

Evidence based learning from existing buildings

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Post Occupancy Evaluation and Evidence Based Design

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Agenda

Today:

- What
- Why
- Where

Tomorrow:

- When
- How
- Who



John, Donahue & Kentle (1991) *The Big Five Inventory*. University of California, Berkeley.

TEDx
SurreyUniversity

Hands up if you know what POE is?

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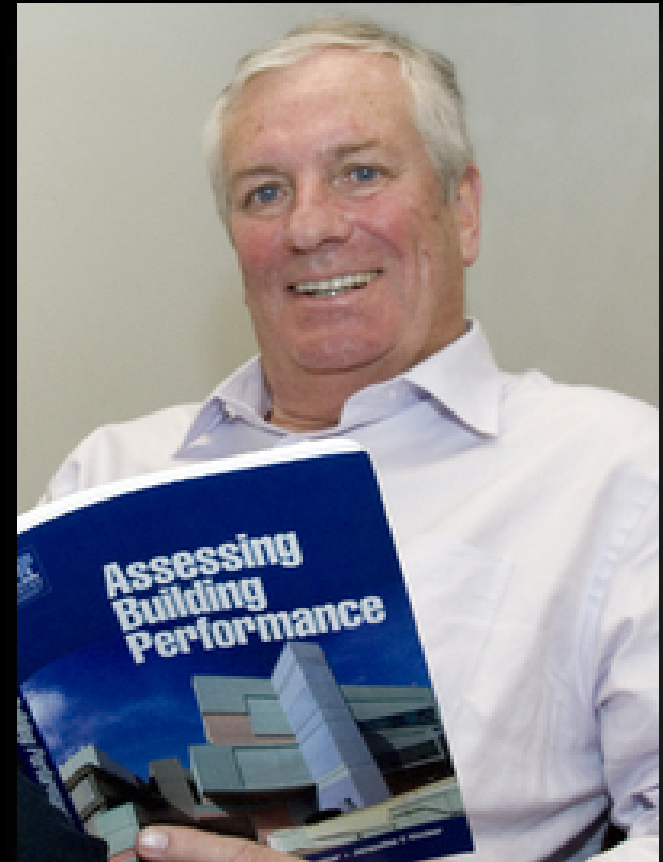


What is a POE?

“The process of **evaluating buildings** in a systematic and **rigorous manner** after they have been built and **occupied for some time**”

“A building’s performance indicates how well it works to satisfy the client **organization’s goals and objectives**, as well as the **needs of individuals** in that organization”

Wolfgang Preiser



What is a POE?



The screenshot shows the Wikipedia article for "Post-occupancy evaluation". At the top, it indicates the user is not logged in and provides links for Talk, Contributions, Create account, and Log in. The article title is "Post-occupancy evaluation" and it is categorized under "Article" and "Talk". A search bar is visible. The main text states that Post Occupancy Evaluation (POE) has its origins in Scotland and the United States and has been used since the 1960s. It quotes Preiser and colleagues as defining POE as "the process of evaluating buildings in a systematic and rigorous manner after they have been built and occupied for some time". A table of contents is provided, listing nine sections: Purposes of POE, Building interest groups, Components of POE, POE at any stage after building occupancy, Any built environment accommodating people, Independent evaluation, Other building studies, Relevant Organisations, and References.

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Article | Talk | Read | Edit | View history | Search Wikipedia

