



# ISO 41000 – Family of Standards Raising the bar for FM Globally



By Royal Charter

# Our Panel

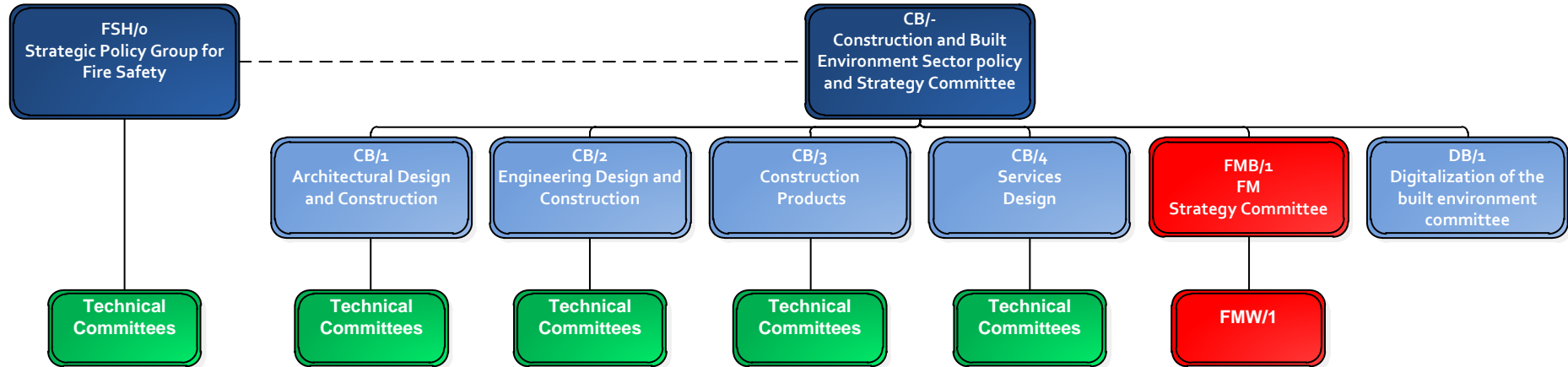
- Adrian Brooks, Senior Director GVA (Chairman FMB/1)
- Stan Mitchell, CEO Key Facilities Management (Chairman FMW/1 & ISO/TC 267)
- Deborah Rowland, Director, Sodexo Global Services (Member FMB/1)

# Background

## Value in the Built Environment driven by

- Adopting broader whole-life approach
- Focus on sustainability from design through to maintenance
- Identify measurable performance targets to deliver improvement
- Work towards integrated supply chains to reduce waste
- Change procurement to embed whole-life thinking into contracts
- Minimise accidents and improve performance by better training and working conditions

# Background - Current Structure



# FMB/1

## Programme of Work to date

### Guides:

- BS 8587:2012 – Guide to Facility Information Management
- BS 8210:2012 – Guide to Facilities Maintenance Management

### Codes of practice:

- BS 8572:2018 – Procurement of Facility-related Services (Revision)
- BS 8536-1:2015 – Briefing for Design & Construction, FM (Revision)
- BS 8536-2:2015 – Briefing for Design & Construction, AM
- BS 8892:2014 – Transition Management of Facility-related Services

### Internationally:

- ISO 41000 – Family of Facilities Management standards

# The international context

- Standards enable national ideas to become accepted internationally
- Representation of UK interest ensures that standards reflect UK needs
- Export of UK ideas opens up overseas markets and raises the profile of UK industries and commerce
- In turn, this may give UK industries competitive advantage by being recognized as the world leaders in a field
- International meetings also enable UK experts to learn from their counterparts, and bring ideas back for use in the UK



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Stan Mitchell



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# International Standards Organisation (ISO)

