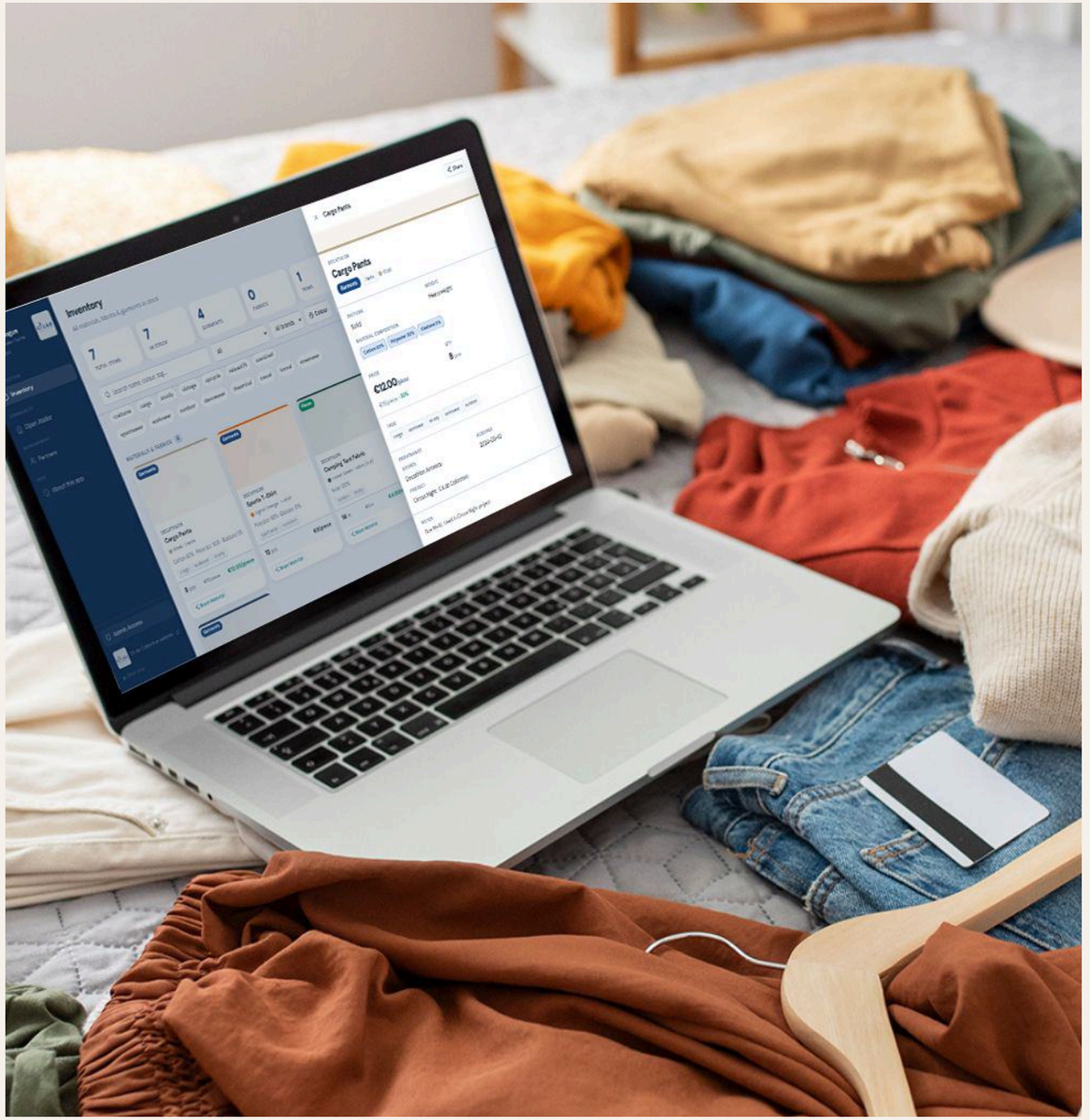
02

2026

C LAB
RE•SEARCH RE•PAIR RE•WORK

Mechelen

Making circular textile services easier to access



MY ROLE

Service research · Stakeholder interviews · Service blueprint · Spatial organisation · Digital inventory concept · UX/UI concept

METHODS & TOOLS

Workflow mapping · Journey mapping · Spatial audit · QR-code system · Figma · Canva · Website prototyping

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Meet CiLAB

Strong social mission



CiLAB and its values

CiLAB is a circular textile atelier in Mechelen where people **repair, upcycle, swap or donate clothes and materials**.

The founder wants it to be **a community hub as much as a service**: a place that creates social impact alongside economic activity and supports inclusion through meaningful work.