Post-occupancy evaluation

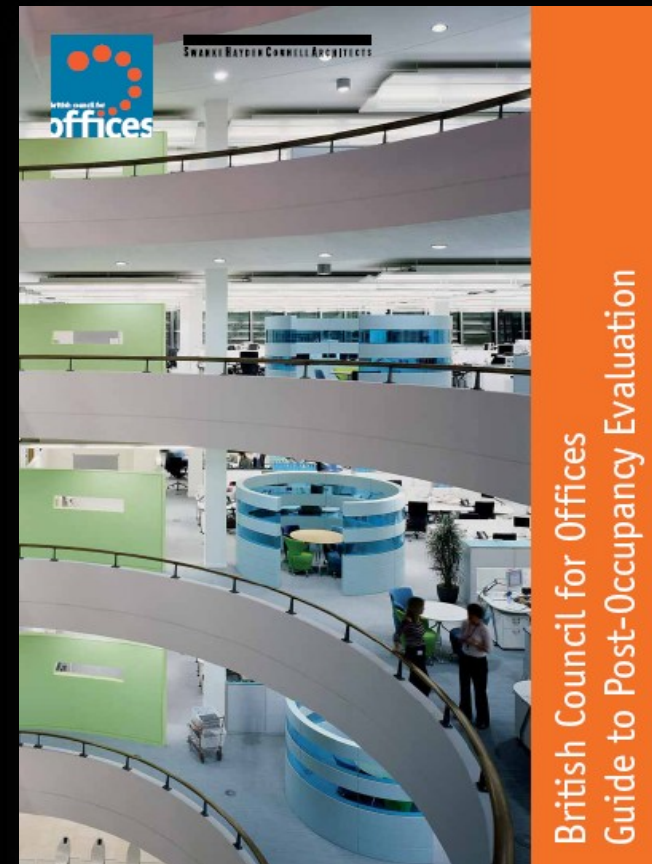
From Wikipedia, the free encyclopedia

Post Occupancy Evaluation (POE) has its origins in [Scotland](#) and the [United States](#) and has been used in one form or another since the 1960s.^[1] Preiser and colleagues^[2] define POE as

"the process of evaluating buildings in a systematic and rigorous manner after they have been built and occupied for some time"

The unique aspect of Post Occupancy Evaluation is that it generates recommendations based on all stakeholder groups' experiences of subject buildings' affects on productivity and wellbeing.

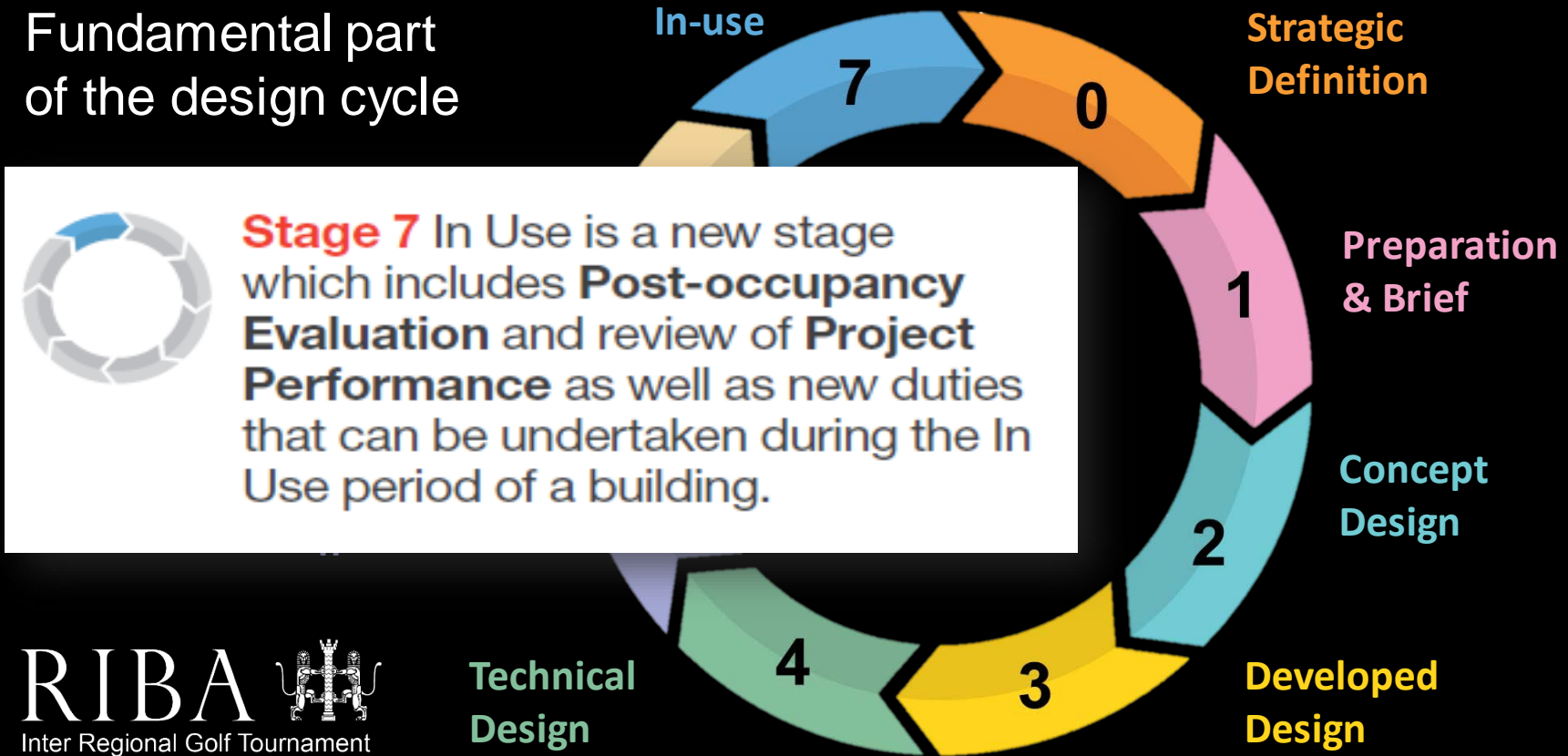
Contents [hide]
1 Purposes of POE
2 Building interest groups
3 Components of POE
4 POE at any stage after building occupancy
5 Any built environment accommodating people
6 Independent evaluation
7 Other building studies
8 Relevant Organisations
9 References



