

Evaluating the Value:

International Facility Management Association (IFMA)
Facility Management Credentials

CFM™ | FMP™ | SFP™ | Credentials
April 2017



IFMA
FM Research
& Benchmarking
Institute



Acknowledgements

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ABOUT IFMA

IFMA is the world's largest and most widely recognized international association for facility management professionals, supporting 24,000 members in 104 countries. This diverse membership participates in focused component groups equipped to address their unique situations by region (133 chapters), industry (14 councils) and areas of interest (six communities). Together they manage more than 78 billion square feet of property and annually purchase more than US\$526 billion in products and services. Formed in 1980, IFMA certifies professionals in facility management, conducts research, provides educational programs, content and resources, and produces World Workplace, the world's largest series of facility management conferences and expositions. In addition, IFMA's collaboration with the Royal Institution of Chartered Surveyors is transforming the global FM profession by unifying standards, offering comprehensive career advancement resources and magnifying the status of practitioners. For more information, visit www.ifma.org/ricscollaboration. To join and follow IFMA's social media outlets online, visit the association's [LinkedIn](#), [Twitter](#), [Facebook](#), [YouTube](#) and [Flickr](#) pages. For more information, visit the [IFMA press room](#) or www.ifma.org.

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IFMA Return on Investments for Credentials and Certifications Assessment

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Executive Summary

While the field of facility management (FM) has been in existence alongside other related fields such as engineering and construction, its place within traditional education pathways is less formalized than other areas of the built environment. Accordingly, entry into the profession is largely undefined and a function of experience, with many professionals seeking to supplement their experience with credentials and continuing education to better prepare them for a career and advancement in the FM profession. Two online, international surveys of FM professionals and FM organizations were conducted to better understand and evaluate the impact and value of FM credentials to the industry and its participants. Results show that FM credentials not only provide current professionals with value, but also translate into benefits for organizations. The average five-year “return on investment” (ROI) of International Facility Management Credentials is 15:1.

Acronyms & Terminology

ARM: Accredited Residential Manager

AssocRICS: The RICS Associate (AssocRICS) qualification recognizes the skills of individuals with relevant work experience and vocational qualifications. AssocRICS is a respected qualification that demonstrates commercial and technical standards and professional ethics. It shows you are qualified, regulated, and trusted

CEFP: Certified Education Facility Program

Certificate Program: A nondegree-granting education or training program consisting of (1) a learning event or series of events designed to educate or train individuals to achieve specified learning outcomes within a defined scope; and 2) a system designed to ensure individuals receive a certificate only after verification of successful completion of all program requisites, including, but not limited to, an assessment of learner attainment of intended learning outcomes

Certification: A process through which a nongovernmental entity grants a time-limited recognition to an individual after verifying that he or she has met established criteria for proficiency or competency, usually through an eligibility application and assessment. Certifications have ongoing requirements for maintaining proficiency/competency and can be revoked for not meeting ongoing requirements [Source ASTM E2659-17]

CFM™ (Certified Facility Manager™): IFMA's certification that sets the industry standard for ensuring the knowledge and competence of practicing facility managers

Competencies: Ability to apply knowledge and skills to achieve intended results (ANSI 17024 definition)

CPM: Certified Property Manager

EFPP: Educational Facilities Professional

Facility Management: Organizational function which integrates people, place and process within the built environment with the purpose of improving the quality of life of people and the productivity of the core business [Source ISO 41011:2017(en), Facility management — Vocabulary, ISO 41012:2017(en), Facility management — Guidance on strategic sourcing and the development of agreements]

FM(s) [Facility Manager(s)]: A professional who manages the FM service delivery for an owner of real estate assets (public or private) as an employee or as a provider delivering FM services

FMA: Facility Management Administrator

FM Learning System: An interactive print and Web-based review program that reinforces the facility management body of knowledge in a flexible, on demand format. It also offers instructor-led resources to support quality classroom instruction



