

Benchmarking and Shared Practices Program for Cultural Facility Managers

Why a Program for Cultural Institution Facility Managers?

Facility Issues provides facility metric benchmarking services for those who manage cultural facilities. This is the benchmarking group of the International Association of Museum Facility Administrators ([IAMFA](#)) that has been active since 2001. Participation includes leading cultural institutions from several countries and is open to all those who manage all types of cultural facilities.

Cultural institutions have a variety of unique facilities. Many are icons in the community with large public visitation. Many have special environmental and security concerns and need to be reliable for 24x7x365 operations

The program has evolved since its start (with refinements and improvements every year) to encompass a full spectrum of metrics for cultural properties & operations, and to provide a valuable forum for discussion of emerging issues among cultural facility managers.

IAMFA Cultural Facility Benchmarking & Metrics Reporting

While facility metrics are useful for all organizations to manage and plan their physical plant, they can be especially useful for cultural facility management due to the need to balance asset reliability, cost management, and functional requirements with and engaging experience for the public.

Benchmarking may be the easiest and most cost-effective way to establish a baseline and document how your metrics compare with other leading institutions, whether you self-perform or outsource your facility management services. Our participants use the results to demonstrate responsible performance to agencies and donors, identify opportunities for potential improvement, and as a basis for establishing appropriate space, budget, and staffing forecasts.



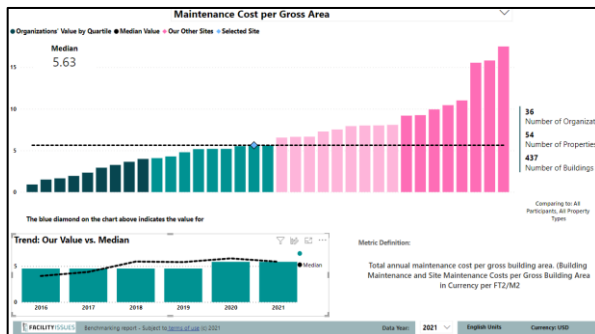
[How to Get Value from the Benchmarking Process](#)

Data Categories Include:

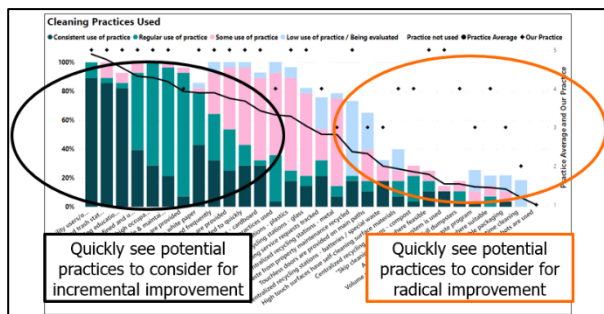
- Organization Demographics
- Organization Staffing
- Organization Costs
- Facility Operations Greenhouse Gas
- Custodial & Waste Practices
- Facility Maintenance & Reliability Practices
- Space & Occupancy Management Practices
- Utility Management Practices
- Property Demographics
- Property Areas
- Property Occupancy and Use
- Property Operating Expenses
- Property Utility Usage, Waste, GHG
- Property Capital Assets & Systems
- Property Work Orders
- and more.

FM BENCHMARKING SURVEY: Cultural Institutions			
Section A: Organization Info >> Demographics (Required) Return to Table of Contents			
Data reported in this section will be used to identify similar organizations and may be used by the participants to filter the reports. Some data reported in this section defines the units of measure or is otherwise used to administer the survey and is not included in the reports (those are identified and your actual data will not be reported). This section is required.			
ID	Topic / Question	Your Answer/Data	Units / Clarification
Administration			
ORG_NAME	Organization name *		Text Used for administration only. OPTIONAL: If you enter a value, it will be the label used on the charts as your sitecode instead of the anonymous one assigned to you. NOTE: Others will see this site.
ORG_ID	3-4 character acronym to use on the charts (if you wish to customize your code)		Text
ABOUT YOUR ORGANIZATION			
ORG_TYPE	Type of organization *		List Select the one category that best describes the primary industry/sector of your organization.
ORG_PM	Where does the facility management organization report? *		List Select the best match of the top level executive who's organization includes facilities management (and facility projects /other services requested in this benchmarking survey).
ORG_STAFF	Facility Management Staffing Approach *		List Select the option that best matches the approach for how you staff your facility maintenance and operations group.
UNITS OF MEASURE			
UNITS	Units of measure *		List English units = square feet, acres, gallons, degrees F, etc.; Metric units = square meters, hectares, liters, degrees C, etc.
CURR	Currency *		List Select the currency used for your cost data.
YRMMO	Data are for year ending *		Date Enter the last day of the 12-month period used for reported costs (MM/DD/YYYY format).
ORGANIZATIONAL METRICS			
ORG_VIS	Approximate number of visitors per year		Number Enter the approximate number of visitors for the 12-month period you are using. (OK to round but enter whole number)

Easy to Use Excel Data Templates Data can be manually entered/edited in online forms or uploaded from Excel templates. Templates allow assembly of data by topic with clear DIY instructions and definitions of what to include. Direct reference to source data files is possible for advanced users and data can be easily downloaded for reference and re-loaded as many times as you wish.