No structure, no record

Limited visibility

Time-consuming



The challenge

CiLAB's services and stock were valuable but **hard to access**. Staff found fabrics, tools and ongoing projects **from memory**, and visitors couldn't see what was available before coming in.

My mentor Jan asked me to design **a service system and a material library** that keep this knowledge in one place, clear for visitors and staff.



The outcome

I looked at how this growing service could become easier to navigate for both visitors and staff.

The result is **a connected service system**: an Open Atelier model, a clearer storage logic, QR-supported inventory management and a digital platform.

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Research and first steps

The key question: **how might CiLAB make circular textiles visible, findable and usable without adding work for its team?**

One-to-one talks with the people involved

Internal team



Jan (logistics, policies)
Sibille (art direction)

Abaseen, Isa and Mumtaz
(sewing experts)

Users
Clients
Partners



Worker question

1. Do we have it?
2. Where is it?

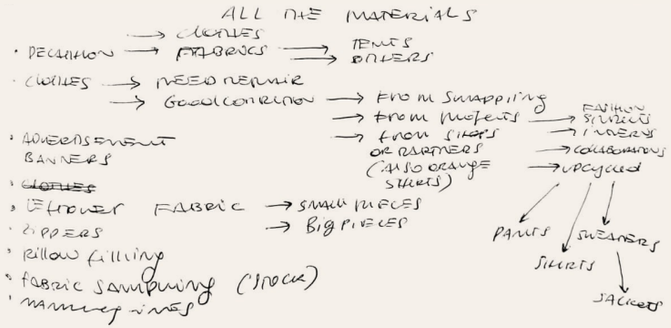
Visitor question

1. Can you do this?
2. Where can I see it?

My approach

- Observed daily workflows and material handling.
- Interviewed the team and people close to CiLAB.
- Found the pain points in material retrieval, client contact, storage and visibility (SWOT).
- Mapped how staff, visitors, partners, space and digital tools connect.

From this

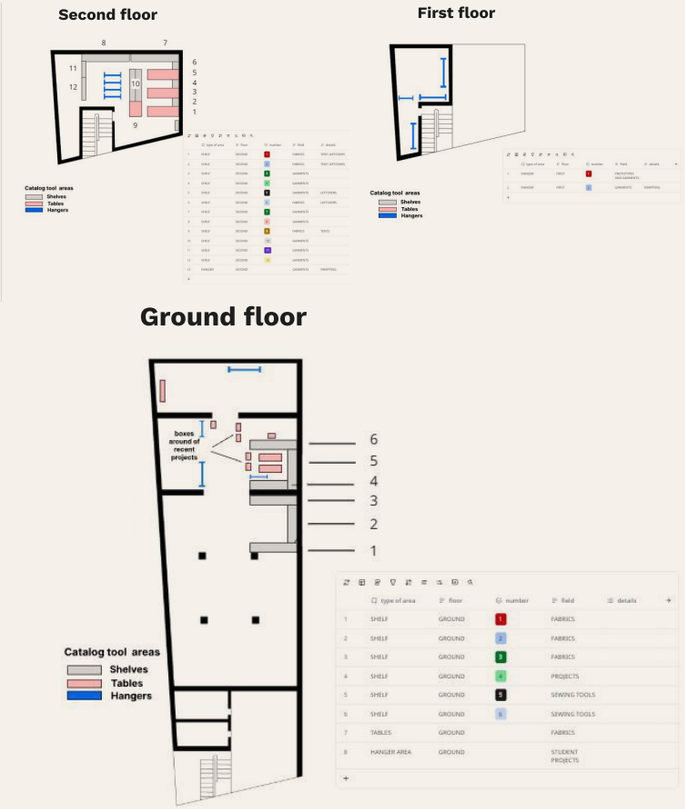


To this



From micro to macro

From scattered storage to one connected service. I turned the research into a concept that links the atelier to a digital inventory. Numbered zones, clear signage and QR codes give every material a traceable place, and an online catalogue shows visitors what's there before they come.

