

Planning, Design, and Construction Metrics Quick-Start Guide

This guide represents the short list of Planning, Design, and Construction performance indicators that EAB recommends Facilities leaders track. The list draws from the comprehensive list of metrics found with full definitions across the previous pages.

Project Management

1. Percentage of projects delivered on time
2. Percentage of projects delivered on time by broad project stage
3. Percentage of projects completed within budget
4. Master plan execution
5. Average planning, design, and construction customer satisfaction score
6. Average project manager customer satisfaction score
7. Project manager average project workload

Project Spend

8. Capital investment budget execution
9. Average professional services cost
10. Construction costs per GSF
11. Renovation costs per GSF
12. Percentage of total construction cost spent on change orders

Real Estate

13. Percentage of GSF that is leased space