



## Cultural Institution Benchmarking Program Overview & 2019 Update

Facility Issues provides benchmarking services and custom facility metrics/analytics services including a program for those who manage Museums and Cultural Facilities. This benchmarking group is endorsed by the International Association of Museum Facility Administrators ([IAFMA](#)) with participation open to all managers of museums, libraries, performance centers, zoos, aquariums, and other cultural facilities.

The program includes the following components, described below:

- The annual Facility Benchmarking Report & MS Power BI account for interactive reporting,
- Invitation to the annual Best Practices Workshop at the annual IAMFA conference,
- Access to the benchmarking participant’s members area and references on FacilityIssues.com,
- Additional optional Occupant Satisfaction survey,
- Additional optional facility metrics support services.
- Participation in the Critical Facilities Benchmarking program.

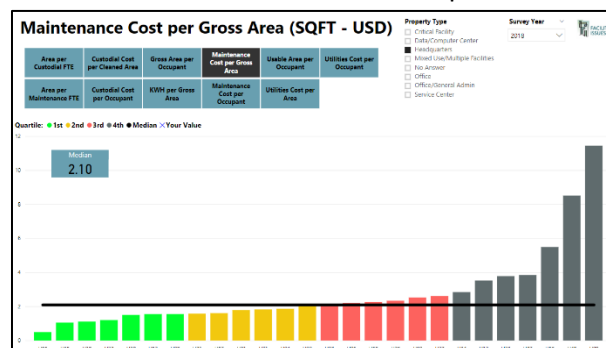
### Cultural Facilities Benchmarking Report

The annual Space and Cost Benchmarking survey is the “core” of this benchmarking program with benchmarking of 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. There are additional survey sections for functions that are often managed by the facilities group such as mail operations, food service, reprographics.

Benchmarking is often viewed as a report card that scores how well your organization performs compared to others in your industry. Our participants use the results to demonstrate responsible performance to regulators, identify opportunities for potential improvement, and as a basis for establishing appropriate space forecasts, budgets, and staffing plans.

[Example Benchmarking Report](#) (some pages from traditional format, Power BI example coming soon)

[How to get value from facility benchmarking](#) (online presentation from conference)



### Annual Benchmarking Practices and Learning Workshop

Equally valuable as the metrics is the ability to discuss “best practices” with Facility Managers from other cultural organizations. Our Benchmarking Practices and Learning Workshop is the day before the annual IAMFA conference at a member facility each fall. Hear firsthand what others are doing to reduce costs, improve performance, address current issues, and ask 50 international “experts” about the lessons learned in their facility operations.

[IAMFA Benchmarking Practices and Learning Workshop](#) information.

## Occupant Satisfaction Survey

Some organizations have Facility Issues survey their occupants' satisfaction as a measure of their performance in addition to cost performance. This can be very helpful in understanding the concerns of your organization's staff and identify specific facility issues that need attention.

[Occupant satisfaction survey](#) (standard survey seen by users, can be customized)  
[Occupant satisfaction survey report](#) (live example Power BI format of survey results)

**PERFORMANCE SURVEY: EXAMPLE OCCUPANT SURVEY**

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.

1. Your workstation

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

	IMPORTANCE					SATISFACTION						
	1	2	3	4	5	NA	1	2	3	4	5	NA
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## Facility Management Metrics Assistance

Many facility organizations are lightly staffed with analyst support 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. We help organizations develop "FM Scorecards" integrating data from various existing systems to support monthly variance reporting, internal benchmarking, and KPI reports.

[Theoretical example of an FM Scorecard](#)

## Critical Facility Benchmarking Program

Facility Issues now has a separate program for those who manage critical facilities in all industries to facilitate broader best practice development. Participants in the Cultural Facility Benchmarking program can also participate in the Critical Facilities program at no additional cost. This program is more about reliability metrics and is suitable for 24x7 business critical facilities such as exhibition facilities and artifact storage centers. This is an anonymous survey – none of the data is identified by participant due to the sensitive nature of these facilities. (You can read more about this on our website).

[Do You Have a Critical Facility?](#) (4-question self-assessment)



**Click to Enroll Now!**

## 2019 Updates to the Program

We continue making improvements to strengthen our benchmarking program and make it easier and more useful. Some of this is driven by suggestions from the Steering Committee (which any participant can join). Below are some changes that are planned for this year and a survey link where you can provide your input on topics and priorities.

### Planned Changes

1. **New Sitecodes.** We are going to be re-assigning the participant ID codes in all programs in order to comply with the recent [GDPR regulations](#). We will add a few questions for you to designate what information about your organization can be shared with the group (or not) going forward.
2. **Power BI Reporting.** Our roadmap for the program is to continue the move to the Power BI data model and reporting that was started last year. Participation in the benchmarking program includes a MS Power BI Pro subscription providing access to the cloud reporting interface.
3. **Improved Data Templates.** The addition of the MS Excel template to import/export your data was very popular, so we will continue to expand the use of templates to make data collection/entry easier and improve the data quality. The longer-term goal is to develop a set of templates that automate this process as part of your normal monthly “FM scorecard” that takes just minutes per month. (You can read more about this on our website).
4. **Building Data.** The new reporting and data templates facilitate a complete shift to building/property level of detail for improved analytics. They allow import of more granular data which allows more specific and useful comparisons of metrics among like building types. You can “group” your property data however you wish (by exhibit areas vs admin areas based on your facilities/data) – “sub-properties” will not be individually identified in the reporting. In 2019 we will experiment with an “internal benchmarking” version of the report that lets you look at your own properties in a similar manner as the group benchmarking.

## Your Input

We welcome feedback from all on the program and priorities on the new functions. Please take a few minutes to complete this short survey about what would make this program easier and more useful to you – the questions are deliberately general to let you explain what is of particular interest to you. The results help prioritize development each year.

The survey link:

[https://facilityissues.com/facility-managers/the-survey/performance-surveys/?survey\\_id=3ef](https://facilityissues.com/facility-managers/the-survey/performance-surveys/?survey_id=3ef)