

CASE STUDY- OLS

A South of England University

ABS has measured working environments with OLS ranging from -39% to $+30.9\%$
The neutral OLS score for a working environments in education facilities is -6.5%

The Project

The School of Medical Sciences had recently taken occupation of a new building on the campus. Anecdotal feedback from occupants indicated some dissatisfaction with the working environment. OLS was used to help the Director of Estates and the Head of Department of the School to obtain a greater understanding of occupant concerns. The questionnaire was distributed by internet to 160 occupants.

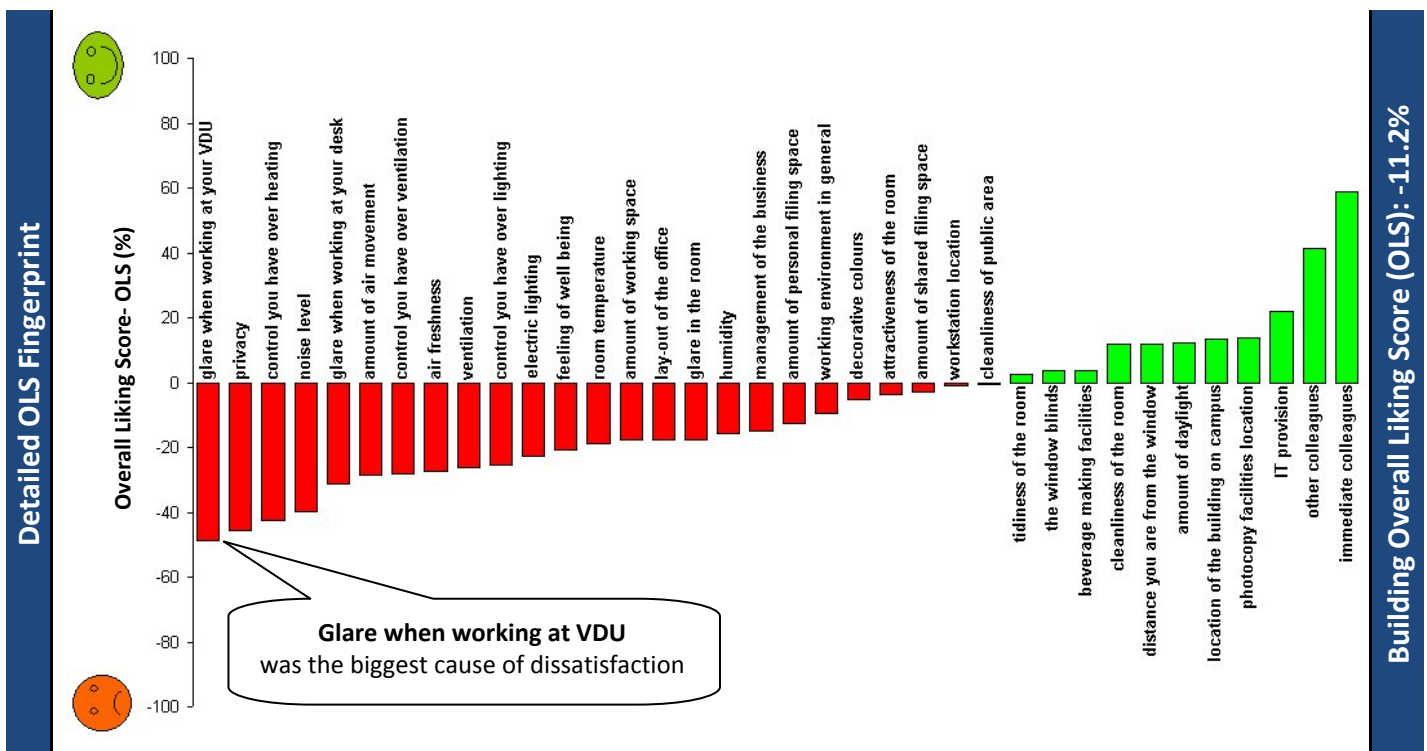
Results

The figure below shows the OLS Fingerprint. The OLS of -11.2% for a new building was a disappointment to the occupying department and the estates department. On further investigation it was found that the building services systems had not been properly commissioned resulting in the poor scores for ventilation, heating and lighting.



While the occupants were generally happy with the design of the building, they had concerns about the space planning in open plan areas. The solution proposed was to provide quiet areas for confidential meetings while retaining the open plan in the main working area with some layout changes

The estates department has made substantial progress with energy efficiency over recent years and has provided information on its initiatives to staff and students. However, from the responses, it is clear that the message is not getting through to the majority of respondents. ABS recommend the introduction of an awareness programme of the University's commitment to energy efficiency and to help occupants to make their contribution.



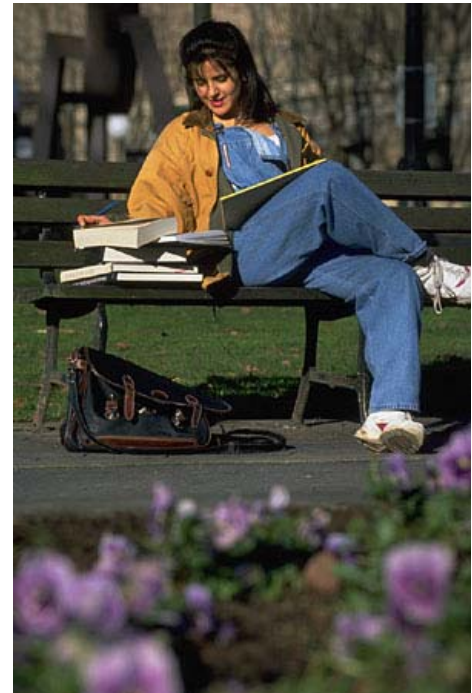
CASE STUDY- OLS

A College in South East England

*ABS has measured working environments with OLS ranging from -39% to +30.9%
The neutral OLS score for a working environments in education facilities is -6.5%*

The Project

The College had recently taken occupation of a new library resource building on the campus. To meet the college's commitment to Post Occupant Evaluation (POE) the Head of Estates Services Department (ESD) commissioned ABS to undertake an OLS survey. ABS customised the standard OLS questionnaire working with the head of the ESD and distributed it to the three different user groups: academic staff, non-academic staff and students.



