

Evaluating the Value:

International Facility Management Association (IFMA)
Facility Management Credentials

CFM™ | FMP™ | SFP™ | Credentials
April 2017



IFMA
FM Research
& Benchmarking
Institute



Acknowledgements

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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 104 countries. This diverse membership participates in focused component groups equipped to address their unique situations by region (133 chapters), industry (14 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.

ISBN-10: 1-883176-42-5

ISBN-13: 978-1-883176-42-6

Executive Summary

While the field of facility management (FM) has been in existence alongside other related fields such as engineering and construction, its place within traditional education pathways is less formalized than other areas of the built environment. Accordingly, entry into the profession is largely undefined and a function of experience, with many professionals seeking to supplement their experience with credentials and continuing education to better prepare them for a career and advancement in the FM profession. Two online, international surveys of FM professionals and FM organizations were conducted to better understand and evaluate the impact and value of FM credentials to the industry and its participants. Results show that FM credentials not only provide current professionals with value, but also translate into benefits for organizations. The average five-year “return on investment” (ROI) of International Facility Management Credentials is 15:1.

About This Report

The focus of this research was on the value of FM credentials and was commissioned by the International Facility Management Association (IFMA). The goal was to understand what individuals and companies experience as their “return on investment” in IFMA credentials, specifically the Certified Facility Manager (CFM), Facility Management Professional (FMP), and Sustainability Facility Professional (SFP).

Background

IFMA seeks to understand and inform current and future facility managers about the benefits attained by achieving IFMA credentials/certifications. As there has been no official IFMA study that examined this perspective, there was a need to quantify the value of obtaining an IFMA credential. Moreover, based on the projected number of facility managers anticipated to retire in the next 10 to 15 years, the number of younger professionals entering the field will not be able to meet the need¹. Thus, professionals within other fields that transition to FM will be required to supplement this gap. The IFMA credentials will be requisite demarcation for employers of FM professionals, serving as verification of obtained skills and knowledge necessary for success in FM.

This research is the first of its kind within the field of FM and seeks to set a clear framework from which the value of FM credentials can be further evaluated in the future. As the needs and programs for education in FM change, the evaluation will need to remain relevant to ensure value to the industry.



The Credential Environment

The focus of this research was on the value of credentials within the population of IFMA awarded credential holders. IFMA had two databases with information pertaining to credentialed professionals: one that captured information when a professional enrolled in the credential and one that contained information when a professional completed a credential. These two databases were combined because there were some gaps in when the databases were started and which had more up-to-date information in order to identify the target population of the survey. Upon initial review of the data, the general characteristics and size were analyzed to better understand the population.

TIMELINE

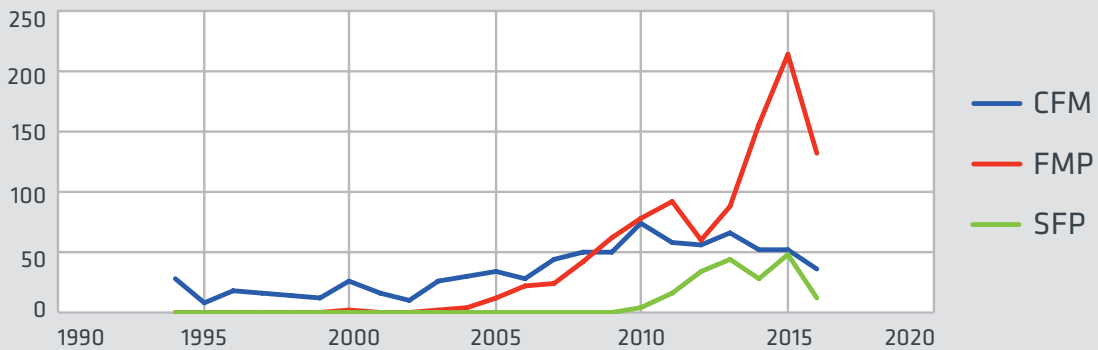
- 1993 – First CFM awarded
- 2004 – First FMP awarded
- 2013 – First SFP awarded

Taking a closer look at the awarded credentials by year also reveals some interesting trends. The CFM was first awarded in 1993, the FMP in 2004, and the SFP in 2013. A steady increase in awarded CFMs and FMPs occurred between 2005 and 2011 (Figure 1). The increase may be due to the increase in popularity of the credentials, need for more trained professionals, or the economic conditions during the great recession.

