

Overview of Facility Issues' Benchmarking & FM Metrics

This summary provides an overview of the Facility Issues benchmarking program, related services, and anticipated program improvements planned for 2018. This overview outlines the options for facility benchmarking that we offer:

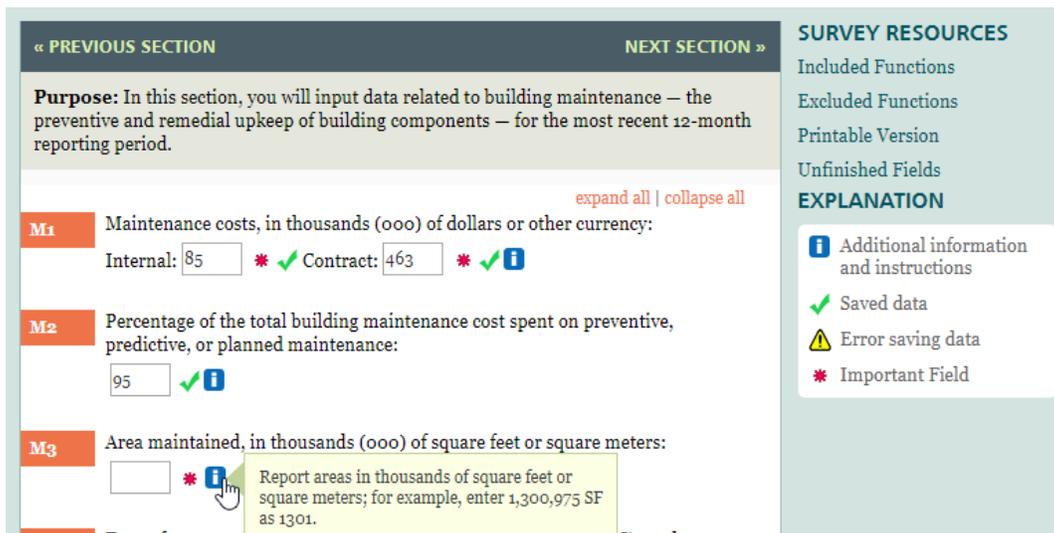
- [Space and Cost Benchmarking Survey](#)
- [Occupant Satisfaction \(Performance\) Surveys](#)
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Benchmarking is often viewed as a report card that scores how well your organization performs compared to others in your industry. Often your ability to discuss “best practices” with other participants helps you identify potential changes that reduce costs and/or improve performance providing an even larger value to your organization. Ongoing benchmarking is an important part of any continuous improvement program to allow you to measure progress related to the actions you take.

Our presentation on the many ways you can get value from facility benchmarking is available here: <https://www.slideshare.net/boblambe/how-to-get-value-from-facility-benchmarking>.

Space and Cost Benchmarking Survey

The Space and Cost Benchmarking survey is the “core” of the benchmarking program for each industry group. This activity benchmarks area per occupant, and various facility related costs per area. This survey has grown from the historical focus on facility O&M cost per SF to now include staffing levels, facility condition, and project management metrics. Some groups have additional survey sections for functions managed by their facilities groups such as mail operations, food service, reprographics.



The screenshot shows a web-based survey form with the following elements:

- Navigation: « PREVIOUS SECTION and 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.
- Expand/Collapse: expand all | collapse all
- M1: Maintenance costs, in thousands (000) of dollars or other currency:
 - Internal: * ✓
 - Contract: * ✓
- M2: Percentage of the total building maintenance cost spent on preventive, predictive, or planned maintenance:
 - ✓
- M3: Area maintained, in thousands (000) of square feet or square meters:
 - * ✓
 - Tooltip: Report areas in thousands of square feet or square meters; for example, enter 1,300,975 SF as 1301.
- Survey Resources:
 - Included Functions
 - Excluded Functions
 - Printable Version
 - Unfinished Fields
- EXPLANATION:
 - Additional information and instructions
 - Saved data
 - Error saving data
 - Important Field

Figure 1- The survey has intuitive, easy to use forms to collect the data in a standardized way.

