

Who and what is the Leesman Index ?

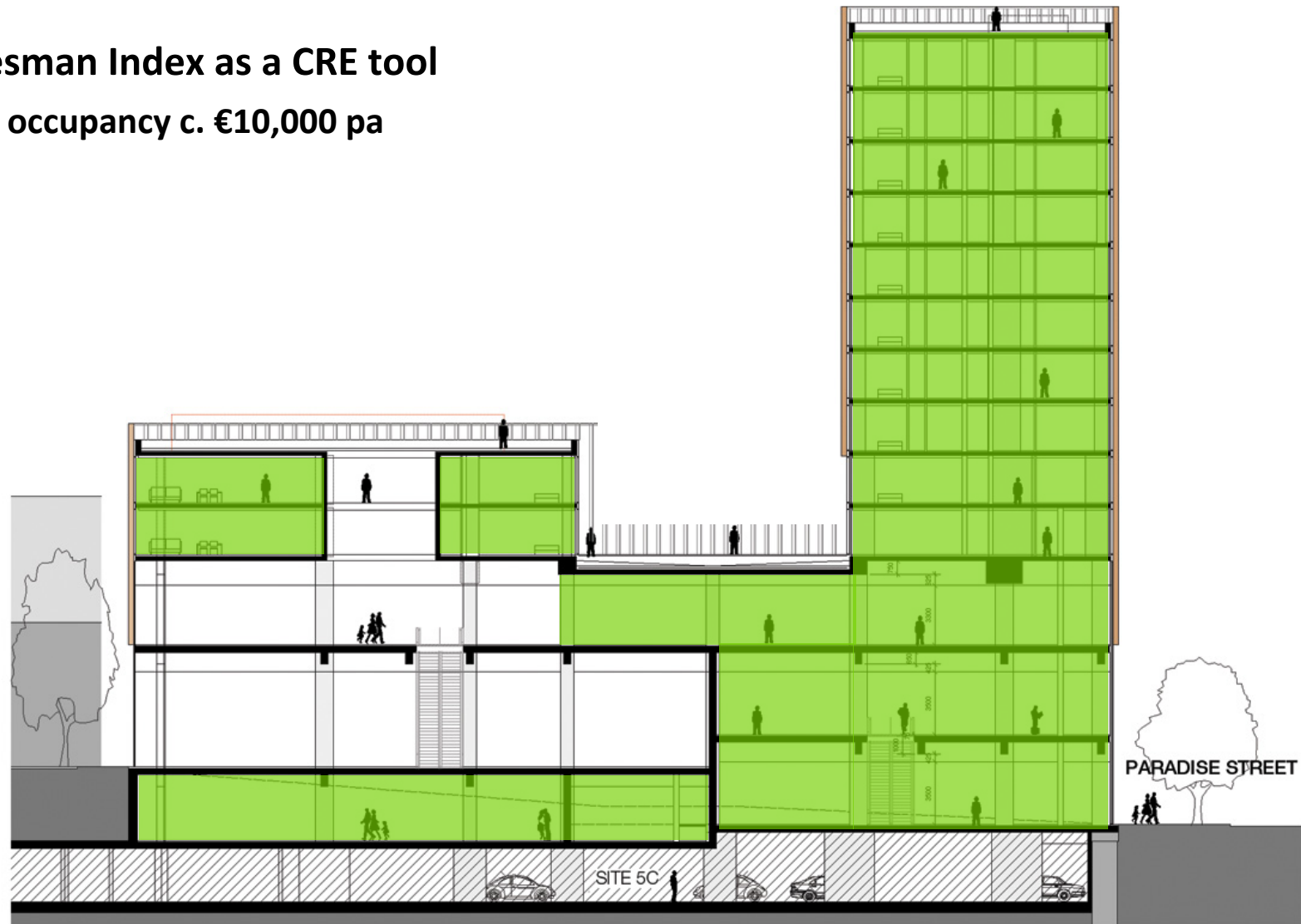
Tim Oldman – Founder & Managing Director
Koen Rolvink – Sales Director (based in NL)
Olivier van Gool - Solved (NL strategic partner)

Agenda

- **Who are Leesman**
 - **What is the Leesman Index**
 - **What makes the Index different**
 - **Who is using the Index**
 - **Q+A the strengths and weaknesses**
-

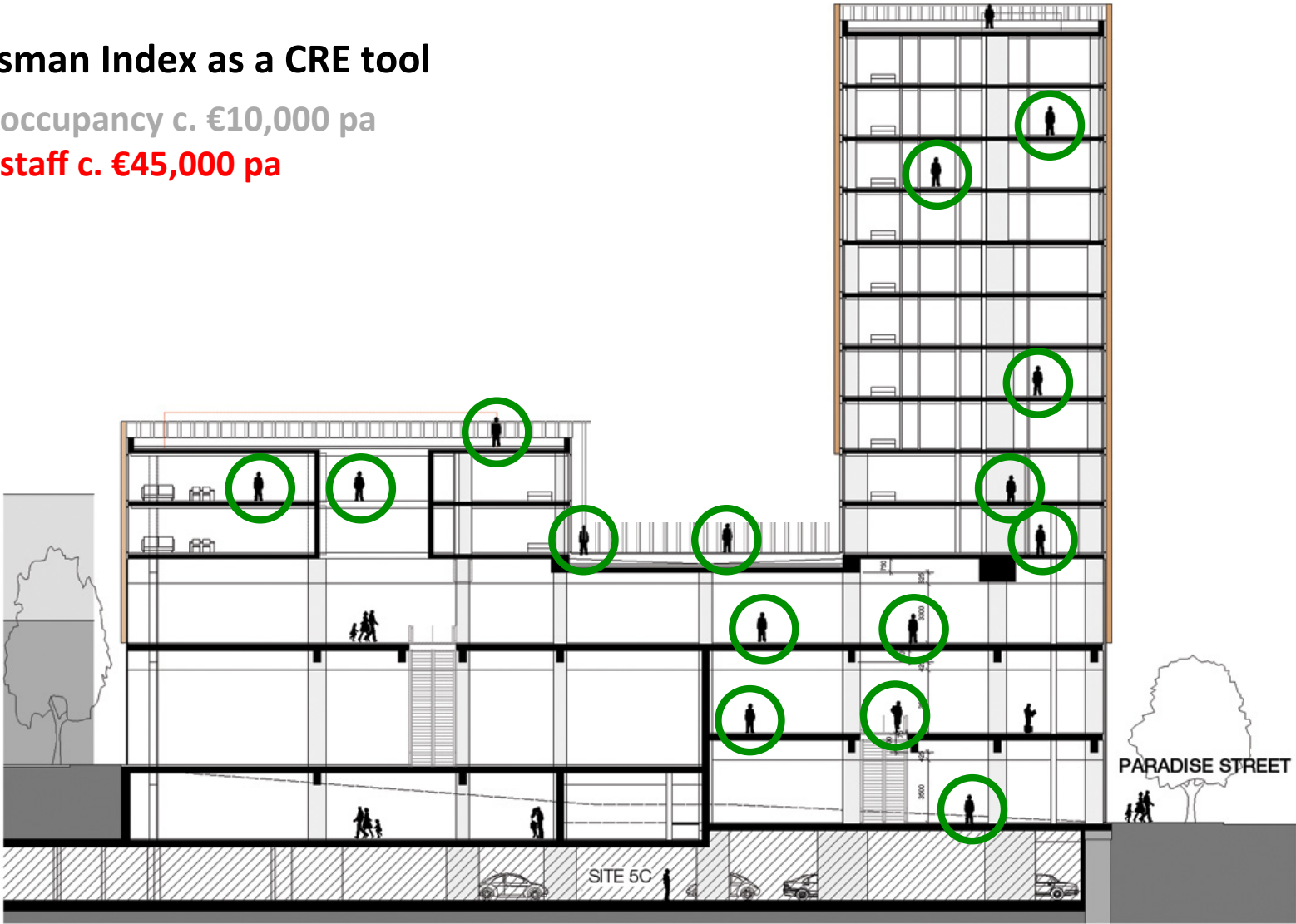
The Leesman Index as a CRE tool

- cost of occupancy c. €10,000 pa



The Leesman Index as a CRE tool

- cost of occupancy c. €10,000 pa
- **cost of staff c. €45,000 pa**



Who are Leesman?

- Europe's leading **workplace effectiveness** measurement provider
- founded Jan 2010
- team of six (5 in UK, 1 in NL)
- backgrounds in architecture, workplace, digital media and research

Leesman™

Woensdag 15 Februari 2012 EN | NL | FR | DE

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Gestandaardiseerde meting van werkplekeffectiviteit

Leesman is toonaangevend in de meting van werkplekeffectiviteit. Onze onderzoekers en auditteams geven diepgravend inzicht in hoe de werkplek het effectief werken van teams ondersteunt.

Onze databank zal uitgroeien tot de grootste Europese bron van consistente gegevens op het gebied van werkplekeffectiviteit, zodat gebruikers van de werkplekken, managers en ontwerpers over de gehele wereld gebruik kunnen maken van een breed scala aan vergelijkingsmateriaal.

Door middel van ons unieke pakket eenvoudig en goedkoop in te zetten en efficiënte instrumenten, kunnen wij een breed scala aan kwalitatieve en kwantitatieve onderzoeksdiensten bieden waarmee directies, projectmanagers, werkplekontwerpers, onroerend-goedinkopers en verandermanagers heldere, tijdige en nauwkeurige gegevens kunnen krijgen over de prestaties.

Lmi 55.9 ▲ 83.9 hoog ▼ 48.7 laag

😊 6.306 deelnemers 📄 29 onderzoeken
% 65% reactiegraad 👤 25 cliënten

Mijn werkplek schept een prettige omgeving om in te werken

■ Zeer eens (10.4%)
■ Eens (23.7%)
■ In lichte mate eens (21.7%)
■ Neutraal (14.8%)
■ In lichte mate oneens (14.7%)
■ Oneens (9.9%)
■ Sterk oneens (4.7%)

De Leesman Index: de Leesman Index is ons gestroomlijnde benchmarkinginstrument voor echt onafhankelijke gegevens over werkplekeffectiviteit. Het e-onderzoek bij de Index verzamelt feedback van

What is the Leesman Index?

- our effectiveness benchmark (**Lmi score**)
- based around our 11 minute **anonymous staff e-questionnaire** (customer)
- around 80 questions **sent to all staff**
- respondents only report on **what is relevant to their role**

Leesman_index EN | NL | FR | DE | TR | [Logout](#)

From the list below, please tick the activities which you feel are important in your work.
When the rating scale appears, please tell us how well your workspace supports these important activities:

	not supported at all	very under supported	under supported	supported	well supported	very well supported
	-3	-2	-1	+1	+2	+3
<input checked="" type="checkbox"/> Individual focused work, desk based	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="checkbox"/> Individual focused work away from your desk						
<input type="checkbox"/> Individual routine tasks						
<input checked="" type="checkbox"/> Reading	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="checkbox"/> Collaborating on focused work						
<input type="checkbox"/> Collaborating on creative work						
<input type="checkbox"/> Informal, un-planned meetings						

What makes the Leesman Index different?

We only measure workplace effectiveness.

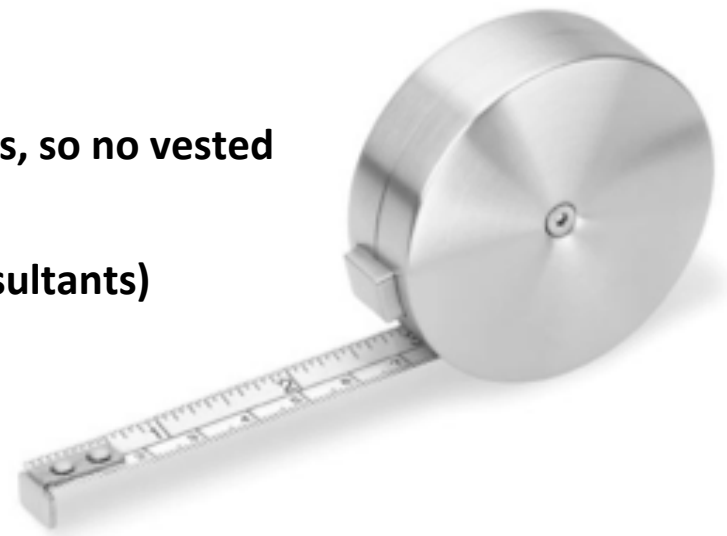
“How well a workplace supports important activities”

- No consulting
- No diagnostic
- No advisory or strategy
- No design or architecture
- No financial analysis

Just measure and benchmark effectiveness, so no vested interest in the outcomes.

