

FM BENCHMARKING IN THE BOTTLE

GABOR DECSI MRICS LEO, HUNGARY

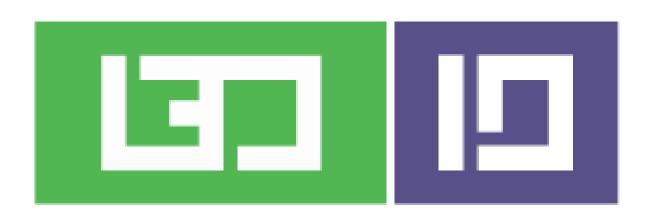
EUROFM CONFERENCE 2023 ISTANBUL 09.11.2023.







HUNGARIAN NATIONAL ASSOCIATION OF FACILITY MANAGEMENT, BUILDING OPERATION AND MAINTENANCE SERVICE PROVIDERS







WHAT IS THE WORLD'S LARGEST BENCHMARKING "MARKET"?

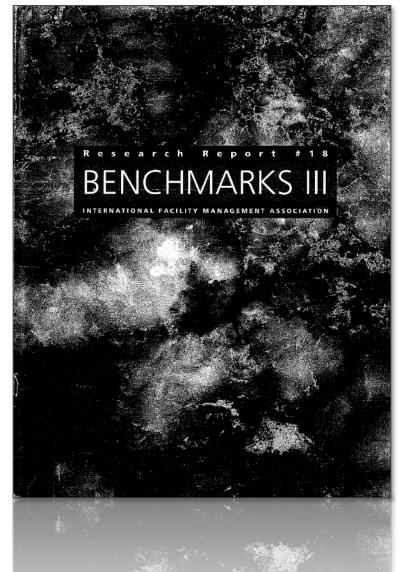


NEW YORK STOCK EXCHANGE!





INSPIRATION FROM '96 IFMA BENCHMARKS III







HUNGARIAN BENCHMARKING FIRST ON THE EU

STAGE, 2003



Benchmarking as a way to define the status of Hungarian FM development

Laszlo Kuczogi

Director of Facility Manager of FM Group, HUFMA

The European Facility Management Conference, 14-17 May 2003, Rotterdam, The Netherlands

The European Facility Management Conference 14-17 May 2003, Rotterdam, The Netherlands

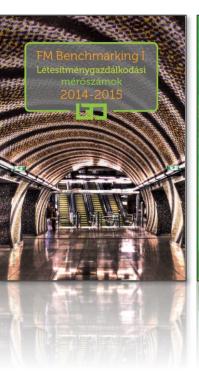


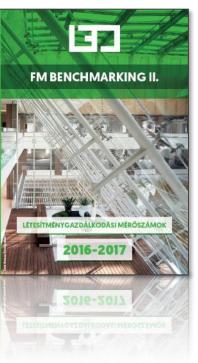


EVOLUTION OF THE HUNGARIAN FM BENCHMARKING













THIS IS HISTORY!







CORNERSTONES ON WHICH WE BUILD ON

INTERNATIONAL STANDARD BASED

- MSZ EN 15221-7:2013 FACILITIES MANAGEMENT. PART 7: GUIDELINES FOR THE COMPARATIVE PERFORMANCE MEASUREMENT OF SERVICES
- ISO 41030 FACILITY MANAGEMENT PERFORMANCE MEASUREMENT AND MANAGEMENT
- 11 TOPICS, 46 QUESTIONS, 85 DATA

INDEPENDENT DATA MANAGER

- HUNGARIAN COMPETITION AUTHORITY COMPLIANT
- GDPR COMPLIANT

ANONYM DATA PROVISION

- ONLINE QUESTIONNAIRE FOR INDIVIDUAL DATA INPUT
- XLS SPREADSHEET FOR MASS DATA INPUT

PROFESSIONAL STATISTICAL ANALYSES

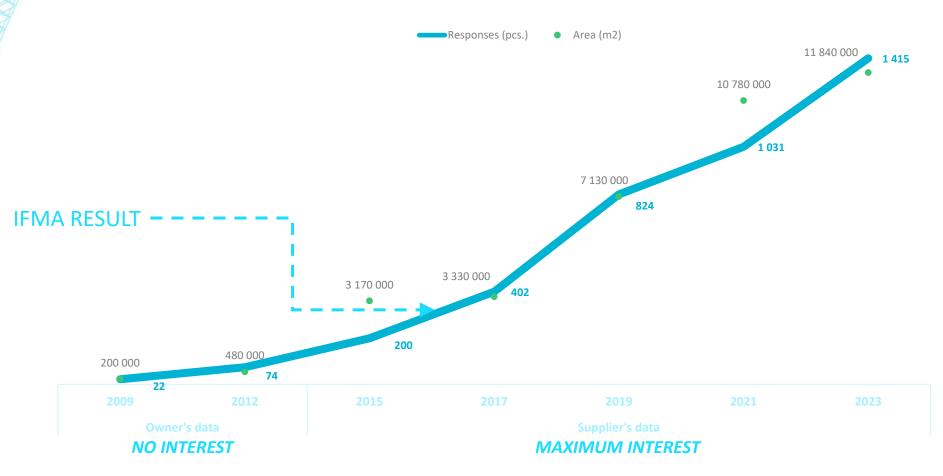
- CHARTS
- DIAGRAMMS

INERNATIONAL STANDARD LEVEL!





EVOLUTION OF DATA COLLECTION



THIS IS A HUGE RESULT EVEN FOR EUROPE!





