



# The QUEST Project - Quality Management to De-Risk Real Estate Investments

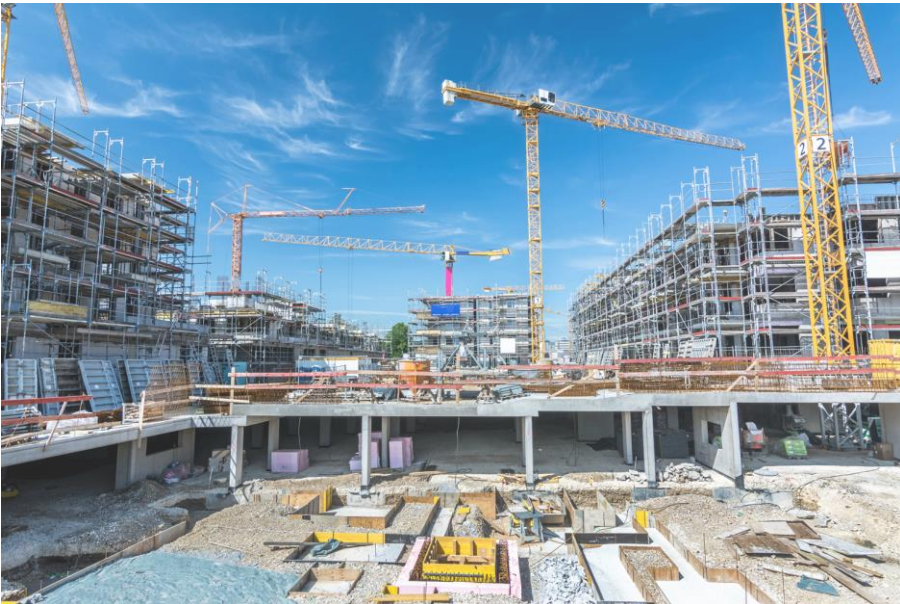
## Methodology Draft



Interuniversity Department of Regional and Urban Studies and Planning  
EuroH2020-MIR-0196-2022

## THE QUEST CLAIM

QUEST will help you to  
**reduce the risk premium of your building projects**  
through the application of quality management services.



## THE QUEST MISSION



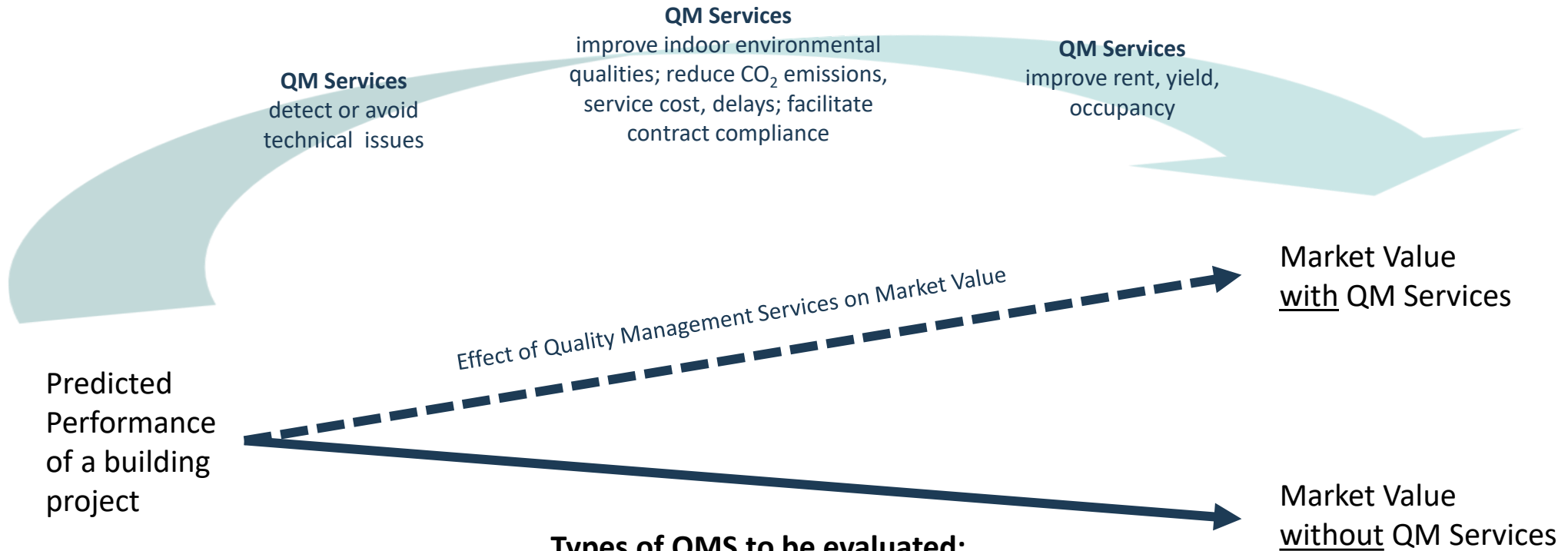
**QM Services (QMS)** need to be included in early budget planning of building projects. **Trusted evidence** of its **added value** is needed.

