



## Overview of Facility Benchmarking

There are three primary type of facility benchmarking in most groups: Cost Benchmarking and Performance Benchmarking.

- The cost benchmarking is an ongoing year-after-year comparison of the various components of facility operating costs such as maintenance, custodial, energy, and grounds.
- The performance benchmarking consists of occupant satisfaction surveys, based on a common template but customized as desired by organization.
- The last type of benchmarking includes “spot surveys” that could be one-off topics or items of concern that end up with further discussion at meetings, webinars or that even become topics that are added to the ongoing survey.

### Cost Survey Evolves Annually

Each year, the group steering committee agrees upon revisions and additions to make to the benchmarking survey. Anyone with a participating organization can join the steering committee.

The survey has intuitive, easy to use forms to collect the data in a standardized way.

#### BENCHMARKING MAINTENANCE

**COST SURVEY: FACILITY MANAGERS ROUNDTABLE**  
Section M: Operations » Maintenance

PREVIOUS SECTION      NEXT SECTION »

**Purpose:** In this section, you will input data related to building maintenance – the preventive and remedial upkeep of building components – for the most recent 12-month reporting period.

Check here if the following section does not apply to you.

**M1** Maintenance costs, in thousands (000) of dollars or other currency: expand all | collapse all  
Internal:  ✓ Contract:  ✓ ⓘ

**M2** Percentage of the total building maintenance cost spent on preventive, predictive, or planned maintenance:  
 100 ✓ ⓘ

**M3** Area maintained, in thousands (000) of square feet or square meters:  
 ✓ ⓘ

**M4** Type of computerized maintenance management system (CMMS) used:  
Select:   
Other (not listed):

**M5** Capital renewal costs, in thousands (000) of dollars or other currency:   
Current year:  ⓘ  
5-year average:  ⓘ

**M6** Facility condition:   
Deferred maintenance cost, in thousands (000) of dollars or other currency:  
 0 ✓ ⓘ  
Current replacement value (CRV), in thousands (000) of dollars or other currency:  
 ⓘ  
If you know your facility condition index (FCI), type it here and omit the prior two responses.  
 ⓘ

**M7** Contractual arrangements for maintenance workforce:  ✓  
Internal:  Union  Non-Union ✓ ⓘ  
Contract:  Union  Non-Union ✓

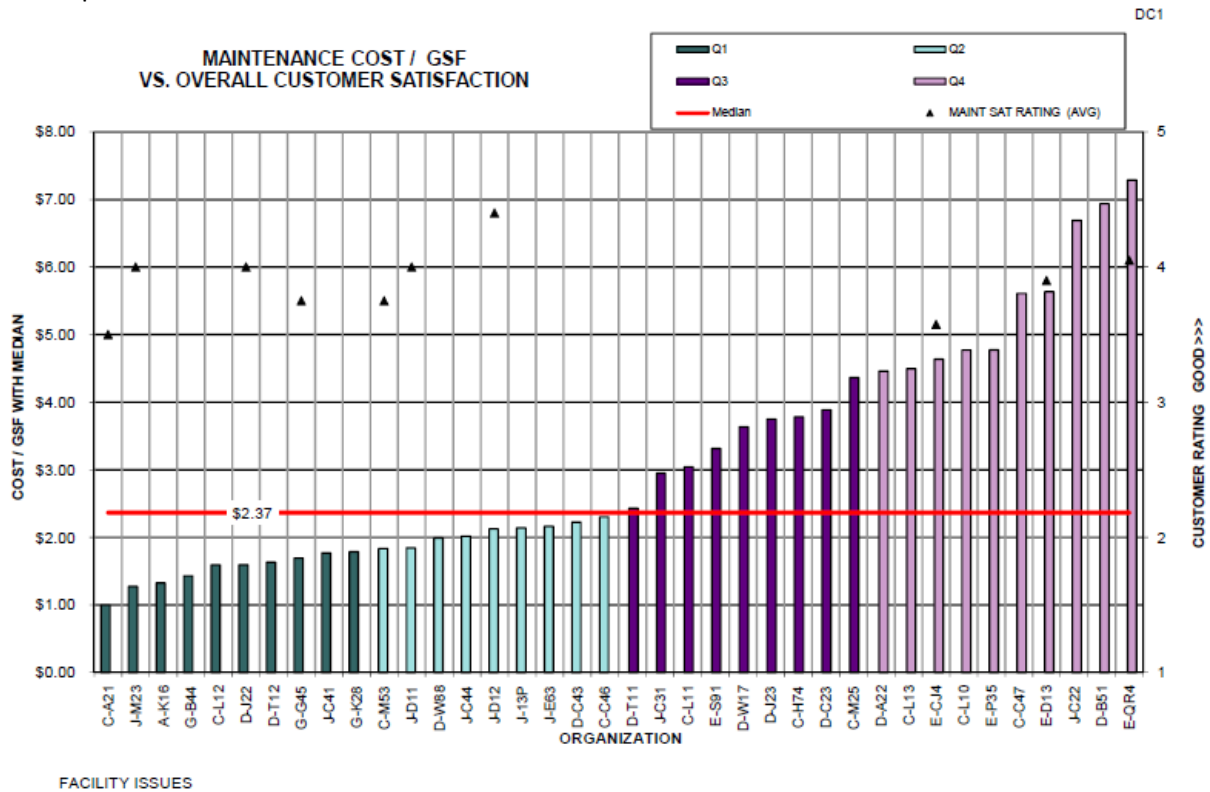
**M8** FTE (full time equivalent) maintenance workers:  
Internal:  0 ✓ Contract:  ✓ ⓘ