- **Can be used by all (clients and consultants)**
- **Highly independent**

... like the radiographer in medicine.

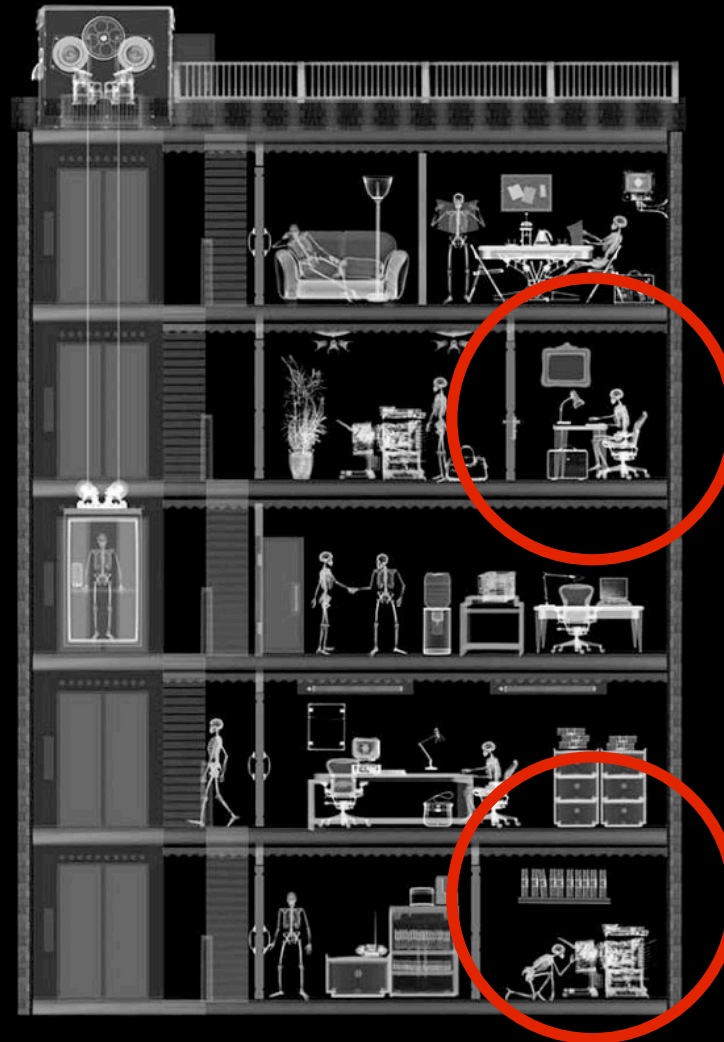


An x-ray of your CRE

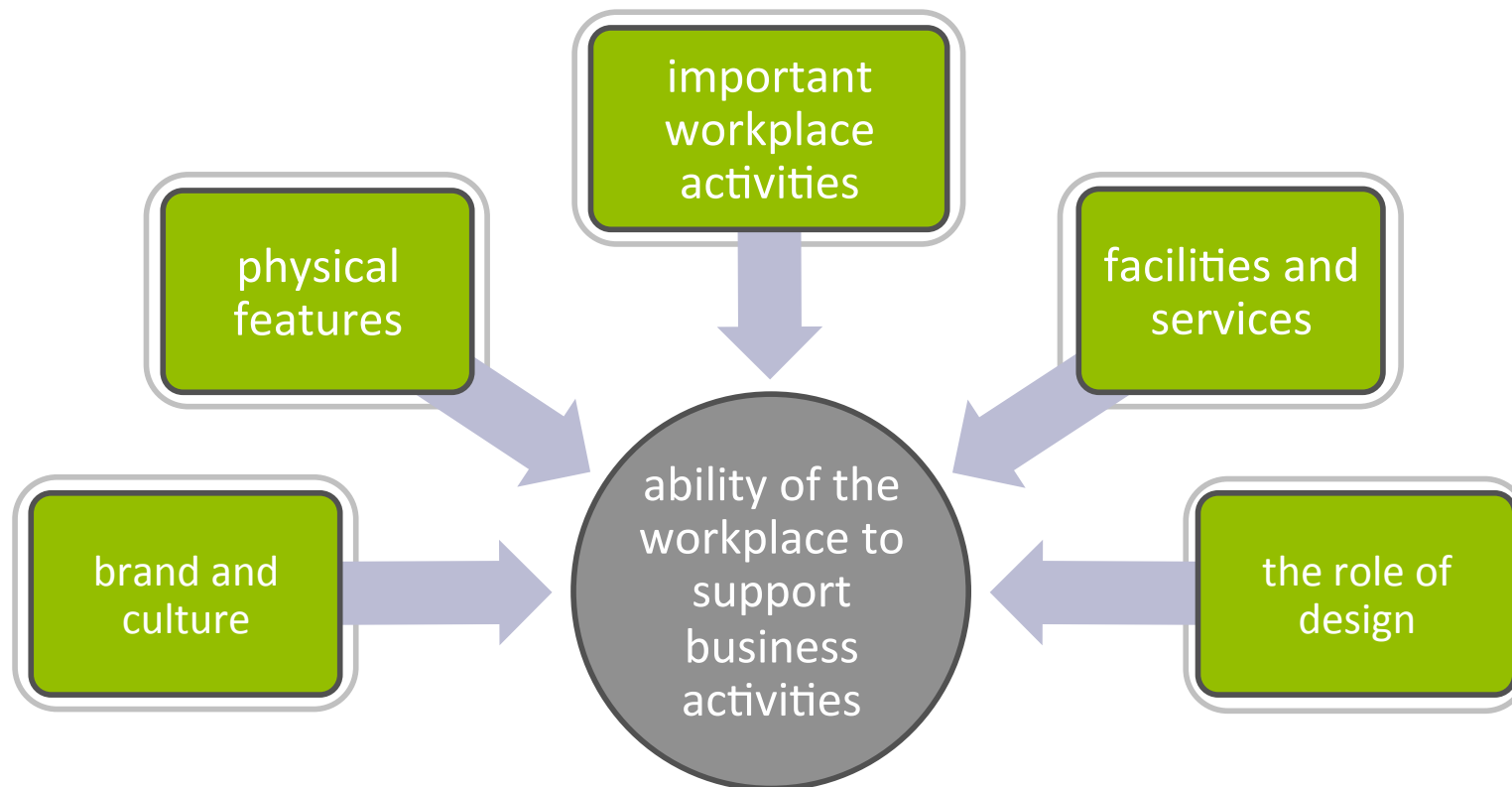
- Non-intrusive (11mins)
- Results easily read
- Highlights problems
- Highlights quick wins
- Allows targeted investment

- Does not measure area
- Does not measure density
- Does not measure cost

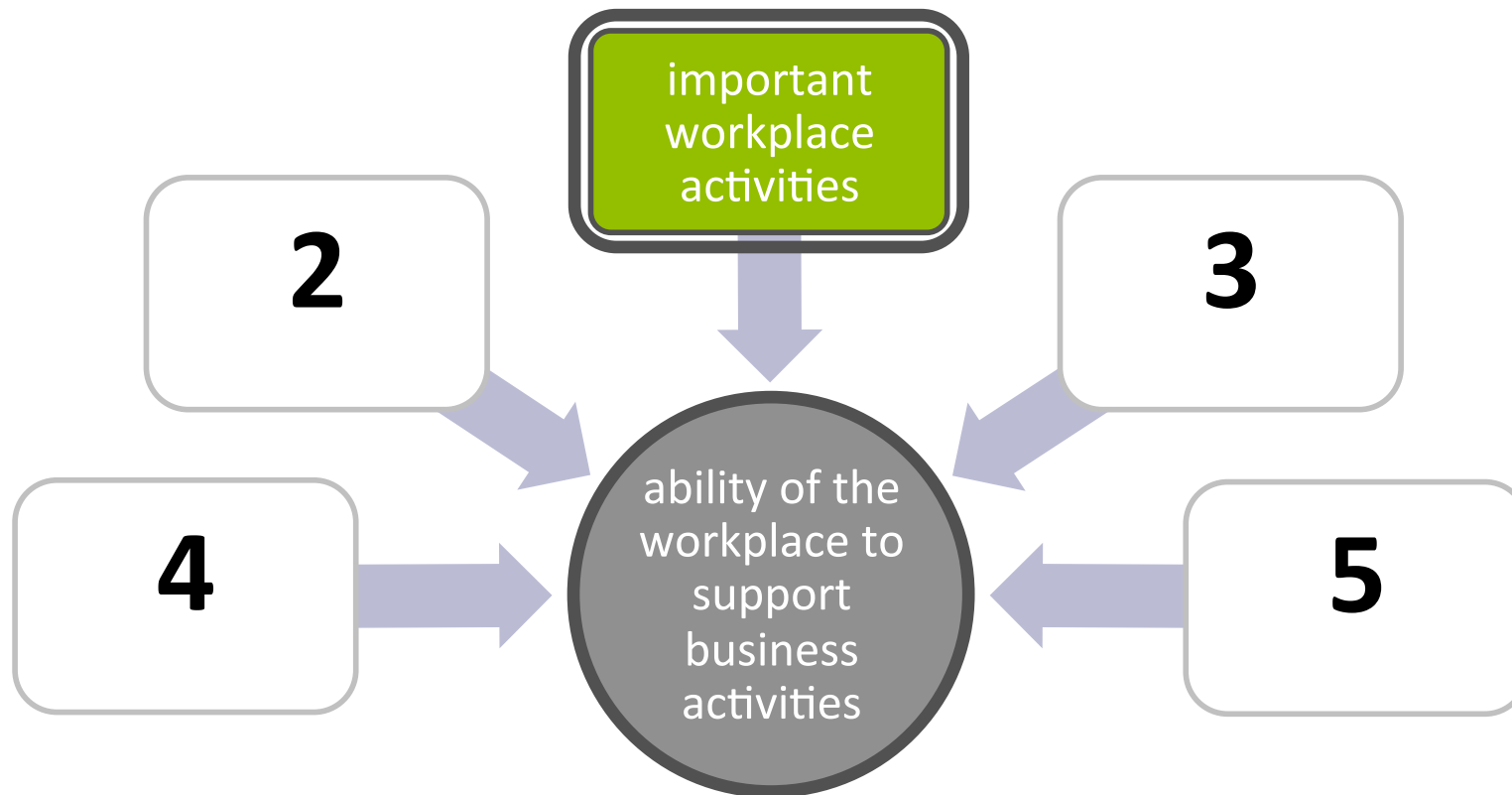
Measures the “fitness” of space



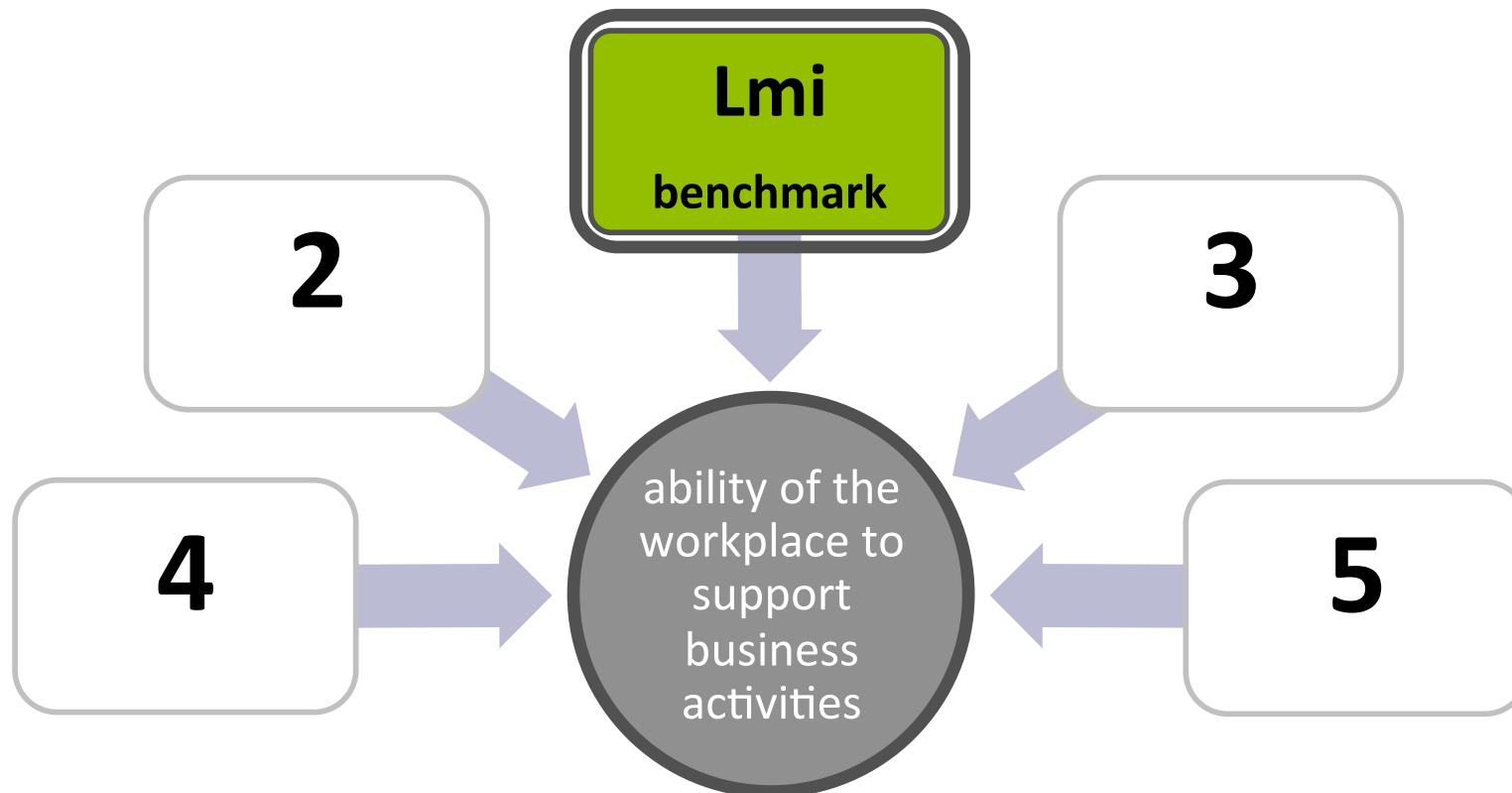
Measure what people are doing.... and the things they need to do it.