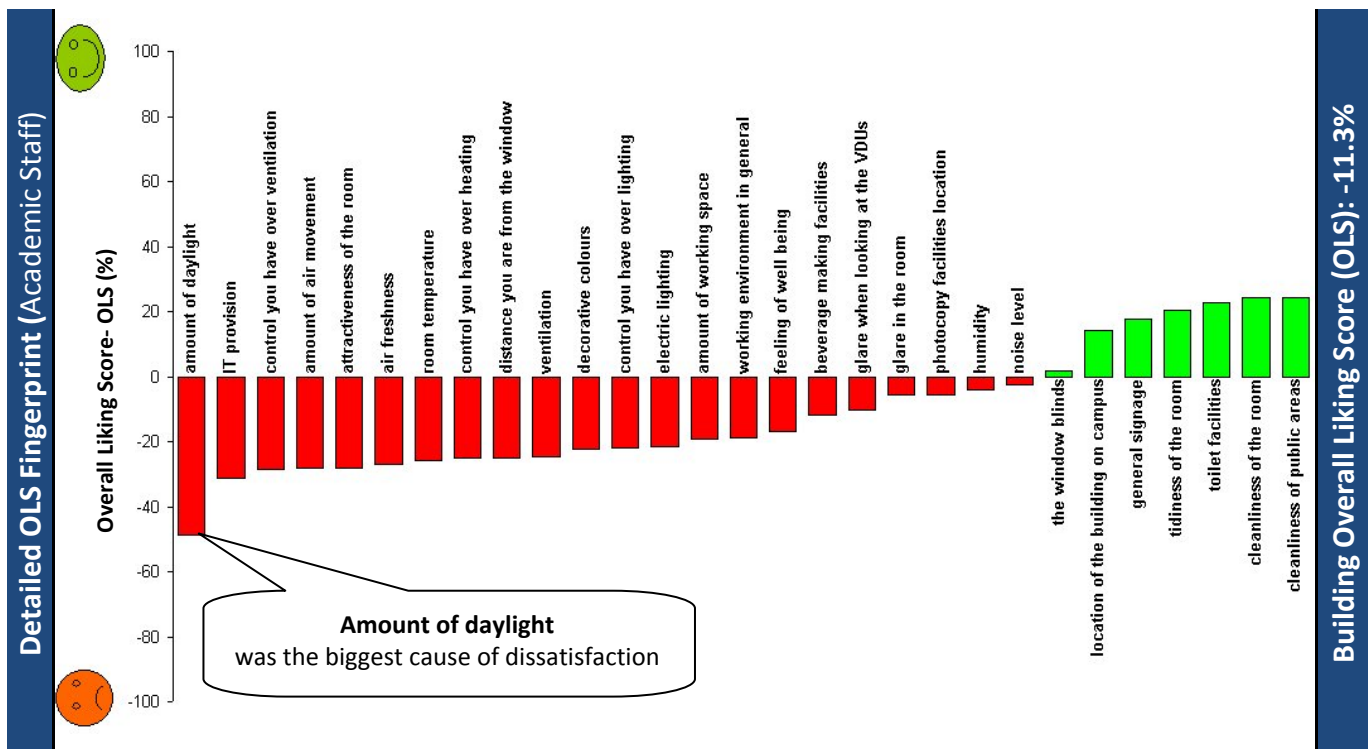
Results

The results for each users group are discussed under separate headings below:

Academic Staff

The OLS score was **-11.3%** (see below) which indicates that the users are dissatisfied with areas of their working environment. Poor scores for ventilation, heating, lighting and glare resulted in occupant discomfort.

Poor natural daylight and the 'feel' of the rooms in the teaching areas was a major concern. ABS advised the college to look at changing the decoration and modifying the lighting to improve the visual environment.

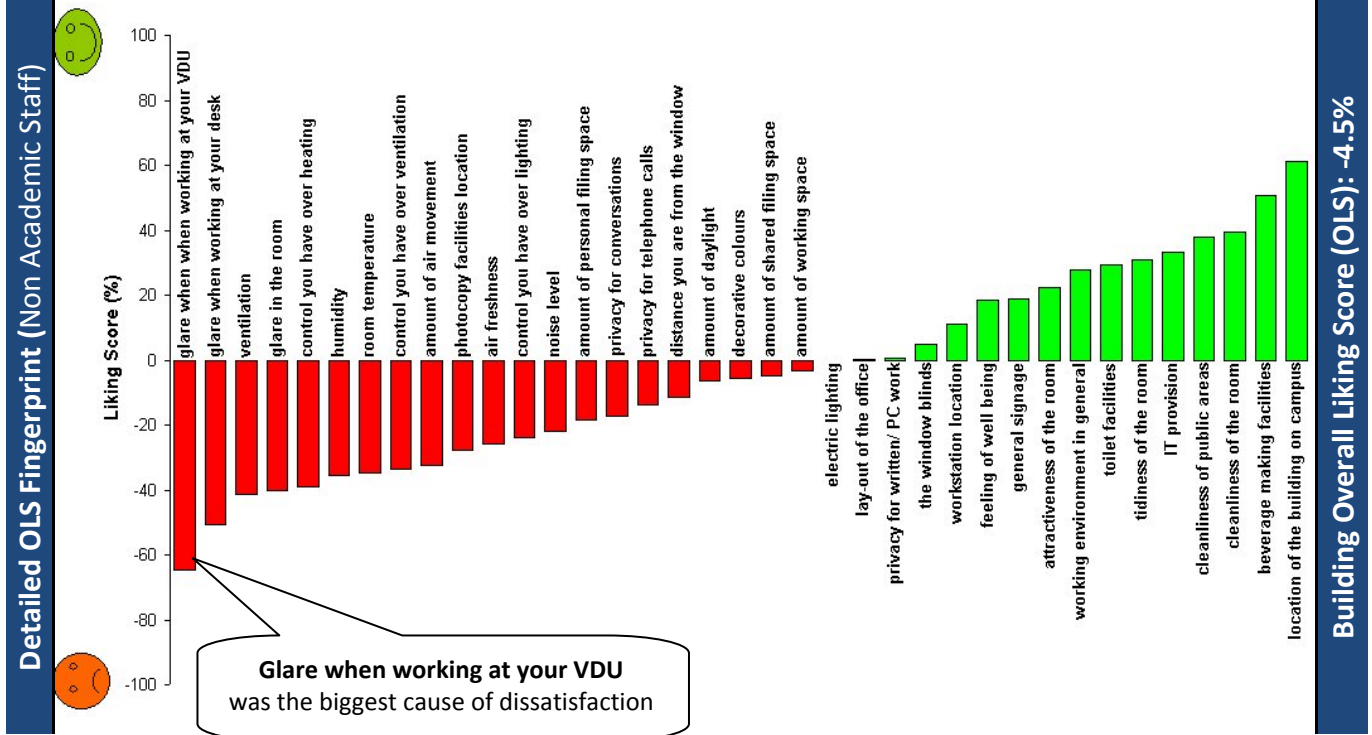


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A College in South East England

