

# Critical Facility Benchmarking Program



The Facility Issues™ Critical Facility Benchmarking Program is the **only** resource for managers that want to measure and compare cost and **maintenance reliability** of their critical facilities.

## Definition of a Critical Facility:

Any building where downtime in facility infrastructure presents a problem to an organization's mission in terms of security, safety, public health, asset preservation, mission capability, or even major economic impact to the organization. This includes many facilities within the US critical infrastructure sectors.

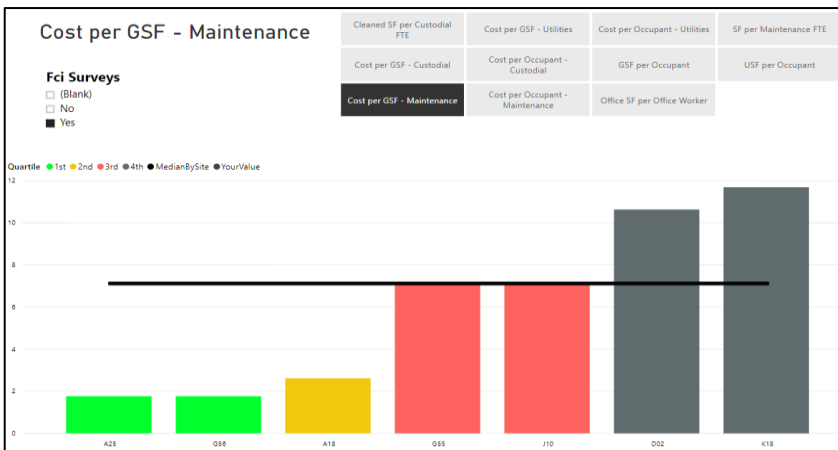
Take this short quiz to see if you have a critical facility

## What is included?

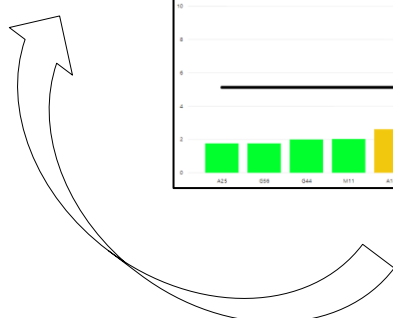
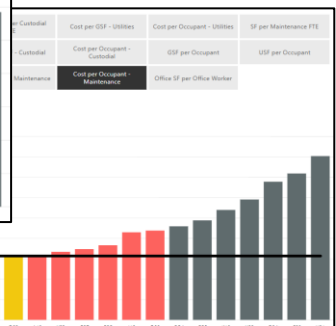
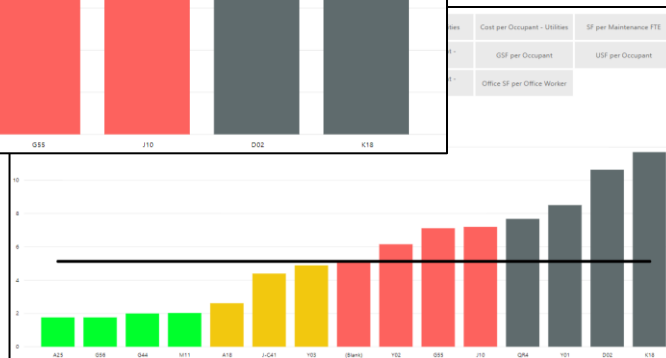
- 1 Worksheets to help you organize your facility maintenance reliability data.
- 2 Data compilation template to convert your data into standard metrics.
- 3 Interactive reporting interface to compare the group's metrics of most interest to you.
- 4 Best practices workshop to discuss results and ask questions of other critical facility managers.
- 5 Attendance pass to TradePress's [Critical Facility Summit](#).

## How can benchmarking help me manage my critical facility?

- ◆ Understand if you have an appropriate facility maintenance staffing level.
- ◆ See how well your facility's reliability compares with that of other critical facilities.
- ◆ Confirm that your facility maintenance costs are competitive.
- ◆ Gain insight into industry practices and potential opportunity areas within your operations.



Reviewing complicated data becomes simple and easy with the visual aids created with the interactive reporting tool. Pre-set charts can be filtered by various topics and criteria



# How our Benchmarking Program Works

## Collect

It is easy to assemble your data with the Microsoft Excel™ template we provide (portions below). You will keep this file and data on your own system.

- General property information
- Facility maintenance staffing
- Systems & major equipment
- Capital costs & asset values
- Maintenance & operating costs

## Calculate

With just one click, you can extract the data from the collection template and compile your maintenance reliability metrics. These metrics can be used in your internal reporting system, and easily uploaded for Critical Facilities Benchmarking.

## Compare

Review the results that are of most interest to you and your needs. Use the Microsoft Power Business Intelligence™ system to customize your analysis of the benchmarking results.

### Critical Facility Benchmarking Data Worksheet

#### Organization and Property Data

This section includes some general information about your organization and the facility that will be used to "normalize" the data and allow selection of similar facilities for comparison in the report.