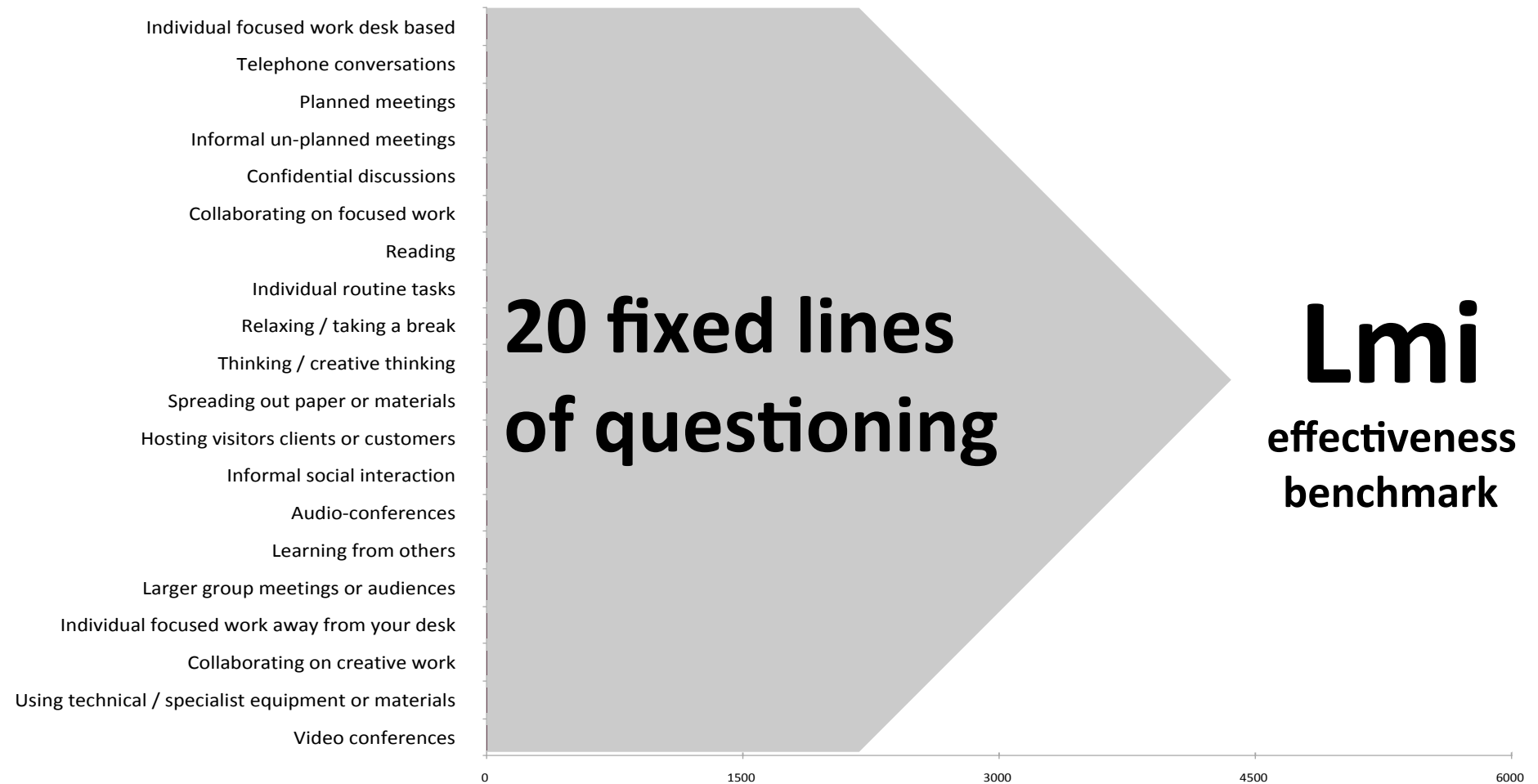
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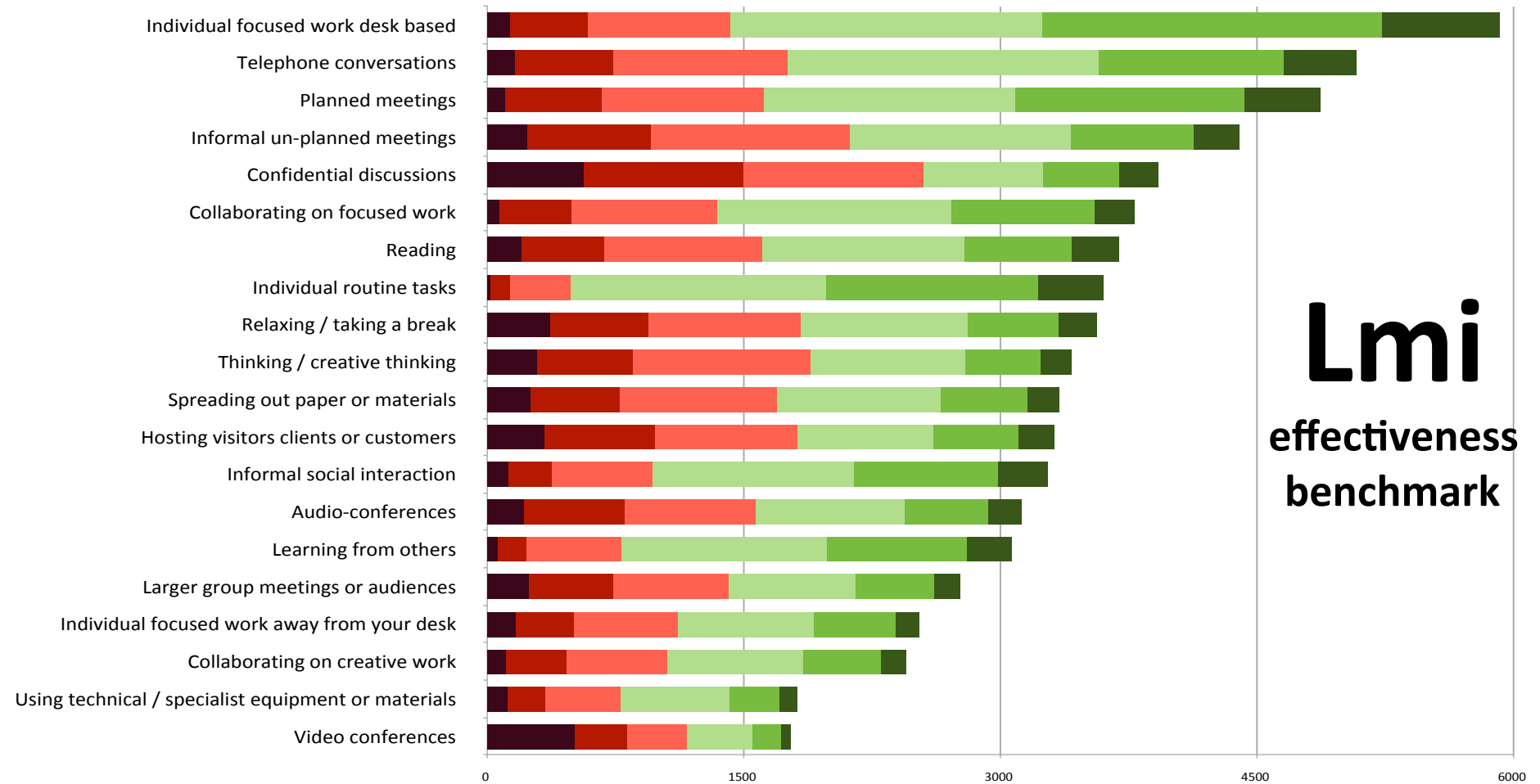
Measure what people are doing.... and the things they need to do it.