PITFALLS AND FUCK-UPS

DATA COLLECTION

- VERY SLOW PROCESS
- MOTIVATION CANDIES FOR DATA PROVIDERS

DATA CONSISTENCY

- MANAGING TIME SERIES ANALISYS BETWEEN RELEASES
- DEVELOPMENT OF INACCURATE CALCULATION METHODS
- PRESENTING/HIDING STATISTICALLY IRRELEVANT DATA

DATA QUALITY

- CHALLENGING TO PRESENT UP-TO-DATE INTERPRETATION
- AFTER A WHILE OUTDATED COST INFORMATION

REQUIRES COMMITMENT AND HARD WORK FROM THE WORKING GROUP MEMBERS!





SOME OF THE ACHIEVEMENTS

SPECIFIC ANALYSES OF

- **ALL DATA**
- **OFFICES**
- **RETAIL FACILITIES**
- **INDUSTRIAL FACILITIES**
- **CORPORATE REAL ESTATES**

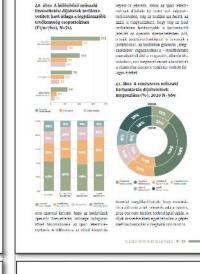
SPECIAL CHAPTERS IN THE LAST BOOK E.G.

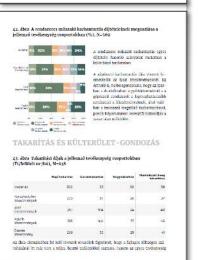
- **SUSTAINABILITY IS IN THE FOREGROUND**
- THE **IMPACT OF THE PANDEMIC** ON THE FM MARKET
- **PROPTECH:** A TECHNOLOGICAL REVOLUTION
- DESIGN OF AN FM CONCEPT

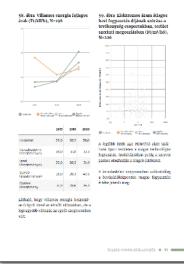
HOT TOPIC TO BE IMPLEMENTED

ESG RELATED DATA ANALISYS

több oktatást Intézményt tudunk bevonnt a 17. ábra A teljes terület kutatisdur, és ez épületeknől kapatt adatok elemzését külön fejezetben szecepeltethetnagysága a legjellemzőbb tevékenységcsoportokban (m²), 2013 N-200, 2015 N-A02, 2018 9 135 451 we so tesitminyek kice kiviltkipe ésdeker itt vizsgált létesítmények funkciólt. Amit min-denképpen érdemes megemilteni, hogy a mível néhány, idemelkedően nagy alapterfletti ingutian is bekerült a felmérésbe mostant és az előző kutatás adatatból képzett ábrán nagyon hazonló a két diagram — mint deplájára, közel 2 millióna emelkedett kategórtában. Ez azéct fontos, mert valójában aldoc hasmiffhatúsk doze az adatúk, ha egy minta — Az Imdahásak esetében is Jelentűsen, 70 isszetétele nem változás két kuratás között - ezemel, az inani insztlanoknál 1 millióval épületek aránya. négyzetmétemel növelsedett a mintánik







MATURED RESEARCH METHODOLOGY AND A 200 PAGES STUDY BOOK!





IMPACT ON THE HUNGARIAN FM MARKET

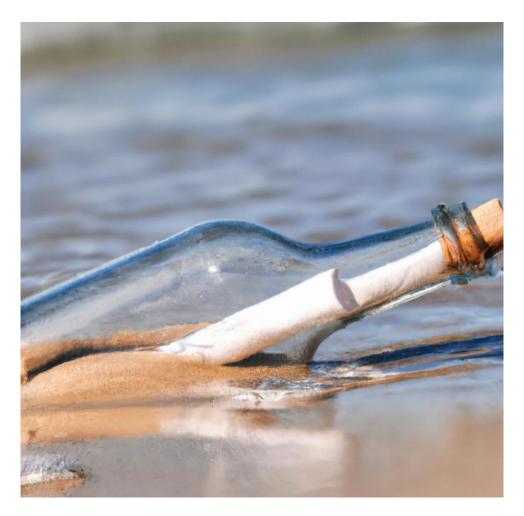
- BECOME LEO'S FLAGSHIP PRODUCT
- FM MARKET PLAYERS STARTED TO SPEAK A COMMON LANGUAGE
- IT BROUGHT THE MARKET COMPETITORS TOGETHER
- CUSTOMER PERCEPTION HAS IMPROVED A LOT
- LEO MEMBERSHIP HAS INCREASED DRAMATICALLY
- SIGNIFICANTLY INCREASED THE RECOGNITION OF THE PROFESSION

IT LOOKS LIKE A DIAMOND IN THE ROUGH!





FM BENCHMARKING IN THE BOTTLE



OPEN SOURCE FOR THE FM COMMUNITY FROM THE HUNGARIAN LEO!





OPEN SOURCE FOR THE FM COMMUNITY

WHAT WE PROVIDE

- FULL METHOLOGY
- LATEST QUESTIONAIRE
- KICK-OFF WORKSHOP
- INDIVIDUAL CONSULTANCY

WHAT WE ASK

- FEEDBACK ON LOCAL SPECIALITIES
- COO-DEVELOPMENT OF THE FUTURE VERSIONS
- INTERNATIONAL BENCHMARKS
- PROMOTE THE IMPORTANCE OF FM BENCHMARKING

LET'S BUILD UP EUROPE'S LARGEST REAL ESTATE AND FACILITY MANAGEMENT DATABASE!



THANK YOU!

GABOR DECSI MRICS LEO, HUNGARY

DECSI@DOME.HU
WWW.LEOFM.EU/ENG/