Each year, the group's steering committee agrees upon revisions and additions to make to the benchmarking survey so it continuously evolves. Anyone in a participating organization can join the steering committee or suggest changes and additions to the program.

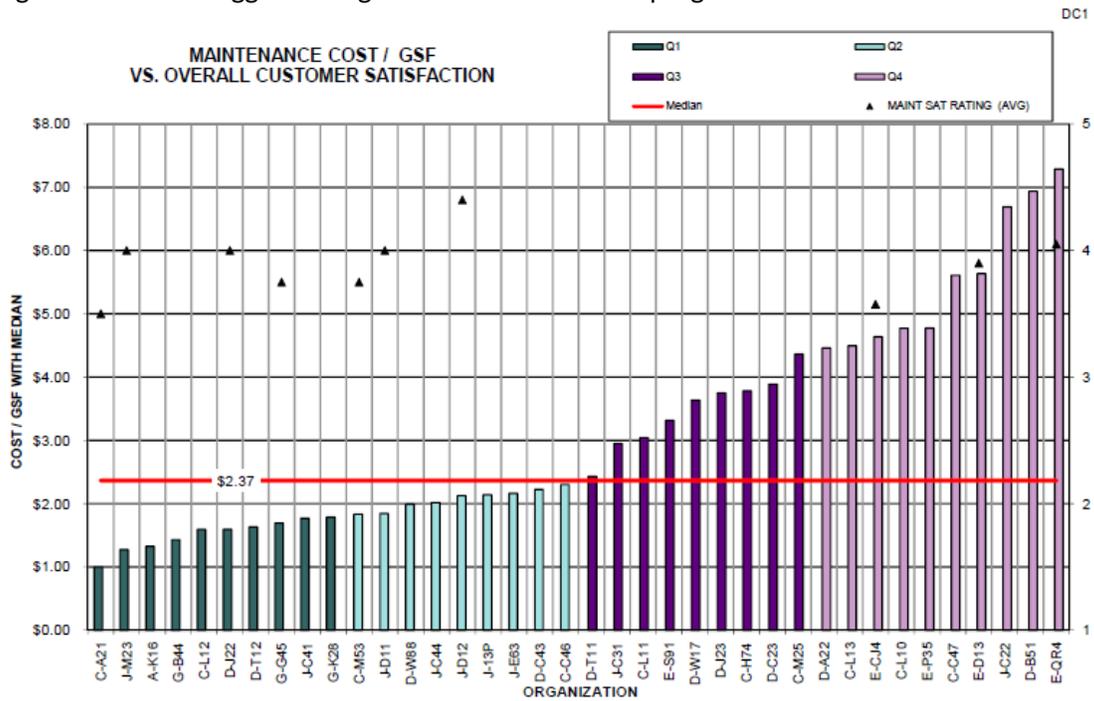


Figure 2 - Data is reviewed, and results are compiled in a report with series of comparison charts and tables.