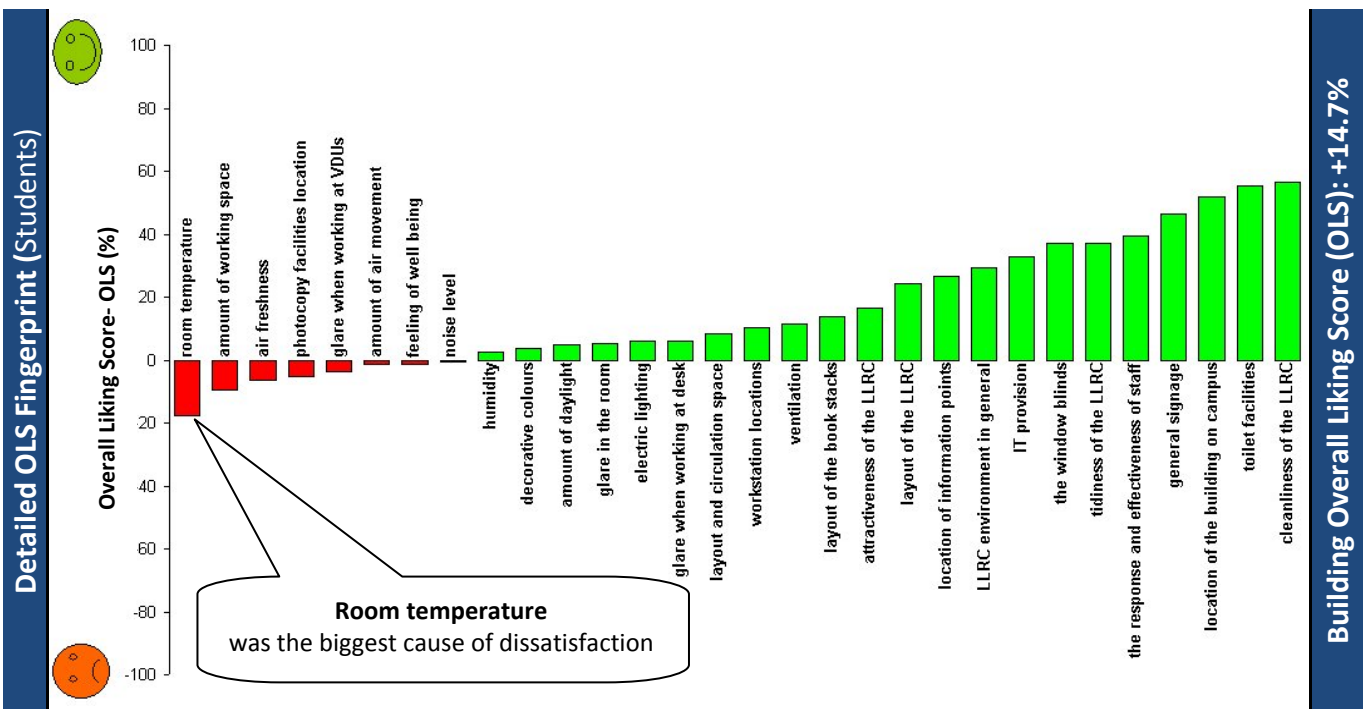
Non-Academic Staff

The OLS score was -4.5% (see below) which indicates that the users have some concerns with the working environment, but the overall score is on the positive side of neutral compared with other



Students

The OLS score was +14.7% (figure 2.3) which indicates the users are highly satisfied with the working environment.



The results of the questionnaire provided the ESD with a valuable Post Occupation Evaluation enabling the College to make informed decisions on the best course of action to improve the working environment within budgetary restrictions.

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A University in Scotland

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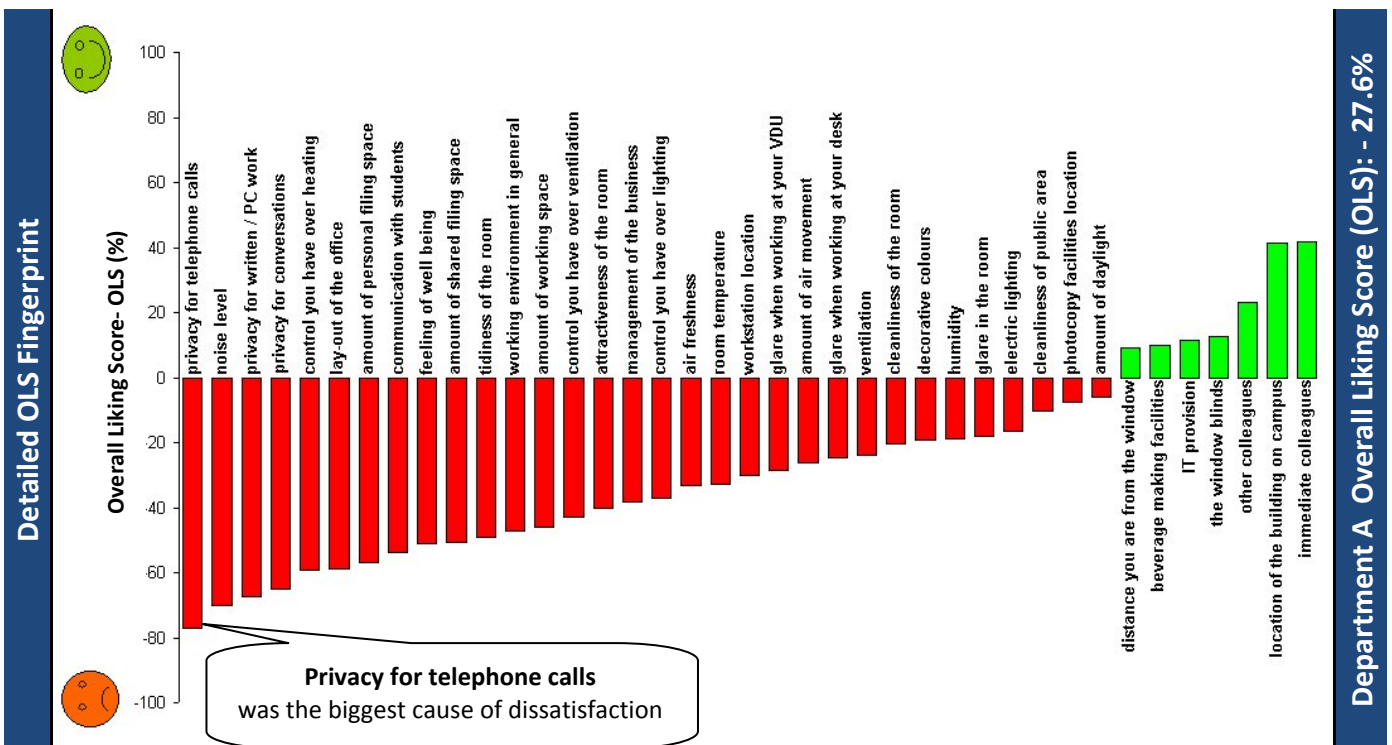
The Project

The University had recently completed two refurbishment projects to a similar standard on the same campus for two separate departments. Anecdotal occupant response to the new facilities was negative for one of the departments and positive for the other. OLS was used to obtain a greater understanding of the difference between the two departments, to identify priorities for improvement and to inform the design and operation of future projects.