The image shows the cover of a guide titled "British Council for Offices Guide to Post-Occupancy Evaluation". The cover features a photograph of a modern office interior with curved balconies and green and blue accents. The text "British Council for Offices" is visible in the top left corner of the image, and "SWANKE BAYDIA CORNELL ARCHITECTS" is in the top right. The title "British Council for Offices Guide to Post-Occupancy Evaluation" is written vertically in white text on an orange background on the right side of the cover.

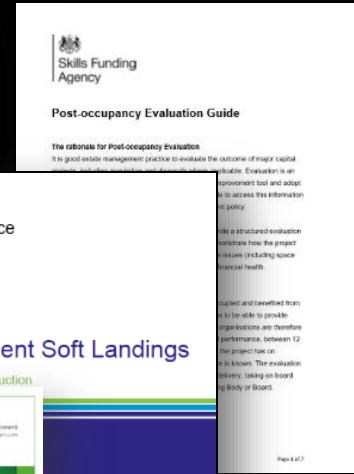
Why conduct a POE?

Fundamental part
of the design cycle



Why conduct a POE?

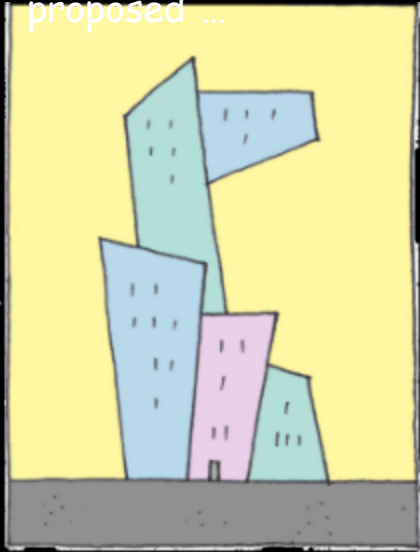
- Government Soft Landings and Building Information Modelling (BIM)
- Skills Funding Agency (2014)
- BREEAM O5 Management Aftercare
- Well Building 'Standard'
- Homes:
 - LEED for homes
 - Good Homes Alliance
 - HQI



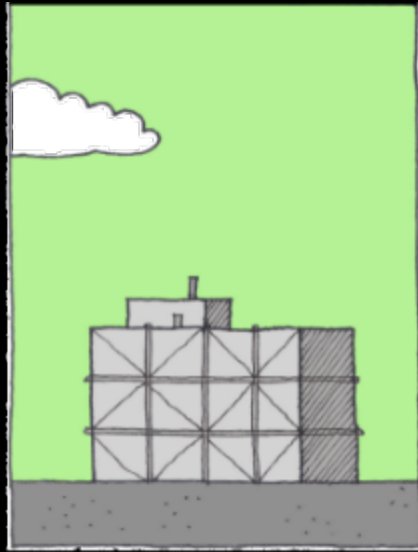
Why conduct a POE?

