ABSTRACT

"Stack-up" factory is a new concept of intensifying use of land for industrial purposes. The aim of stack-up factory is to increase industrial space supply and make every square foot count to ensure that industrial space will always be affordable for occupiers and to meet the needs of industrialists in the new millennium. It is interesting to find out how the two stack-up factories performed through the occupiers’ satisfaction survey.

It is essential to evaluate the factories regularly to allow owners, developers and managers of the present and future factory units to understand the occupiers’ needs and to improve the deficiency of the factory units. The factors affecting the occupiers’ satisfaction can be used by future developers to build new factory units to the best position to reduce dissatisfaction with the building design.

This study finds evidence that 88 percent of the occupiers interviewed from the two stack-up factories (Paya Ubi Industrial Park and Woodlands Spectrum) are satisfied with the overall design, and 94 percent found the services or facilities provided by their owner adequate. Most occupiers find the stack-up design attractive.

The findings of this study provide useful information and feedback to improve the design and services provided in the present and future developments of stack-up factories.