Important workplace activities - ranked by importance

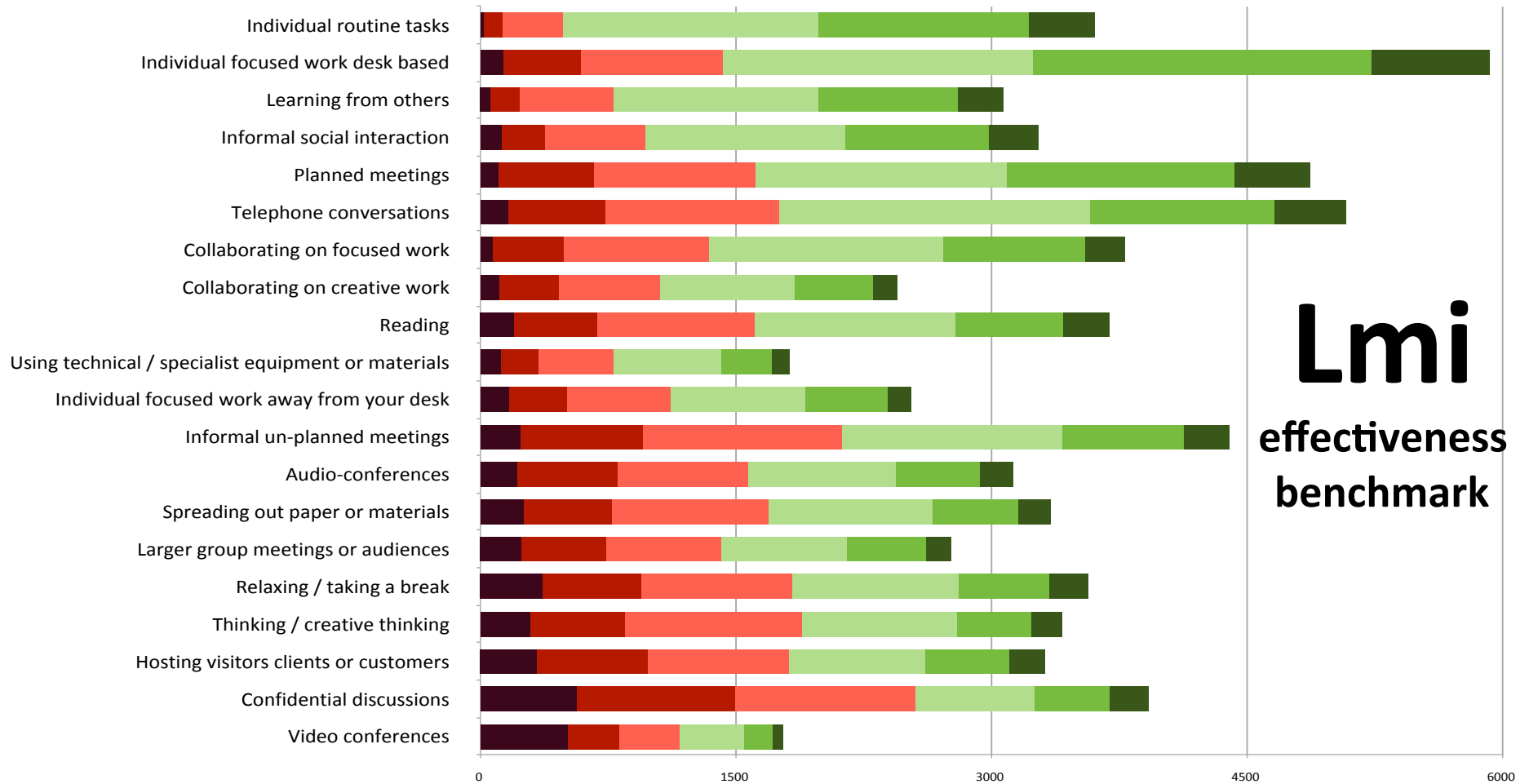


Important workplace activities - ranked by importance



Lmi
effectiveness
benchmark

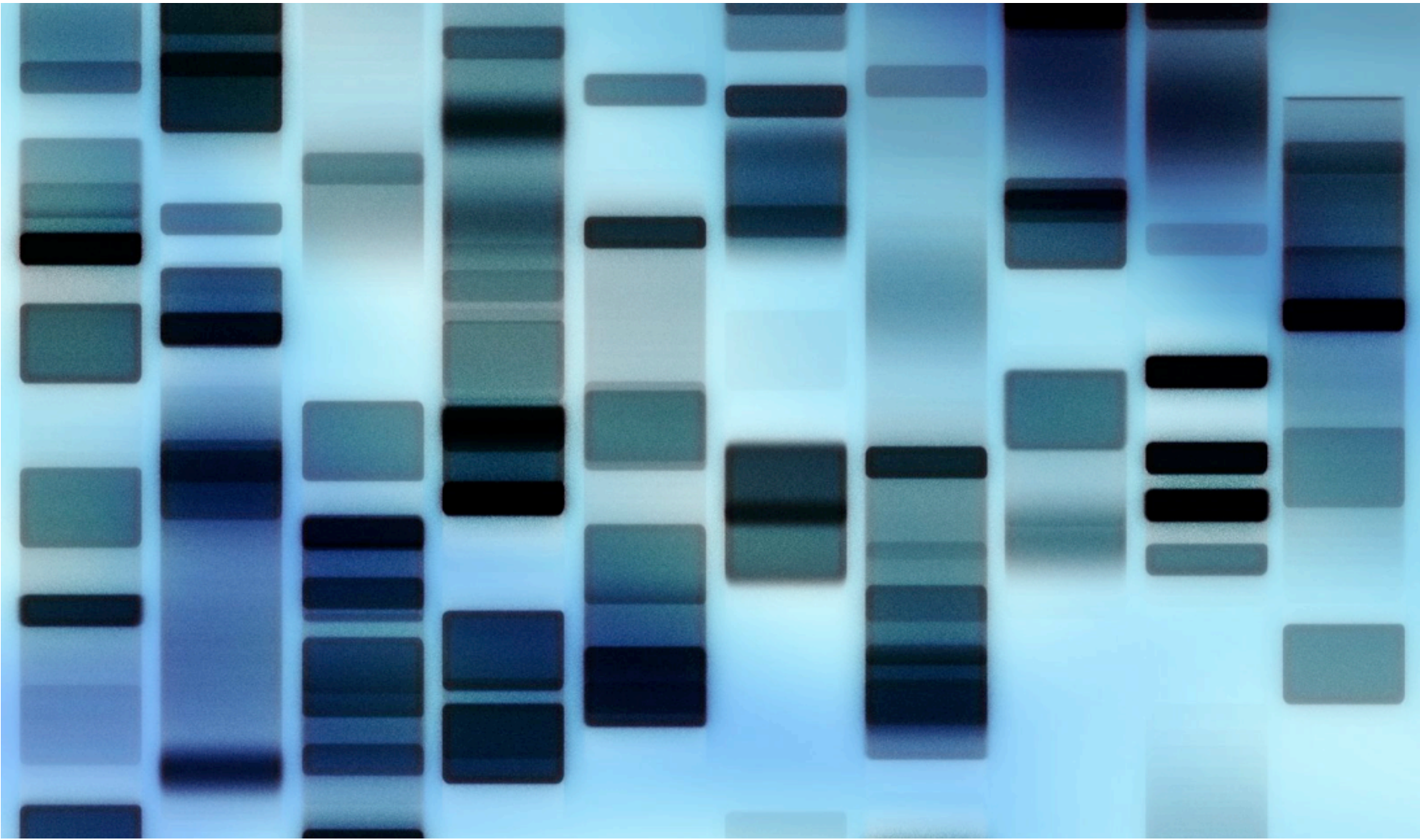
Important workplace activities - ranked by satisfaction



Lmi
effectiveness
benchmark

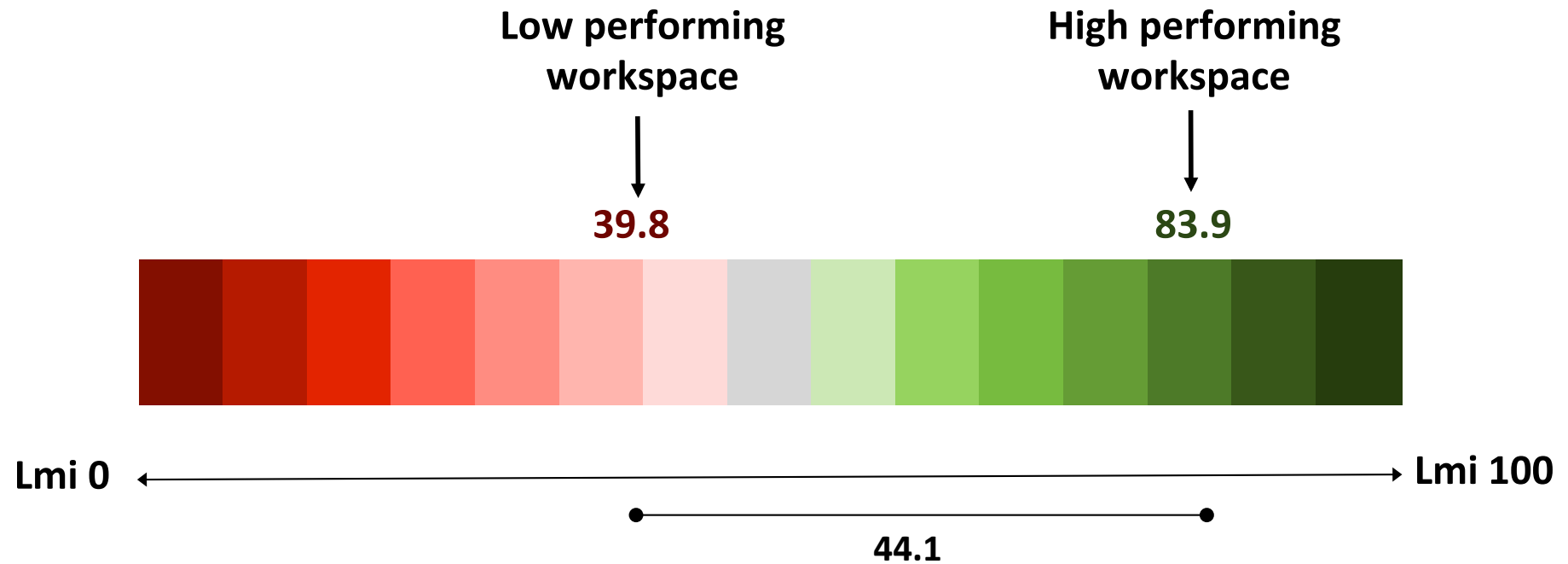
solved.