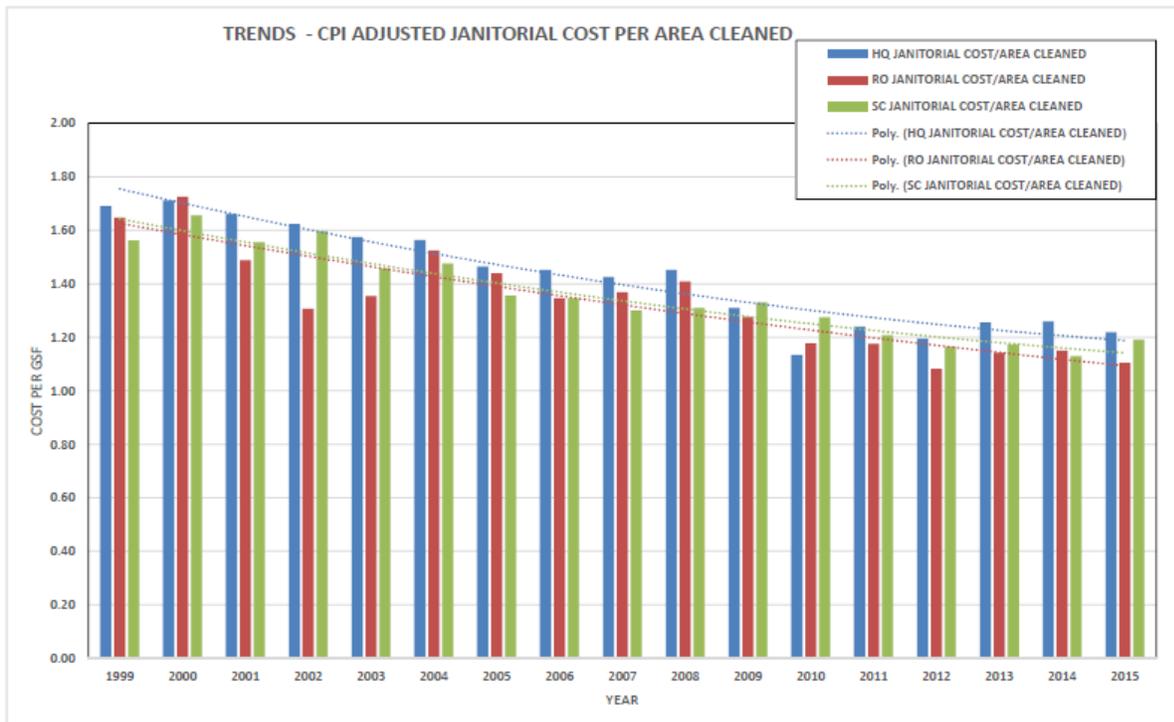


Figure 3 - Some trend information is also available for ongoing groups.

Planned Improvements to Space/Cost Benchmarking for 2018

2018 is the start of an exciting multi-year effort to transform the traditional benchmarking data report into an interactive data model. Specific areas that are targeted for 2018:

- Incorporate the historical data from each benchmarking group into a multi-year model,
- Provide an excel template that can transform detailed space data (dumped from your CAFM, IWMS, CAD files or other space tracking system) into a standard building-by-building space tabulation consistent with ANSI/BOMA Z65.1-2010,
- Allow import of your building-by-building space tabulation into the benchmarking survey,
- Provide business intelligence style reporting for some of the benchmarking results.

The benchmarking content will be expanded in the space area to incorporate some additional performance measures (such as service levels). Other portions of the benchmarking survey will be transformed in future years based upon feedback and interest of participants.

Occupant Satisfaction (Performance) Surveys

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. This can be very helpful in understanding the concerns of your employees and identify specific facility issues that need attention.

your mission
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	NA
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"/>	<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"/>	<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"/>	<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"/>	<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"/>	<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"/>	<input type="radio"/>
Comments	<input style="width: 100%; height: 20px;" type="text"/>										

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.

Figure 4 - The survey's quick and easy to complete format makes it easy for your building occupants to respond

The results are provided in a summary table, charts, and compilation of the comments received.