Results

The figures below shows the OLS fingerprints for the two departments and it can be seen that one has a score of **-27.6%** and the other **+10.3%**.

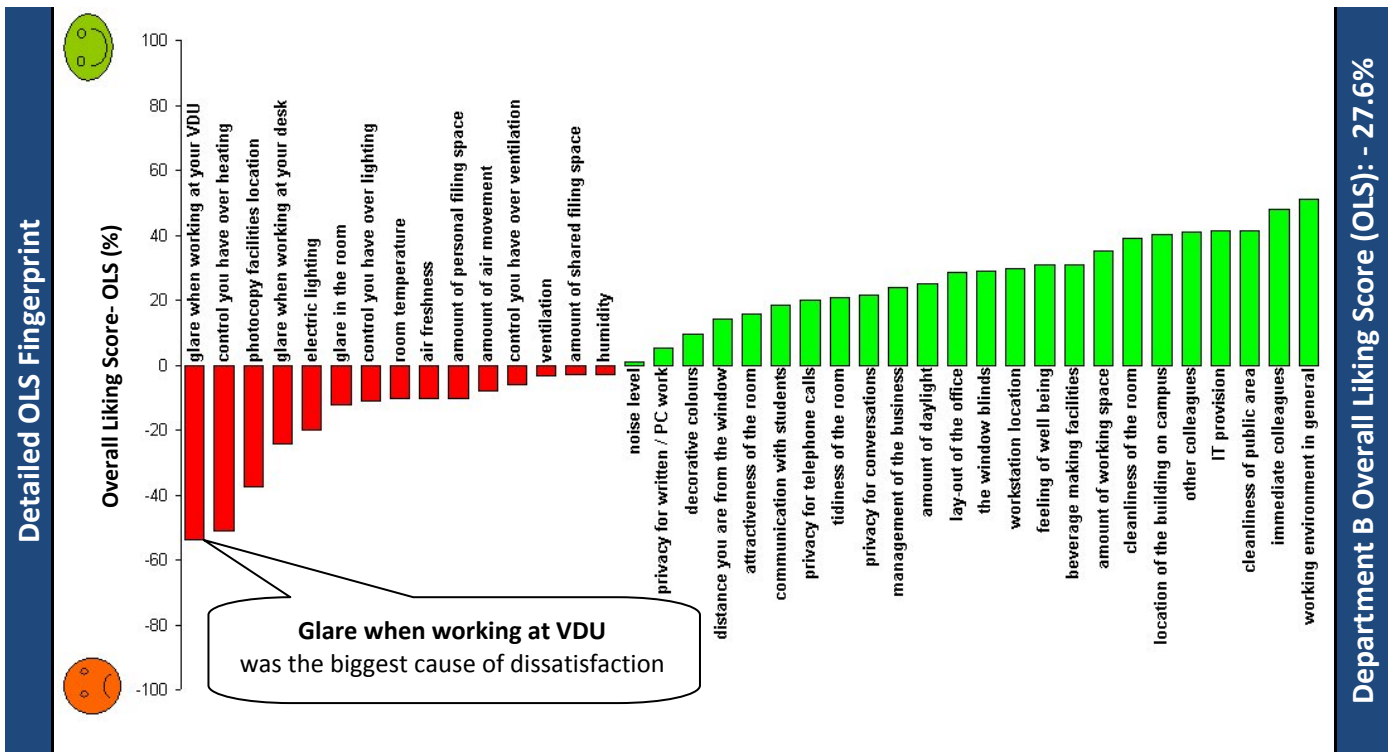
Further scrutiny indicates that the department with the negative OLS (see below) has a negative score for business management. This dissatisfaction with the way the business of the department is managed is likely to result in the respondents marking down other aspects of their working environment. The head of department agreed that a substantial improvement in occupant satisfaction would be unlikely unless the perception of business management improved.



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A University in Scotland

For the department with the positive OLS (see below), business management gets a high positive score indicating that the occupants are supportive of the way the department manages its business. An OLS of **+10.3%** (see below) is a very good score and indicates that there is no major concern with the general working environment.



The results have enabled the occupying departments and the Director of Estates to allocate resources to the aspects that will deliver the greatest improvement in occupant satisfaction.

The results also illustrate that the perception of the quality of business and people management influences occupant perception of the quality of other aspects of their working environment.

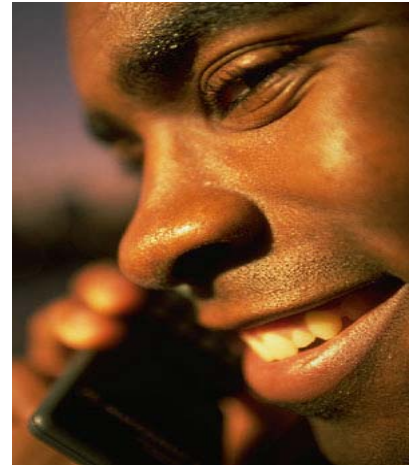
CASE STUDY- OLS

A Large Multinational Telecom Company

ABS has measured working environments with OLS ranging from -39% to +30.9%

The Project

The company had recently taken occupation of a new corporate HQ and production facility and outsourced most of the FM function. The Head of FM believed that improvements could be achieved by bringing some of the management in-house and required a process for measuring occupant satisfaction with the FM service. The company also wanted to seek the occupants' views on the success of the new facility. ABS customised the standard OLS questionnaire working with the head of FM and distributed it to some 500 occupants. On ABS's suggestion, questions on the company's environmental policy were included.