Business Intelligence Reporting The Microsoft Power BI system is used to report the results allowing you to filter data and export presentation graphics based on your needs. The most popular charts show your position with respect to other organizations, and your 5-year trend vs. the group median. [See example](#)



Other charts show the practices you use vs. those most commonly used by others to let you identify potential actions you can take to accomplish your objectives.

Personal Support & Input In addition to the program documentation, you get personal phone and email support from Facility Issues on data questions, (use of the templates, and use of the results). You can also participate in the monthly steering committee meetings to suggest refinements to make the program more useful. Custom support and supplemental services are available if you are just getting started or want help with data collection or interpretation of the results.

[Learn more about the benchmarking program](#)

Shared Practice and Networking Meetings

Equally valuable as the metrics is the ability to discuss “best practices” with Facility Managers at other institutions. IAFMA offers regular events, chapter meetings, and the annual conference. Facility Issues provides an annual “workshop” (typically ~45 persons) and monthly online meetings to supplement these opportunities (more on next page).

Annual Workshop This 1 day in person meeting is typically held the day prior to the annual IAMFA conference. The purpose is to review metrics, practices, and facilitate small group discussion and networking among facility managers of leading international cultural institutions. Hear firsthand what others are doing to reduce costs and/or improve performance, and hear the lessons learned from their implementation efforts. [Read more.](#)



2022 Workshop attendees

Shared Practice Meetings & Surveys Facility Issues coordinates a 1-hour monthly online shared practice meeting. These meetings include short **& Surveys** presentations on topics of interest, case studies, and open “town-hall” sessions where you can ask others how they are dealing with current issues you face. [Registration page with example agenda](#)

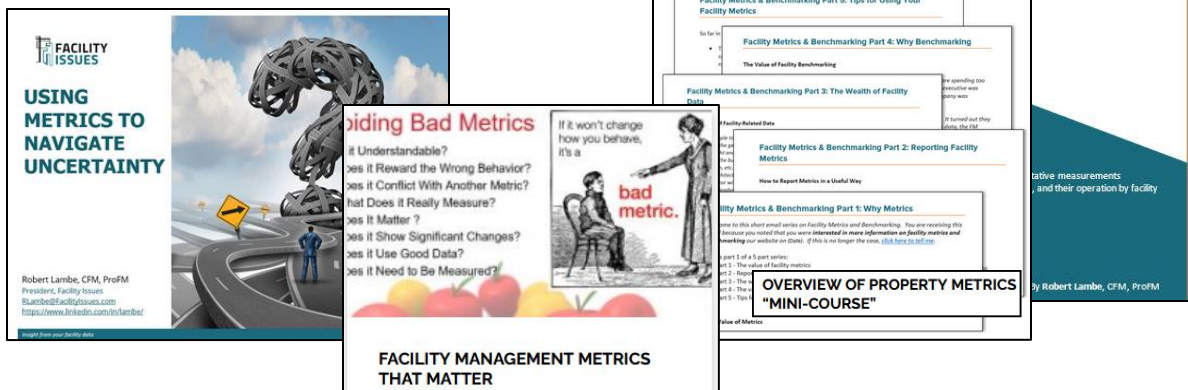
2022 Monthly Survey / Shared Practice & Networking Topics	
Feb	Environmental Leadership
Mar	The 5 C's of Post Pandemic Management: How to Motivate, Engage, & Retain Your Best People
Apr	Cultural Facility: Pre-Project Checklist Workshop
May	Cultural Facility: During Project Checklist Workshop
Jun	Cultural Facility: Post-Project Checklist Workshop
Jul	Metal Coatings for Asset Preservation, Cleanliness and Safety
Aug	KPIs for 2022 Cultural Facility Benchmarking Reports
Sep	How Zero Waste Can Benefit Your Facility
Nov	What to do when your FM systems go down

Most months there is also a short, shared practice survey and everyone who completes it gets the results. Benchmarking organizations can request a custom shared practice survey on topic of their choice

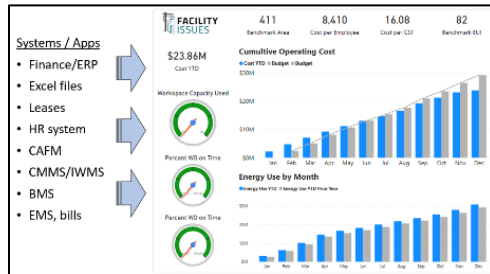
[Join our mailing list](#) to get monthly notices about these meetings and surveys.

Free References

The Facility Issues website contains free references about metrics, benchmarking, facility planning, and recordings of some shared practice presentations at: <https://facilityissues.com/articles/>



Related Services



Beyond Benchmarking → Facility Metrics & Scorecard Jump

start your metrics with the same tools we use for the benchmarking to develop a custom facility scorecard that integrates all your facility data in a data model. Data update can be automated or done with templates that take just minutes. Access your easy to use scorecard from desktop or mobile device for KPIs, variance reports, ad-hoc queries, and forecasts. Options include one-time setup assistance, staff training, & ongoing support. [More Information](#)

About Facility Issues

Facility Issues provides benchmarking, metrics, and strategic planning services for selected industries. Many facility organizations are lightly staffed with analyst support and need some help getting started with benchmarking and other facility management metrics. We are a small firm with experience in corporate facilities management and can provide project or ongoing support customized for your needs.

[Schedule a chat with us about your situation](#)