

International Association of Museum Facility Administrators Benchmarking Overview

**Overview of the cultural organization
facility benchmarking program**

Robert Lambe, CFM, ProFM

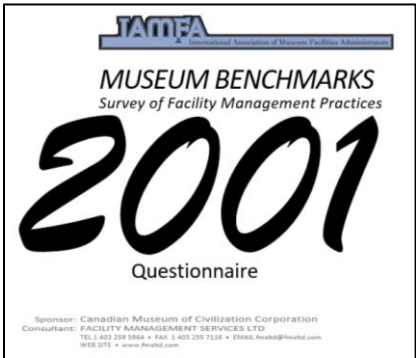
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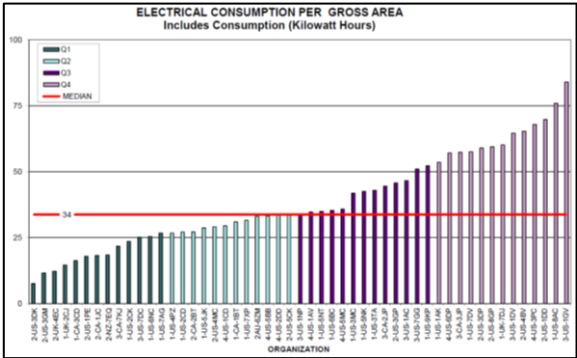
Book a chat on your situation:

<https://calendly.com/lambe/30min>

20+ Years of Cultural Facility Benchmarking



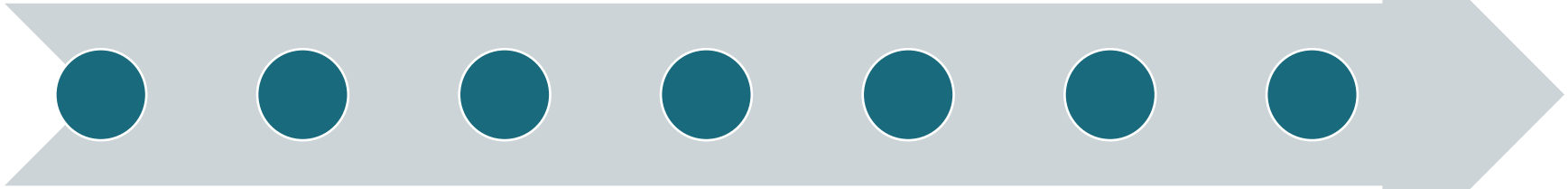
2001



2015

- 2001 - Sponsored by Canadian Museum of Civilization
 - Established structure/Report in Word format
- 2005 - Facility Issues administered
 - Moved to the web for data collection and report download
 - Excel reports, Quartile Charts, additional sections added

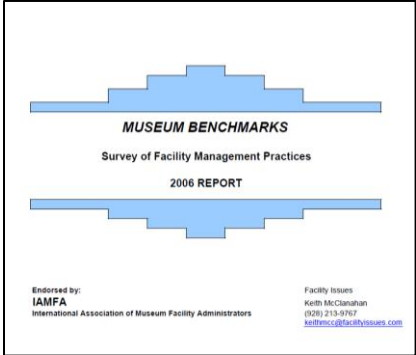
2020



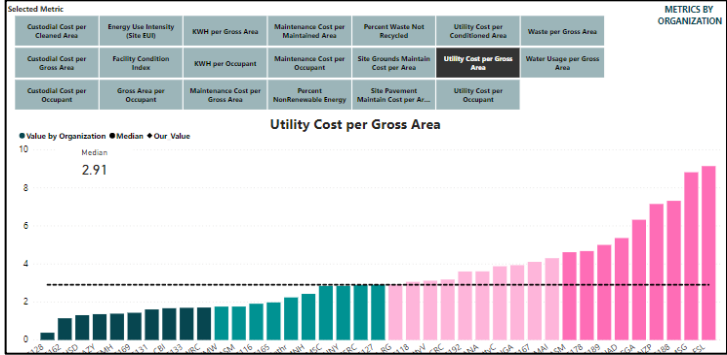
2005

2011

2018



- 2018 - Excel Template for data upload/download
- 2019 - Full transition to Power BI Report
- 2020 - Power BI App Multiple Reports & Trending