Leesman™



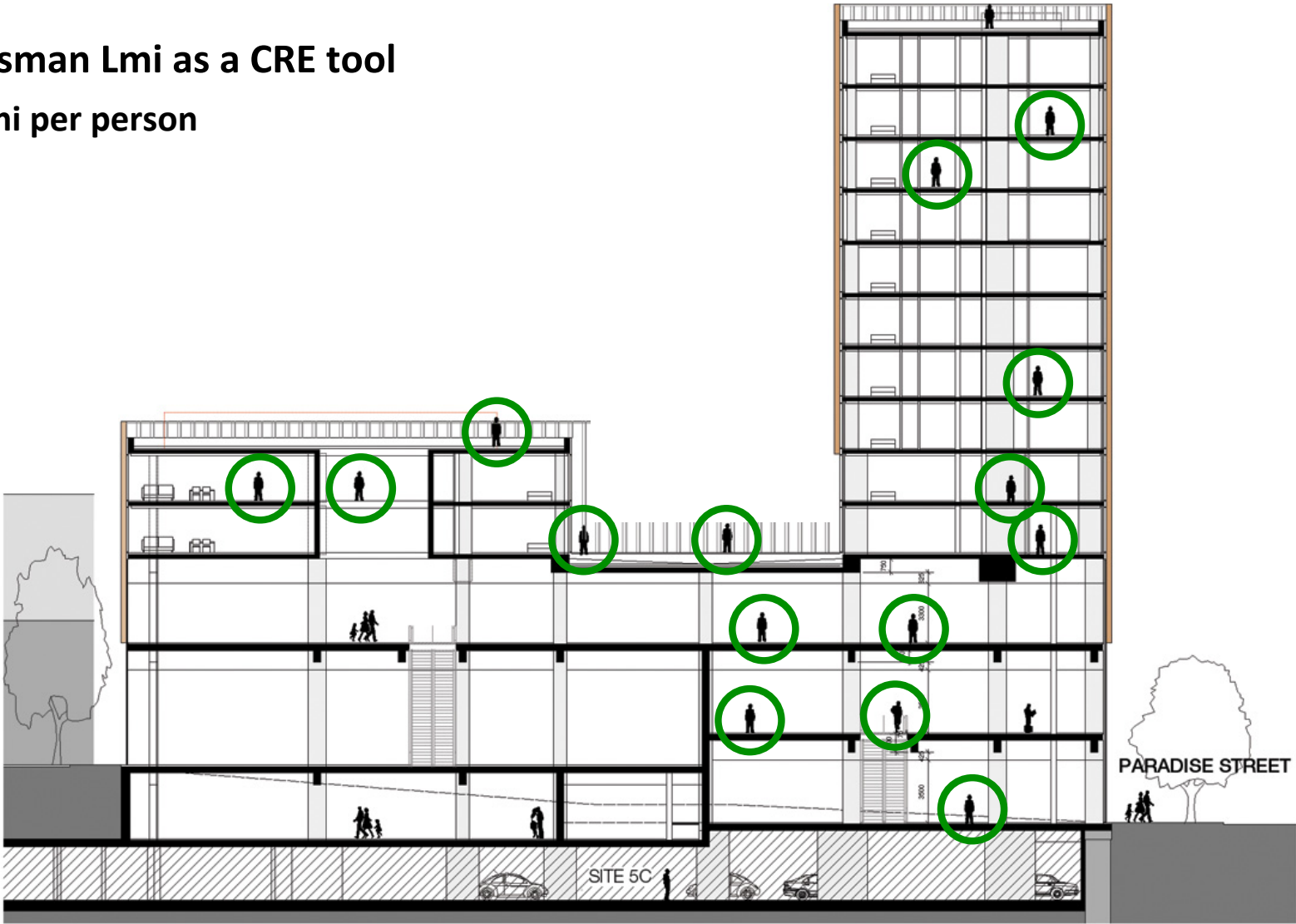
The Leesman Lmi benchmark

- each anonymous response assigned Lmi



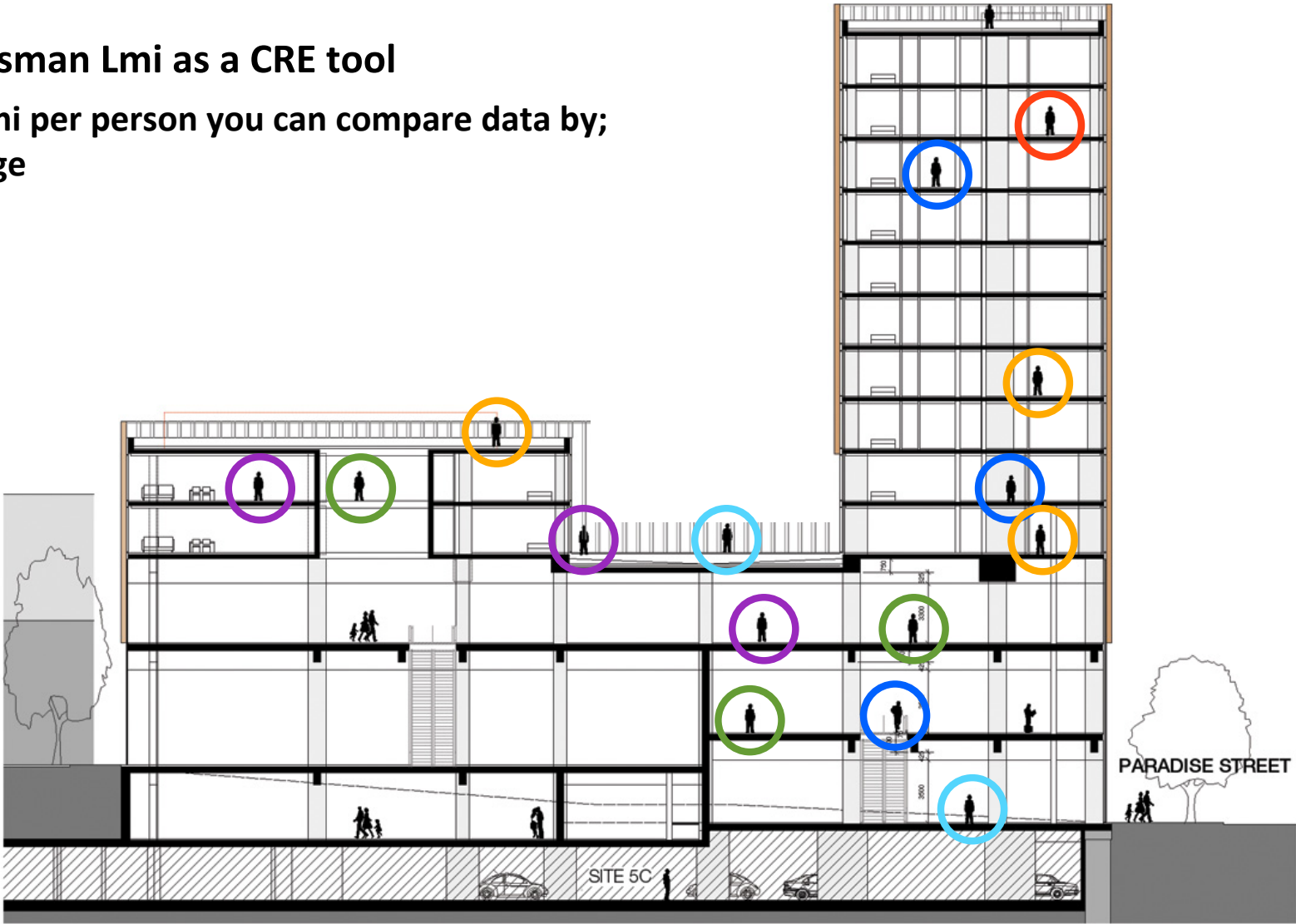
The Leesman Lmi as a CRE tool

- with Lmi per person



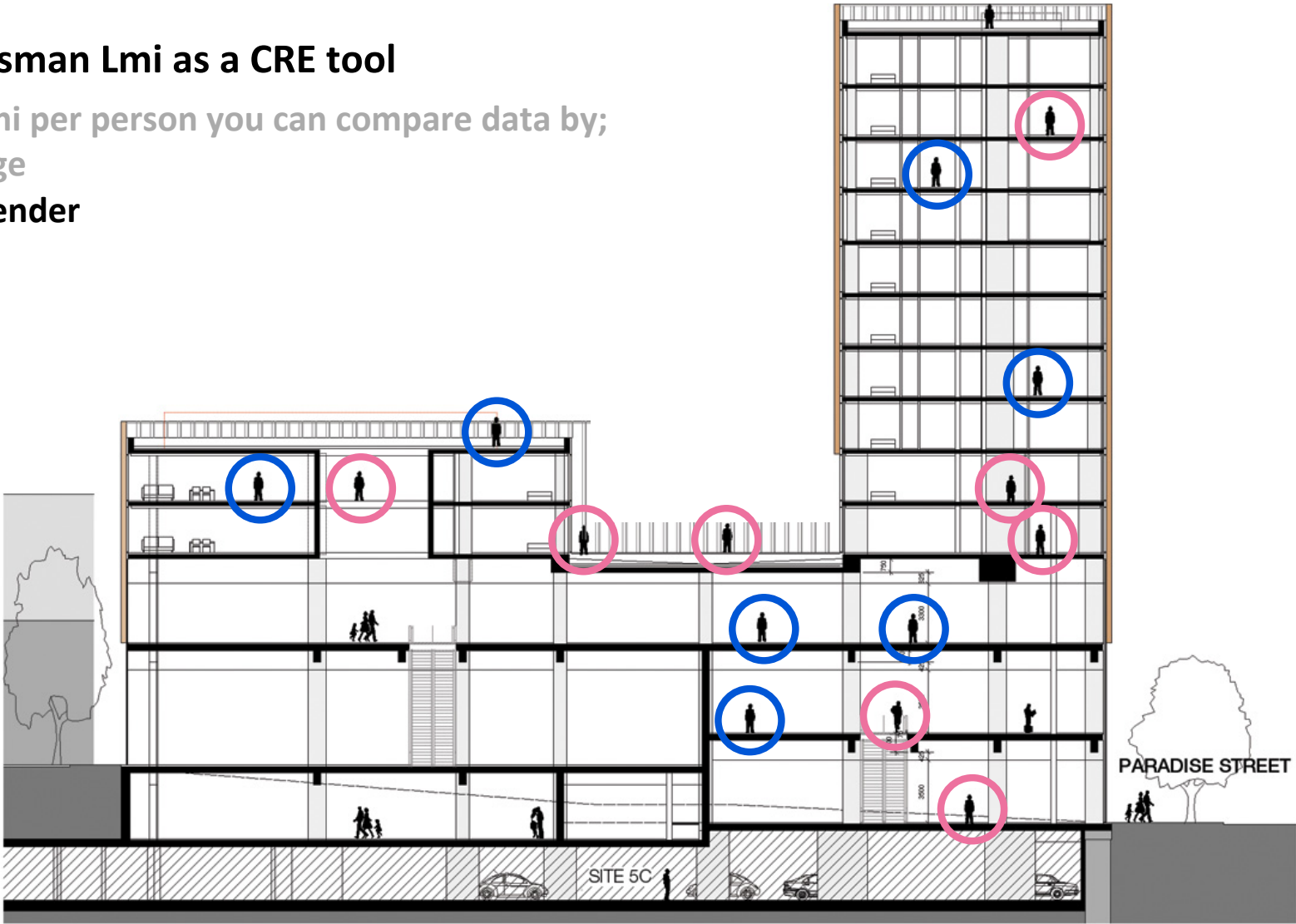
The Leesman Lmi as a CRE tool

- with Lmi per person you can compare data by;
 - age



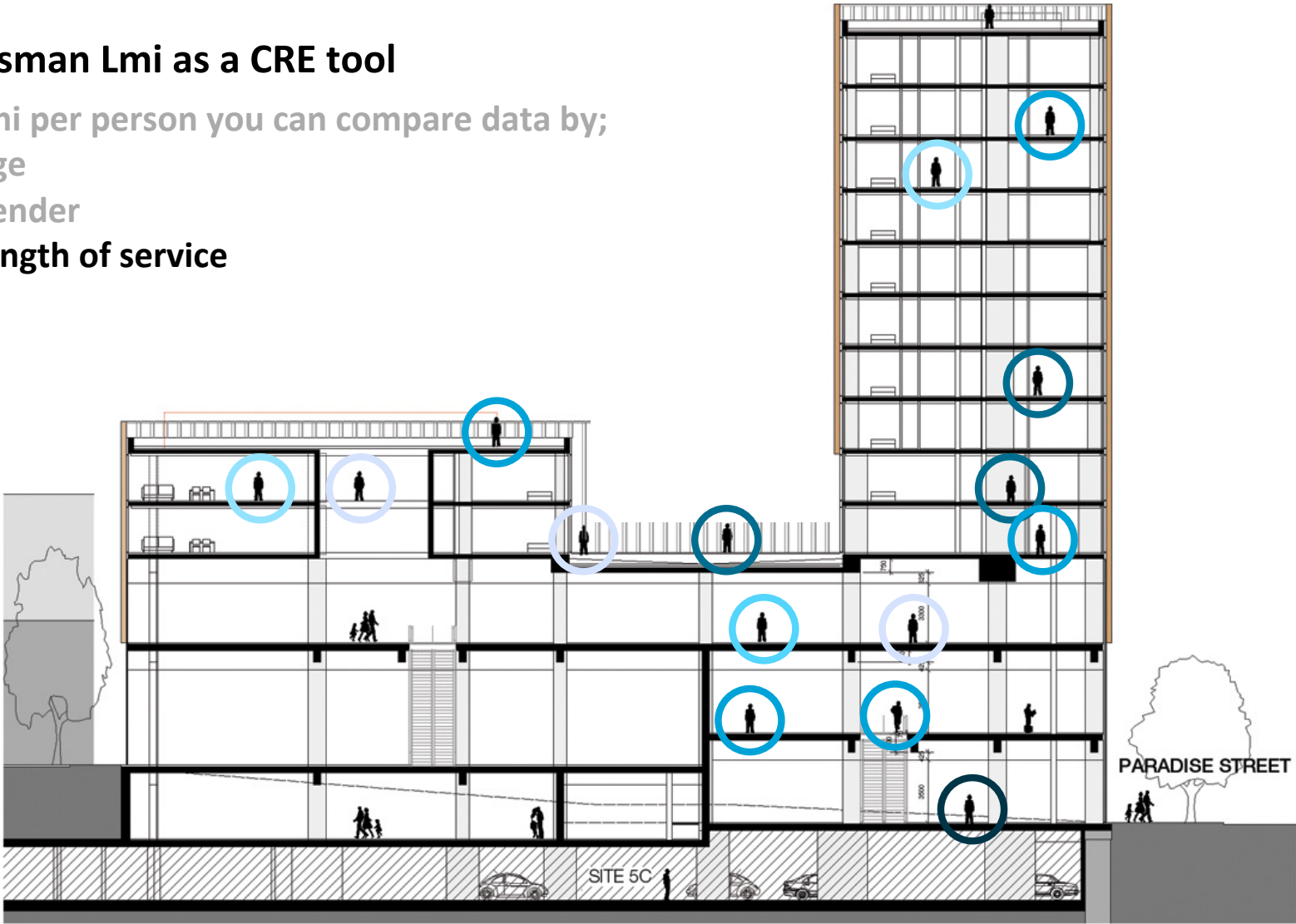
The Leesman Lmi as a CRE tool

- with Lmi per person you can compare data by;
 - age
 - gender



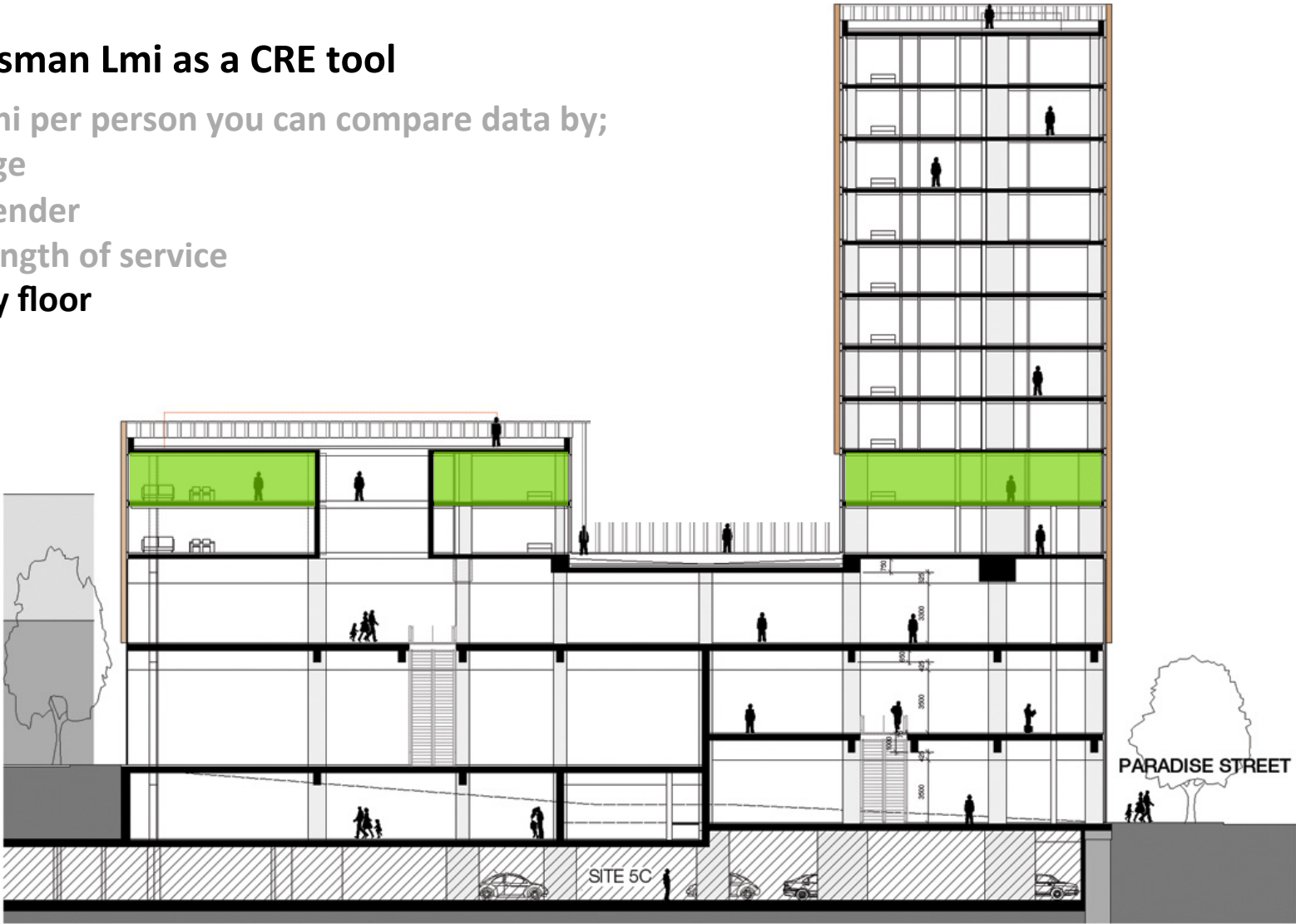
The Leesman Lmi as a CRE tool

- with Lmi per person you can compare data by;
 - age
 - gender
 - length of service