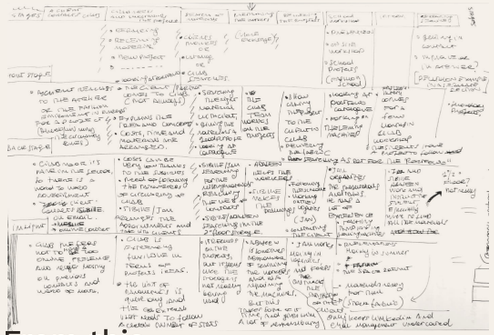


The zones

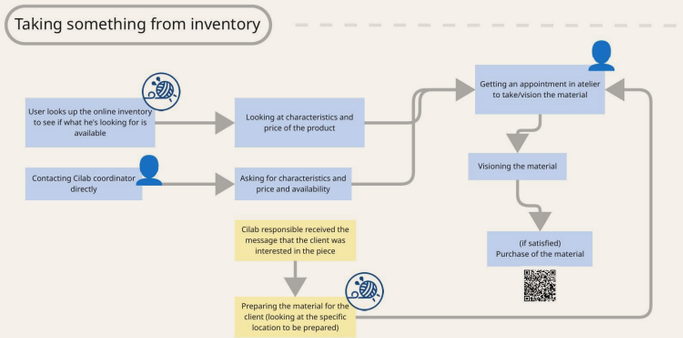
- **Digital inventory** of fabrics, garments, tools and projects.
- **QR-coded storage zones** and material IDs.
- **Clear zones** for repairs, projects, tools, donations and swaps.
- Online info on rentals, mentoring and repairs.
- An **Open Atelier** for the neighbourhood.

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How it works



From this



To this: the service blueprint of the inventory

Service blueprint

I built a service blueprint that lines up the client journey with staff tasks, the physical workshop and the digital system behind it. It showed how **requests, bookings, material search, repairs, pick-up and inventory updates** could run as one process.



Adding a material has to be quick

A private section for staff

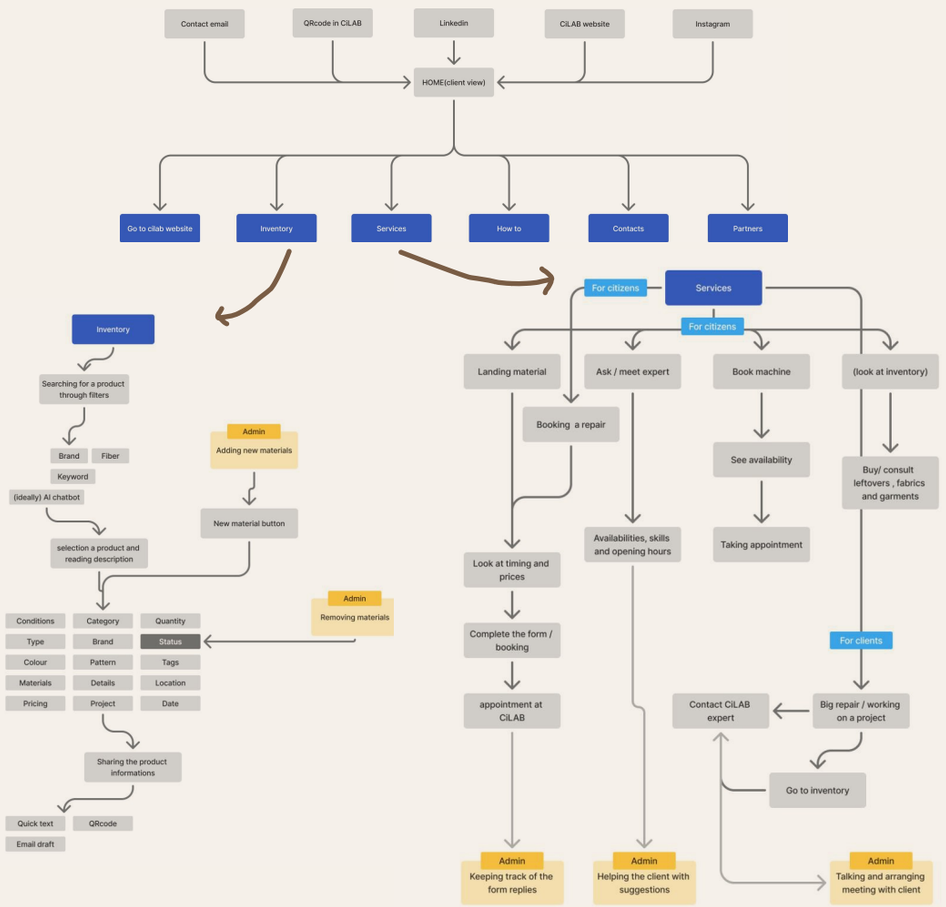
Clear zoning

User testing

To check that my three prototypes fit the way CiLAB already works, I tested them with the team on real tasks:

- Look up materials for a test project
- Log in and add a garment
- Upload pictures
- Add a new zone in the physical space

CiLAB website shortcut



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Why a material library?