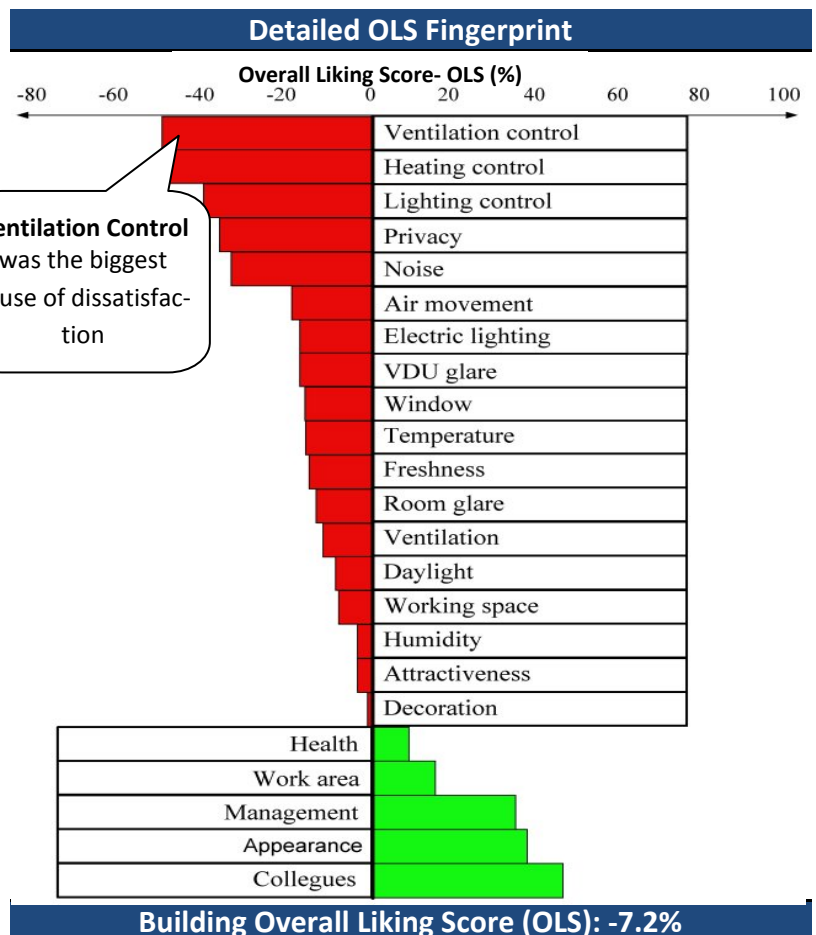
Results

The figure opposite shows OLS Fingerprint for the fully air-conditioned HQ office building. The OLS is **-7.2%**. For a building with such a high specification this was a disappointing score. On further investigation it was found that the building services systems had not been properly commissioned resulting in the poor scores for ventilation, heating and lighting.

The results showed that some 80% of respondents supported the company's environmental policy and wanted to help to deliver it in their own work

The occupants were generally happy with the FM service but they were concerned about the way in which they were informed of progress with reported concerns to the help desk. The solution to this was better communication by the FM team.

The results showed that some 80% of respondents supported the company's environmental policy and wanted to help to deliver it through work activities. These results encouraged the company to increase its efforts to reduce environmental impact in the knowledge that this would have the support the employees. The outcome was reduced environmental impact, reduced energy costs and a better working environment for staff.



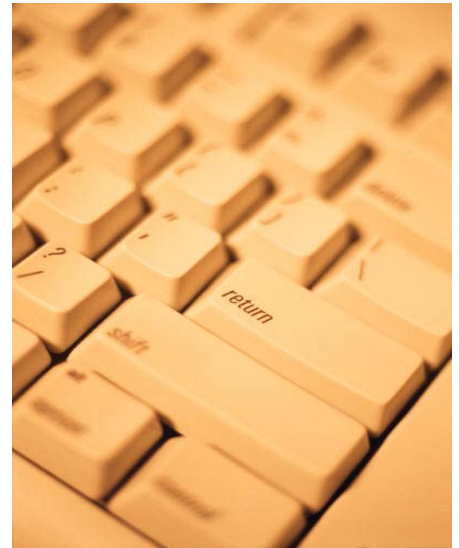
CASE STUDY- OLS

A Multinational Internet Service Provider & Media Company

ABS has measured working environments with OLS ranging from -39% to +30.9%

The Project

This rapidly expanding company needed to upgrade its existing UK headquarters facility or move to larger premises. Before committing expenditure it decided to find out what its people wanted from the facilities department and what they thought of the existing working environment. The OLS was used to obtain feedback from the 30 senior managers in the first instance with a roll-out to all 500 staff subsequently if the results showed this to be necessary. The standard questionnaire was customised to meet specific requirements and in particular to determine adjacency preferences.

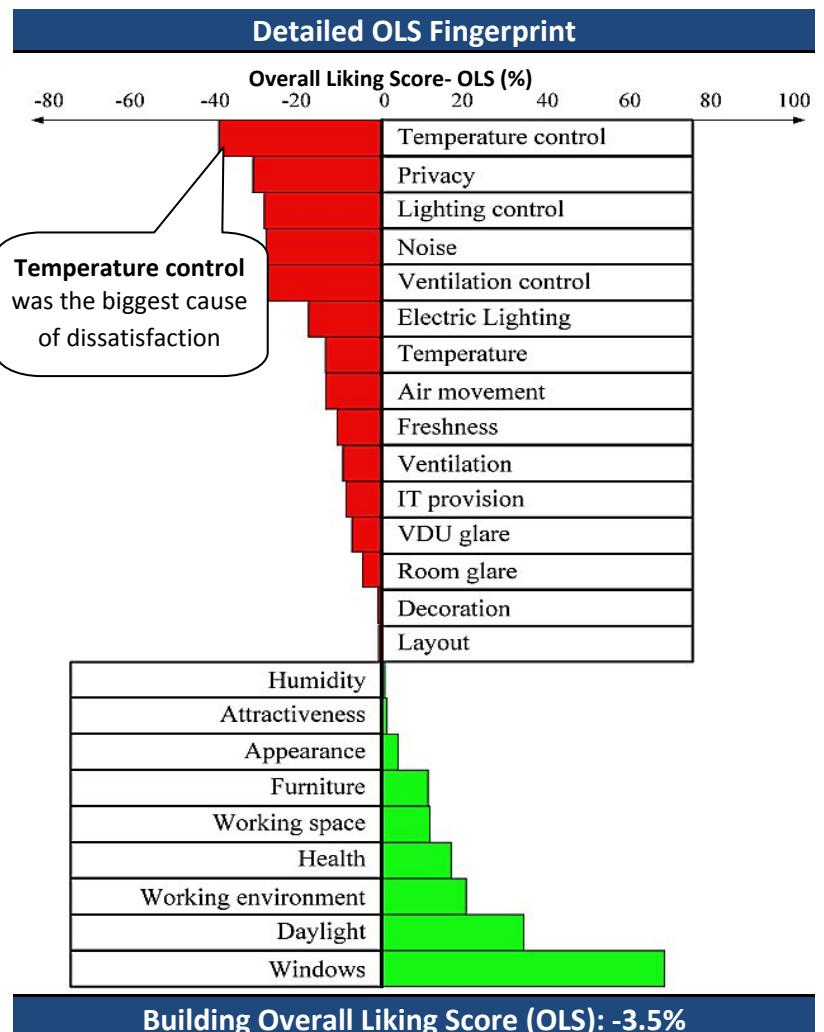


Results

The results are shown opposite. The overall OLS Fingerprint for the fully air-conditioned office building is -3.5%. This is a good score for a building that is short of space and had not been properly maintained or commissioned. The results supported the anecdotal evidence and the intuitive perception of the FM.