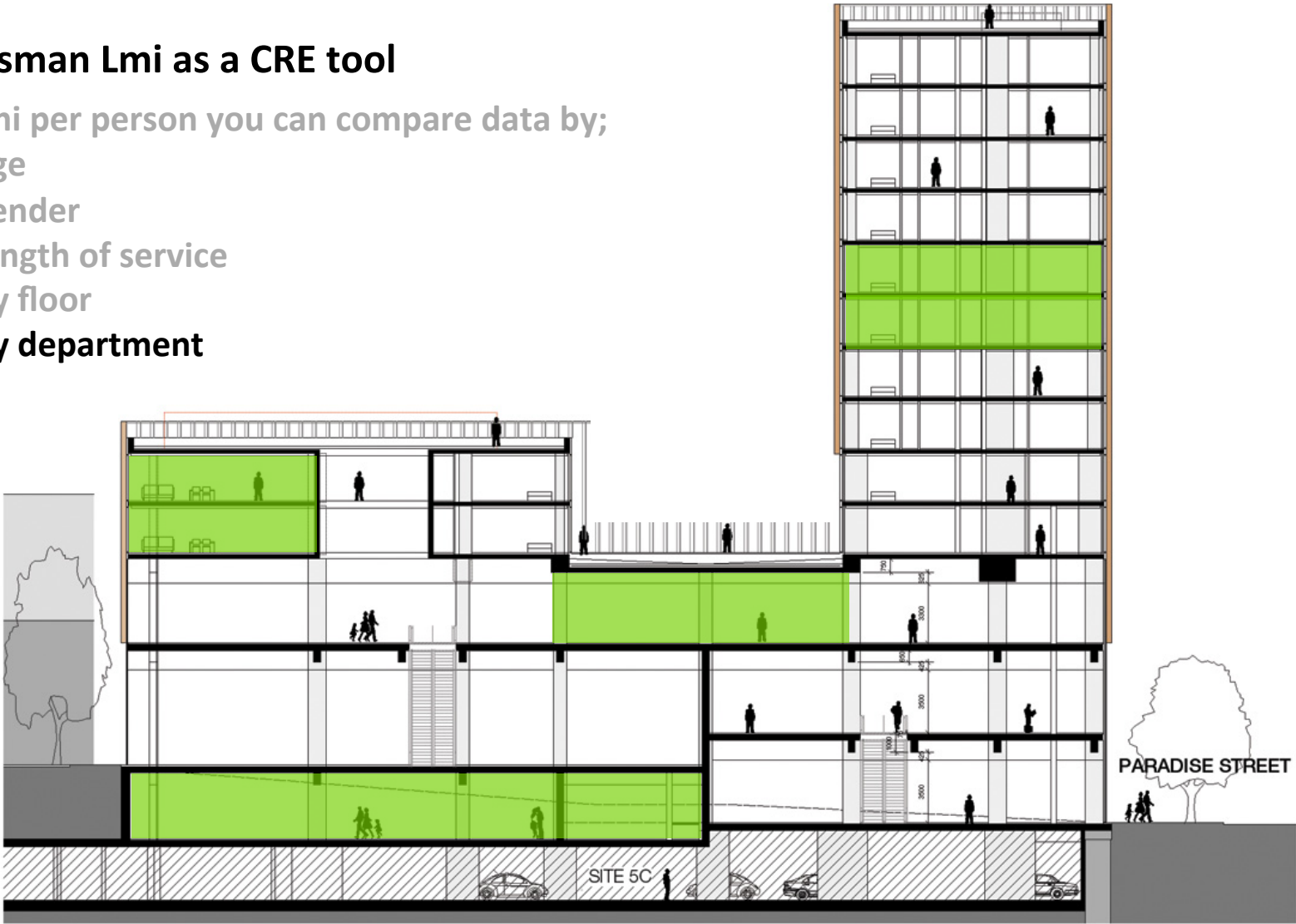
The Leesman Lmi as a CRE tool

- with Lmi per person you can compare data by;
 - age
 - gender
 - length of service
 - by floor



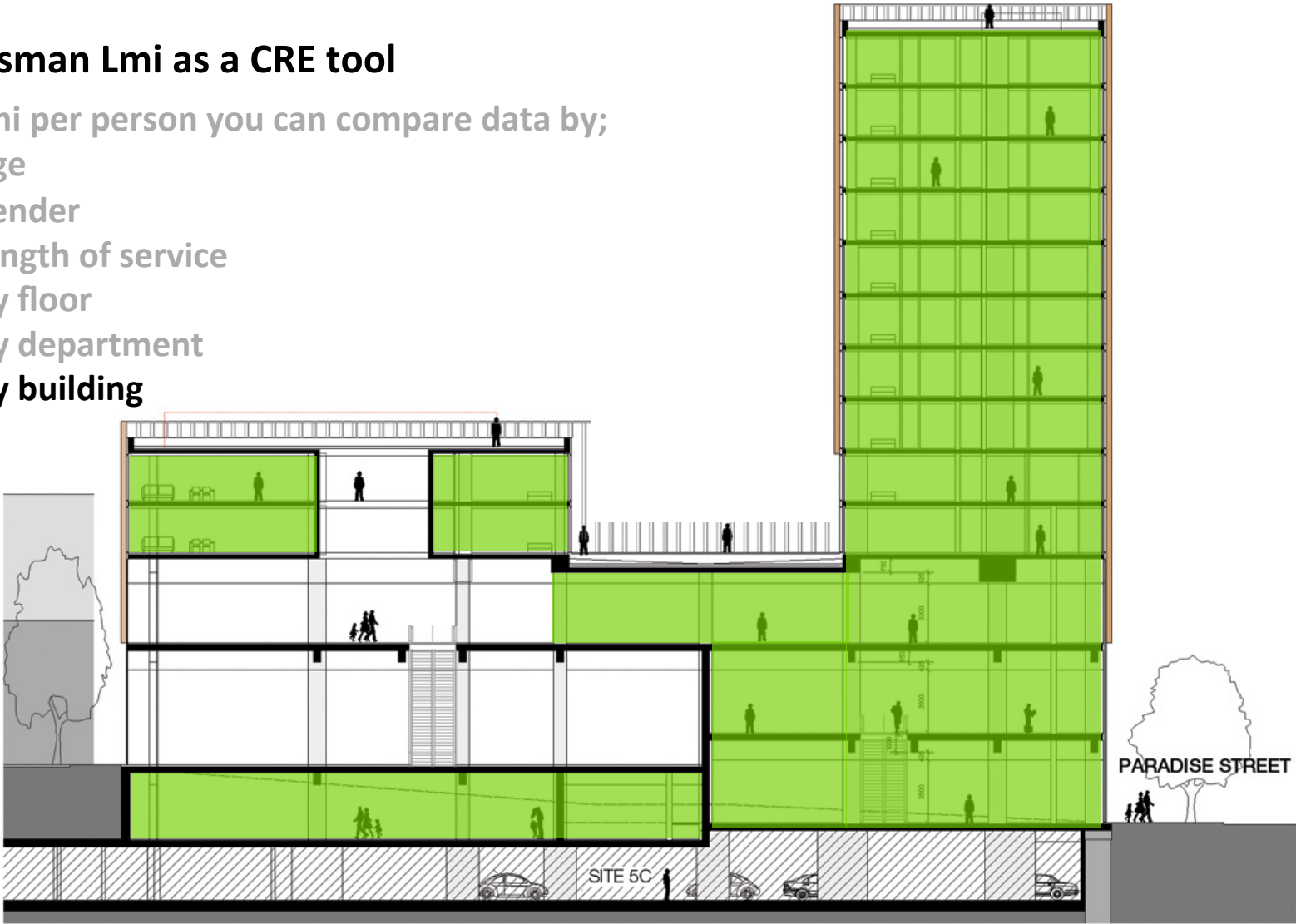
The Leesman Lmi as a CRE tool

- with Lmi per person you can compare data by;
 - age
 - gender
 - length of service
 - by floor
 - by department



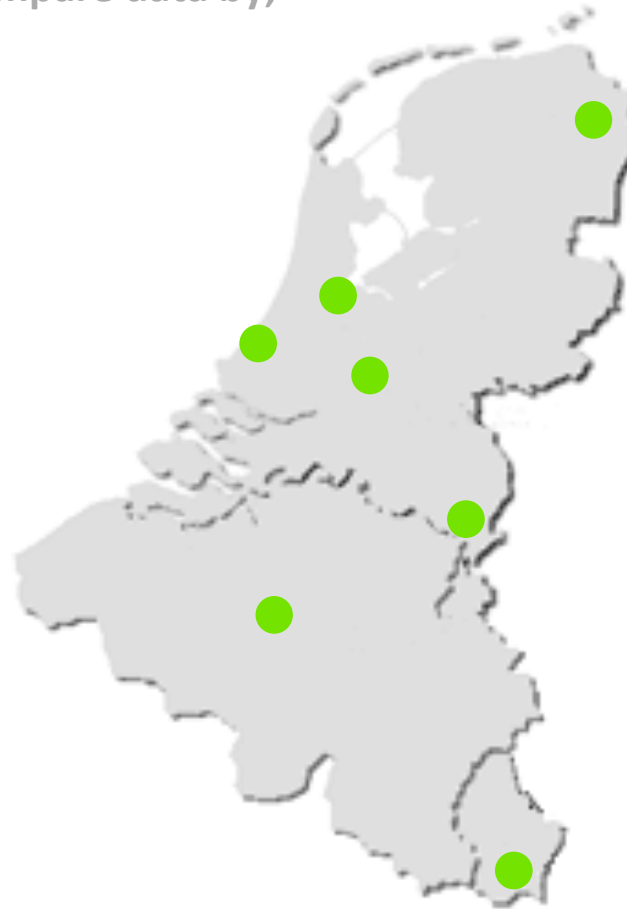
The Leesman Lmi as a CRE tool

- with Lmi per person you can compare data by;
 - age
 - gender
 - length of service
 - by floor
 - by department
 - **by building**



The Leesman Lmi as a CRE tool

- with Lmi per person you can compare data by;
 - age
 - gender
 - length of service
 - by floor
 - by department
 - by building
 - **by city**



The Leesman Lmi as a CRE tool

- with Lmi per person you can compare data by;
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 - length of service
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 - by department
 - by building
 - by city
 - **by territory**



