

# Overall Liking Score (OLS)

## Occupant feedback is fundamental for continuous improvement

### What is OLS?

In collaboration with the University of Manchester Institute of Science and Technology (UMIST), ABS has developed OLS- an analytical approach that measures how people feel about their work environment.

### How does OLS work?

The input for the Overall Liking Score (OLS) derives from an occupant perception survey- the OLS questionnaire. Through this questionnaire OLS assesses all the major areas of importance in a work environment and evaluates how much occupants like and how important they find each particular aspect.

Consultants deliver the survey to the building occupants and then analyze their responses, calculate an OLS score and interpret its meaning in a written report that is then presented to the client along with a set of recommendations and next steps.

### The OLS score

Using the OLS formula we calculate the OLS for each survey question and for the whole building.

The OLS score for each question reflects how much respondents like and how important they find each aspect of their working environment.

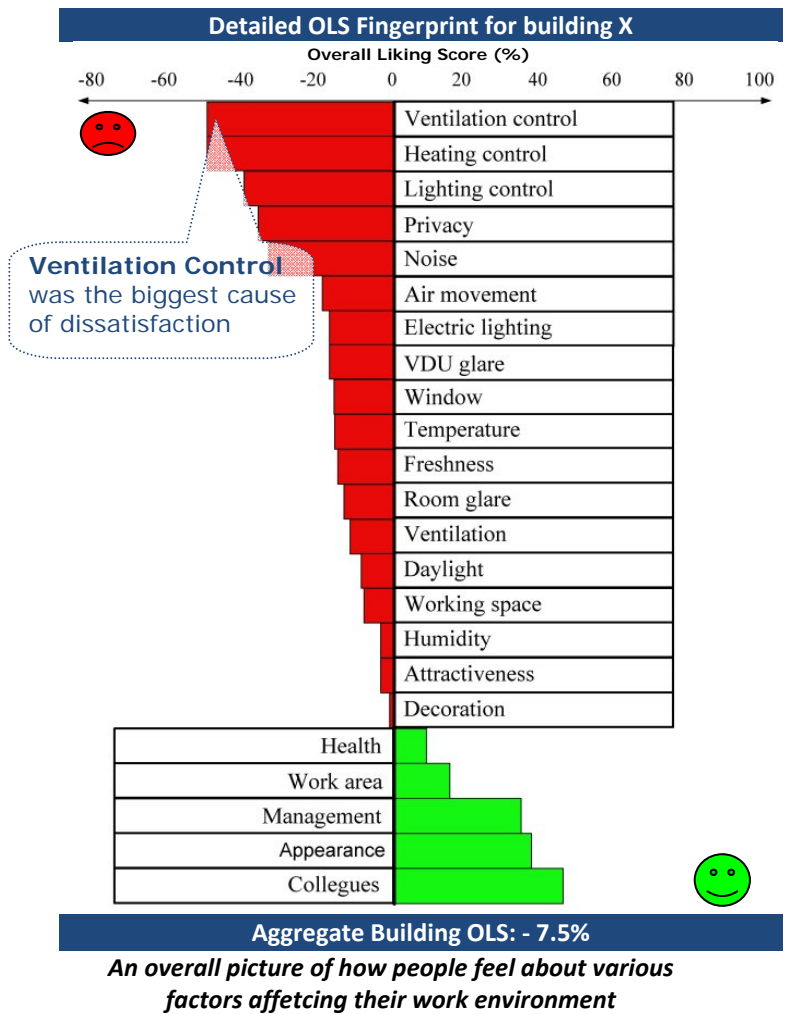
### What benefits to expect from OLS?

The purpose of the OLS is to enable building occupants to tell us in simple terms how much or how little they like aspects of the building and other factors which affect the environment in which they work and how important they find each particular aspect. Areas studied cover a wide range including lighting, ventilation, heating, office services and energy management.

The insight gained can help you:

- ✓ Understand occupant needs and likes in order to fine tune the performance of a building following occupation
- ✓ Benchmark the quality of your work environment overtime and against other similar ones
- ✓ Provide feedback to building management strategies
- ✓ Identify simple low cost improvement solutions for immediate adoption
- ✓ Identify and prioritize future investments
- ✓ Ensure that energy saving initiatives increase or sustain the quality of services provided

- ✓ Gain company-wide support towards your Carbon and Energy management initiatives
- ✓ Draft a long term plan of action in order to address the survey findings



### OLS and Sustainability

For organisations wishing to develop a sustainable approach to their business, OLS can be a powerful tool. It is a cost-effective process for addressing the three aspects of sustainable development: economic, environmental and social as the results can be used to:

- Determine capital investments that will have the greatest benefit for the business (*economic*)
- Identify ways to optimize energy use and reduce waste (*economic & environmental*)
- Engage and motivate everyone in the organization in achieving a better working environment while abiding to a common carbon and energy policy (*environmental & social*)

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### Why ABS consulting?

ABS employs experienced engineers and accredited Carbon Trust and CIBSE Low Carbon consultants.

Our philosophy is that buildings exist to fulfil the owner or occupier's business plan and to provide an efficient, safe and comfortable environment for users. It means that we take a client centred strategic view, informed by our hands-on experience of all phases of the building life-cycle.

### Past Experience

ABS has used OLS to assess about 100 buildings in the UK. In all cases the results have been valuable in the reactive investigation of occupant concerns: They have unveiled opportunities and have provided support for the intuitive assessments of experienced facilities managers enabling them to improve building design, performance and fitness for purpose.

OLS users include:

- AOL
- Nokia
- Prescriptions Pricing Authority
- South East England Development Agency
- MOD
- University of Surrey
- CIBSE
- British Airways
- Surrey College of Art & Design
- University of Abertay Dundee
- Lever Faberge
- Hammersmith Hospitals NHS
- Kings College
- Higher Education Funding Council England
- Imperial College
- Nationwide Building Society
- Kingston Hospital NHS Trust



***Occupants are the only real judges of the success of a building***

### Next Steps

For more information on OLS and post occupancy evaluation please **contact** Jim Ure:

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**ABS consulting** provides strategic consultancy in a number of property and construction related specialist disciplines which include:

- Building Services
- Carbon & Energy Management
- Continuous Commissioning (ConCom)
- Facilities Management
- Management Services
- **Post Occupancy Evaluation**
- Regulation Compliance
- Training & Workshops