ABS presented the results to the senior management team, which unanimously supported the approach and congratulated the FM for seeking their requirements through a logical and formal process. The results are being used to inform decisions on improvement to the existing facility and to provide a set of criteria on which to search for a new

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CASE STUDY- OLS

A Privately Owned Freight Forwarding Company

ABS has measured working environments with OLS ranging from -39% to +30.9%

The Project

This successful company owns the building it operates from and appreciates that its success is the result of staff commitment to the customer. The business owner realised that a refurbishment of the building would improve the working environment and help with staff retention. OLS was used to find what the 30 staff thought of the working environment and what, if any, improvements they would like.

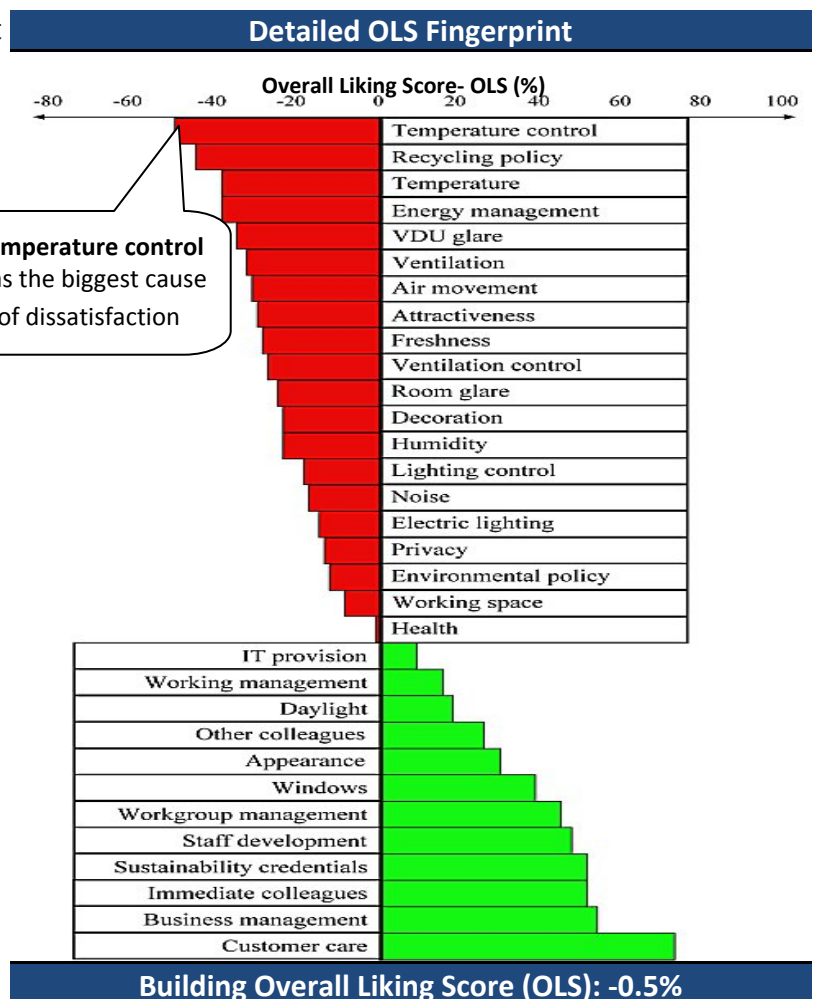
Results

Customer care was included in the questions and as can be seen from the results below, it came highest for liking and in importance. The results below show an OLS Fingerprint score for the building of -0.5. This is a good score considering that the building is in need of refurbishment. The results show that staff is supportive of the company and in particular its approach to customer care. This business gets high scores in the cultural aspects such business management, staff development and colleagues.



The process has enabled the directors to make informed decisions on the scope and specification of the refurbishment

There are however concerns about ventilation, temperature control, VDU glare and energy efficiency, for example. The process has enabled the directors to make informed decisions on the scope and specification of the refurbishment. As a result the refurbishment brief includes mechanical cooling and ventilation to improve thermal comfort and the requirement for best practice energy efficiency in design and operation.



CASE STUDY- OLS

A Privately Owned Engineering and Management Consultancy

ABS has measured working environments with OLS ranging from -39% to +30.9%

The Project

This company recently purchased and moved into a self contained city centre building. It operates a rigorous environmental management system for its building and business activities of which OLS now forms an integral part. On occupation of the building the directors wanted to know what the occupants felt about their working environment and what were the priorities for improvement. OLS was used help them determine a strategy improvements to the building and the operation of the business.

