

Operations and Maintenance Benchmarks:

A Qualitative Analysis of Facility Practices



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IFMA
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& Benchmarking
Institute



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About IFMA

IFMA is the world's largest and most widely recognized international association for facility management professionals, supporting 24,000 members in 100 countries. This diverse membership participates in focused component groups equipped to address their unique situations by region (136 chapters), industry (16 councils) and areas of interest (six communities). Together they manage more than 78 billion square feet of property and annually purchase more than US\$526 billion in products and services. Formed in 1980, IFMA certifies professionals in facility management, conducts research, provides educational programs, content and resources, and produces World Workplace, the world's largest series of facility management conferences and expositions. In addition, IFMA's collaboration with the Royal Institution of Chartered Surveyors is transforming the global FM profession by unifying standards, offering comprehensive career advancement resources and magnifying the status of practitioners. For more information, visit www.ifma.org/ricscollaboration. To join and follow IFMA's social media outlets online, visit the association's LinkedIn, Twitter, Facebook, YouTube and Flickr pages. For more information, visit the IFMA press room or www.ifma.org.

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About This Report

The 2018 Operations and Maintenance: Qualitative Analysis Benchmarking Report is a comprehensive study that presents the results of the latest Operations and Maintenance benchmarking survey of facility managers throughout the United States and Canada. This report includes analysis of more than 2,000 responses representing 98,000 buildings and provides additional information on the facilities surveyed in 2017 in the form of sustainability and energy management practices and regulations, maintenance planning and management, technology use and practices, and benchmarking and organizational culture. While the focus of the 2017 Operations and Maintenance Benchmarking Research Report was on financial metrics, the Qualitative Analysis of Facility Practices report provides data on practices and tools being used in the quality management of facility services. This report supplements the previous report by providing a greater in-depth analysis of practices affecting financial metrics. This report also stands on its own as a means for examining practices that offer the potential to drive continual improvement.

Highlights of this report include: solid waste diversion, legislative mandates, energy management, green janitorial training and programs, maintenance management, planning, work requests and device usage, satisfaction with and perception of IT services, benchmarking plans, customer satisfaction survey use and frequency, and organizational agility.

Facility managers can use this report to conduct a variety of analyses to determine competitive performance and identify best practices in operations and maintenance. This report is based on 2016 data.

To create this report, a committee of IFMA volunteers, with expertise in housekeeping, maintenance, energy management and sustainability, reviewed questions posed in previous IFMA surveys and developed new questions to better match today's practices. Once tested, the survey was sent electronically in March 2017 to more than 20,000 IFMA professional members. Although the survey was issued to IFMA members, membership was not a requirement to participate. Survey recipients were encouraged to circulate the survey to the person responsible for the activity.

Findings are discussed in the sections that follow. When applicable, comparisons are made to previous IFMA benchmarking reports. Additional copies of this report may be ordered through IFMA's bookstore.



This report includes analysis of more than **2,000** responses representing **98,000** buildings

Types of Facility Space and Size

This table provides a breakdown of the percentages of types of facility space per facility size range. As the size of the reported facilities increase, so does the proportion of reported campus facilities and portfolios of multiple buildings in multiple places. Mean space size, number of buildings and building sizes are also reported for campus facilities and organizational portfolio perspectives.

Types of Facility Space and Size

Facility Size (RSF)	N	Space within a building	A single building	A campus: Multiple buildings in one location	Mean space size (RSF)	Mean number of buildings per campus	Mean building size (RSF) on campus	Portfolio: Multiple buildings in multiple locations	Mean number of buildings per portfolio	Mean building size (RSF) in portfolio
Less than 50,000	629	9%	72%	10%	24,146	10	2,415	9%	22	1,098
50,000-100,000	308	8%	68%	11%	74,048	8	9,256	13%	52	1,424
100,001-250,000	410	5%	67%	14%	189,915	7	27,131	14%	23	8,257
250,001-500,000	284	8%	59%	23%	358,499	7	51,214	11%	20	17,925
500,001-750,000	105	5%	52%	28%	615,764	8	76,971	15%	101	6,097
750,001-1,000,000	84	4%	35%	39%	903,327	14	64,523	23%	82	11,016
1,000,001-1,500,000	73	4%	33%	32%	1,272,200	14	90,871	32%	160	7,951
1,500,001-2,000,000	19	0%	32%	42%	1,758,058	14	125,576	26%	159	11,057
2,000,001-3,000,000	28	0%	11%	54%	2,535,773	39	65,020	36%	366	6,928
More than 3,000,000	44	0%	5%	44%	8,780,950	202	43,470	51%	322	27,270
OVERALL	1984	7%	58%	18%		39		16%	131	

• Red: high-range value • Green: mid-range value • Blue: low range value

Number of Buildings by Location

The image below shows the total number of buildings reported on by state or province. Detailed location information was not provided by all respondents and as such, some responses are excluded from this chart.

Total Number of Buildings by State/Province