The Leesman Lmi as a CRE tool

- easy comparison capability

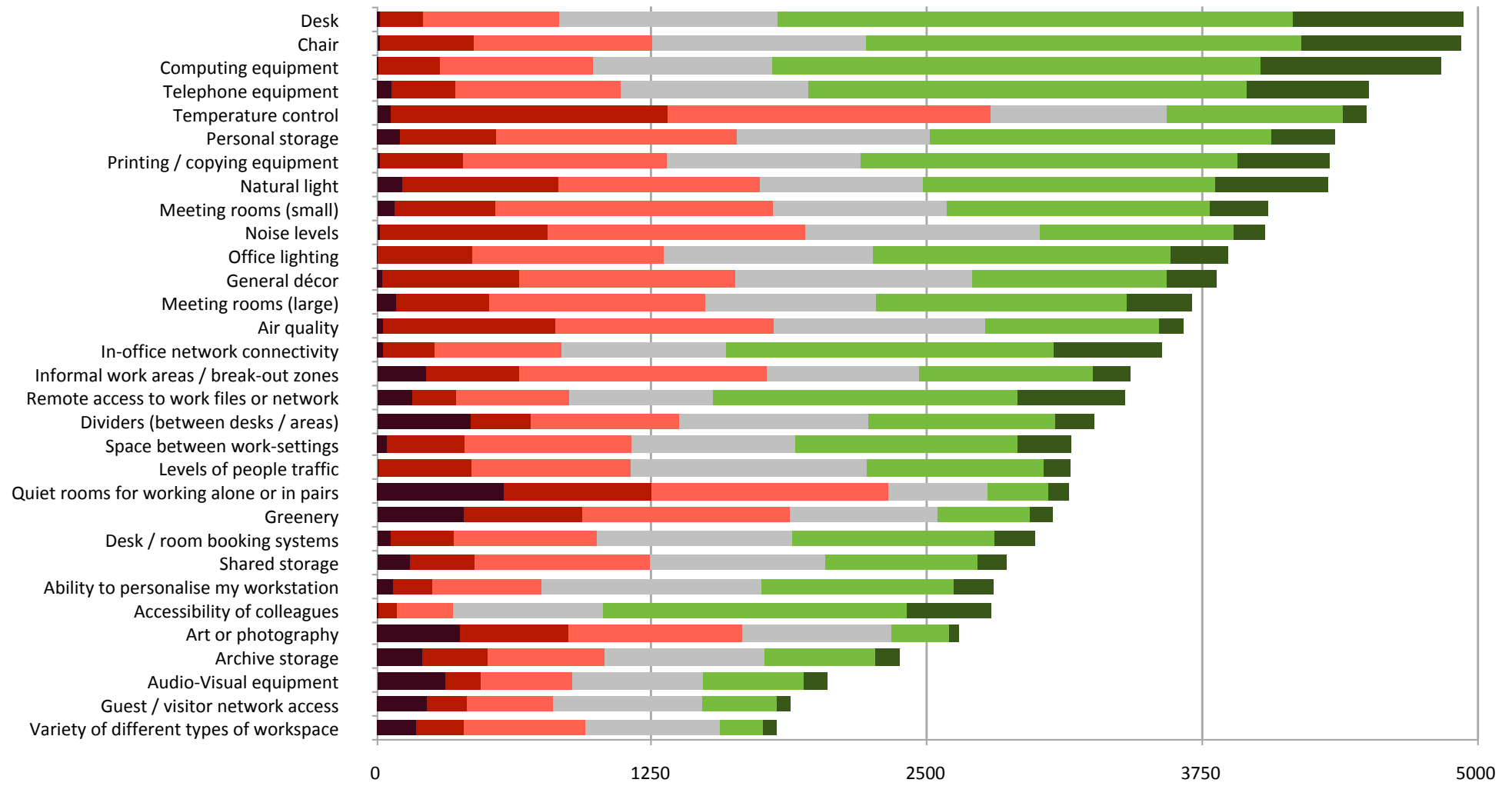
	Client Y ranking	Client Y % satisfied	All projects ranking	All projects satisfied	% variance
Individual focused work, desk based	1	78.0	1	80.0	- 2.0
Telephone conversations	2	65.0	2	71.3	- 6.3
Planned meetings	3	50.0	3	80.5	- 30.5
Informal, un-planned meetings	4	47.5	4	57.1	- 9.6
Audio-conferences	5	45.7	18	64.9	- 19.2
Collaborating on focused work	6	52.0	6	70.9	- 18.9
Individual routine tasks	7	82.3	9	88.4	- 6.1
Confidential discussions	8	27.3	5	42.2	- 14.9
Informal social interaction	9	66.6	10	66.7	- 0.1
Thinking / creative thinking	10	37.1	11	48.6	- 11.5
Larger group meetings or audiences	11	52.0	15	60.5	. 8.5
Spreading out paper or materials	12	62.5	13	43.6	+ 18.9
Individual focused work away from your desk	13	56.5	16	60.0	- 3.5

The Leesman Lmi as a CRE tool

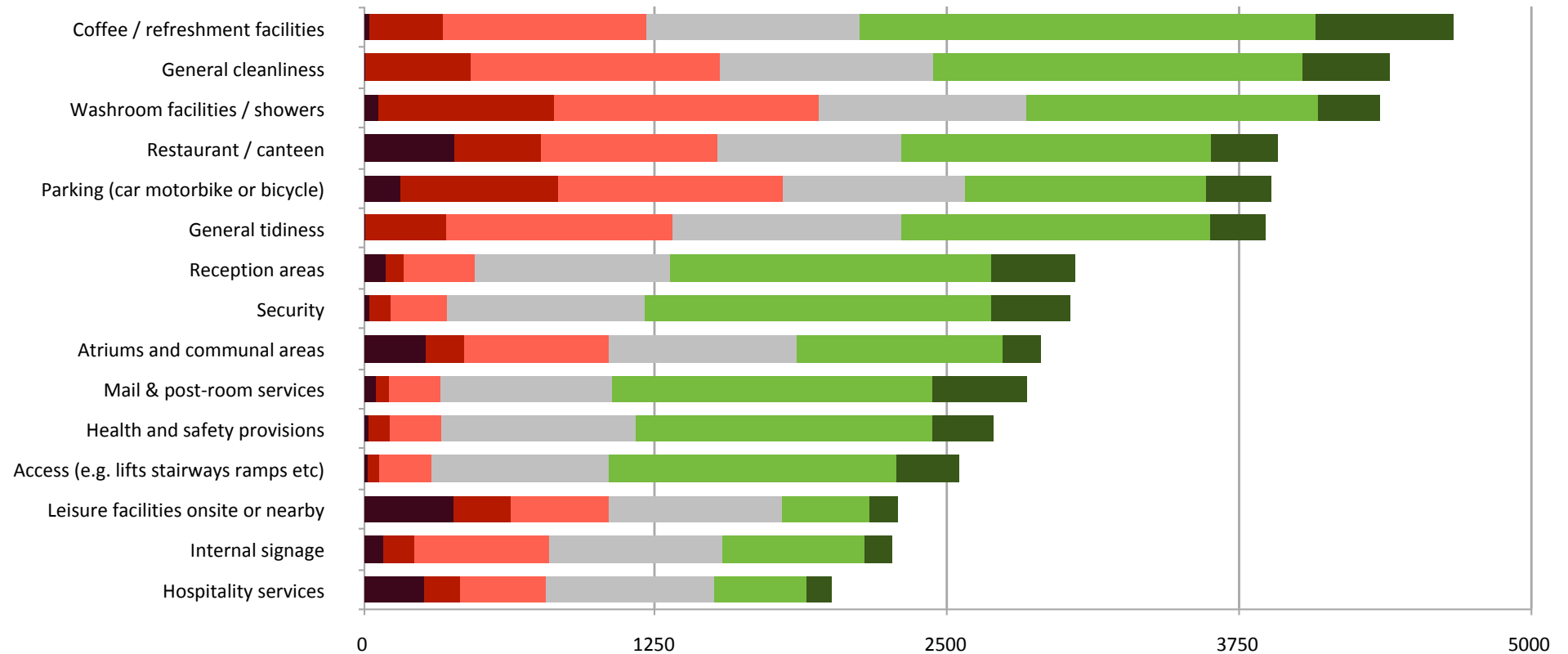
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Important workplace features - ranked by importance



Important workplace facilities - ranked by importance



Survey Results

Survey Manager

Client Manager

News Manager

PDF Manager

Agent Manager

Admin Manager

Survey
Lmi 55.9

Lmi 55.9
6,306 Respondents
29 Surveys
25 Clients

Results Summary

Leesman Analytics

Leesman Analytics

Survey: All Projects

All Projects

Total Respondents - 6,306 | 3rd February 2012

Question: Which activities do you feel are important in your work?

Chart Table

Filters

Home Based

Role

Employment Type

Time With Company

Age Group

Gender

Type Of Survey

Work Setting

Which activities do you feel are important in your work?

Export Chart Data

Ranked by: Satisfaction | Importance

Save as Picture



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| Wednesday 15th February 2012 | Logout
Welcome, tim.oldman@leesman.co.uk

Survey Results
Survey Manager
Client Manager
News Manager
PDF Manager
Agent Manager
Admin Manager

Survey
Lmi 55.9

6,306 Respondents
29 Surveys
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Leesman Analytics

Survey: All Projects

All Projects Total Respondents - 6,306 | 3rd February 2012

Question: Time With Company

0-6 months

6-18 months

18 months - 3 years

3 - 8 years

8 - 12 years

Over 12 years

Apply

Which activities

Ranked by: Satisfaction

Individual focused work away from your desk	6020
Learning from others	3128
Informal social interaction	3335
Planned meetings	4954
Telephone conversations	5173
Collaborating on focused work	3853
Collaborating on creative work	2502
Reading	3761
Using technical / specialist equipment or materials	1856
Individual focused work away from your desk	2573

Chart
Table

Export Chart Data

Save as Picture

Leesman™ | Wednesday 15th February 2012 | Logout
Welcome, tim.oldman@leesman.co.uk

Survey Results | Survey Manager | Client Manager | News Manager | PDF Manager | Agent Manager | Admin Manager

Survey Lmi 55.9 6,306 Respondents
29 Surveys
25 Clients

Results Summary
Leesman Analytics

All Projects

Question: Which activities do you use most often at work?
Ranked by: Satisfaction

Filters

- Home Based
- Role
- Employment Type
- Time With Company
- Age Group
- Gender
- Type Of Survey
- Work Setting

Office

- A private office
- A shared office
- A cubicle
- My own workstation in an open plan area
- A flexi or shared workstation
- A pre-booked hotelling or hot-desk
- An available hotelling or hot-desk
- A shared team table
- A touch down area
- An informal work-setting such as a break-out zone
- A technical area such as a drafting table or work-bench
- Other

Home

- A dedicated work room or office
- A dedicated work area (but not a separate room)
- A non-work specific home location (such as a dining table)
- Other

Apply

Respondents - 6,306 | 3rd February 2012

Chart Table

Export Chart Data

Save as Picture

6020

1954

5173

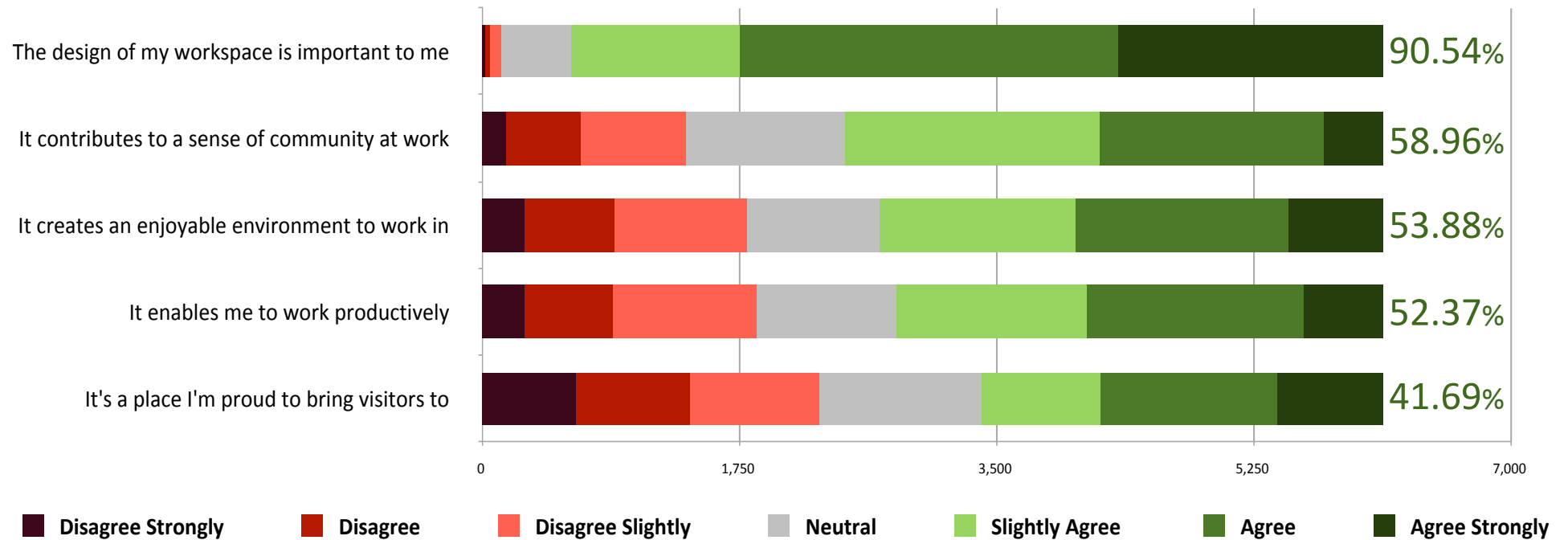
Using technical / specialist equipment or materials

solved.