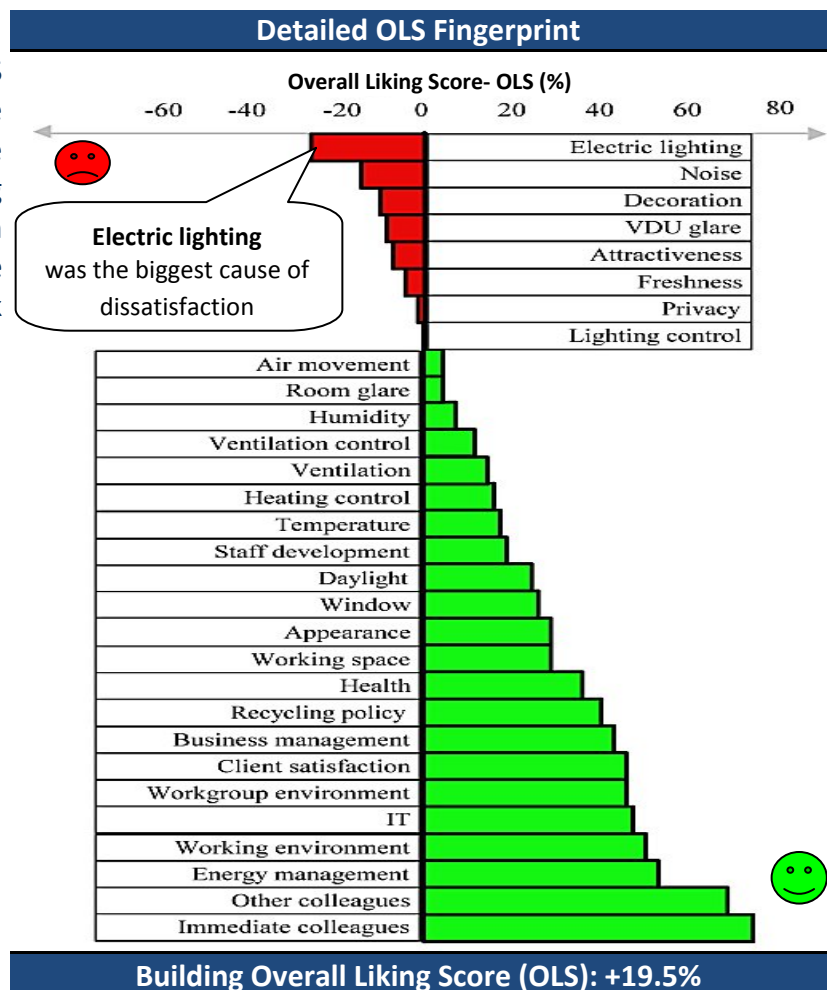


Cultural issues achieved high scores which indicate that staff are supportive of colleagues

Results

The results show excellent OLS Fingerprint score of 19.4. Cultural issues achieved high scores which indicate that staff are supportive of colleagues and the business. The business relies heavily on IT at its office and at remote locations. Therefore, the high score for IT provision was very encouraging. The results were distributed to all employees and, as lighting was the most disliked aspect of the working environment, a programme of lighting replacement has commenced.

The company will repeat the OLS process every 12 months and use the results as a primary KPI for the business and the working environment. The business has an ambitious customer care programme and intends to use OLS to seek feedback from its clients



CASE STUDY- OLS

Imperial College Healthcare NHS Trust

ABS has measured working environments with OLS ranging from -39% to +30.9%

The neutral OLS score for a working

The Client

The client is part of a National Health Trust and one of UKs most reputable Academic Health Centre. The trust has a target for a 15% reduction in the use of primary energy from 2000 to 2010. To help achieve this order of savings the client supported by funding from the Carbon Trust, appointed ABS consulting to implement a Continuous Commissioning (ConCom) programme.

The Project

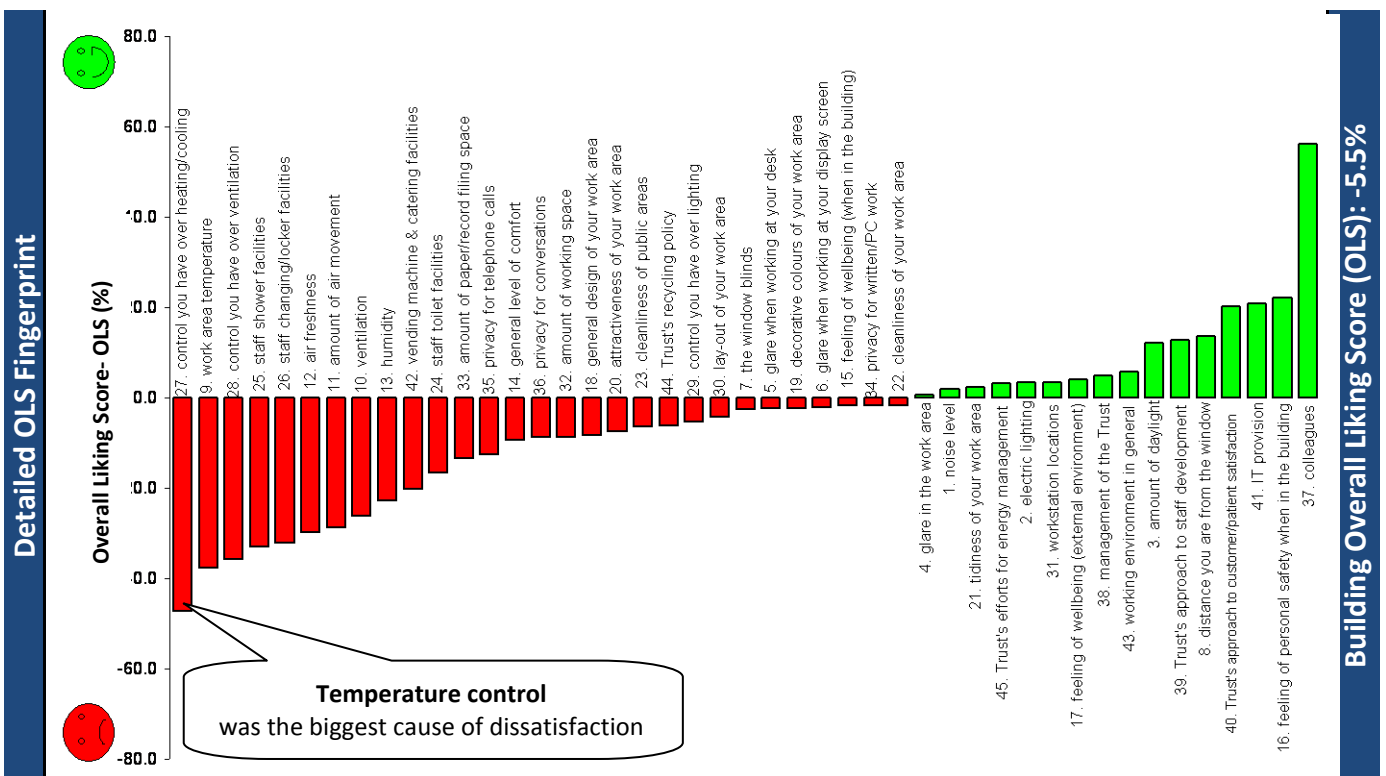
On the first stages of ConCom, to help the client appraise the current performance of its buildings, identify opportunities and prioritise its efforts, we used the Overall Liking Score (OLS) technique which asked for feedback from staff on the performance of the buildings.



The idea is that areas of poor performance are often also inefficient in their use of energy – so we looked for areas where we can improve occupant satisfaction and eliminate avoidable energy waste at the same time.

The Results

The OLS Fingerprint below presents the results for the whole Trust. Overall, the Trust scored an OLS (aggregate of all aspects studied) of -5.5%. This indicates, on a whole, that respondents are marginally dissatisfied with their overall working environment, being slightly on the negative side of the median score of -3.8% for all working environments rated by the OLS (the worst building assessed was -39%, the best as +31.1%). The aspects of most concern are related to the heating, ventilation and air-conditioning (HVAC) systems within the buildings. Priority is being given to improve these HVAC services starting with automated building controls, reduced operation times and modifying temperature set points. The next priority action areas are electric motors for fans and pumps, lighting and lighting controls, good practice housekeeping and awareness campaign.



