

The Facility Manager's **BUSINESS CASE** for Professional Development & Training

Overview

Simplar 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, Simplar's team, working with IFMA and 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, Simplar 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, credentials, certificates, and other education:

The Impact of Training:

- On average, professional development & training results in more than a **40% increase** in FM employee performance.
- **\$6,000 average increase** in annual salary
- **70% of companies** rate trained FM employees as having **statistically significantly higher performance**.

The ROI:

- **15:1** conservative return on investment for a professional over 5 years; companies experience a **12% performance increase**.
(inclusive of fees/costs and assuming the minimized realized annual salary increase)

The Need for Professional Training:

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