



Your Partner in Facility Management.....

Strategic Benchmarking for Facility Managers

Benchmarking - Just another over-hyped business concept or a real tool that can help you to improve? We believe it to be the latter - but only if done correctly. If you benchmark, remember these rules:

- Understand how and why a partner organization uses the established benchmark
- Not all benchmarks are applicable for your organization
- If you benchmark, full disclosure is the rule.
- When benchmarking, compare apples to apples, not apples to oranges.
- Don't benchmark dollars, benchmark processes (the dollars will follow)

What can be benchmarked? Just about anything you wish to improve including:

When examining the business of facility management the following benchmark comparisons are commonly analyzed:

- Operating costs
- Utility costs
- Percentage of work orders closed on time
- Planned maintenance versus reactive maintenance
- Janitorial costs
- Cubicle size per employee (title / function)
- Utilization rates
- Occupancy cost / square foot (or by employee)

Why is benchmarking so important?
How do you benchmark?

[Click here for the full article](#)

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Benchmarking and Best Practices in Facility Management.

The Benchmarking Guidebook will be of keen interest to all practitioners who wish to expand their understanding of the benchmarking and best practice processes and who wish to learn about ways for measuring and improving performance of FM operations.

You will find the high level listing of best practices particularly useful. These practices have been collected through benchmarking studies, discussions with FM organizations, and research. Applicable to all sectors of the facility management industry, this 230+ pages resource is a welcome addition to any FMers toolkit

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