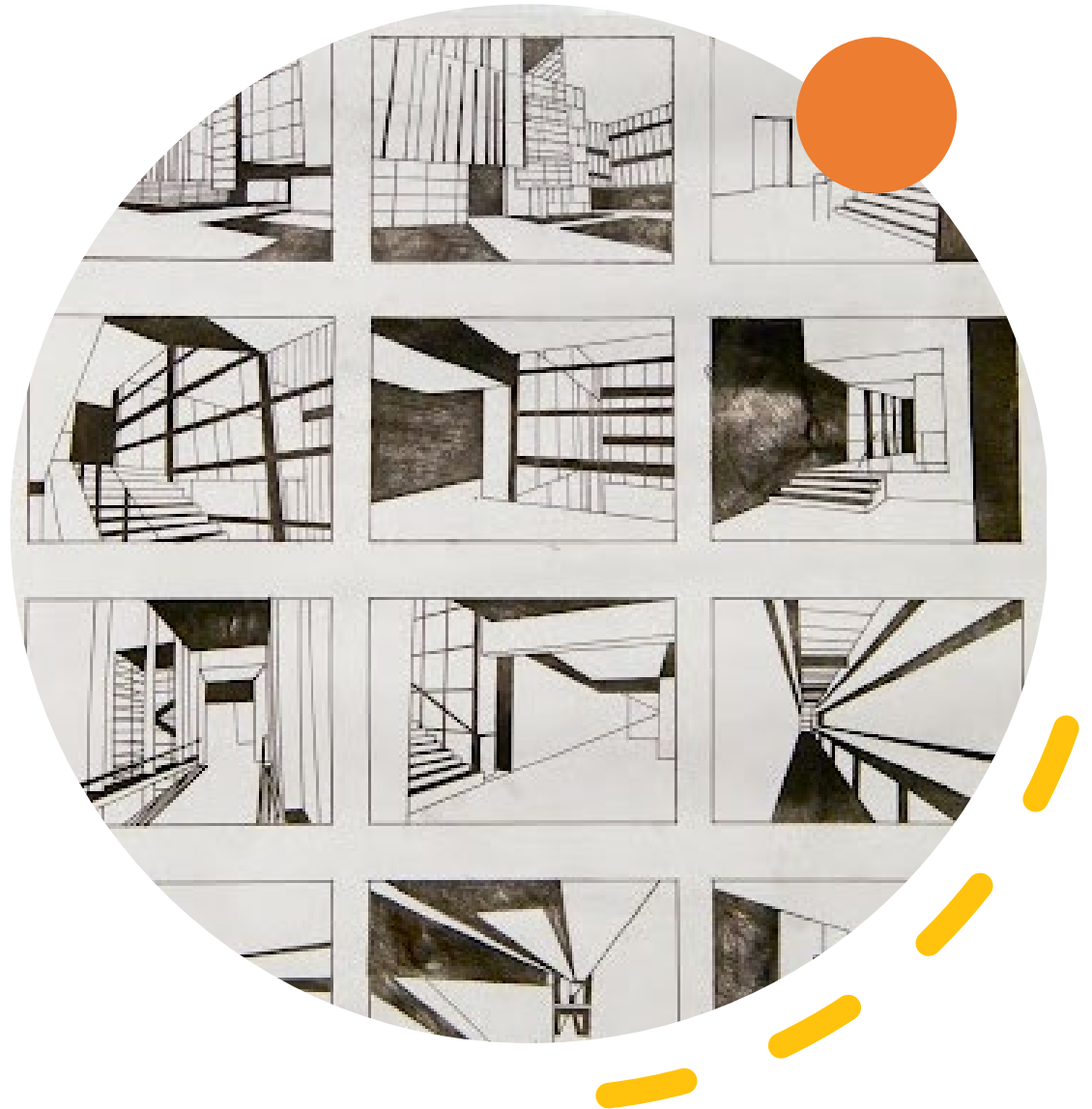


SYSTEMS THINKING IN DESIGN

- Essential to predicting the desired experiences within a given space over time.
- Designers must consider..
 - All aspects of the users experience as they travel to, through and beyond the environment.
 - All elements of the design which influence the desired behavior.
- Systems thinking focuses on the ultimate aim of the design intervention, concentrating on the function and behavior of the whole system.

SYSTEM THINKING IN DESIGN

- The goal of systems thinking is to provide the ultimate welcoming guest experience begins by probing the nature of the clientele.
 - What are the physical, emotional, social, intellectual, or spiritual needs of the customer?
- Visual tools to use are **Behavior over time graphs**, **Venn diagrams**, and **Story Boarding**.



RESOURCES

- <https://drive.google.com/drive/u/1/folders/1DzjTkeITJoAP3jPMJMfic85r1KRURz4x>
- <https://www.snhu.edu/about-us/newsroom/business/what-is-systems-thinking>
- <https://corporatefinanceinstitute.com/resources/knowledge/strategy/systems-thinking/>