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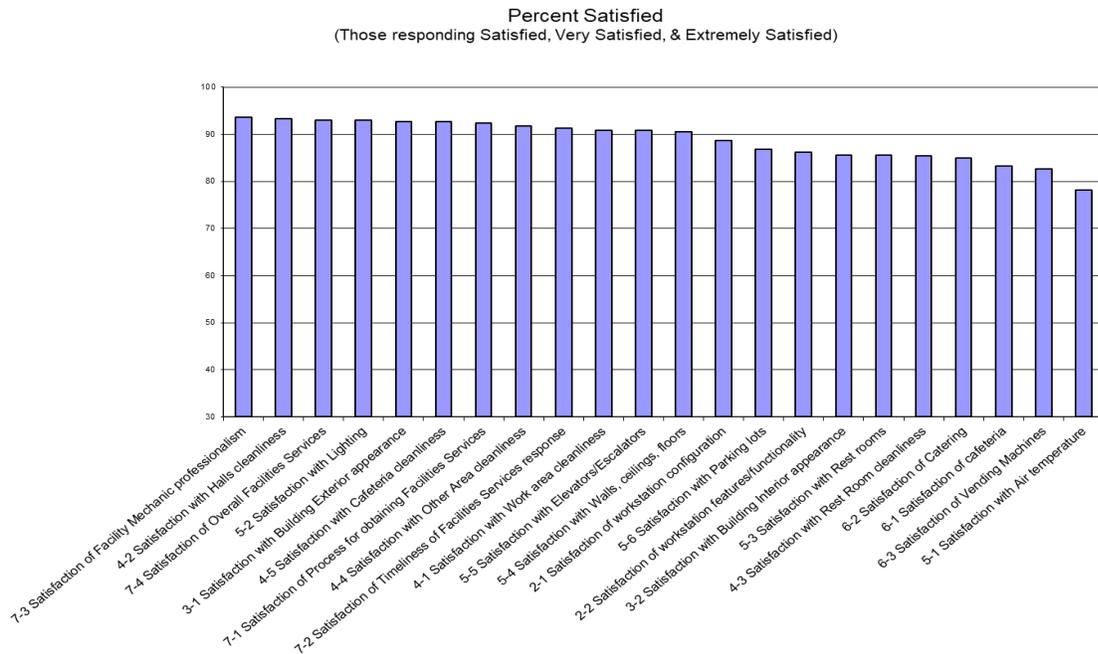


Figure 5 - The overall satisfaction by topic is summarized in a chart

Planned Improvements to Performance Benchmarking for 2018

As part of the program to evolve the traditional benchmarking data report into a data model, additional performance measures (beyond occupant satisfaction) are being incorporated in the space and cost survey. Alternative presentations of the occupant survey data are provided on a case-by-case basis.

Ad-Hoc / Spot Surveys

From time to time participating organizations identify a question or issue of potentially broad interest to the group that is not in the annual survey. These are issued as a public “Spot Survey” to the entire relevant Facility Issues contact list and/or others as applicable.

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.

Every participant of each specific survey is provided the results, typically a series of charts and tables. Spot surveys are issued no more frequently than quarterly.



Figure 6 - The spot survey on office standards identified trends across the industry.