**M9** Can the majority of your maintenance force perform multi-skilled work?  
 Yes  No ✓ ⓘ

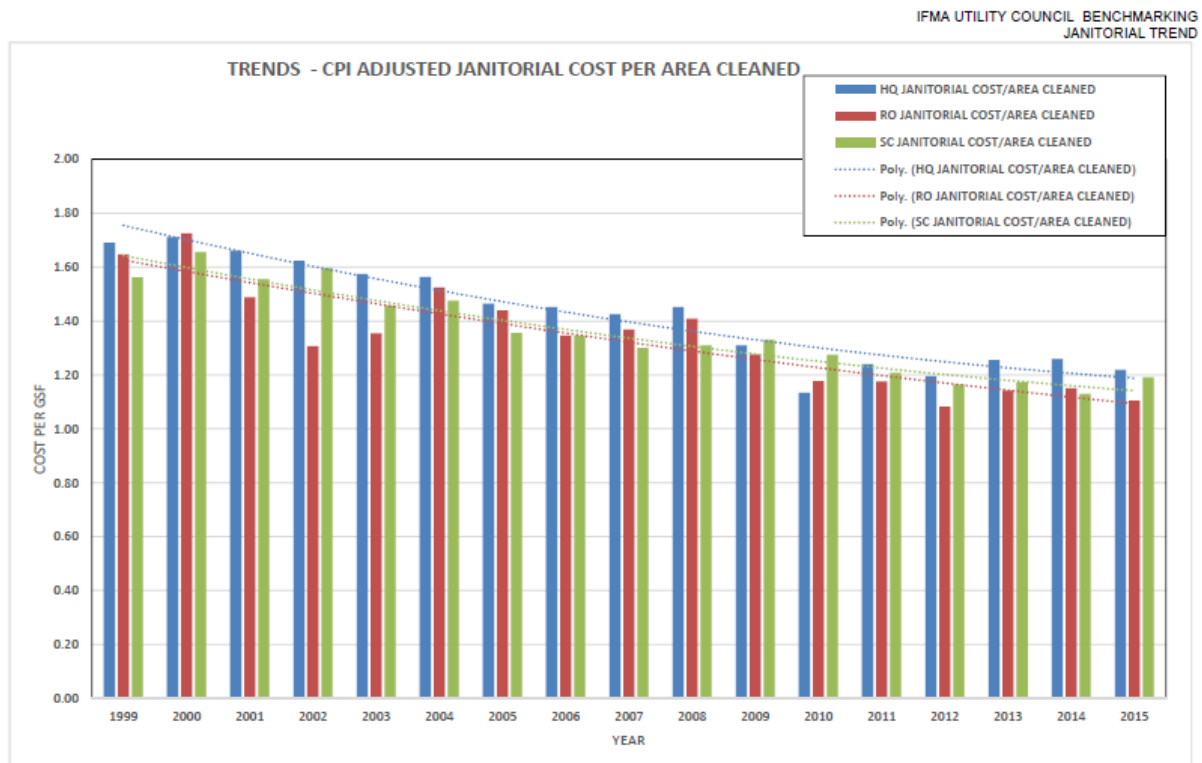
**M10** Cycle times for responding to trouble calls:  ✓  
Initial response, in minutes:  ✓ ⓘ  
Trouble call cycle time, in hours:  8 ✓ ⓘ

**M11** Percent of planned work completed as scheduled:  
 ✓ ⓘ

Data is reviewed for reasonableness and the results of the survey are compiled in a report with a series of comparison charts.



For groups that have been ongoing, also some trend information is available to show the benefits.



