

## ***BUSINESS CASE:*** **Company Returns for Facility Management Employee Professional Development & Training**

### **Overview**

The Simplar Institute at Arizona State University, along with its member institutions and other professional and research organizations, seeks to advance the field of Facility Management (FM) through training and research. Though FM has been in existence alongside other related fields such as engineering and construction for many decades, it still lacks traditional education pathways and is less formalized as a profession than other areas of the built environment. As such there is little knowledge of the value and impact of education and professional development & training in FM.

In 2017 and 2018, the Simplar Institute, working with IFMA and other industry partners, conducted research into professional development & training in FM that involved more than 7,000 FMs from over 6,000 companies. During this same time, the Simplar Institute also led a more detailed research analysis with 50 global organizations in FM that represented over a dozen different industry sectors. A few key results from these efforts are presented below.

### **Research Findings**

Based on the research, analyses, and surveys conducted across the FM industry, companies with FM departments have experienced the following benefits of their employees' receiving FM professional training, certificates, and other education:

#### **The Impact of Training:**

- On average, professional development & training results in more than a **40% increase** in FM employee overall performance.
- **70% of companies** report trained FM employees as having **statistically significantly higher performance**.

#### **The ROI:**

- On average, for **every \$2,000** that a company spends per FM employee for training, they experience a **12% performance increase**.

#### **The Need for Professional Training:**

- **94% of companies** agree that FM training is needed, but less than **30% have internal FM training available**.