FMP™ (Facility Management Professional™):

IFMA certificate program for practicing facility managers that establishes foundational knowledge of sound facility management practices

International Facility Management

Association: A professional association to guide and develop facility management professionals by providing services, products, resources and opportunities

LEED AP: Leadership in Energy and Environmental Design Accredited Professional

MRICS: A title designation following the name of a member who holds Royal Institution of Chartered Surveyors (RICS) qualifications. Similarly, the FRICS title refers to RICS Fellows, and AssocRICS refers to RICS Associates. The (RICS) is a professional body that accredits professionals within the land, property, and construction sectors worldwide

PMP: Project Management Professional

Qualtrics™: Survey software program

Return on Investment (ROI): Measures the gain or loss generated on an investment relative to the amount of money invested. ROI is usually expressed as a percentage and is typically used for personal financial decisions, to compare a company's profitability or to compare the efficiency of different investments

RICS (Royal Institution of Chartered Surveyors):

A professional body that accredits professionals within the land, property, and construction sectors worldwide. The group also regulates and promotes the profession; maintains the highest educational and professional standards; protect clients and consumers via a strict code of ethics; and provides impartial advice and guidance

RPA: Real Property Administrator

SFP™ (Sustainable Facility Professional™):

IFMA certificate program that establishes foundational knowledge of sound practices in sustainable facility management

SME (Subject Matter Expert or Domain Expert):

A person who is an authority on a particular area or topic

SPSS: SPSS Statistics (formerly known as Statistical Package for Social Sciences Software) computer software

US\$: United States currency i.e., dollars



About This Report

The focus of this research was on the value of FM credentials and was commissioned by the International Facility Management Association (IFMA). The goal was to understand what individuals and companies experience as their “return on investment” in IFMA credentials, specifically the Certified Facility Manager (CFM), Facility Management Professional (FMP), and Sustainability Facility Professional (SFP).

Background

IFMA seeks to understand and inform current and future facility managers about the benefits attained by achieving IFMA credentials/certifications. As there has been no official IFMA study that examined this perspective, there was a need to quantify the value of obtaining an IFMA credential. Moreover, based on the projected number of facility managers anticipated to retire in the next 10 to 15 years, the number of younger professionals entering the field will not be able to meet the need¹. Thus, professionals within other fields that transition to FM will be required to supplement this gap. The IFMA credentials will be requisite demarcation for employers of FM professionals, serving as verification of obtained skills and knowledge necessary for success in FM.

This research is the first of its kind within the field of FM and seeks to set a clear framework from which the value of FM credentials can be further evaluated in the future. As the needs and programs for education in FM change, the evaluation will need to remain relevant to ensure value to the industry.



