

Dashboard Survey

Dashboard Survey

Summary Prepared on 07/14/09

This report summarizes 89 of 89 total responses.

Summary for the results with the following restrictions:

Response Filters

Invitation Type: all

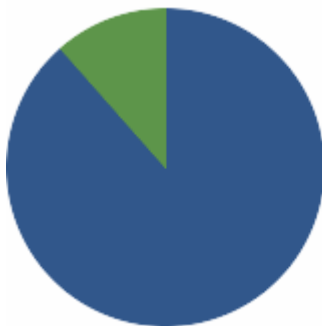
Status: all

Alerts:

Email Contains:

Utilizing Dashboards

1. Does your organization regularly track/measure key performance indicators or metrics?



88.5%

[Yes \(77\)](#)

11.4%

[No \(10\)](#)

2. What categories of metrics/KPI do you track or would you like to track? Check all that apply or add your own.

14.5% [Project Costs \(eg. design, construction, installation\) \(71\)](#)

13.4% [Cost/SF \(eg. maintenace, operations, facility\) \(66\)](#)

11.6% [SF/Person \(57\)](#)

10.6% [Response Times \(eg. project or work order cycle times\) \(52\)](#)



- 10.0% [Space Utilization/Efficiency \(49\)](#)
- 9.8% [Service Provider Efficiency \(eg. costs, products, timeliness\) \(48\)](#)
- 9.6% [Churn/Occupancy/Move Rates \(47\)](#)
- 8.7% [Cost/Person \(eg. furniture, space, moves\) \(43\)](#)
- 7.5% [Labor Costs \(eg. shifts, union\) \(37\)](#)
- 3.8% [View "Other" Answers "Other" Answers](#)

Please provide additional comments about metrics/KPIs you are interested in:

You may browse comments online or download the CSV.

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3. Does your organization regularly utilize customer satisfaction surveys?



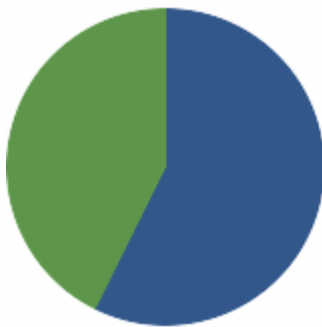
- 71.9% [Yes \(64\)](#)
- 28.0% [No \(25\)](#)

If yes, what is the primary objective of the survey?

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4. Does your organization utilize a Dashboard tool?



- 57.3% [No \(51\)](#)
- 42.6% [Yes \(38\)](#)

Provide additional comments below:

You may browse comments online or download the CSV.

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5. If you answered NO to question #4, please proceed to question #7. If you answered YES, please briefly describe how the Dashboard tool is utilized in your organization (objective, purpose, frequency etc.)
You may browse freeform responses online or download the CSV.

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6. What type of software/technology do you utilize for your Dashboard tool?



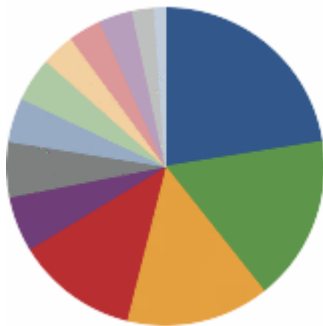
- 47.9% [Excel \(23\)](#)
- 33.3% [Customized Software \(16\)](#)
- 18.7% [View "Other" Answers "Other" Answers](#)

7. Is a Dashboard a business tool you might consider developing/learning more about?



- 59.5% [Yes \(53\)](#)
- 29.2% [I already use one \(26\)](#)
- 11.2% [No \(10\)](#)

8. What Industry do you work in?



- 22.4% [Corporate Facilities \(20\)](#)
- 16.8% [Consultant \(FM, Architect, Designer, Planner\) \(15\)](#)
- 14.6% [View "Other" Answers "Other" Answers](#)
- 12.3% [Financial/Banking \(11\)](#)
- 5.6% [Research & Development \(5\)](#)
- 5.6% [Manufacturing \(5\)](#)
- 4.4% [Public Sector \(4\)](#)
- 4.4% [Academic \(4\)](#)
- 3.3% [Real Estate \(3\)](#)
- 3.3% [Museums/Cultural \(3\)](#)
- 3.3% [Healthcare \(3\)](#)
- 2.2% [Utilities \(2\)](#)
- 1.1% [Transporation \(1\)](#)

9. What is your job title?

You may browse freeform responses online or download the CSV.

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10. Please share any final thoughts/ideas you have regarding Dashboard documents.

You may browse freeform responses online or download the CSV.

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