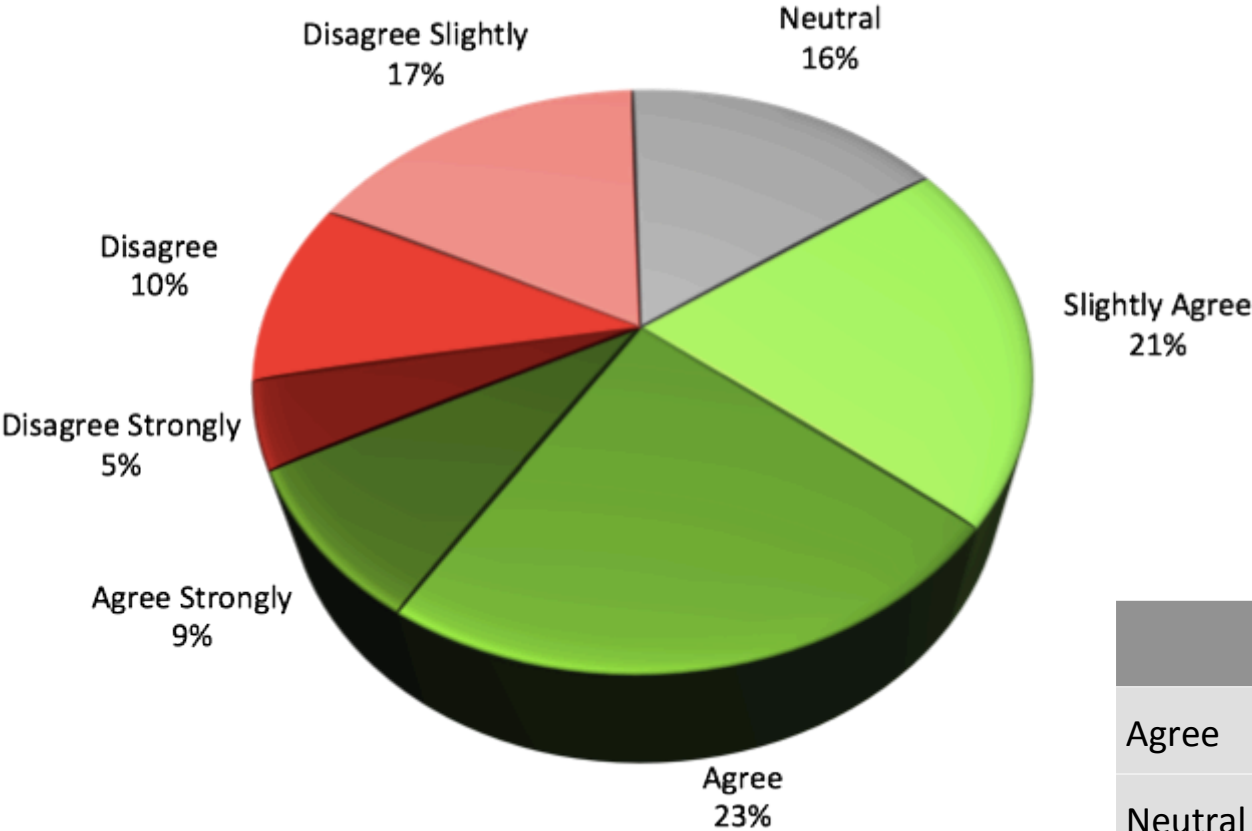
LeesmanTM

Why ?

How much do you agree or disagree with the following statements about the design of your organisation's office? All respondents Lmi 56.3.

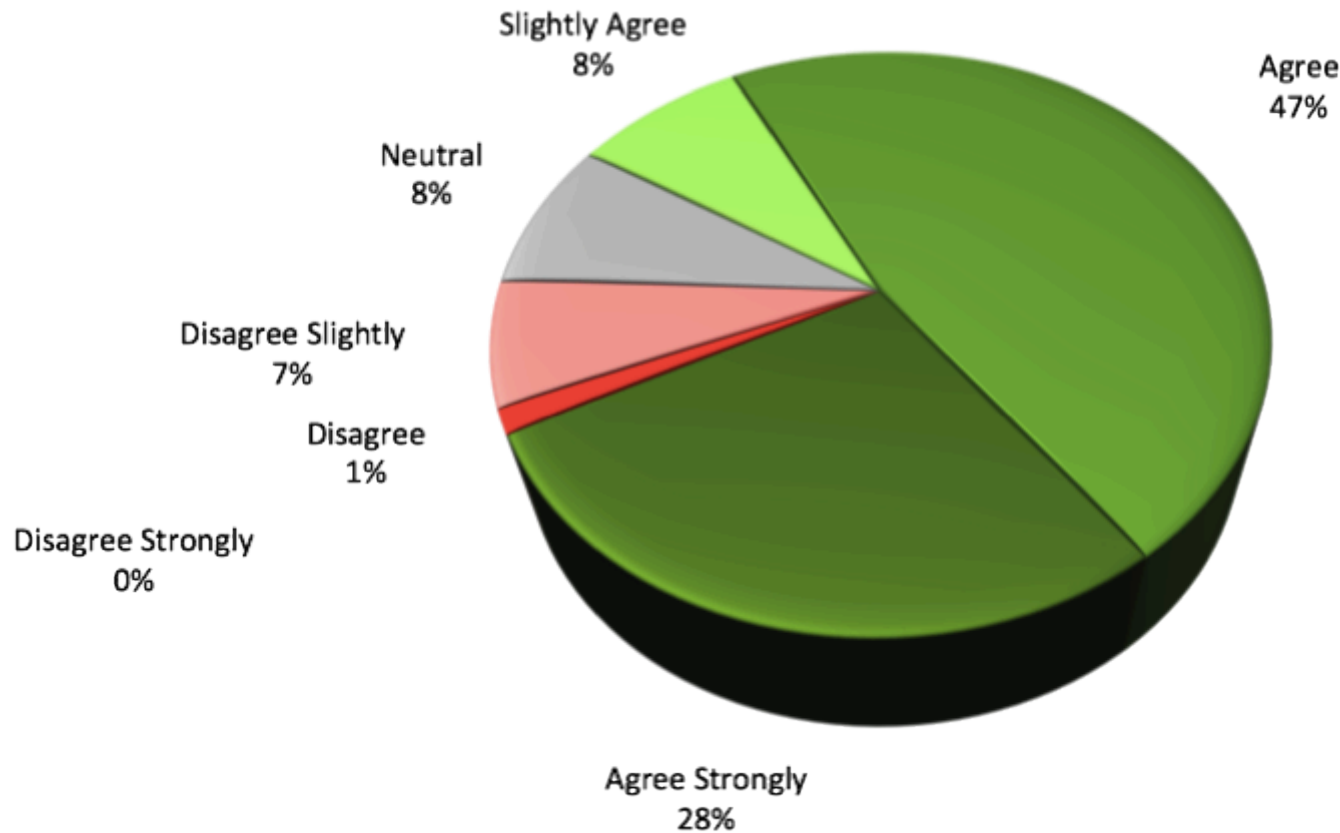


The design of my space enables me to work productively. **All respondents Lmi 54.7.**



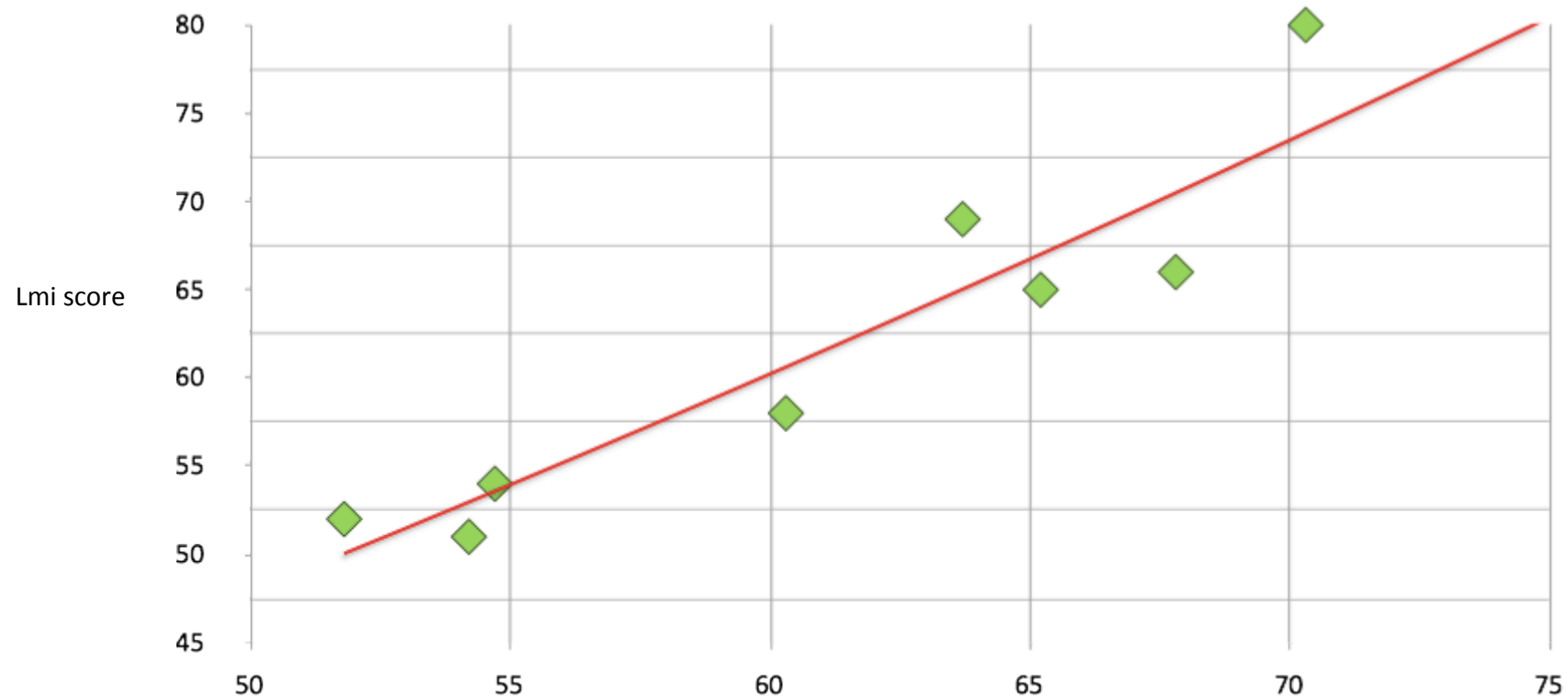
	all	hi	var
Agree	52%		
Neutral	16%		
Disagree	32%		

The design of my space enables me to work productively. **High performing space Lmi 83.9**



	all	hi	var
Agree	52%	83%	+31
Neutral	16%	8%	-6
Disagree	32%	8%	-24

How much do you agree or disagree with the following statements about the design of your organisation's office? **It enables me to work productively.**



% agreement (agree slightly, agree, agree strongly) that the design of the workplace enables them to work productively

solved.

Leesman™

Who is using the Leesman Index?



Who is using the Leesman Index?



- 6757 individual respondents
- 27 clients
- 31 surveys
- 58 buildings
- 10 countries
- average response rate of 64%
- survey available in 5 languages

www.leesmanindex.com

- e. tim.oldman@leesmanindex.com
- e. koen.rolvink@leesmanindex.com

Leesman™
Woensdag 15 Februari 2012 EN | NL | FR | DE

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% 65% reactiegraad

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- In lichte mate eens (21.7%)
- Neutraal (14.8%)
- In lichte mate oneens (14.7%)
- Oneens (9.9%)
- Sterk oneens (4.7%)

Leren van anderen

Tevreden
74.4%
-0.1
▼

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Tim Oldman – Founder & Managing Director
Koen Rolvink – Sales Director

Agenda

- Who are Leesman
 - What is the Leesman Index
 - What makes our Index different
 - Who is using the Leesman Index
 - **Q+A the strengths and weaknesses**
-