TABLE 1 – VOLUME OF CREDENTIALS

No.	CREDENTIAL	AWARDED		IN PROCESS	
		QUANTITY	%	QUANTITY	%
1	CFM	2,729	27%	162	2.6%
2	FMP	6,590	66%	5,446	85.8%
3	SFP	686	7%	736	11.6%
TOTAL		10,005	100%	6,344	100%

FIGURE 1 – AWARDED CREDENTIALS BY YEAR



Responses

The credentials survey was distributed to all awarded IFMA credential holders. A total of 1,802 responses were received, a 26 percent response rate, which is quite large given the short timeframe. The responses captured are equivalent to 20 percent of the population.

The most commonly attained credentials were the FMP designation (45 percent), followed by the CFM (37 percent). Some professionals held multiple credentials, with both the CFM and FMP (6 percent) being most popular (Table 3).

FMs varied greatly in the number of years of FM experience (Figure 3).

A large portion of respondents (86 percent) were born between the years of 1946 and 1978 (Figure 4).

TABLE 2 - RESPONSES BY COUNTRY

COUNTRY	QUANTITY	%
United States	1335	75.08%
Canada	201	11.30%
Asia	99	5.57%
Africa	79	4.44%
Europe	28	1.57%
Central America	15	0.84%
South America	9	0.51%
Australia	8	0.45%
Oceania	4	0.22%
TOTAL	1,778	100%

