Leesman Index:
The global workplace effectiveness benchmark
Delivering insights that drive better workplace strategies

We do one thing one way: measure how workplaces support those who use them. The Leesman Office survey allows organisations to assess how well their workplaces are supporting employees, benchmarked against the Leesman Index, the world’s largest independent database on workplace effectiveness. The amassed data allows Leesman to challenge assumptions, confront outdated standards and foster an open investigation into the role of workplace in organisational performance.

Workplace effectiveness

The workplace: cost liability or productivity asset? Most organisations have a thorough understanding of the costs incurred operating these spaces, and many have moved to better reporting of utilisation. But few measure how effective the workplace is in supporting employees in working productively. Does the workplace support them in their daily work or do they have to overcome barriers and obstacles?

Working with clients on individual local projects, or across entire portfolios, Leesman provides a depth of analysis that will show how your buildings are supporting your organisational performance and pinpoint exactly where improvements will deliver maximum return on investment.

Principles

- Totally independent
- No vested interest
- No solutions or consultancy
- Global benchmarking
- Rapid deployment
- Online analytics

www.leesmanindex.com
The Leesman Office Survey

Through a simple cloud based survey, we gather data from employees and deliver output reports that are clear, comparable and actionable. The Leesman effectiveness score (Lmi) is calculated for every workplace we have ever measured. By using this information alongside our top line dashboards and detailed charts and graphs contained within our reports, the Leesman Index provides simple and comparable performance indicators across a range of workplace features.

We provide the only global occupancy evaluation tool which is truly independent. So, whether the findings are used operationally as a foundation for a business case of an individual capital project, or strategically to annually stress test the performance of an entire estate, you can be assured that the data will stand up to executive scrutiny.

Launched in 2015, our Leesman+ certification is awarded to workplaces which score over 70 Lmi* on Leesman’s performance sale.

This excellence and effectiveness award has only been achieved by around 6% of workplaces surveyed but an increasing number of organisations are now positioning this as a strategic target – to develop a workplace programme that can consistently deliver high performance.

It is this group of workplaces that provide Leesman with the insights to report on the constituent parts of a high performance workplace and set the high performance benchmark in output reports, so that organisations can assess themselves against the best in class.

* additional response rate criteria needs to be met to be eligible for Leesman+ certification
When to survey

Our data has numerous applications in the lifecycle of a typical corporate office. This could be to establish the financial justification for a major strategic project as well as the development of the detailed design brief. This also has the added benefit of engaging the workforce in projects and ensuring that what is delivered is grounded on solid user experience data. In projects of this nature, Leesman will conduct a post occupancy evaluation and report on the improvements made.

Increasingly organisations are utilising the tool across a broader portfolio of workplaces to provide them with a strategic level overview of how they are performing. They then use the data to inform their decisions on where best to place their resources and use the data as an ongoing management information tool.

Methodology

Although workplace advisors, designers and managers have long shied away from the thorny issue of measuring workplace productivity, the Leesman Index tackles this debate head-on, examining the impact of the physical workplace on employee sense of community, pride and productivity. At the heart of our investigation is an 11-minute employee survey probing five main areas: Work Activities, Physical Features, Service Features, Workplace Impact and Employee Mobility.

Our unique methodology means employees report only on the areas that are important to them, keeping the findings focused and relevant. The data is processed and held in our online Leesman Analytics environment where clients and their consultants can view, filter and export the data. We also present the findings in an extensive diagnostic report that visually and numerically reviews and benchmarks the results.
Who we work with

Leesman Index

- 250,403 Employee responses
- 1,991 Buildings surveyed
- 69 Countries
- 33 Languages

My workplace enables me to work productively: 56.7%
I am proud to bring visitors to my workplace: 50.8%
My workplace contributes to a sense of community at work: 58.1%

Leesman Office data as at April 2017