



Cultural Institution Benchmarking Program Overview

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 ([IAMFA](#)) with participation open to all managers of museums, libraries, performance centers, zoos, aquariums, and other cultural facilities. This is an annual subscription program with 45-60 [participants](#) each of the past few years.

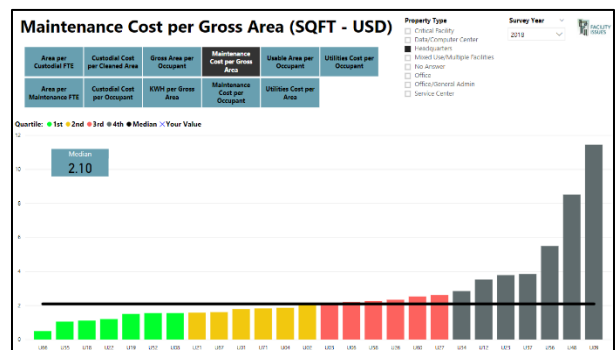
The [Cultural Facilities Benchmarking Program](#) includes the following components:

- The annual Facility Benchmarking Report & MS Power BI account per for interactive reporting,
- One registration at the annual Best Practices Workshop at the annual IAMFA conference,
- Access to the benchmarking participant's members area and references on FacilityIssues.com,
- Additional benchmarking support services and facility metrics services are available.

There are also options for [small institution benchmarking](#) and free [energy use intensity benchmarking](#).

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](#) (example of business intelligence reporting)
- [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.