

## **Benchmarking: cost drivers and parameters for comparisons”**

Today's view of economics forces a raising number of companies to face the need of reorganising their business processes and the way they provide their services, in the light of the new market requirements. Therefore, which are the targets to achieve, the change strategies to carry out, and the comparison methodologies to learn from the best performers?

IFMA Italian Chapter realised that benchmarking is the most suitable tool to give an effective and precise answer to these crucial questions for people like Facility Managers, whose target is to ensure efficiency and flexibility for companies, thus contributing to their growth in terms of productivity and competitiveness.

The association's team, together with the partners, has been involved in benchmarking analysis and projects since 1998, thus offering to the market a rigorous and scientific investigation method to measure and compare the cost and the quality of business facilities. These studies are now the most outstanding research activities of the association and their strong point is the ability to provide the market operators with real life data, collected through the Facility Managers, who actually manage buildings and procurement services day-by-day.



“**Benchmarking: cost drivers and parameters for comparisons”** has been conceived as a comparative study of costs, management modes and procedures for service supplies, aiming to satisfy market expectations and to foster the research and to identify new ways of facility management.

The target of IFMA Italy fourth benchmarking project on enterprise facilities is to give an answer to a precise market need: get a detailed a complete picture of facility management from a qualitative and quantitative viewpoint.

Up-to-date data acquisition and analysis of management procedures provided first-hand information on the aspects of services and the ways and rules that drive the choice of vendors. The experience we accrued, year after year, allowed us to increase the scope of the services been analysed and the detail level of the analysis. For each service we identified performance indicators and cost drivers, highlighting the relationship, either direct or indirect, between cost drivers and actual costs. The results have also been compared with the previous projects' ones (1998, 2000, 2002), in order to get variation values and spot the mainstream market trends.