Services for the public

- Renting a machine
- Taking from inventory
- Requesting a repair
- Mentoring

Services for clients and partners

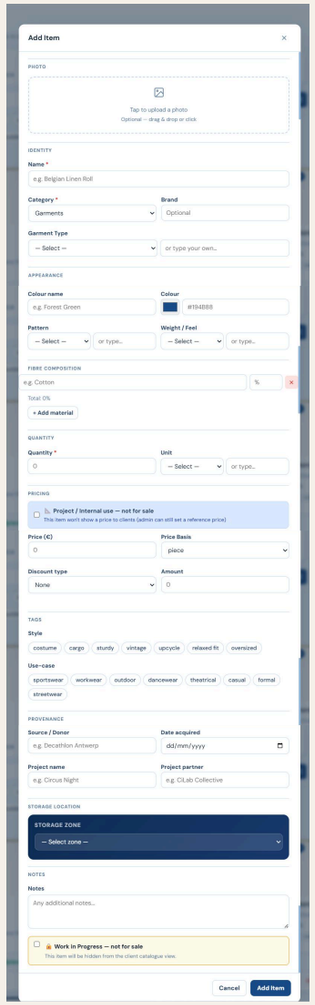
- Envisioning materials
- Looking at projects
- Material sheets on request
- Direct contacts and availability

Services for CiLAB staff

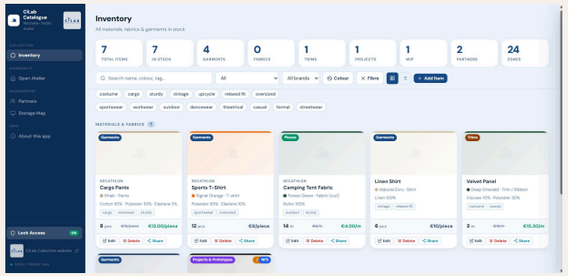
- Keeping track of material
- Easier flow
- Online database
- Easier to help citizens
- Faster communication with clients

The impact

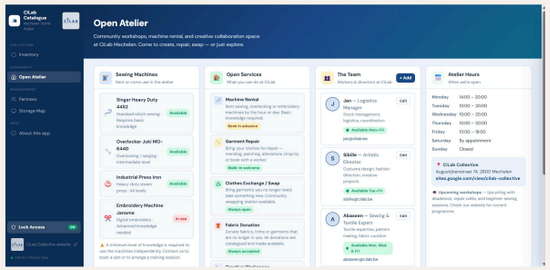
The concept makes CiLAB **less dependent on individual memory**, speeds up finding materials and gives visitors clearer access to its services. It also strengthens CiLAB's role as a community hub for repair, reuse and textile circularity.



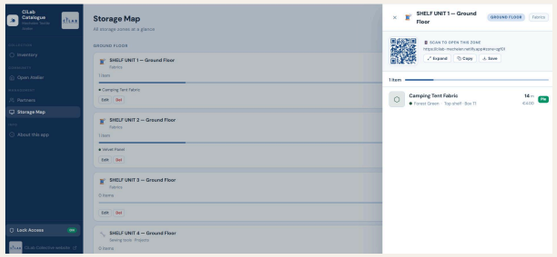
Admin access
→ product details



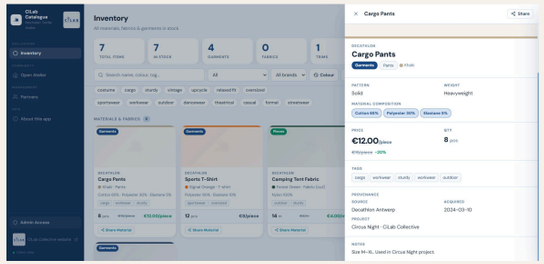
Main page → admin access



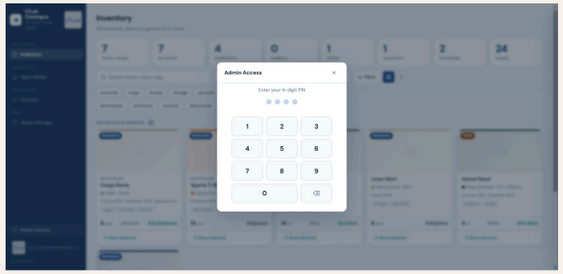
Open Atelier section



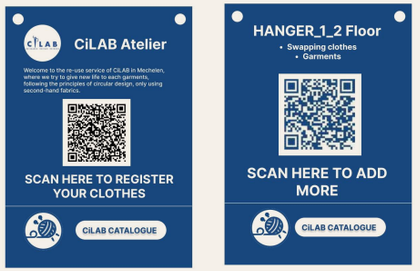
Admin → storage locations and QR



Admin → garment details



Code for admin access



QR code system

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