

# KPIs in Facilities Management

# WHITEPAPER



CAFM+ Service Desk



Facilities Services



Occupier Portal



# KPIs in Facilities Management - The Impacts of Not Maintaining

## Why KPIs

Key performance indicators (KPIs) are an important tool for measuring and identifying success and performance within your organisation, your premises, and with supplier relationships.

Trackable KPIs can include:

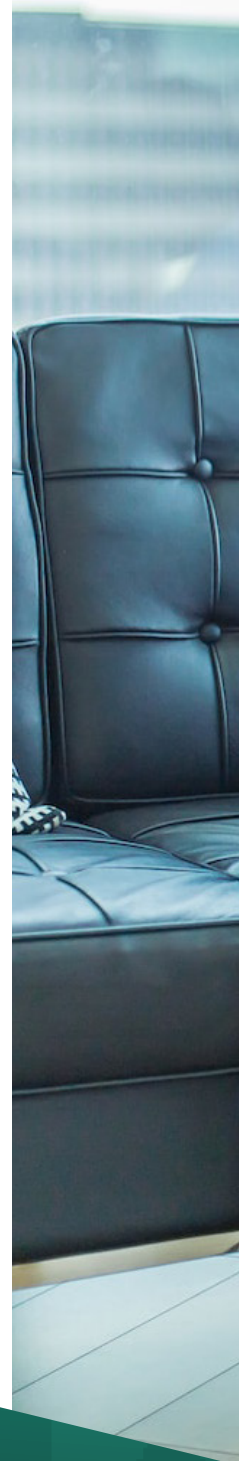
- Attendance - Has full attendance been achieved?
- Complaints - How well have complaints been dealt with?
- Accidents - If there have been any accidents, have they been logged properly in the accident book?
- Supervisors' Visits - Have all scheduled supervisors' visits been done?
- PPE - Was the correct PPE worn at every job?
- Completion of jobs - Were all jobs completed on time. 0 - yes. 1 - 90%. 2 - no.
- Presentation - On a scale of 0-5 (5 being perfect) was the site left clean and tidy?
- Attendance - Did you arrive to 95% of jobs on time?

Implementing KPIs creates a strong working relationship with your suppliers and builds relationships with the aim of delivering best in service on-site and to stakeholders.

KPIs drive behaviours. They provide metrics to evidence to stakeholders how relationships, service delivery and standards are KPIs. From the outset, they set what the performance should look like and the standard that is required.

Communicating agreed KPIs with the wider business and stakeholders allows a constructive talking point between the client and the service provider - tangible evidence that can be actively measured weekly, monthly, quarterly or annually.

KPIs set your clients' expectations and their requirements of their service providers, supplying a framework of standards against which to accurately and confidently review performance.





WHITEPAPER





## Impact of not tracking KPIs

- Increased risk to clients of not being able to evidence the standards and performance of contractors
- Inability to review standards accurately
- Inability to drive service provider efficiency
- Inability to provide accurate evidence
- Financial impacts on return on investment
- Lack of strategic decision making based on data and performance
- Failure to identify areas for improvement and implement corrective actions
- Difficulty in setting realistic and achievable goals
- Reduced accountability for both service providers and clients
- Loss of competitive advantage in the market
- Decreased customer satisfaction and potential loss of business
- Possible legal implications if contractual obligations are not met
- Inability to assess the effectiveness of training and development initiatives

## Questions

- How do you track KPIs?
- How do you manage performance across the business, the service delivery, and standards from the suppliers?
- Is there a financial impact to not tracking KPIs? These can be set against financial goals as well, e.g. is the service provider working to budget, are costs rising or falling?
- Do you have the methods to acknowledge good behaviours / standards of service?
- Do you have a process or tools in place to allow you to compare, to benchmark your service providers?
- How do you measure delivery, efficiency, finance, success of contracts?
- How do you align the service provider's goal(s) with the company's goal(s)? How are you on the same page?



## Methods commonly used for tracking

Effective tracking and measurement of KPIs are critical for successful facilities management. It helps in identifying areas of improvement and making data-driven decisions. The methods used for tracking KPIs can vary, and what works for one organisation may not work for another. Here are some methods used for tracking KPIs in facilities management:

1. **Monthly / Quarterly Meetings and Discussions:** Regular meetings with stakeholders, data collection and analysis, and discussions can help track KPIs. This approach provides an opportunity to identify areas of improvement and set new targets
2. **Service Provider Software:** Many facilities management service providers use software that tracks their performance metrics. This method provides real-time data, allowing for a quick review of KPIs, although it can be limited by perception instead of reality
3. **Excel Spreadsheets:** Excel spreadsheets are commonly used to track KPIs in facilities management. They are flexible and can be customised to meet specific business requirements
4. **Audit / Inspection Forms:** This method involves using physical documents to track KPIs. The results are usually recorded in a manual template or document with no score given back
5. **Service Provider Contracts:** Organisations can build KPI tracking into service provider contracts. This method ensures that service providers meet agreed performance metrics
6. **Reviews:** KPIs can be measured together with the service provider and / or reviewed independently. This method brings both parties together to review how each has drawn their conclusions

Organisations must select the best method that meets their requirements and goals. Effective KPI tracking can help in reducing costs, improving productivity, and increasing customer satisfaction.





## CAFM to streamline

A CAFM platform can assist in scheduling and tracking preventive maintenance tasks, reducing equipment downtime, and increasing service provider productivity.

The platform can also provide automated notifications and reminders for upcoming tasks and deadlines, reducing the risk of missed deadlines and late submissions.

Additionally, CAFM platforms can help with asset management, allowing for easy tracking and maintenance of assets over their entire life cycle.

The use of a CAFM platform can improve communication between service providers, clients, and stakeholders, reducing the risk of miscommunication and improving collaboration.

CAFM platforms provide valuable insights and analytics on service provider performance over time, allowing clients to identify trends and areas for improvement.

## CAFM Benefits

- Providing real-time reporting to track progress against KPIs.
- Automating the communication of KPI results to relevant parties.
- Allowing for benchmarking and comparison of performance across different sites or service providers.
- Identifying areas where additional support or resources may be needed.
- Helping prioritise tasks and allocate resources based on areas of high concern or improvement opportunities.



Call us  
**01480 499740**



# So how CAFM data can be used to optimise supplier relationships and improve facilities management performance?

1. Identify key performance indicators (KPIs) that are important to track for both suppliers and facilities management. This could include metrics such as on-time delivery, service quality, cost-effectiveness, and response time
2. Use CAFM data to track and analyse supplier performance against these KPIs. This can help identify any areas of improvement and facilitate data-driven decision-making in selecting the most effective supplier(s) for specific tasks
3. Establish open communication channels with suppliers by sharing performance data and results, which can help build stronger relationships and improve accountability. Use CAFM data to provide suppliers with real-time updates on work orders, service requests and any other relevant operational data
4. Conduct regular supplier reviews, focusing on performance against KPIs and any other relevant factors, such as responsiveness to new requirements, adherence to safety standards, and ability to deliver promised services
5. Utilise CAFM data to optimise asset management and facilities maintenance. Identify areas of wastage and inefficiencies, and work with suppliers to implement new processes that help reduce costs, increase efficiency and deliver better outcomes
6. By leveraging CAFM data, facilities managers can optimise supplier relationships and improve operational performance, leading to increased efficiencies and cost savings





Si One, Parsons Green, St Ives,  
Cambridgeshire, PE27 4AA

Tel: 01480 499740

Email: [sales@elogs.co.uk](mailto:sales@elogs.co.uk)

Web: [www.elogs.co.uk](http://www.elogs.co.uk)