Measuring project success and value

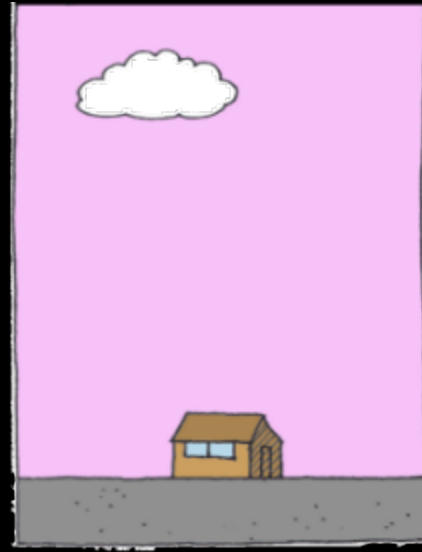
What the
Architect
proposed ...



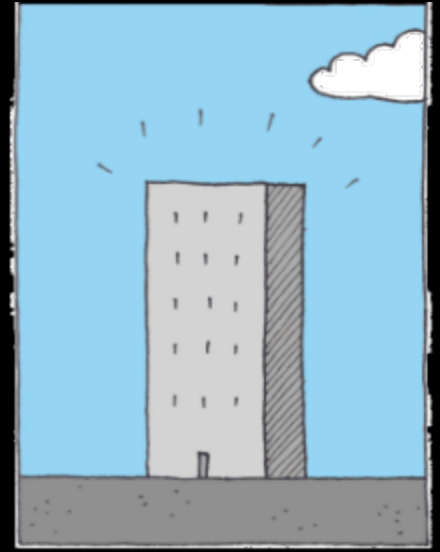
What the Engineer
proposed ...



What the QS
proposed ...

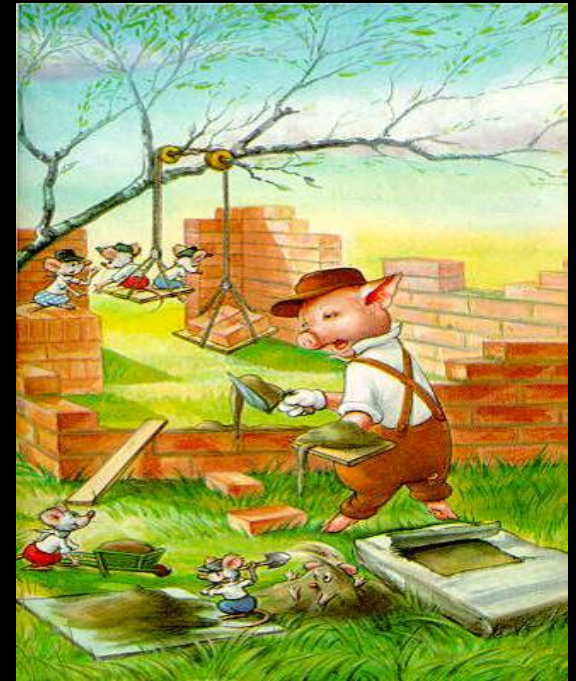


What the
Client wanted



Why conduct a POE?

Design feedback: “without a feedback loop every building, to some extent is a prototype – spaces and systems put together in new ways, with potentially unpredictable outcomes” (Cooper)



Why conduct a POE?

Inform the design process and focus expenditure



Why conduct a POE?

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Proactive building management



“prevents minor problems developing into longer-term chronic irritants” (Bill Bordass & Mark Way)

Why conduct a POE?