## ISO Standards





# ISO TC 267 Facility Management

Technical Committee 267 Facility Management  
established 2011

Secretariat: Bernd Borchert, BSI

Membership: 45 countries



# ISO TC 267 Facilities Management



Australia



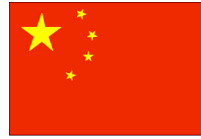
Austria



Belgium



Brazil



China



Colombia



Croatia



Czech Republic



Germany



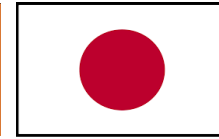
Hungary



India



Ireland



Japan



Kenya



Korea



Malaysia



Netherlands



Nigeria



Norway



Poland



Russia



South Africa



Sweden



Switzerland



Thailand



United Kingdom



United States



# ISO TC 267 Facilities Management



Argentina



Bulgaria



Finland



France



Iran



Israel



Italy



Macau



Panama



Portugal



Serbia



Singapore



Slovakia



Spain



Sri Lanka



Tanzania



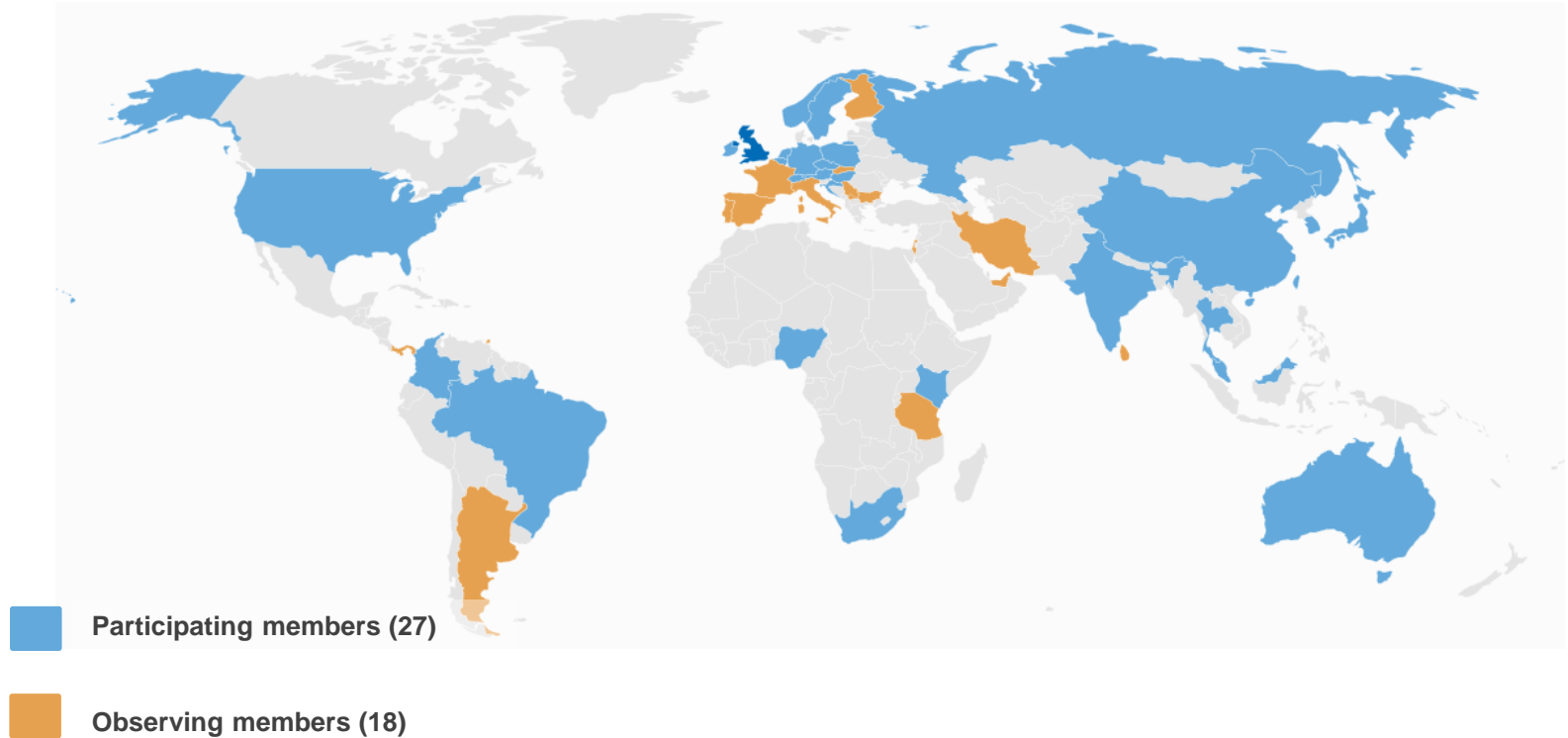
Trinidad and Tobago



United Arab Emirates



# ISO TC 267 Facility Management



# ISO TC 267 Facility Management

## The Journey so far...



# ISO 41011:2017 Facility Management - Vocabulary



# ISO/TC-267 Facility Management (FM)

## ISO 41011 Facility Management - Vocabulary

**PUBLISHED**

### Introduction

Clause 1, 2 & 3      Scope, Normative references,  
Terms and definitions

- “ 3.1 Terms related to facility management
- “ 3.2 Terms related to assets
- “ 3.3 Terms related to people
- “ 3.4 Terms related to sourcing
- “ 3.5 Terms related to process
