



<b>Topic:</b>	Facility Performance Metrics
<b>Lead:</b>	
<b>Speaker(s) Name and Title:</b>	Rich Leonard, John LaFemina, Virginia Taberski & Jamie Allan
<b>Scribe Name:</b>	
<b>Session Description:</b>	Facility Performance Metrics
<b>Session Time Slot:</b>	Tuesday, 1:40 – 2:40pm
<b>Purpose and Desired Outcome:</b>	
<b>Notes &amp; Key Points</b>	<i>Capture best practices, actionable recommendations, and decisions.</i>

**Disclaimer:** *These are raw notes that were captured by the assigned scribe during this session at the 2018 Large Facilities Workshop. This is one individual's interpretation of what took place during the session, and its content does not necessarily represent the viewpoint of the National Science Foundation.*

**Notes:**

- NCAR convenes an annual user community conference to measure community satisfaction.
- PNNL Performance Scorecard informs what questions should be asked of management.
- One external source to consider for metrics is the International Facilities Management Organization (<http://www.ifma.org/>)
- Collected metrics should inform decisions and not just be “interesting.”
- Define the questions you want answered first and then design the metrics to answer those questions.
- Consider using surveys (any medium) to solicit user satisfaction.

**Best Practices:**

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**Actionable Recommendations (Action Owner Name & Organization\_:**

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**Decisions:**

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