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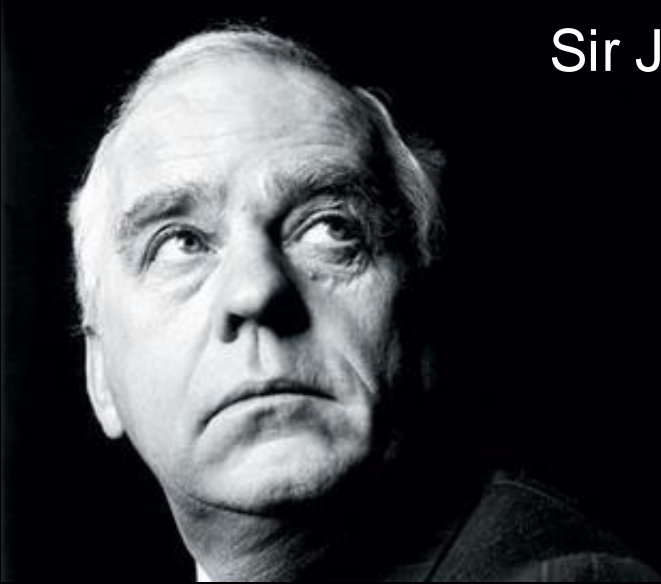
Change management & communications



Why conduct a POE?

“In the best companies, the customer drives everything ...
the construction industry tends not to think about the customer ...
little systematic research on what the end-user actually wants”

Sir John Egan, *Rethinking Construction* (1998)



What is in a POE?

Feedback

Hilton

Please rate your satisfaction with each of the following:

Very Satisfied Satisfied Neutral Dissatisfied Very Dissatisfied

- Overall satisfaction with this experience
- Receiving a warm and sincere greeting upon arrival
- Staff greeting you by name
- Staff remembering you as a regular guest
- Timeliness of check-in
- Ability of the staff to anticipate your needs
- Cleanliness of the guest room furnishings
- Receiving a fond farewell when you checked out
- Did you experience any problems during your stay?
Yes No
- If you reported any problems, how satisfied are you with the resolution?

Comments:

How did we do?

Please touch a button to select a language

English Bengali Cantonese Urdu

...then touch the faces that best match how well we dealt with your enquiry

How welcoming and polite were our staff?	Excellent <input type="radio"/>	Good <input type="radio"/>	OK <input type="radio"/>	Poor <input type="radio"/>
How helpful were they?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How satisfied were you with the outcome?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How clean and tidy was the reception area?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Did you speak to someone within 3 minutes?	<input type="radio"/>	<input type="radio"/>	Yes <input type="radio"/>	No <input type="radio"/>
If an appointment was necessary was it available within 3 working days?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Personality Hotels

PERSONALITY PROFILE

How did you hear about us? _____

How important is high speed internet access in your room? _____

What do you like most about your room? _____

What was your reason for choosing our hotel? _____

Feedback

Please select today's course and trainer

Course: [Excel Intermediate]

Trainer: [Onsite Trainer]

Please rate our service

Customer Satisfaction Survey

Metropole restaurants

How satisfied are you with the food?

How do you rate the service?

How do you rate the cleanliness?

How do you rate the value for money?

How do you rate the overall experience?

CAFFÈ NERO

When do you visit? _____

Which Caffè Nero did you visit? _____

How often do you visit? _____

Customer Satisfaction Form

Very good service

Customer: [520566]

Out number: _____

Address: _____

Phone: _____

Post Code: _____

LEGOLAND WINDSOR Brickvote

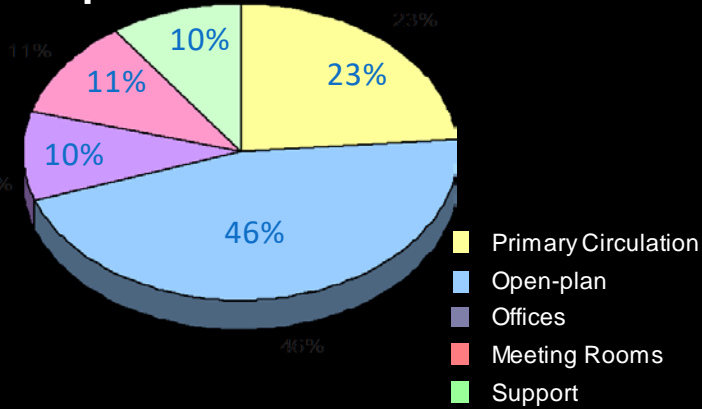
Please touch the button below that best represents the cleanliness of these washrooms

Excellent	Acceptable	Poor

Thank you. Your feedback helps us to improve the park to make your day more enjoyable!