- “ 3.6 Terms related to finance
- “ 3.7 Terms related to general business
- “ 3.8 Terms related to measurement



# ISO 41011:2017 - Vocabulary

## Definition

“Organizational function which integrates people, place and process within the built environment with the purpose of improving the quality of life of people and the productivity of the core business”





# ISO 41012 2017 Facility Management - Guidance on Strategic Sourcing and Development of Agreements



# ISO/TC-267 Facility Management (FM)

## ISO 41012 Guidance on Strategic Sourcing and Development of Agreements

**PUBLISHED**

### Introduction

Clause 1, 2, 3 Scope, Normative references, Terms and Definitions

4 Sourcing strategy and understanding the core business context

5 Sourcing process in FM

6 Facility services provision

7 Main characteristics of FM agreements

8 Common considerations in agreements

9 Preparation and development of an agreement

10 Measure service provision performance

A (informative) Example of requirements for a service

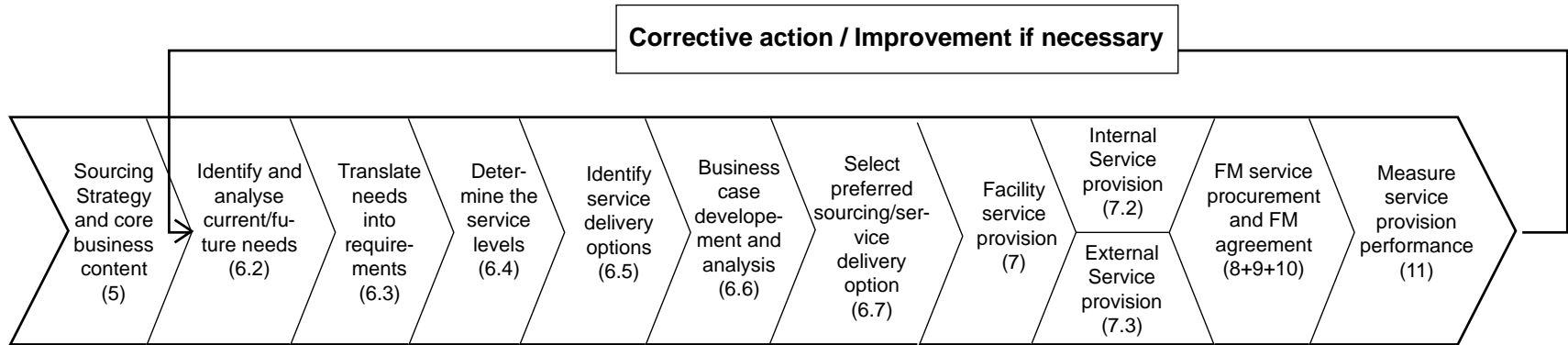
B (informative) Example of a business case content

C (informative) Structure of an agreement – General clauses

D (informative) Service level agreements – Benefits, preparation and structure of an agreement-SLAs



# Procurement Process – ISO 41012:2017



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# ISO 41013:2017 Facility Management – Scope, Key Concepts and Developments