1. Program Includes Process and Guidance

Coordination of the benchmarking process

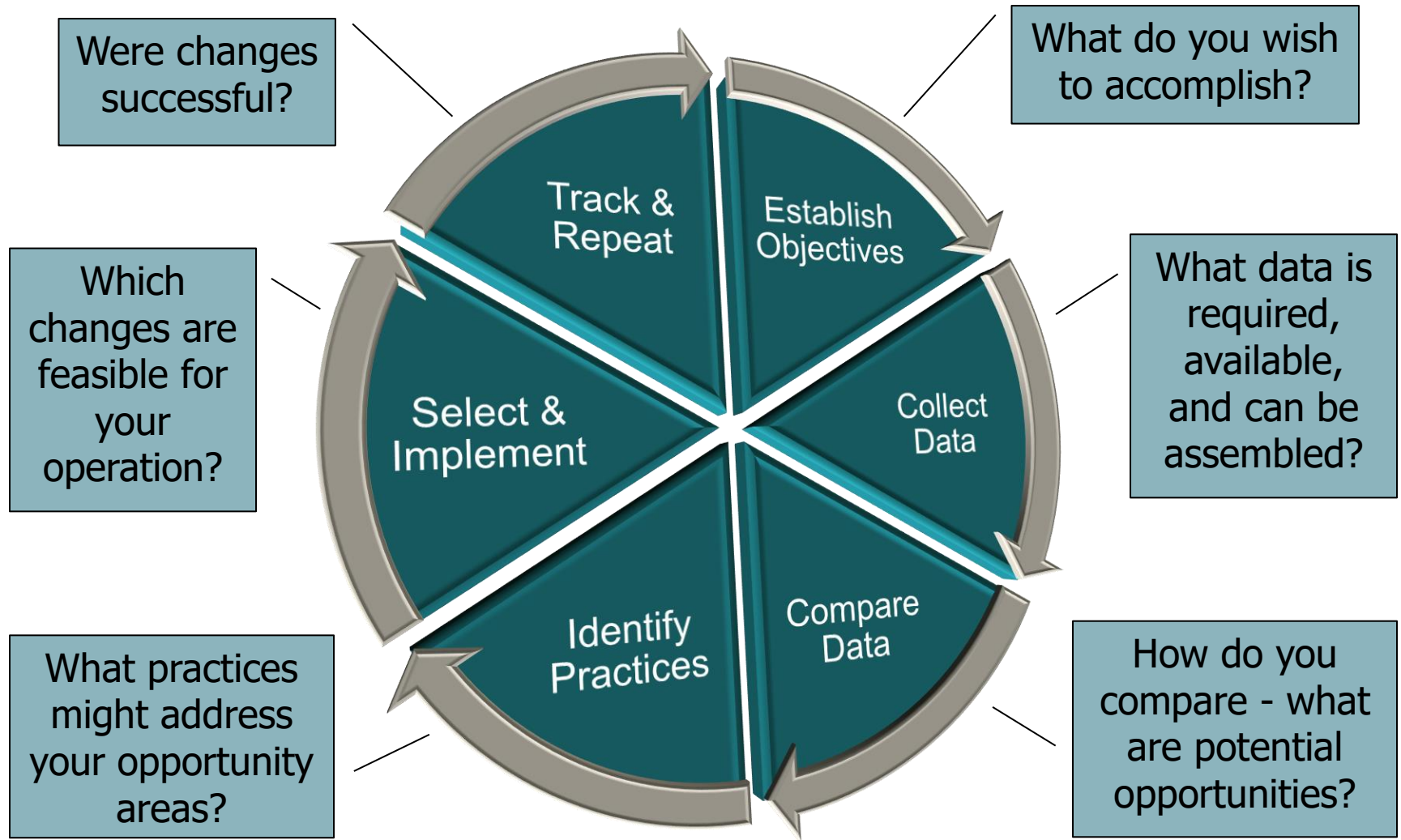
Technical support with 1:1 as needed

- Additional support if desired

Presentations and whitepapers

Participants contribute to raising the bar for everyone!

