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COURSE BROCHURE

Facility Estate Maintenance KPI Comparison Training Course

6 – 10 September 2027
London

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Registered in the United Kingdom and Saudi Arabia

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Ref: 1656_60709 **Date:** 6 – 10 September 2027 **Location:** London **Fees:** 5900 GBP

Facility Estate Maintenance KPI Comparison is a 1-week training course for maintenance managers, performance analysts and asset owners who run campuses, hospital estates, office portfolios and public building stock, ending with an estate KPI comparison sheet and gap-closure roadmap. Owners of many buildings now ask why one site costs more per square metre or answers calls slower than another. Jupiter Prime Training offers this course to help estate teams compare buildings fairly and set credible targets.

Why Facility Estate Maintenance KPI Comparison Matters Now

Three groups drive estate comparison today: owners and trustees who fund many buildings from one budget, occupants and tenants who judge maintenance by response and comfort, and finance teams that compare outsourced and in-house service costs. An estate that normalises its figures by floor area, age and use can see which buildings truly underperform; one that compares raw numbers rewards the newest sites and punishes the oldest. The course rests on facility maintenance key performance indicators KPIs, normalisation by gross internal area and peer group selection, applied to real estate portfolios.

Who Gains Most from Facility Estate Maintenance KPI Comparison

- Estate maintenance managers responsible for several buildings or campuses
- Performance analysts who compile and report maintenance indicators
- Asset owners and trustees deciding where repair budgets go
- Helpdesk leads who track response and completion times
- Contract managers comparing outsourced and in-house building services

A multi-site estate gains most when its maintenance manager, performance analyst and an owner representative attend together and agree one set of comparison rules.

Facility Estate Maintenance KPI Comparison Capabilities

Participants learn to choose indicators that suit buildings, adjust them for size and age, and turn the gaps into funded actions.

- Specify a facility KPI set covering cost, response and planned work — estate reporting
- Calculate maintenance cost per square metre with consistent cost boundaries — budget holders
- Apply normalisation for building age, use and floor area — fair site comparison
- Assess peer groups among campuses and comparable estates — owners and trustees
- Weigh realistic targets against condition backlog — capital planning decisions
- Build a gap-closure roadmap with owners and dates — estate leadership

Key Facility Estate Maintenance KPI Comparison Terms

- Gross internal area — the total floor area inside a building's external walls, used to normalise cost and staffing figures.
- Cost per square metre — annual maintenance spend divided by floor area, allowing buildings of different size to be compared.
- Planned to reactive ratio — the share of maintenance hours spent on scheduled work compared with breakdown response.
- Response time — the time between a helpdesk request and a technician arriving to start work.
- Peer group — a set of buildings or estates with similar use, age and size chosen for fair comparison.
- Condition backlog — the value of repairs needed to bring buildings to an agreed standard.

Facility Estate Maintenance KPI Comparison Day by Day

Day 1: Why Estates Compare Buildings

- Estate Portfolio Profiling — Grouping Buildings by Use, Age and Size
- Owner and Occupant Expectations — Translating Service Promises Into Indicators
- Facility KPI Families — Separating Cost, Service and Condition Measures
- Cost Boundary Definitions — Agreeing What Counts as Maintenance Spend
- Data Sources in Estates — Drawing From Helpdesk, CAFM and Finance Records

Day 2: Building a Fair Comparison Base

- Gross Internal Area Normalisation — Adjusting Cost and Staffing by Floor Area
- Building Age and Use Adjustments — Avoiding Unfair Rankings of Older Sites
- Peer Group Selection — Choosing Comparable Campuses and Estates
- Data Quality Checks — Removing Gaps and Inconsistent Records
- Comparison Sheet Layout — Presenting Buildings Side by Side

Day 3: Service, Cost and Condition Indicators

- Helpdesk Response and Completion Times — Measuring Occupant Service
- Planned to Reactive Ratio — Judging Maturity of Building Upkeep
- Cost per Square Metre by Trade — Locating Expensive Services
- Condition Backlog Indicators — Linking Repairs Needed to Budget Risk
- Energy and Comfort Complaints — Connecting Plant Upkeep to Occupant Experience

Day 4: Setting Targets and Closing Gaps

- Gap Ranking Across Buildings — Prioritising Sites With Largest Shortfalls
- Target Setting Methods — Choosing Peer Median or Stretch Levels
- In-House Versus Outsourced Comparison — Testing Service Delivery Choices
- Budget Reallocation Options — Moving Funds Toward Underperforming Sites
- Owner Reporting Pack — Explaining Comparisons Without Blaming Sites

Day 5: Practising the Estate KPI Comparison Sheet and Roadmap

- University Campus Case Data — Applying Normalisation and Peer Groups
- Hospital Estate Comparison Exercise — Applying Service and Cost Indicators
- Target Debate With Owner Representatives — Applying Target Setting Methods
- Gap-Closure Action Sequencing — Assigning Owners and Milestones
- Estate KPI Comparison Sheet and Gap-Closure Roadmap — Presenting to Estate Leadership

Applying Facility Estate Maintenance KPI Comparison After the Course

- Normalise last year's maintenance cost for every building by floor area and share the ranked results with estate leadership.
- Agree a peer group of three comparable estates and exchange response time and planned ratio figures.

Facility Estate Maintenance KPI Comparison Questions FAQ

What is facility estate maintenance KPI comparison, and why does it matter now?

It is the practice of comparing maintenance cost, service and condition indicators across buildings and estates on a fair basis. It matters now because owners fund many sites from one budget and need evidence on where money works hardest.

Which roles gain most from facility estate maintenance KPI comparison?

Estate maintenance managers, performance analysts, asset owners and helpdesk leads gain most. Examples come from university campuses, hospital estates and office portfolios, so you can apply the methods to your own buildings.

How does facility estate maintenance KPI comparison differ from a plant maintenance audit course?

It compares buildings and estates using floor area, occupant service and condition backlog. Plant audit courses score the maintenance practices of an industrial site against an audit framework instead.

What do you bring back from facility estate maintenance KPI comparison?

You bring back an estate KPI comparison sheet and gap-closure roadmap built from case data, plus normalisation rules to apply across your portfolio.

Facility Estate Maintenance KPI Comparison: The Way Forward

The estate KPI comparison sheet and gap-closure roadmap show which buildings lag their peers and what will close the gap. Their first use is deciding where next year's repair budget goes. Estate managers and owners review them each year, and after the first cycle the peer group deserves another look, since building use and occupancy often shift.