



Top KPIs Facilities Managers Can Use to Measure Success:

A Checklist of What to Track
(and How to Track It)



Facilities management has changed over the past several years—it is now more important than ever to take a high-level look at how buildings and assets are performing in order to help make long-term decisions about your real estate portfolio. Because of this, facilities managers are increasingly becoming strategic partners as executive teams look for new ways to support staff and employees.

So, how do facilities managers measure the performance of their buildings and equipment to help make these long-term assessments?

One way is to establish holistic, overarching KPIs, and then gather the metrics and data in one place to determine whether you're meeting them.

The KPIs you choose will vary by organization, business objectives, and executive team priorities, but some common ones involve:

- Building costs and related facility condition assessment scores
- Space usage and cost
- Projects planned by campus
- Workplace experience scores

The challenge? In order to see how you're performing against your KPIs, you need to gather lots of data, which is no easy task.

The following checklist can help you see what you're already measuring, and it can help you get a clearer view into what you need to add to your dashboards in order to have strategic insights into performance against your KPIs.



1 Building and Equipment Costs and Facility Condition Assessments

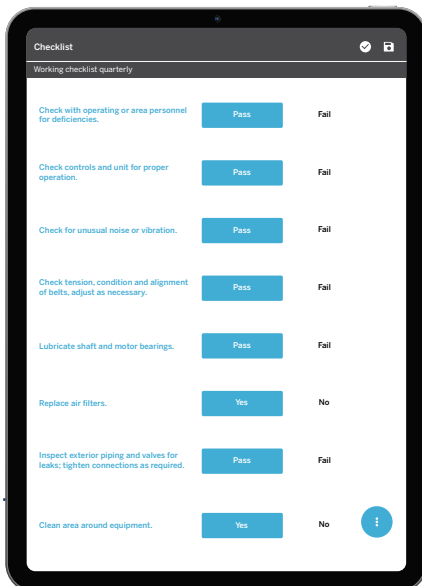
The metrics included in this category are some of the more traditional ways of measuring success. They provide insight into how much your buildings and assets are costing you—both in the short and long term—and they can also be related to facility condition assessments (FCAs). An FCA is the analysis of the physical condition of your facility—including its age, construction, and the condition of individual spaces and equipment. You can use this assessment to give your building a facilities condition index (FCI) score. The typical formula is:



Estimated Repair Cost (Deficiency)) / Replacement Value of the Facility

This score tells you how much the building costs you and how much it takes to maintain it. You can use these numbers to help inform where you might need to invest more (or even rethink your investments).

So, what data do you need in order to both get an accurate FCA score and also to visualize the bigger picture into how your buildings are performing?



You'll need dashboards that compile metrics such as:

- How many assets of each type you have
- Where that asset is stored, and what the part number is
- How much that asset costs new
- How much maintenance that asset or equipment has historically required
- What the warranty is like on your equipment—and how much will it cost to repair
- Completion rates for preventive vs. corrective maintenance
- Total work order completion rates



Checklist items for your building and real estate costs include:

- Real estate and lease agreements and monthly costs
- Overall building infrastructure repair needs (such as for roofing, exterior repairs, HVAC systems, etc.)
- Building compliance to accessibility regulations, and a list of any updates you may need to make

Lastly, in order to get an accurate picture of how much your buildings are costing, it's important to track how much energy each building uses. This allows you to see trends in waste and energy costs (for example, if certain days of the week have consistently higher energy use).

Much of this data can be collected while you're onboarding new assets and from the technicians as they're doing preventive and corrective maintenance. Plus, if you have a mobile-friendly asset management system, your technicians can update the information in real time, so it is always accurate.

In addition to tracking costs for equipment and individual assets, you'll also need accurate, up-to-date information about your building infrastructure costs. This includes information from your real estate team about leasing, as well as data such as estimated repairs associated with roofs or HVAC systems. It also includes information such as whether your buildings are up to safety and accessibility standards, and what it would cost to make any updates.

Typical energy and sustainability metrics include:

- Electricity usage per month per building
- Heating costs per month per building
- Trends in energy fluctuations per building per month
- Compliance with any energy regulations

When you have this data in one place, you can better see the long-term trends across your campus and facilities.



2 Space Usage and Associated Costs

Facilities management is truly becoming a cross-functional discipline, and in order to get the full picture of what's happening within your campuses, it's necessary to work with the space management team, who can give you insights into building utilization rates.

This is especially important in the era of hybrid work, where employees might not be spending all their time at the office; instead, they might be working partly onsite and partly from home. Because of this, it's vital to track trends, such as how many employees are in the office on average, and even which days of the week they're onsite. This enables you to see which buildings have high use, and which are underutilized. When all this information is in one place, you'll have a better idea of where you need to either consolidate or expand your real estate portfolio.

Key metrics around space include:

- Full time employee headcount
- Contractor headcount
- Average number of employees in the office per week
(Can collect this from sensor or badge data)
- Total square feet available
- Total square feet available per employee
- Utilization rate per month and week
- Monthly and annual costs
(Related to the leasing costs tracked with the building costs above)
- Number of vacant spaces / desks / conference rooms per month by building



3 Projects by Campus

It's important to also continuously look at where you're currently investing (and planning to invest), in order to make sure you're best using your budget and getting the most out of your organization's assets and infrastructure over the long term. You can use data from the first section (about building costs and FCA scores) to help inform the projects you're planning to invest in.

Ultimately, managing capital projects is a complex process involving coordinating many moving parts and collaborating across departments. And the process only becomes more complex the bigger the organization is and the more assets and facilities it owns. However, when you're managing this data in one place, you can get better insights into where you're spending funds, what projects are on track, where they're potentially falling behind, and where you might need to spend more.



Key data includes:

- Project start dates
- Estimated end dates
- Budget per project
- Labor costs per project
- Equipment and material costs per project
- Project status and project type (for example, is this a maintenance project? A renovation?)

You can then roll this up and see how your projects are progressing per campus, so you know how much each is costing you, and where you might need to redirect funds for future initiatives.

4 Workplace Experience Scores

Lastly, one important measure of success is how satisfied employees are with their workspaces. How quickly are work orders completed?

How happy do employees report being with the facilities? How secure and comfortable are the buildings? The more comfortable your workers are, the more productive and creative they are.

In fact,

70%

of employees polled in one survey by Eagle Hill Consulting group said their feelings about their day-to-day work experience affected their productivity, and **69% said it affected their ability to do meaningful work.**



One major part of increasing workplace experience is making sure the facilities are clean, the office equipment works, and the environment is comfortable.

Here are a few metrics you can track to measure success in this area:

- Work orders entered
- Work order completion rate for high priority tickets (including for worker amenities like coffee machines and cleaning tickets for bathrooms)
- Employee surveys and feedback scores



One Connected Workplace

So how do you gather all this information into place? This is especially challenging, since the data you're collecting spans many departments, such as facilities, real estate, and space planning.

You'll need a fully integrated solution such as Nuvolo Connected Workplace, which captures and integrates data from many sources (including real-time information from technicians in the field), ensuring that your data is accurate and up to date.

When everything is in one place, you can more easily prioritize projects against business goals and then communicate your analysis to key stakeholders. You can then see how you're performing against both the day-to-day and long-term KPIs and goals that you set out—ensuring you're better able to meet your organization's objectives.

Connected Workplace connects your information, processes, and teams into one solution. Facilities teams can then work closely with lease administrators, space planners, and others to ensure that the business makes evidence-based decisions.

Interested in learning more?
Check out Nuvolo Connected Workplace.