The Benchmarking Process



VALUE OF FACILITY BENCHMARKING: <https://facilityissues.com/facility-benchmarking-process/>

2. Program Provides Data & Metrics

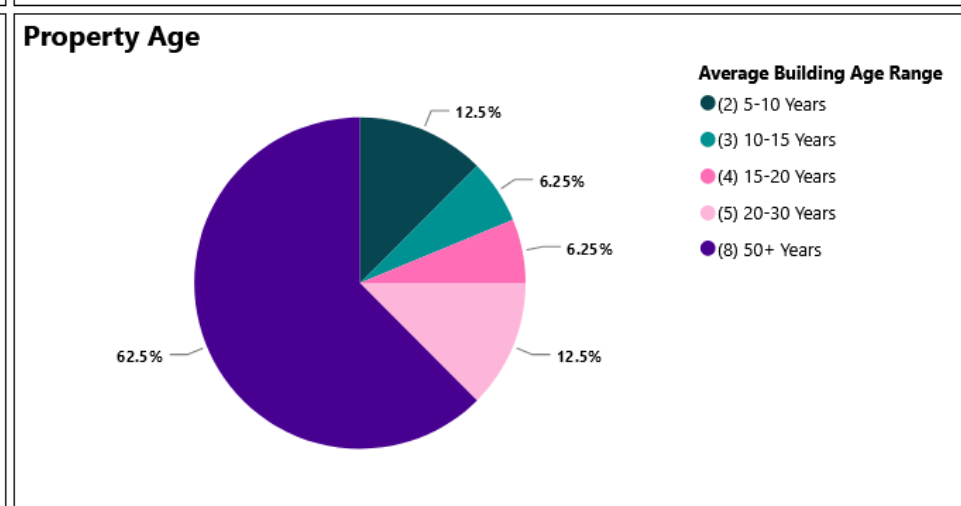
