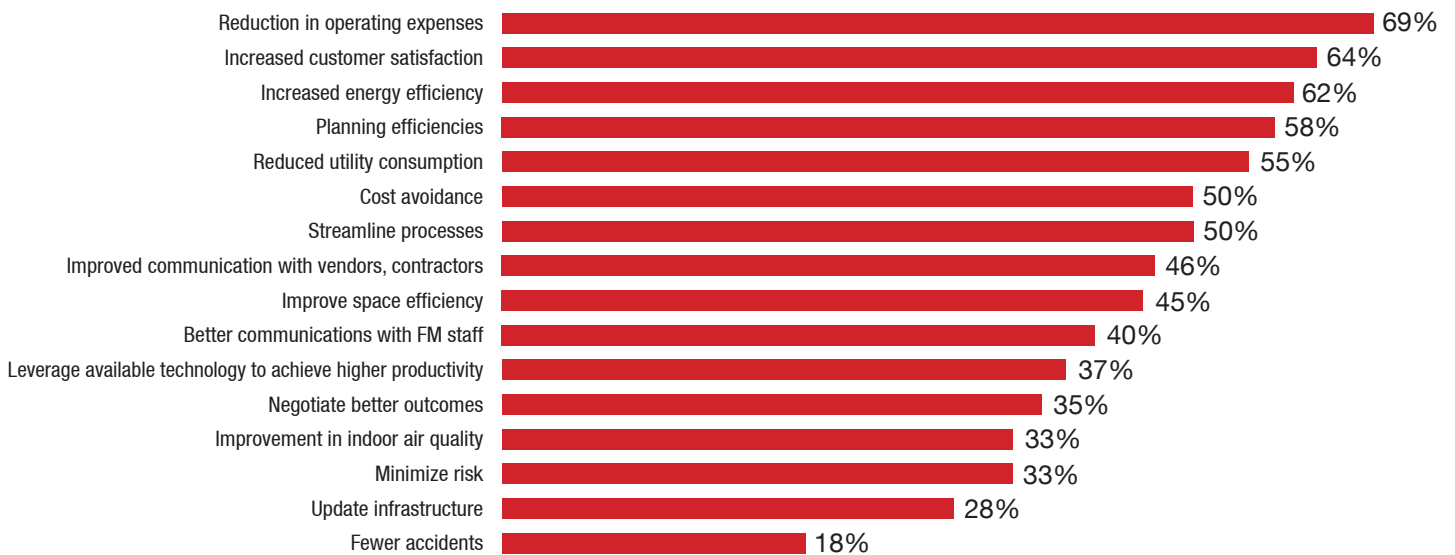


Research Shows 4:1 ROI on IFMA's FM Training and Education

Professional development has its risks and rewards. Supervisors often ponder the decision of whether to train a new hire for fear the newly educated employee will leave the organization, resulting in a loss of knowledge and training investment. When considering the alternative — the consequences are much worse if the employee remains and he is not properly trained. Research has proven that ongoing training reduces turnover, as employees are more likely to stay with an organization where they can grow and develop.

In 2009, IFMA conducted a study on facility decision makers depicting the benefits and return on investment that training provides. The findings show that the benefits far outweigh the cost. The chart below lists the benefits to the overall operation of a facility as a result of investing in facility management training.

FM Training Benefits



For each dollar spent on FM training, organizations reported receiving an average of US\$3.95 in return.

Forty percent of the respondents in this same study reported conducting an audit of facility operations in the past two years. These include facility audits (89%), Joint Commission audits for health care facilities (7%) and energy audits (18%).

More than two-thirds (69%) of the respondents whose facilities had undergone audits reported that facility management training was instrumental in achieving higher audit scores.

Other Studies Supporting IFMA's Findings

Cleaning and Maintenance Management reported that in a thesis study conducted by a master's student at Bellevue College in Nebraska, custodians who received formal classroom training far outperformed those who had received informal training from supervisors and fellow custodians. The study estimated that by spending an average of US\$300 per custodian for three days of training netted a typical Nebraska school district US\$2,508 per custodian a year in increased productivity.

A recent study by Liberty Mutual determined that for every dollar spent on safety, an organization can expect anywhere from a US\$3 to US\$4 return for their US\$1 investment.

In a recent report, the American Society for Training & Development (ASTD) estimated in 2007 that U.S. organizations spent more than US\$134 billion on training. Of this US\$134 billion, US\$50 billion is spent on professional development such as workshops, conferences and instructor-led courses. Two other worthy findings from this annual study detail organizations' enhanced focus on certification training and a higher percentage of learning hours devoted to e-learning.