ID	Topic / Question	Value / Answer	Unit	Description and Notes
A1.	ABOUT YOUR ORGANIZATION			
NAME	Organization name			
SITECODE	Org ID Code (A)			
BLDGCODE	Bldg ID Code (L)			
ORGTYPE	Type of organization			
A2.	UNITS OF MEASUREMENT			
UNITS	Units of measurement			
CURR	Currency			
YREND	Data are for year			
A3.	ABOUT YOUR FACILITY			
PROPTYPE	Property Type			

### Critical Facility Benchmarking Data Worksheet

#### Workforce Data

This section includes information about your facility-related staffing and the total craft worker hours (internal and contract) spent at this facility.

ID	Topic / Question	Value	Unit	Description and Notes
H1.	INTERNAL EMPLOYEES			If employees work at or support more facilities than this one, prorate for just the facility reported in this file.
FMSUPV	Facility Supervisors		FTE	Include direct/first line supervision only; include internal supervision of contracted workers.
FMCRFT	Facility Craft Workers		FTE	The workers responsible for executing maintenance work orders (e.g. electrician, mechanic, PM/PdM technician, etc.).
FMSTAFF	Total ALL Facility Staff		FTE	This is calculated from the fields above; use as a check that you have included all staff.
H2.	CRAFT EMPLOYEES WORK HOURS			Include all direct and indirect work hours at this facility; prorate indirect hours such as training.
REGWOHRS	Facility Craft Regular Work Order Hours		Hrs/Year	The total straight-time hours logged on work orders by facility craft workers except for Standby WO.

### Critical Facility Benchmarking Data Worksheet

#### Facility Systems and Equipment

This section identifies the number of systems operating at this facility and how many have had a criticality analysis completed, the number of equipment operating at this facility and how many have PdM, and the scheduled operating hours and downtime.

ID	Topic / Question	Total #	Critical #	n+1 #	Analysis #	Unit	Description and Notes
S1.	FACILITY SYSTEMS						Identify the number of systems by type at your facility; if you do not have the data by system, enter your total in the "All Other" category. See notes below for column descriptions.
S1E	Electrical						Includes power generation, storage, supply, and distribution.
S1H	HVAC						
S1W	Water Supply/Wastewater						
S1L	Life Safety						
S1S	Security						
S1D	All Other						
S1T	TOTAL ALL Facility Syst						
C1.	FACILITY PLANT REPLACEMENT VALUE						Also referred to as Estimated Replacement Value (ERV). This is the dollar value that would be required to replace the present buildings and grounds including utility services and equipment. Do not use the increased value or replacement value of the assets. Do not include the
RAVE	Electrical Systems					\$ 000's	As defined on the Systems and Equipment page.
RAVH	HVAC Systems					\$ 000's	As defined on the Systems and Equipment page.
RAVW	Water Supply/Wastewater Systems					\$ 000's	As defined on the Systems and Equipment page.
RAVL	Life Safety Systems					\$ 000's	As defined on the Systems and Equipment page.
RAVS	Security Systems					\$ 000's	As defined on the Systems and Equipment page.

### Critical Facility Benchmarking Data Worksheet

#### Work Order Data

This section includes a summary of your work order data by system and type of maintenance work.

ID	Topic / Question	Labor Hrs	Cost \$000	# WO	Unit	Description and Notes
W7.	TOTAL ALL MAINTENANCE					
WOCMT	Corrective Maintenance					As noted
WOPMT	Proactive Maintenance					As noted
WOPPT	Preventive Maintenance					As noted
WOPAMT	Predictive Maintenance					As noted
WOCAMT	Capital Maintenance					As noted
WOOTH	Other Project and Non-Maintenance Work					As noted
WOT	Total All Maintenance Work					As noted
W8.	WORK ORDER COMPLETION RATES					Work by type as captured in your work order and/or cost tracking system; if you do not have the data by building system, enter your total in the "All Other" category. See notes below for column descriptions.
WOCM	Corrective Maintenance				0%	WO

## Some of the Metrics

- ◆ Ratio of Replacement Asset Value to Craft-Wage Head Count
- ◆ Total Maintenance Cost as a Percent of Replacement Asset Value
- ◆ Capital Maintenance as Percent of RAV
- ◆ Overall FCI
- ◆ Percent Compliance PM and PdM WO
- ◆ Total Maintenance Cost per Property Operating Hour
- ◆ Total Maintenance Cost per Gross Area
- ◆ Total Facility Cost per Gross Area
- ◆ Total Maintenance as Percent of Total Facility Cost
- ◆ Percent of Systems w/ Criticality Analysis
- ◆ Percent of Equipment with Sensors
- ◆ Percent Normal Operation by Systems
- ◆ Percent Limited Redundancy by Systems
- ◆ Percent Corrective Maintenance of TMC
- ◆ Percent Proactive Maintenance of TMC
- ◆ Percent Preventive Maintenance of TMC
- ◆ Percent Condition Based Maintenance
- ◆ Percent Capital Maintenance of TMC
- ◆ Average WO per Craft Worker
- ◆ Craft Worker to Supervisor Ratio
- ◆ Direct to Indirect Maintenance Personnel
- ◆ Gross Area per FM Supervisor
- ◆ Gross Area per FM Craft
- ◆ Average Labor Hours per WO



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Email us for more information

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