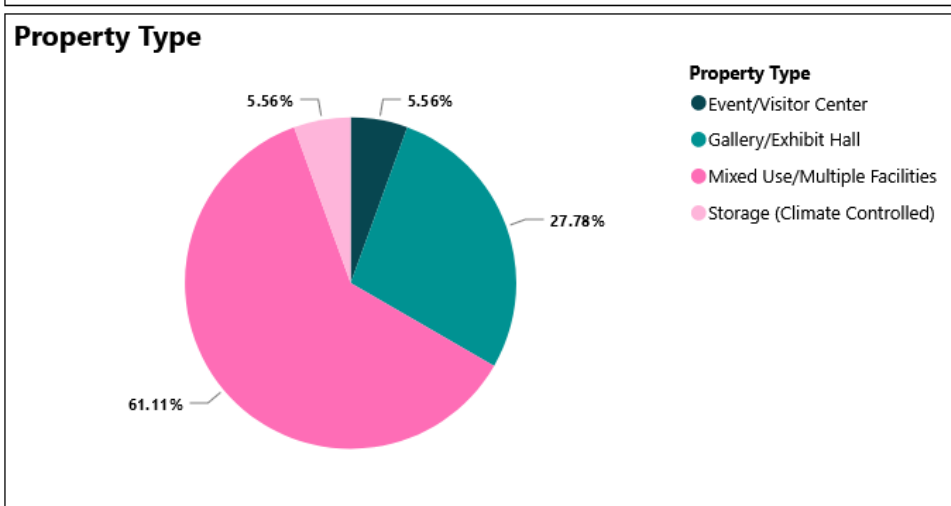
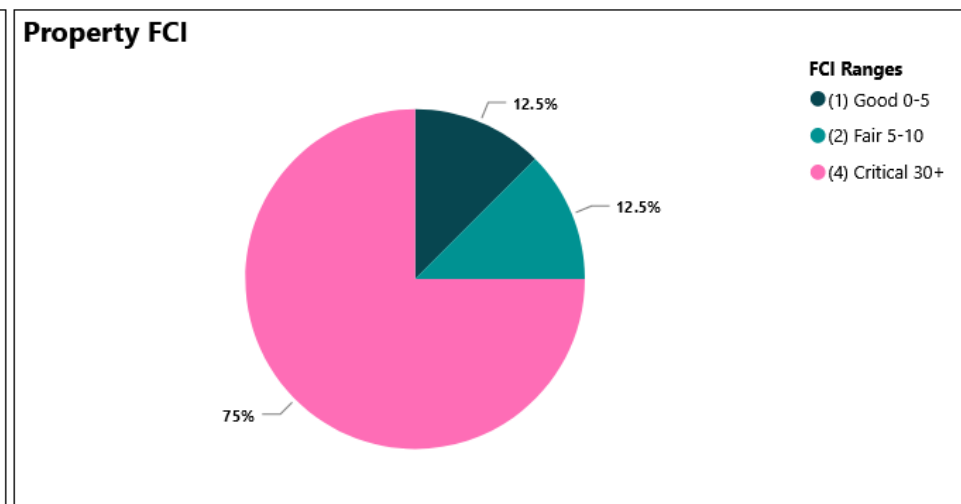
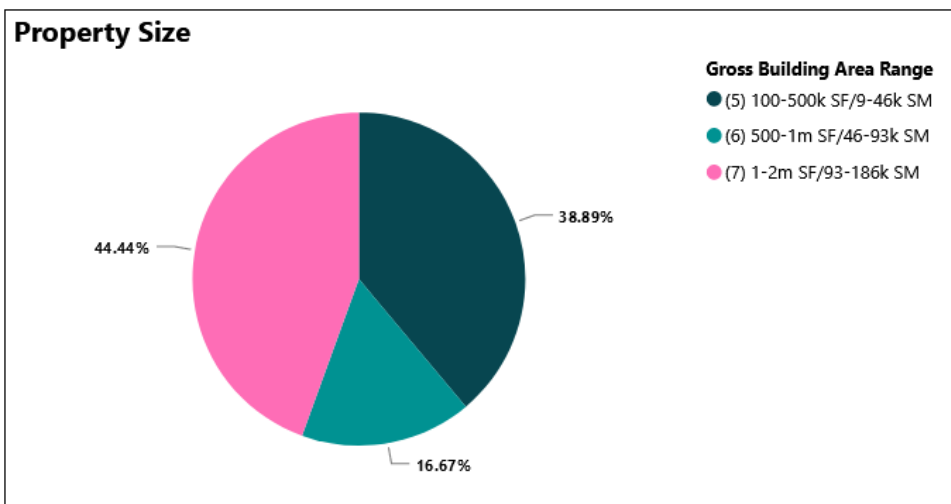
Best Cultural Industry Data for many Performance Metrics