## Performance and Spot Surveys Used as Needed

Participating organizations can use the standard performance template or a customized version to get feedback from facility occupants or other constituents on a quarterly, annual, or one-time basis. The results are provided as a series of charts.

your link to  
continuous improvement

Your Logo Here

### PERFORMANCE SURVEY: SAMPLE

The Facility Management Department is interested in feedback regarding your satisfaction with the services provided. Your thoughts are important to us. It will take approximately 5 minutes to complete this questionnaire.

Please complete your survey today. Thanks for your assistance.

[expand all](#) | [collapse all](#)

1. Your workstation +
2. Moves and relocations +
3. Appearance of +
4. Facility cleanliness +
5. Facility maintenance -

	Importance					Satisfaction				
	1	2	3	4	5	1	2	3	4	5
Air temperature	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lighting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Rest rooms	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Walls, ceilings, floors	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Elevators	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Parking Lots	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments

6. Safeguarding +
7. Food services +
8. Facilities services +
9. Some information about you -

Your survey results are confidential and contact information is optional. However, if you have

Welcome, Facility Issues  
Admin

### INSTRUCTIONS

Please rate your level of satisfaction and importance for each item by clicking the appropriate circle.

#### Satisfaction

1= Extremely Dissatisfied  
5= Extremely Satisfied

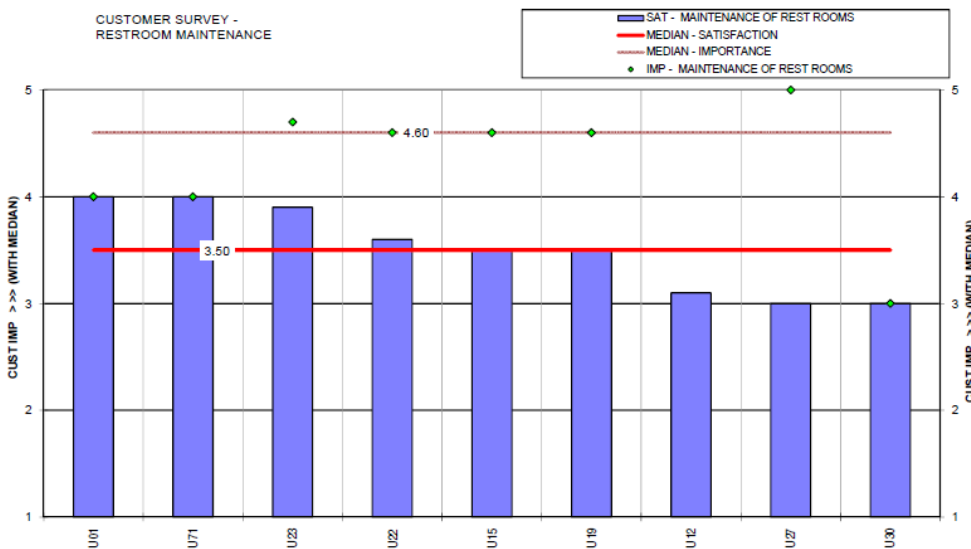
#### Importance

1= Extremely Unimportant  
5= Extremely Important

#### Use of Service

1= Extremely Unlikely  
5= Very Likely

If you have no opinion or no experience with the item, click NA.



Topic-specific spot surveys can also be used to collect and organize response on a variety of current facility topics, often in response to executive management inquire about how others are addressing emerging issues.

### PERFORMANCE SURVEY: SPOT SURVEY - PERSONAL ELECTRIC VEHICLE PARKING

... is interested in understanding how other utilities handle requests for personal electric vehicle parking.

[expand all](#) | [collapse all](#)

1. Do you provide personal electric vehicle parking at (select the most common application) +

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2. Employee chargebacks +

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3. Policies and Procedures +

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4. Some information about you +

**SUBMIT**

Welcome, Facility Issues Admin

INSTRUCTIONS

Please rate your level of satisfaction and importance for each item by clicking the appropriate circle.

Satisfaction

1= Extremely Dissatisfied  
5= Extremely Satisfied

Importance

1= Extremely Unimportant  
5= Extremely Important

Use of Service

1= Extremely Unlikely  
5= Very Likely

If you have no opinion or no experience with the item, click NA.

### Use Facility Benchmarking as Part of Your Continuous Improvement Process

Benchmarking is often viewed as simple report card that scores your organization vs. others. The larger value from it is your ability to discuss “best practices” with other participants to identify potential changes that reduce costs, improve performance, or both. Ongoing benchmarking lets you measure progress over time due to changes you implement.