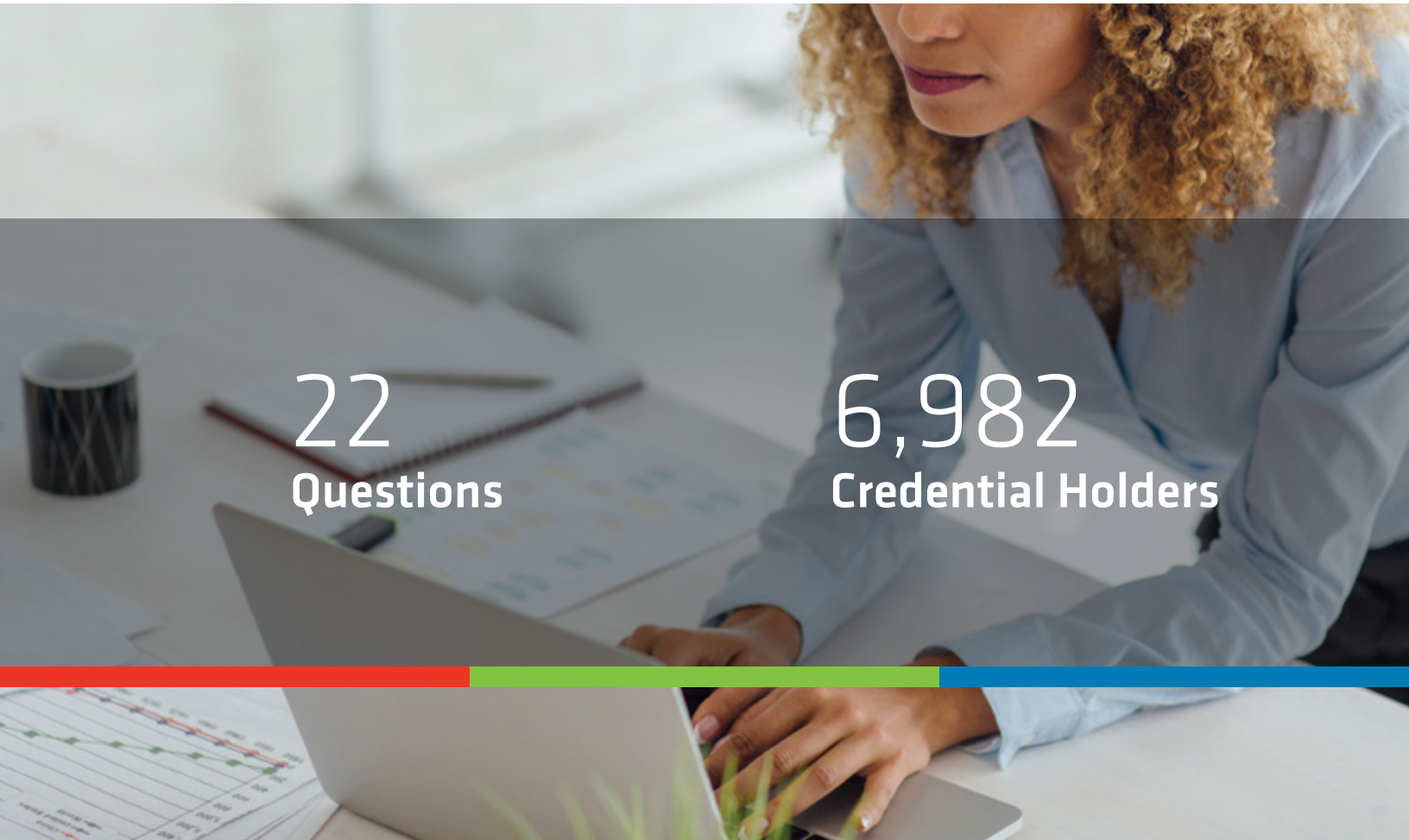
Methodology

A timeline of three months was available from the initial start of this research until reporting the final results was required. Due to the timing constraints, a questionnaire survey was developed to measure both the quantitative and qualitative benefits. Initially, a pilot survey was developed based on the literature, IFMA's goals with this research, and interviews of professionals. The survey was tested by sending it to 20 IFMA credentialed professionals. After completing the survey, interviews were held with each of the professionals and adjustments made to the language of the survey to clarify and reduce the time required to complete (the final survey is available in Appendix B).

The survey consisted of a potential total of 22 questions, with the number of questions being dependent upon the credentials obtained by the respondent (CFM, FMP,

and/or SFP). The survey was composed of two major sections, with five sub-sections contained therein: introduction and obtained credentials; CFM; FMP; SFP; and background and demographics. The survey distributed via email and administered online using Qualtrics™, with the data analysis via Statistical Package for the Social Sciences.

Upon further review of the credentials database, duplicate emails and credential holders who did not list their emails needed to be removed from the list which left a population of 8,991 credential holders. The survey was made available for 30 days. The software utilized allowed the researchers to determine if the emails were unusable due to not being valid, rejected, retired or someone opted out. A total of 2,009 emails were unusable, leaving a total of 6,982 credential holders (69.8 percent contacts database accuracy).



22
Questions

6,982
Credential Holders

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