- 21 Museums serving 6.7 B visitors (2023)
- 2,300 Buildings comprising 11.6 M GSF (\$4.5+ B in assets)

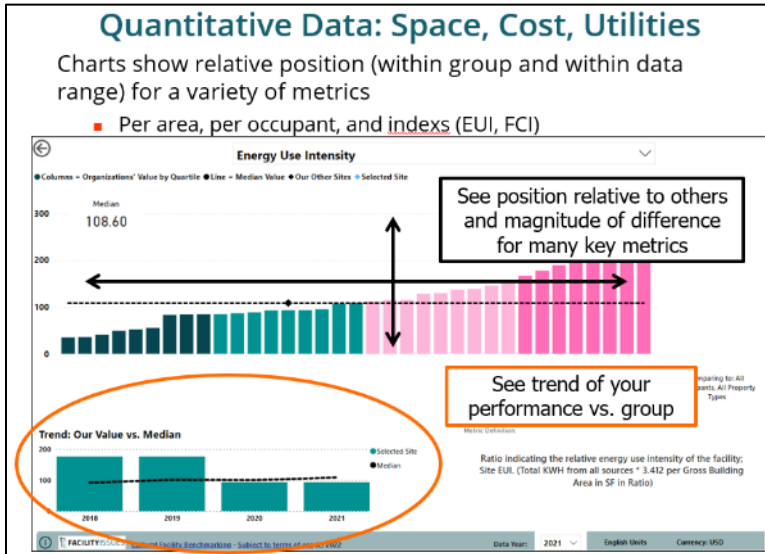
Quantitative and Qualitative Comparisons

- Total of 895 data points (2024)
- Key quantitative metrics
 - 25+ at organization level (staffing & practices)
 - 63+ at property level (size, cost, sustainability performance)
- Practices used, methods of setting and monitoring SLA's for:
 - Custodial operations
 - Maintenance operations
 - Space management
 - Safety practices
 - Energy/water/waste conservation/management

Example Demographics

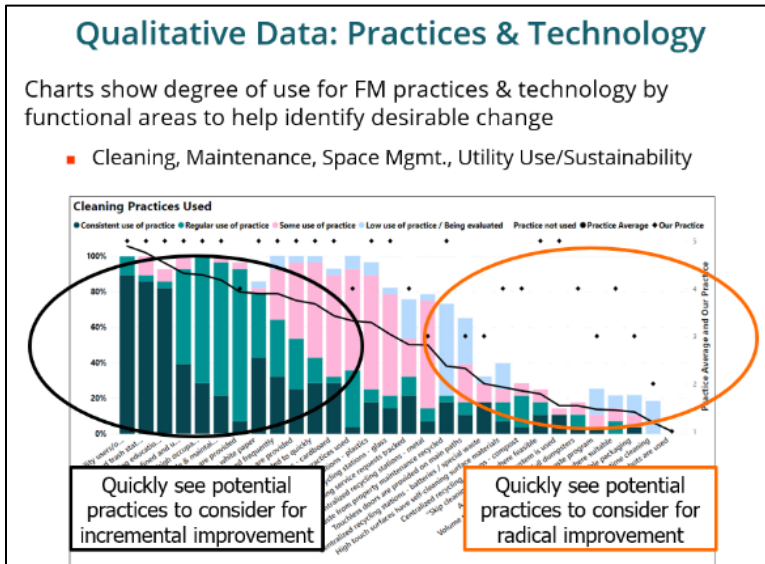


Quantitative & Qualitative Metrics



Quantitative metrics provide context & trends.

- Your position vs. peers
- Performance improvement over time



Qualitative metrics identify potential opportunity areas

- Degree of use for practices & technology
- Non-cost performance measures

3. Networking

IAMFA has Chapters and Annual Conferencel

Benchmarking group has full day workshop at the annual conference

- Small group format
 - Review of key benchmarking results
 - Presentations on selected topics and case studies
 - Small group discussion on issues of interest to attendees
 - Town hall – open question and discussion with lessons learned shared by each organization

More Info: <https://facilityissues.com/product/cultural-workshop/>

2024 Benchmarking Workshop (Amsterdam)



Some Topics of Discussion

- Benchmarking Results
- Industry Trends/Issues
- Sustainability
- Machine Learning
- Case Studies
- Cost Savings
- Best Practices
- Hot Topics (to participants)



Best Practice → Passive Humidity Control

Use natural material to maintain humidity level



4. Shared Practices & Lessons Learned

Since pandemic, have had regular virtual meetings

Monthly Shared Practice meetings (Teams)

Associated Monthly Shared Practice surveys

- Supplement traditional group polls
- Results presented with more structure than email lists

Join email list to get invites (bottom of page): <https://facilityissues.com/utilities/>

