

What is POE and why do it?

Introducing the BCO Guide to POE

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Customer satisfaction

Overall satisfaction in experience
Receiving a warm and 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
Receiving a final farewell when you checked out
Did you experience any problem?
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 Spanish German Italian
...then touch the faces that best match how well we dealt with your enquiry
Excellent Good OK Poor
How welcoming and polite were our staff?
How helpful were they?
How satisfied were you with the outcome?
How clean and tidy was the reception area?
Did you speak to someone within 3 minutes?
If an appointment was necessary was it available within 3 working days?

Feedback
Please select today's course and trainer
Please rate our service
Your overall training experience was:
The course content was:
The course delivery was:
The trainer was:
Please rate our service

Customer Satisfaction
very good service

LEGOLAND 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!

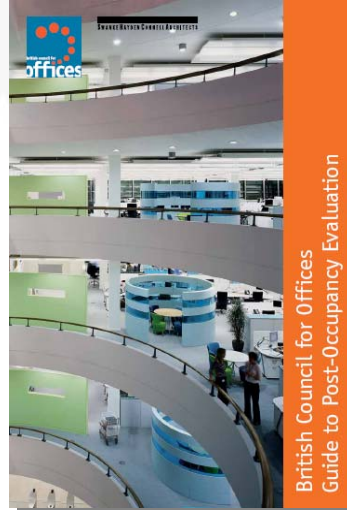


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BCO Guide to Post-Occupancy Evaluation

- Raise awareness of the **benefits of POE** in design
- Provide practical advice on **conducting a POE**
- Foster **sharing of feedback** and lessons learned
- Which of you have conducted a POE?
- Which of you have used the guide?
- Which of you intend to use the guide?



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What is POE

*“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 organisation’s goals** and objectives, as well as the needs of individuals in that organisation”*



Wolfgang Preiser

“foam follows function”



Aronoff Centre, Cincinnati



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Why POE

- Measuring project success and value

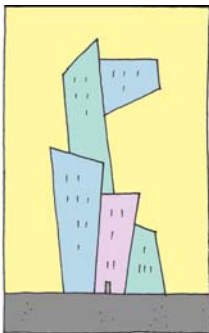


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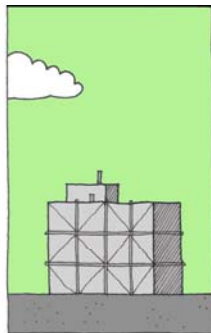
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Measure success – were the objectives met?

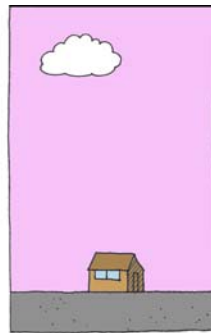
What the **Architect**
proposed ...



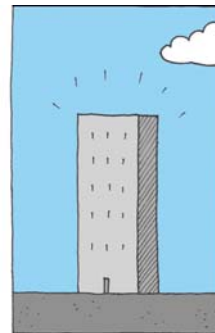
What the **Engineer**
proposed ...



What the **QS**
proposed ...



What the **Client**
wanted ...



Courtesy of SHCA



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Why POE

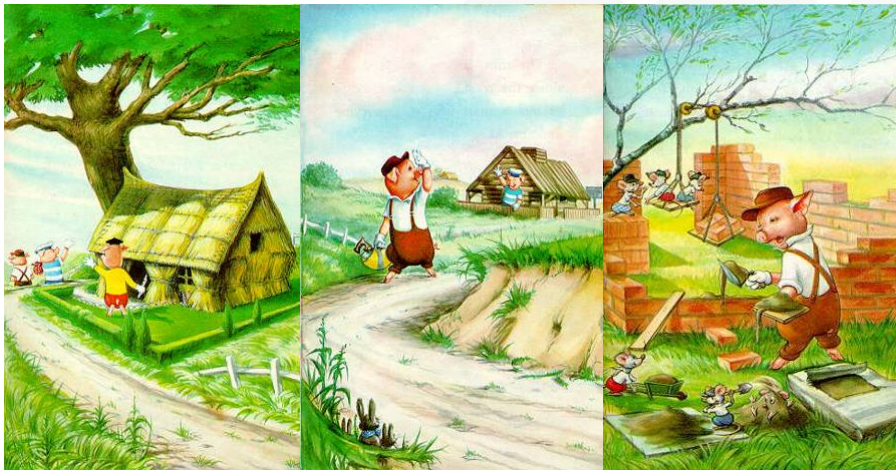
- Measuring project success and value
- Design feedback:
 - “without a feedback loop every building, to some extent is a prototype – spaces and systems put together in new ways, with potentially unpredictable outcomes” (Cooper)



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Design feedback - learn from mistakes