# ISO/TC-267 Facility Management (FM)

**ISO 41013**  
**Facility**  
**Management**  
**Scope, Key**  
**Concepts and**  
**Developments**

**PUBLISHED**

Foreword

Introduction

Clause 1, 2 & 3      Scope, Normative  
references, Terms and definitions

4    Scope of facility management

5    Business process background of FM

6    Key concepts in FM

7    Benefits of FM (purpose)

A    Evolution of terms & definitions from  
EN 15221 to ISO 41011



# ISO 41001:2017 Facility Management – Management System Standard



# ISO 41001 Management System Standard

## Context of the Organization

- External & Internal Issues
- Interested Party Requirements
- Establish Scope
- Document Scope
- FM Management System

## Planning

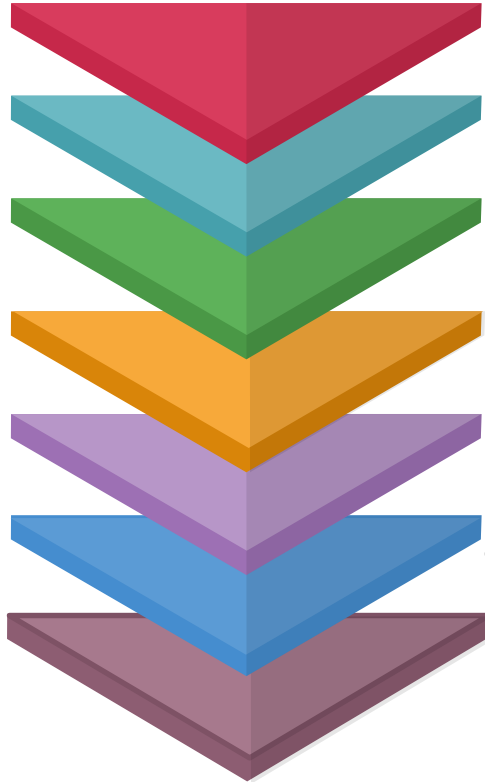
- Risks & Opportunities
- Plan- Address Risks
- Requirements of Stakeholders
- FM Objectives
- Implementation Plan
- Planning Horizons

## Operation

- Processes
- Change Control
- Control Processes
- Customer Relationships
- Integrate Service Delivery

## Improvement

- Nonconformity
- Corrective Actions
- Proactive Measures
- Gap Analysis
- Continually Improve



## Leadership

- Leadership & Commitment
  - Establish FM Policy
- Communicate FM Policy
  - Relevant Roles
- Responsibility & Authority