Example Shared Practice Survey Results



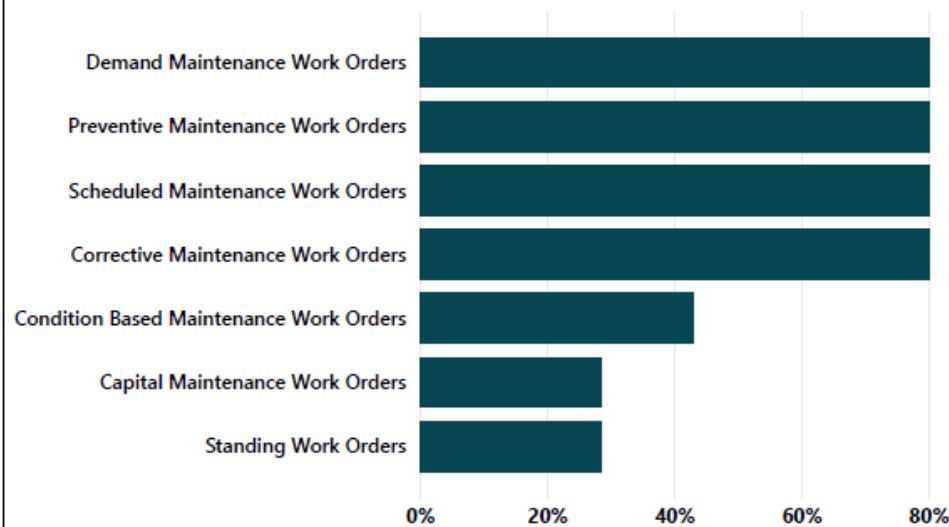
This report contains the results of a "Shared Practice Survey" on [How We Use Our Work Order Systems](#) and reflects the answers based on voluntary participation.

Work Orders

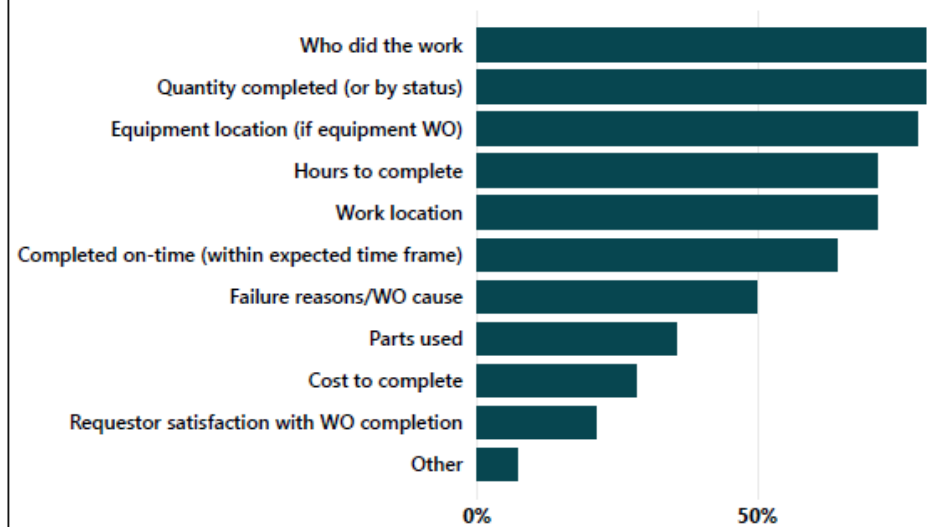
7/24/2023...