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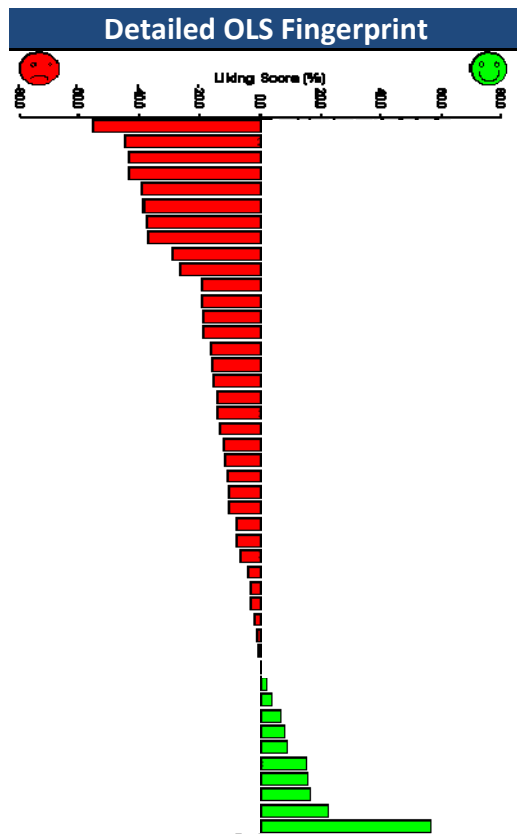
Imperial College Healthcare NHS Trust

At a Glance Compare Buildings within the Estate

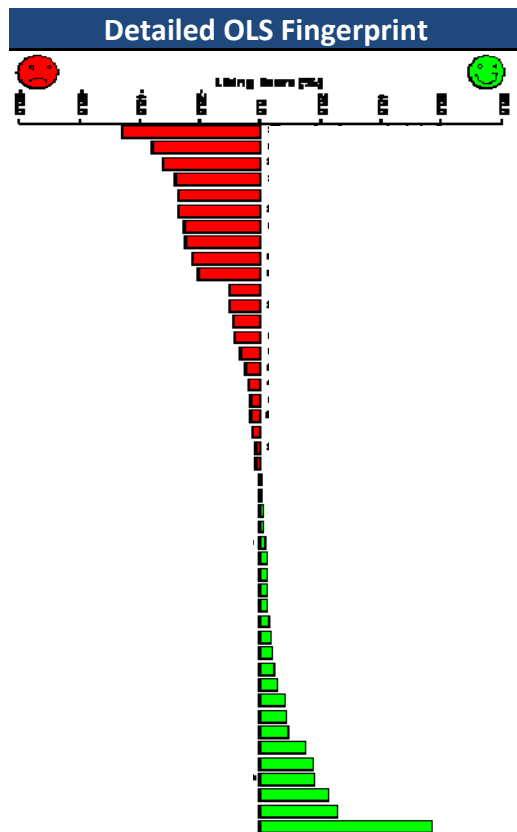
We have also used the results on the OLS survey to compare different environments within the estate in order to uncover internal best practices and to identify which buildings should receive the highest priority in terms of our efficiency effort.

These are buildings for which the HVAC systems scored an average of less than -40% . (Buildings B

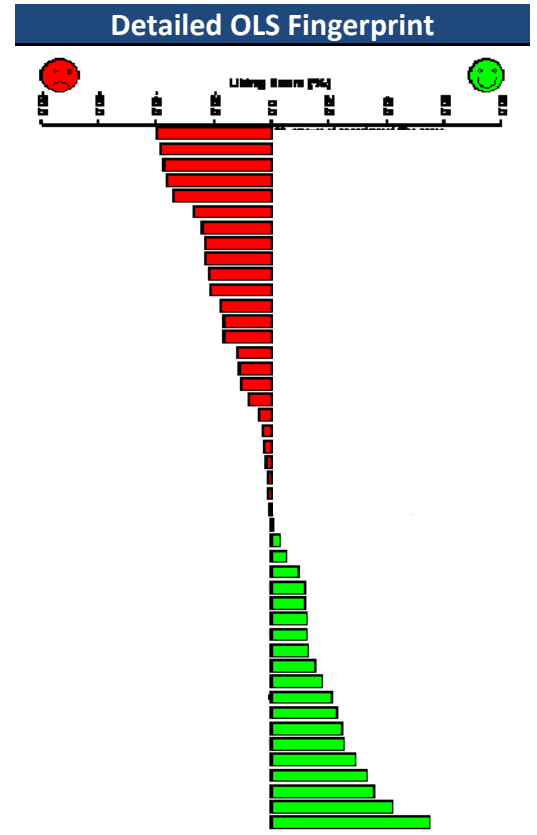
The survey was conducted using a questionnaire, administered via the Internet and within wards in paper format. 596 responses were received which equates to approximately a 10% return rate.



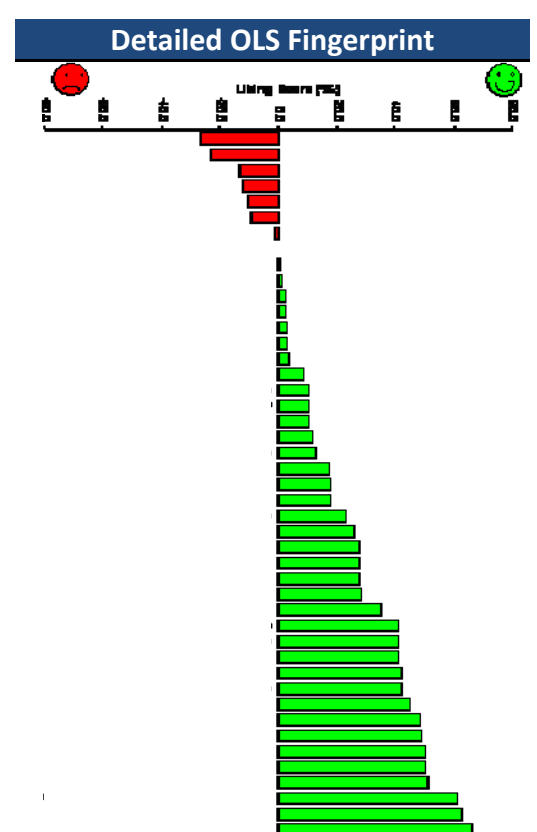
Building A Overall Liking Score: -11%



Building C Overall Liking Score: -3.1%



Building B Overall Liking Score :- 0.7%



Building D Overall Liking Score: +20.6