QUEST will create a methodology to **evaluate the impact of quality management services on the market value** of buildings.



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# QUEST: THE IDEA BEHIND IT



## Types of QMS to be evaluated:

- Technical Monitoring
- Commissioning Management
- Green Building Certification



# THE QUEST METHODOLOGY DRAFT



**3. Application of data**  
to apply QMS and  
reduce risk premium  
in your building  
projects

**2. Statistical  
Aggregation**  
of multiple  
projects  
= Added value  
and cost of  
QMS

## 1. Post-Project Evaluation

- Interview on technical and financial performance
- Interview on tenant satisfaction
- Data based analysis of technical building services
- Review of panel data
- Review of QMS service contract and report



# THE QUEST METHODOLOGY DRAFT: DATA AGGREGATION



## Perceived added value of QMS

- Interviews on technical and financial performance
- Interviews on tenant satisfaction
- Review of QMS service contracts and reports



## Measured added value of QMS

- Data based analysis of technical building services
- Reviews of panel data



**Added value of QMS**

**Cost of QMS**



**Reduction  
of risk premium**



**QUEST**

## WHAT DO YOU THINK ABOUT QUEST?



**We would like to get your feedback on our QUEST draft!**

- Please fill out our questionnaire at <https://www.surveymonkey.de/r/LN5CJ9P>
- Please let us know when you would be available for a 30-minute web-meeting to get to know your opinion.

For more details about QUEST please check the following slides and [www.project-quest.eu](http://www.project-quest.eu) .



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This project has received funding from the European Union's Horizon 2020 research and innovation programme under the Grant Agreement number 846739. The European Union is not liable for any use that may be made of the information contained in this document, which is merely representation the author's view.



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## Additional Information



## THE QUEST METHODOLOGY DRAFT: DATA ACQUISITION



### **Objective: Evaluation of perceived technical performance**

Interview with a technical project manager, e.g.

- How did you perceive the performance of technical systems?
- Was the project finished on time?
- Are tenants satisfied with indoor environmental qualities?
- ...
  
- How did the QMS effect the project?



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## THE QUEST METHODOLOGY DRAFT: DATA ACQUISITION



### **Objective: Evaluation of perceived financial performance**

Interview with a financial project manager, e.g.

- Was the project finished in budget?
- Which systems caused unexpected construction cost?
- Does the project meet expectations on occupancy and rent?
- ...
  
- How did the QMS effect the project?



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## THE QUEST METHODOLOGY DRAFT: DATA ACQUISITION



### **Objective: Evaluation of tenant perception**

Interview with a tenant representative, e.g.

- How do users perceive the indoor environment?
- Which systems cause complaints?
- Does the project meet expectations of tenants?
- ...



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## THE QUEST METHODOLOGY DRAFT: DATA ACQUISITION



### **Objective: Evaluation of measured technical performance**

Analysis of building automation data

- Are technical systems performing as intended?
- Are quality levels of indoor environmental met?
- ...



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# THE QUEST METHODOLOGY DRAFT: DATA ACQUISITION



## **Objective: Evaluation of measured financial performance**

Analysis of panel data

- Occupancy
- Rent
- Yield
- Sale Value
- ...



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## THE QUEST METHODOLOGY DRAFT: DATA ACQUISITION



### **Objective: Evaluation of the quality management services**

Analysis of contract and reports

- What was the actually contracted service?
- To what scope and depth has the services been provided ?
- ...



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