

Facilities Benchmarks

How efficiently are your facilities operating?

Are they well used by your community?

How do you know?

Yardstick Facilities Benchmarks is the essential management reference with around 145 benchmarked metrics. Yardstick provides tools for an evidence based approach to decision making.

Yardstick is a benchmarking tool that delivers “need to know” information for your business to inform your decision making and improve your service delivery. A range of management data is collected and analysed to provide a wide selection of performance indicators and information metrics. Yardstick also identifies and promotes industry best practice in areas such as service delivery, asset management and strategic planning.

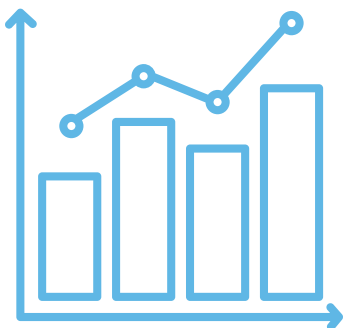
What does it do?



Yardstick provides a quantitative assessment of operations and management for recreation, leisure and aquatic centres:

- Corporate and asset management (how well are we managing assets?)
- Facility usage (how well utilised are our facilities?)
- Financial (how much is it costing?)
- Operations (how good are our processes?)
- Staff resources (do we have the right structure and remuneration?)
- Facility description (how does our facility compare with others?)
- New Zealand specific reporting points give further metrics for NZ conditions

Why do you need it?



Yardstick Benchmarks allows you to understand your business better:

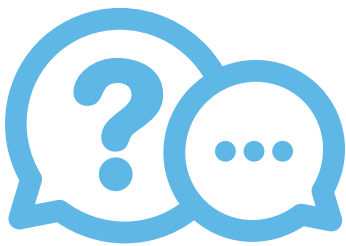
- without understanding where you are now, you can't plan to improve
- identify, plan and improve your strategic goals and direction
- identify the strengths, weaknesses and inefficiencies of your operation
- inform financial performance reviews, feasibility studies, cost estimates and budgets
- review entry fees, remuneration and resourcing
- prioritise areas for improvement
- justify additional resources, and manage demand on existing resources

How does it work?

- Completion of an annual online benchmark questionnaire
- This contains core questions plus a country specific section
- Detailed guidelines are available online and in pdf form
- Onsite desk based audit meeting to check information at completion
- All information is shared - no anonymous reporting
- Online reporting with flexibility to select own peer group



What do you get?



- Access to the Yardstick online platform for completion of online questionnaire and access to reports.
- Technical support is provided by Yardstick Project managers throughout the process.
- An annual on-site visit from a Yardstick Project manager to check results before the completion of the survey and production of reports.
- Online reports with results from all current members from participating countries.
- A downloadable fully printable pdf report with results from all selected peers.

What do other members think?



"We use the Yardstick information as a guide on how our pools are comparing with other similar aquatic facilities, individually and as an organisation. We have also used the data for comparisons when we are investigating major redevelopments of our aquatic network. We find it a very useful tool."

Stephen Keatley, Hutt City Council

Contact us



Get in touch with us for more information about the programme and pricing and subscriptions.

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