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Post occupancy evaluation (POE)

This guideline provides information on the general processes, which are to be followed for post-occupancy evaluation (POE) of the facilities where capital works have been carried out.

POE refers to the review of capital works facilities operational and maintenance activities undertaken by the consultant after commissioning has occurred and the facility has been fully operational for 12 months in line with the standards, policies and health requirements.

The POE process can be undertaken by a consultant or agency / health service representative but should include representatives of the agency and be overseen by the project control group (PCG) or governance committee. The superintendent of the contract, generally the project manager or principal consultant, is responsible for ensuring that the POE is effectively completed as programmed.

The main objectives of appropriately managing the POE of a capital works facility are to:

- assess fit-for-purpose, i.e. the suitability of the asset to meet service delivery objectives
- assist continuous improvement by identifying positive and negative aspects of an in-service facility; and then by feeding this information into the planning and design of the future facilities
- prepare defect action plans, at an operational level. This entails the correction of deficiencies such as improving maintenance, minor works and/or management decisions.

Each project is individual and will have some issues unique to its own specific circumstances.