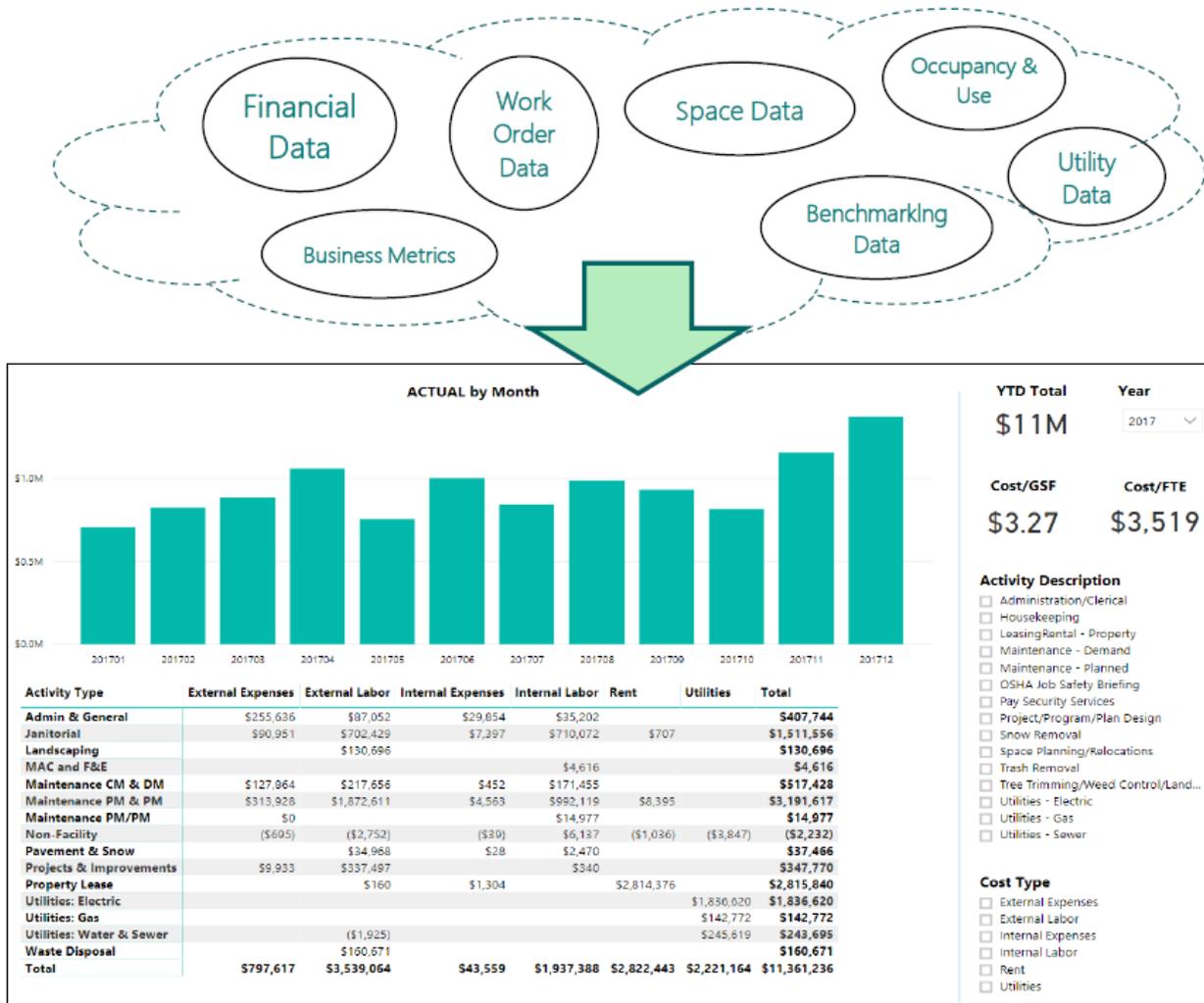
Best Practice / Shared Practice Meetings

There are different types of Best Practice / Shared Practice meetings held, depending upon the industry group. In all cases, these meetings will include a review of some benchmarking results, case studies or examples by program participants, tours of the host or nearby facilities, and the always popular Town Hall discussion where meeting attendees ask each other and share experiences on issues they are facing. Draft agendas for each meeting are available on <https://facilityissues.com> and suggested topics are always welcome.

Facility Management Metrics & Assistance with Your Specific Issues

There is a wealth of data in most organizations that can be useful to facility managers if it is combined and readily available. A monthly scorecard that includes space, occupancy, cost, and work order data can provide financial and reliability performance measures at a glance and allow you to quickly answer questions or determine where investigation is needed.

Many facility organizations do not have enough analyst support to take advantage of the data in their organization, and need some help getting started with benchmarking and other facility management metrics. Facility Issues provides one-time and ongoing customized assistance in these areas.



See our website for the fees for each of these programs, or contact us at rlambe@facilityissues.com to schedule a free half-hour review of your situation.

I was faced with a difficult business decision that required cutting back on some maintenance activities because of cost reductions. I also needed to quantify the savings associated with those cuts. In working with Bob Lambe of Facility Issues, we were able to utilize his knowledge as he developed a cloud based system that allowed us to run various scenarios and calculate the associated savings for each scenario, one of which we ultimately chose. We were then also able to migrate that model to another section of the department and utilize it to calculate their savings. I really couldn't have met my goal without Bob's help.

Dennis G.
Manager of Facilities Operations