Completed Business Case Example: Commercial Building

This example shows the same method applied by a chief engineer at a multi-tenant office building.

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Department	Building Operations	**Date**	[Date]
Submitted to	Property Manager	**Reviewed with coach**	☒ Yes, with the Assistant Property Manager

1. The Need

Departmental challenge	Tenant comfort complaints have risen over the past year, and average response times now exceed the service levels in several tenant leases.
Why it matters now	Two major leases come up for renewal next year. Repeated comfort problems put tenant satisfaction and renewals at risk.

2. Proposed Training

Course and format	An online course in building systems and service management from an established training provider.
Schedule and hours	Six weeks, starting in [month], about four hours of study per week.
How it connects to the need	The course covers HVAC system performance, troubleshooting and service request management, which match the main sources of complaints.

3. Expected Benefits

What it should help improve	Fewer repeat service calls, faster resolution of comfort complaints, and more reliable building systems.
How I will track progress	Monthly comfort complaints, average response time, and repeat calls from the same tenant, all from our work order system.

4. Cost and Time

Direct cost	Tuition of $[amount] (provider quote attached). No travel costs.
Time away	About four hours per week for six weeks, scheduled outside peak tenant hours.
Coverage plan	A senior technician will handle routine tenant requests during study periods. I remain on call for urgent issues.
Return, in plain terms	Each repeat HVAC service call costs about $400 in labor and contractor time. If better troubleshooting prevents even three or four repeat calls a year, the savings would cover most or all of the tuition.

5. How I Will Apply It

Changes I will make	Revise our response process for comfort complaints and set up a simple tracking report for repeat calls.
How I will report back	A quarterly report on comfort complaints and response times for the Property Manager, starting after the course ends.

All names and figures in this example are illustrative. Replace them with your own.