



Post occupancy evaluation

Post Occupancy Evaluation (POE) is used to evaluate the degree to which buildings enable users to fulfil their requirements. It refers to the process of evaluating buildings in a systematic and rigorous manner after they have been occupied for some time.

POE focuses on building occupants and it is one of the best methods for identifying the problems and opportunities that exist in a building.

The derived insight is useful for all the stakeholders involved in the design, operation and maintenance of a building as it helps them achieve the optimum combination of cost and value.

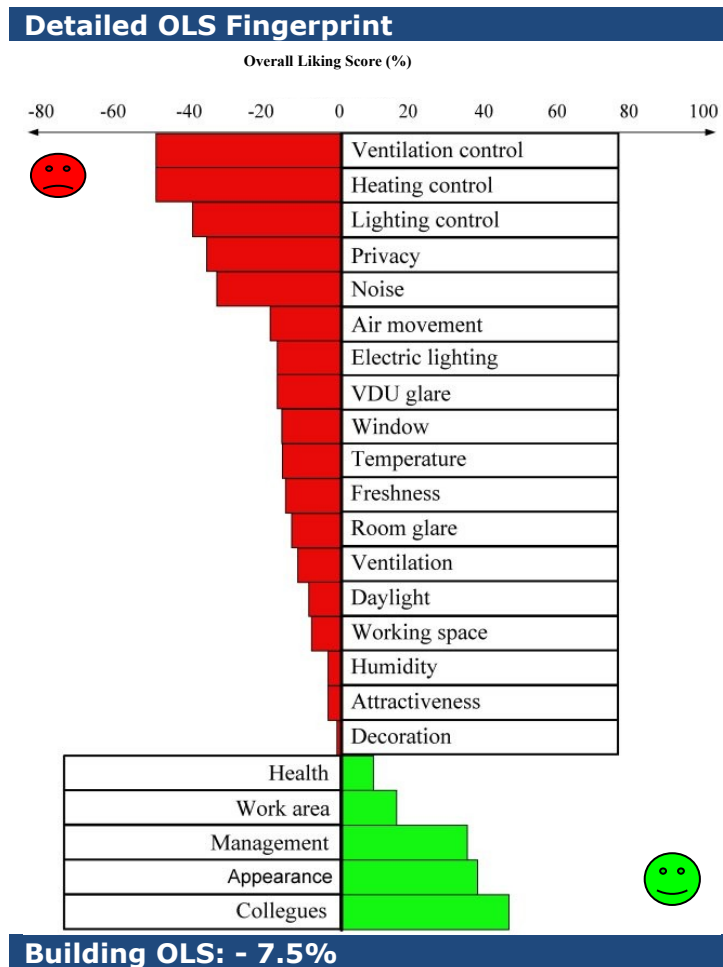
- **Overall Liking Score (OLS)**

The Overall Liking Score (OLS) is ABS's approach to Post Occupancy Evaluation.

OLS is a proactive analytical approach that measures how people feel about their work environment. It consists of the following:

1. OLS questionnaire
 - The input for the Overall Liking Score derives from an occupant perception survey (the OLS questionnaire) designed to capture how people feel about their working environment.
 - The purpose of the OLS questionnaire is to enable building occupants to tell us in simple terms how much or how little they like certain aspects of the building and other factors that affect the environment in which they work and how important they find each aspect.
2. OLS score and the OLS fingerprints
 - The computed Overall Liking Score (OLS) gives a consensus indication of occupant perceptions.
 - The OLS score for each question reflects how much respondents like and how important they find each aspect of their working environment.
 - The building's aggregate OLS score tells us to what extent respondents are satisfied or dissatisfied with their working environment as a whole.

- Each question's OLS is graphically presented in the building's OLS fingerprint.



3. Report with analysis of results and recommendations

- Value Added
 - ✓ Collects valuable information and insight
 - ✓ Reduces costs by identifying cost saving and value adding opportunities
 - ✓ Establishes a benchmark for evaluating strategies
 - ✓ Raises company-wide motivation and support towards carbon and energy management goals through engagement
 - ✓ Aids top to bottom communication

OLS Users include:

ABS
AOL
British Airways

Chartered Institution
of Building Services
Engineers
Imperial College
Healthcare NHS Trust

Higher Education
Funding Council
England
Imperial College -
London

Kings College –
London (4 projects)
Kingston Hospital
NHS Trust
Lever Faberge
MOD (3 projects)
University of Surrey

Nationwide Building
Society
Nokia
Prescriptions Pricing
Authority (4
projects)

South East England
Development Agency
Surrey College of Art
& Design
University of Abertay
Dundee (2 projects)

[Post Occupancy broadsheet](#)