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Why POE

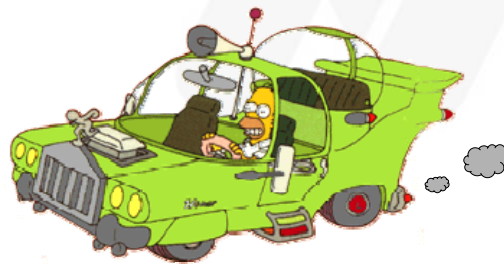
- Measuring project success and value
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- Inform the design process and focus expenditure



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Inform the design process & focus expenditure



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Why POE

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- Inform the design process and focus expenditure
- Proactive building management:
 - “prevents minor problems developing into longer-term chronic irritants” (Bordass & Way)



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Proactive building management



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Why POE

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- Proactive building management:
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- Change management and communications



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Change management



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What's in a POE

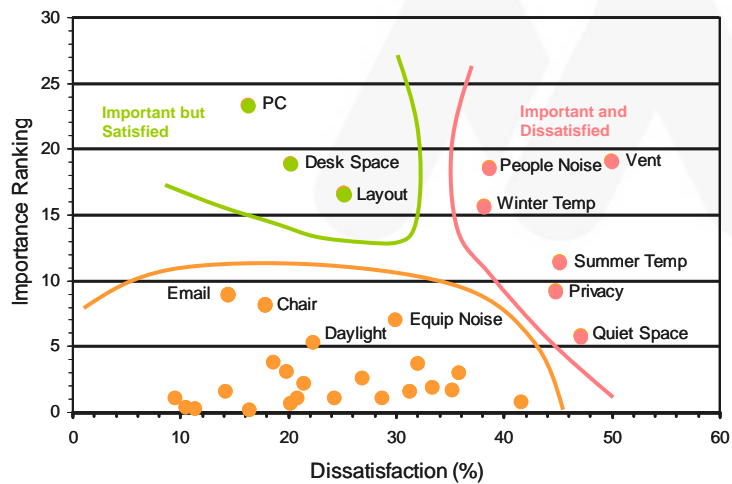
- Occupant feedback:
 - questionnaires, workshops, interviews
- Expert panel review / walkthrough
- Environmental conditions monitoring
- Space analysis
- Time utilisation studies
- Cost analysis
- Sustainability assessment
- Technical & architectural reviews



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Lessons learned



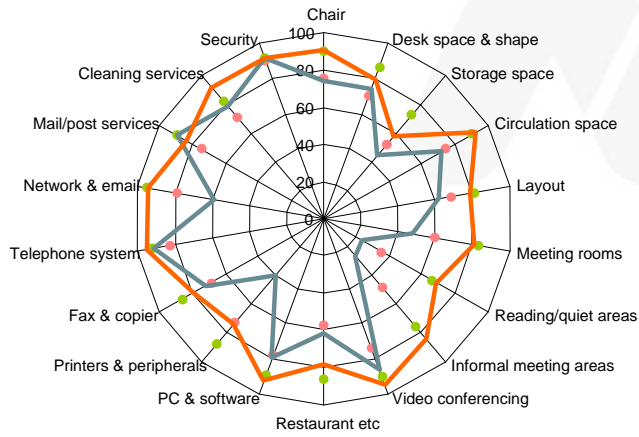
Based on 68 buildings and 7200 responses, OPN/SHCA Database



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Visa - Satisfaction with facilities



— Pre = 74%
— Post = 92%
● Lower quartile
● Upper quartile

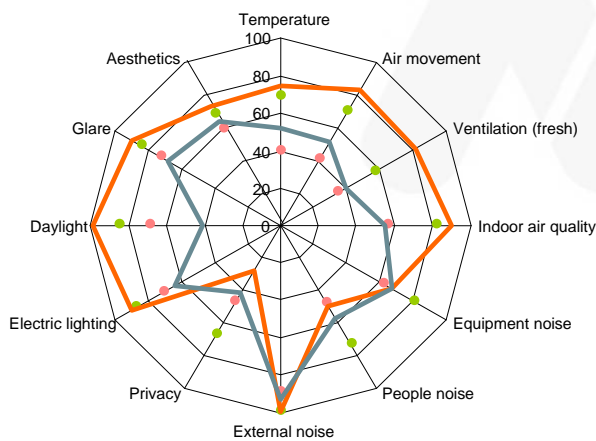
Courtesy of SHCA



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Visa - Satisfaction with environmental conditions



— Pre = 74%
— Post = 92%
● Lower quartile
● Upper quartile

Courtesy of SHCA



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5 minute exercise - Barriers to POE

- What do you consider to be the main **barriers to POE**?



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Barriers to POE

- Facilities Manager:
 - we haven't received any complaints
 - "opening a can of worms"
- Designer:



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Designer barriers



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Barriers to POE

- Facilities Manager:
 - we haven't received any complaints
 - "opening a can of worms"
- Designer:
 - detrimental effect on reputation
 - liability for defects
- Occupier:
 - why should we pay?
 - disruption to staff and HR sensitivity



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Thank you

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