FIGURE 2 - RESPONSES WITHIN THE US AND CANADA

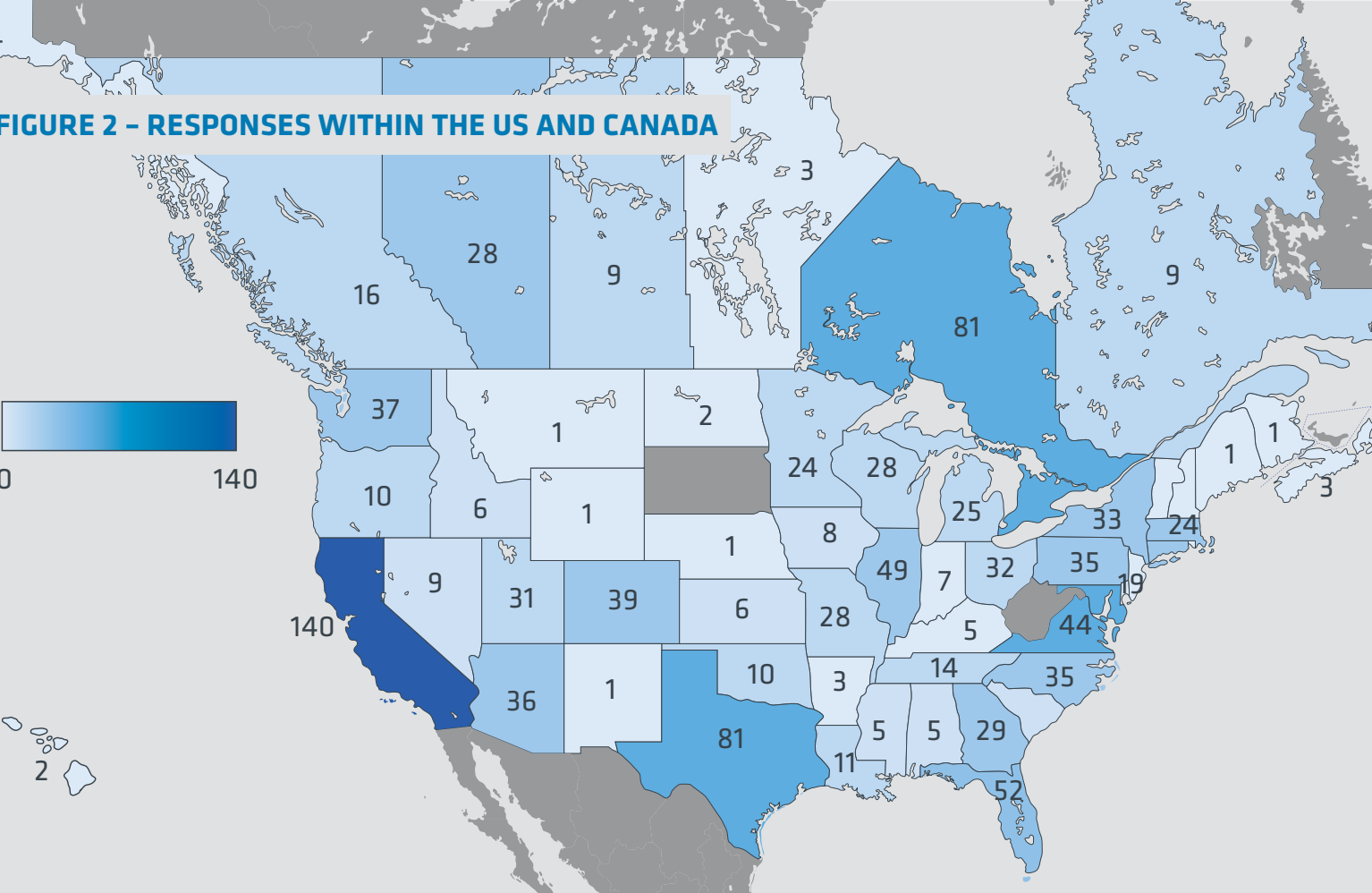


TABLE 3 – IFMA CREDENTIALS ATTAINED

No.	CREDENTIALS	QUANTITY	%
1	Single - FMP	817	45%
2	Single - CFM	665	37%
3	CFM + FMP	107	6%
4	FMP + SFP	74	4%
5	CFM + SFP	58	3%
6	Single - SFP	34	2%
7	CFM + FMP + SFP	33	2%
8	Did not indicate	14	1%
TOTAL		1,802	100%

FIGURE 3 – FM YEARS OF EXPERIENCE

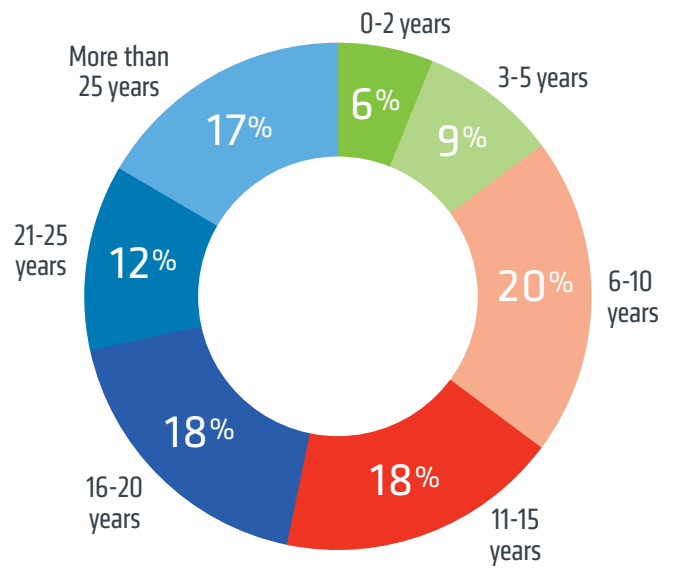
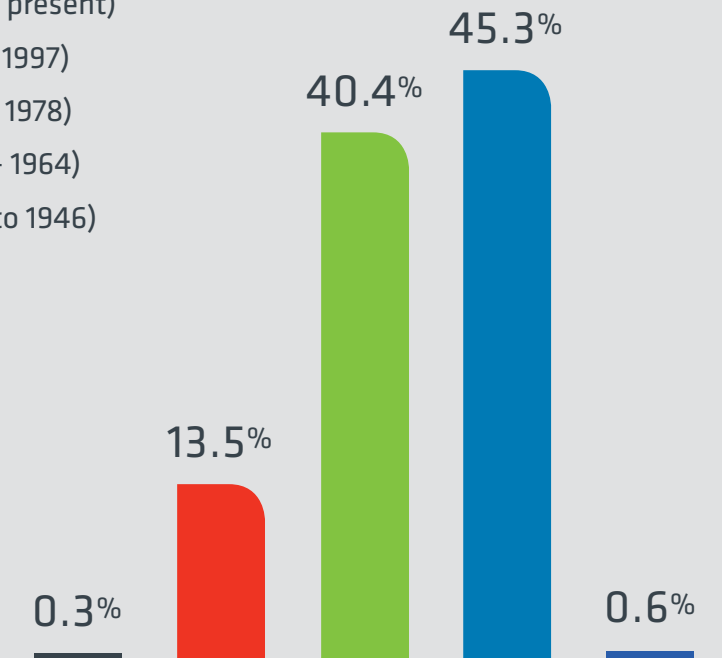


