



POLITECNICO  
DI TORINO

# Honors thesis

---

DEGREE IN MASTER OF SCIENCE IN ARCHITECTURE  
(CONSTRUCTION)

*Abstract*

**The Project Management role in the building process. The  
Post Occupancy Evaluation as a support tool to Facility  
Management.**

*Tutor*

Prof.ssa Rossella Maspoli

*by*

Christian Demita, Alessandro Panfilio

December 2016

---

This thesis shows how much a sustainable approach to the architectural project is important in all phases of its life cycle.

Project Management techniques are really important to define development and sustainable management of the design and construction process.

Project Management is focalised on organization and management of the whole architectural process, starting from the idea, through the planning, ending up with realization, use and disposal of it.

All phases are harmonized by the figure of the Project Manager, who coordinates the project team through planning, programming, execution and control.

In the life cycle of building, the "operating phase" is the one that requires more management organization and management control. Facility Management activities are part of this sector. These activities are involved in operations aimed at maximizing the profitability of individual properties or entire portfolios, through planning and optimization of maintenance activities and all services aimed at the property working.

In this context is situated the Post Occupancy Evaluation (POE), defined as a systematic process of evaluation of building performance after being occupied for a defined period of time.

This thesis is born to prove the relevance of this approach, to use as a means to update the future maintenance plans, to maintain over time performance in respect of the building realized.

POE results can also influence following integrations or similar projects, always in relation to user satisfaction, to achieve a maximized work in contexts of time, costs and quality. (as Project Management principles establish).

---

---

For further information please contact:  
Alessandro Panfilio, [alessandro@ica-net.it](mailto:alessandro@ica-net.it)  
Christian Demita, [c.demita@hotmail.it](mailto:c.demita@hotmail.it)