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Type of Work Orders in System(s)



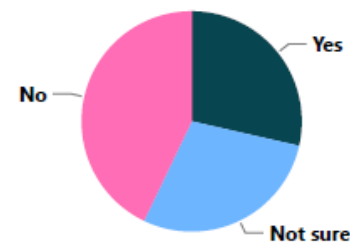
Data Types on Work Orders



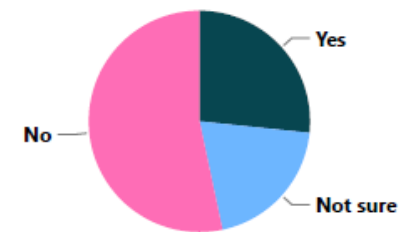
Comments

- Still bringing the system up and will require testing to assess reliability and accuracy of data tracked.
- Some work does not get recorded in the work order system.
- Ongoing improvements needed.
- Currently Installing a new system

Confident in Asset Register Data



Confident in WO Data Quality



Shared Practice Topics

Shared Practice Surveys Since March 2023

- Communicating Value and Valuing Communication
- Reliability and Resilience
- Facility Sustainability Plans
- Roadmap for Facility Improvements
- Work Order Systems
- Emerging Issues
- FM Topics of Interest 2024
- AI in Cultural FM
- Dealing With Your FM Data

	2024 Monthly Shared Practice & Networking Meeting Topics
Jan	General Discussion on Issues of Interest
Feb	AI In Cultural Facility Management
Mar	Dealing With Your FM Data
Apr	General Discussion on Issues of Interest
May	FM Support for Special Events
Jun	TBD
Jul	TBD
Aug	TBD
Sep	TBD
Oct	No meeting (IAMFA Annual Meeting & Workshop)
Nov	Emerging Issues for Utility Facility Management

5. FM Metrics Training/Guidance

Periodic Technical Workshops

- Based on interest and need

Increase your staff's capabilities

Example:

- <https://facilityissues.com/product/data-assembly-workshop/>

Join email list to get invites (bottom of page): <https://facilityissues.com/cultural/>

Presentations on Benchmarking & Use of Metrics

Craft Your FM Metrics Roadmap

NFMT 2024 Baltimore MD

Benchmarking in the Age of AI

IAMFA Annual Conference 2023, Amsterdam NL

Space Metrics for Cultural Facilities

Papyrus November 2023

Track Your Facility & Service Performance

NFMT 2023 Baltimore MD

Cost Management Data for Cultural Facilities

Papyrus April 2023

Benchmarking ESG Metrics for Improved Facility Performance

Papyrus Summer 2022

Benchmarking Overview and Using Metrics To Navigate Uncertainty

IAMFA Annual Conference 2022, San Francisco CA

Cultural Facility Project Checklist

Checklist of project issues to consider developed during working sessions in April-June 2022 as a guide for cultural facility managers

New Dimensions in Benchmarking

IAMFA Annual Conference 2021, Virtual

Using Benchmarking in Facility Management Decision Making

Benchmarking in the Age of AI

IAMFA Annual Conference 2020, Virtual

Utilities Council of IFMA Fall Meeting 2020, Virtual

Benchmarking Through the Transition

Papyrus Spring 2020

The Role of Small Data in a Big Data World

IAMFA Annual Conference 2019, Pittsburgh PA

Beyond Benchmarking - Integrating Our FM Data

Papyrus, Summer 2019

Integrate Your Facility Data for Valuable Insights

NFMT 2019 Baltimore MD

Effective Benchmarking and Use Cases

IAMFA Annual Conference 2018, Los Angeles CA

Benchmarking is Just the Beginning

Papyrus Summer 2018

FM Metrics for Dashboards and Scorecards

NFMT 2018 Baltimore MD

Using Benchmarking to Benefit Your Institution

IAMFA Annual Conference 2017, Ottawa ON

How to Get Value from Facility Benchmarking

NFMT 2017 Baltimore, MD

Preparing An Agile Strategic Facilities Plan

NFMT 2016, Baltimore, MD

FM Metrics That Matter

Suncoast Chapter IFMA 2016, Tampa FL

Developing a Green Building Strategy for Your Organization

SlideShare Webinar January 2011

Capital Renewal and Impact on O&M Expenses

Utilities Council of IFMA Spring Meeting 2010, Las Vegas NV

Many of these presentations and articles are available in Papyrus, on IAFMA website (<https://www.iamfa.org/>), or: <https://facilityissues.com/articles/>