FIGURE 4 – GENERATIONAL AFFILIATION

- Generation Z (born 1998 - present)
- Generation Y (born 1979 - 1997)
- Generation X (born 1965 - 1978)
- Baby Boomer (born 1946 - 1964)
- Traditionalist (born prior to 1946)



Results

The analysis of the results is split into two sections: quantitative and qualitative benefits.

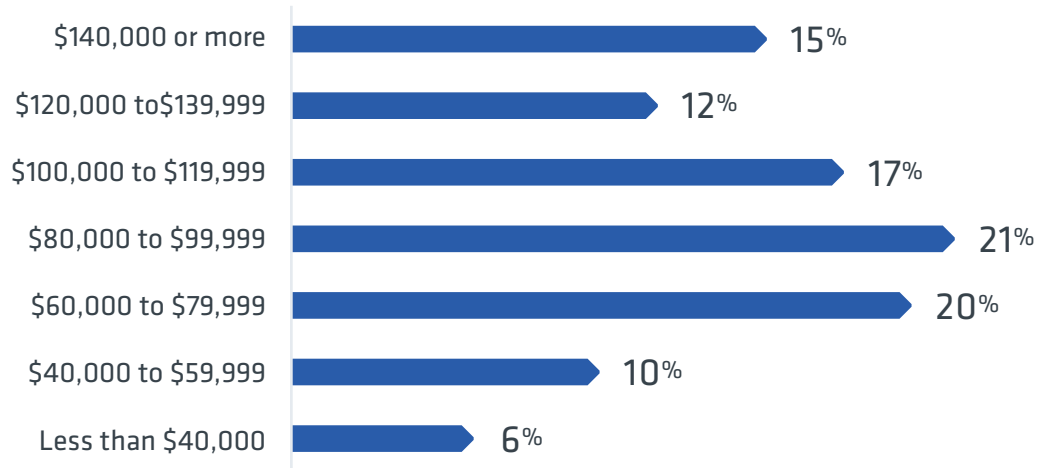
QUANTITATIVE BENEFITS

The quantification of the benefits of IFMA credentials was challenging due to the size of the population and time constraints associated with collecting and analyzing the data. Respondents were asked how their credential(s) increased their salary, with an increase of 6 to 15 percent having the highest response rate (21 percent) (Table 4). Based on the average reported current salary (Figure 5), this increase in salary due to IFMA credentials is on average US\$6,000. The average reported current salary is \$93,784 (Figure 5).

TABLE 4 – PERCENTAGE INCREASE IN SALARY DUE TO CREDENTIAL

No.	CRITERIA	QUANTITY	%
1	Less than 1%	74	6%
2	1% - 5%	324	20%
3	6% - 15%	351	21%
4	More than 15%	136	8%
5	None	639	45%
TOTAL		1,524	100%

FIGURE 5 – AVERAGE CURRENT SALARY



\$6,000
Average
increase in
annual salary