What is in a POE?

Space



NIA = 12,800 m², Staff = 799

Density = 16 m²/person

Primary circulation = 2,944 m²

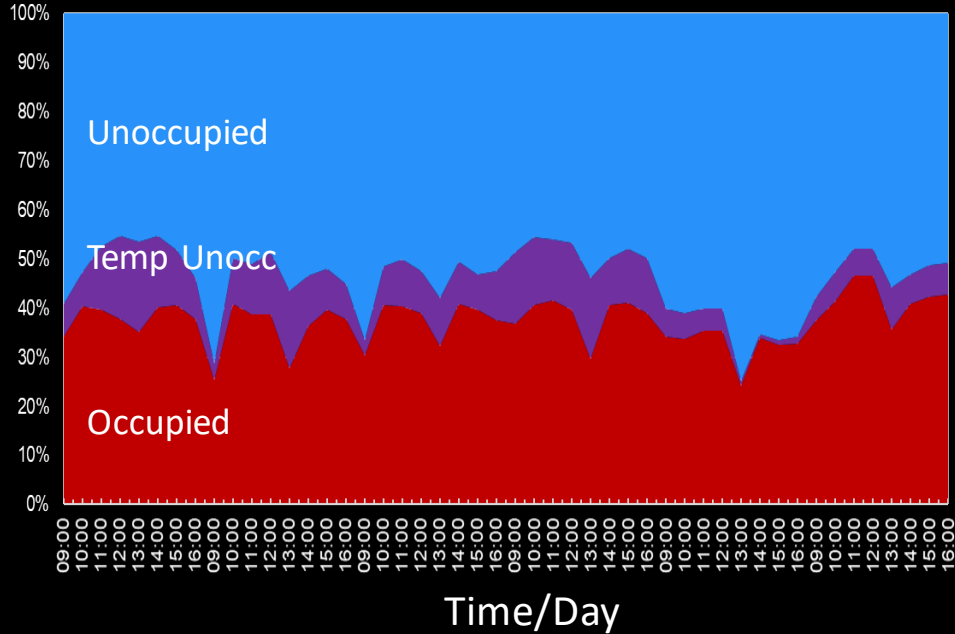
Tenant efficiency ratio = 77%

Cellularisation = 26%

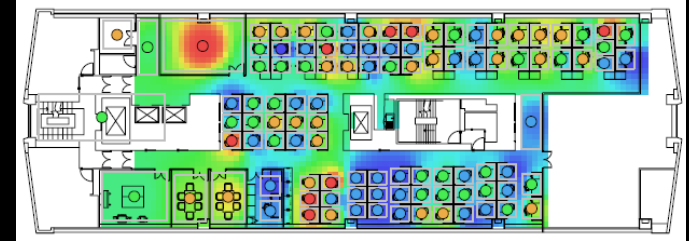
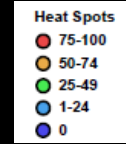


What is in a POE?

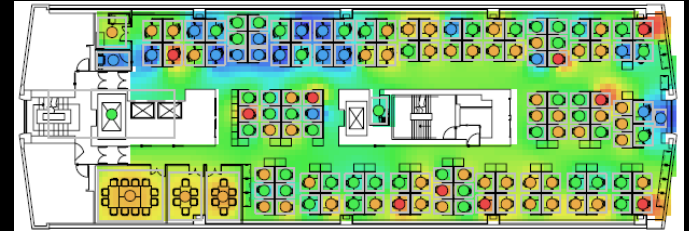
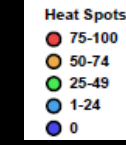
Utilisation/occupancy



1st



3rd



What is in a POE?

Environmental monitoring



CO₂,
VOC



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lux



Energy, Water, Waste & Cost

t_o, RH, v,

SPL (L_{AT}/L_{eq})



Where to conduct a POE?

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Where to conduct a POE?

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Final comments



Thank You

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