## Support

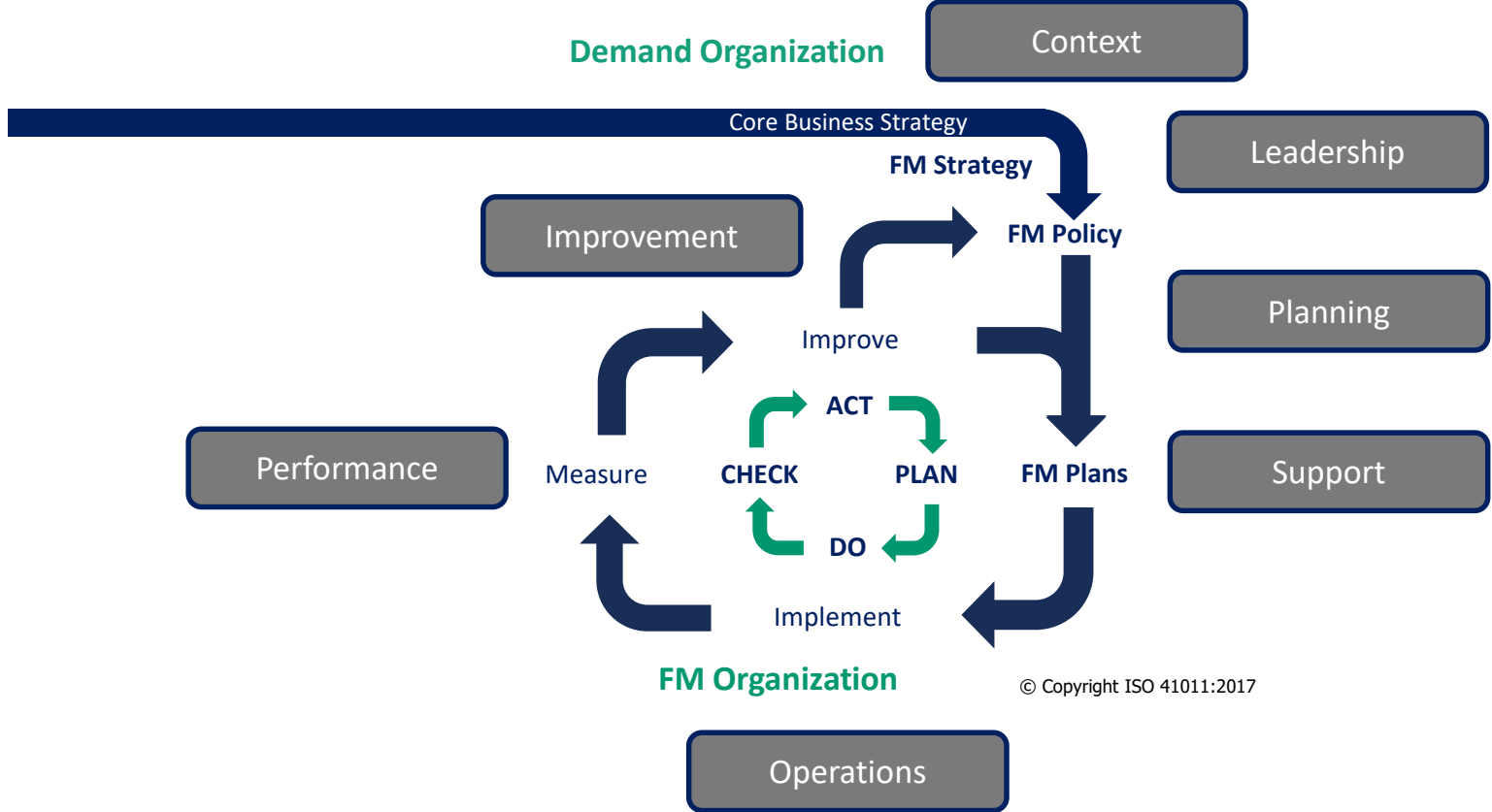
- ID & Secure Resources
  - Source & Monitor
  - Competencies
    - Awareness
- Communications
- Information Required

## Performance Evaluation

- Scope of Monitoring
- Monitoring Means & Methods
  - Documented Results
- Evaluate Performance
  - Audits
- Top Management Review
- Communicate/Act on Results



# Foundations: ISO 41001, FM's First MSS



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# ISO41001 Management System Standard

## Requirements with Guidance for Use

- Management System Standard (as opposed to a technical standard)
- Applicable across all sectors and organisation types
- Accreditable (or will be!)



# Management System Standards (MSS)

A management system is the way in which an organization manages the inter-related parts of its business in order to achieve its objectives

The benefits of an effective management system to an organization include:

- More efficient use of resources and improved financial performance
- Improved risk management and protection of people and the environment
- Increased capability to deliver consistent and improved services and products, thereby increasing value to customers and all other stakeholders



# International MSS Standards

Management – certified companies outperformed the market by 100%+

Finance – 55% achieved cost savings

Operations – 75% boosted their performance

Services – 75% improved their customer service and loyalty

Sales & Marketing – 71% acquired new customers and retained existing clients

Source BSI related to ISO  
9001



# International Standards in FM

What Next?



# ISO TC 267 Facility Management

## New Work Item Proposals

- WG4 – ISO 410XX, Facility Management – Development of Facility Management Strategy
- WG5 – ISO 410XX, Facility management – Influencing behaviours for improved facility outcomes and user experience



# BSI FMW/1 FM Committee

## UK Representation

- All FM related standards are developed, critiqued and published via this committee
- We welcome those who are able to support our work and further standards across the UK, Europe and Internationally



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Deborah Rowland



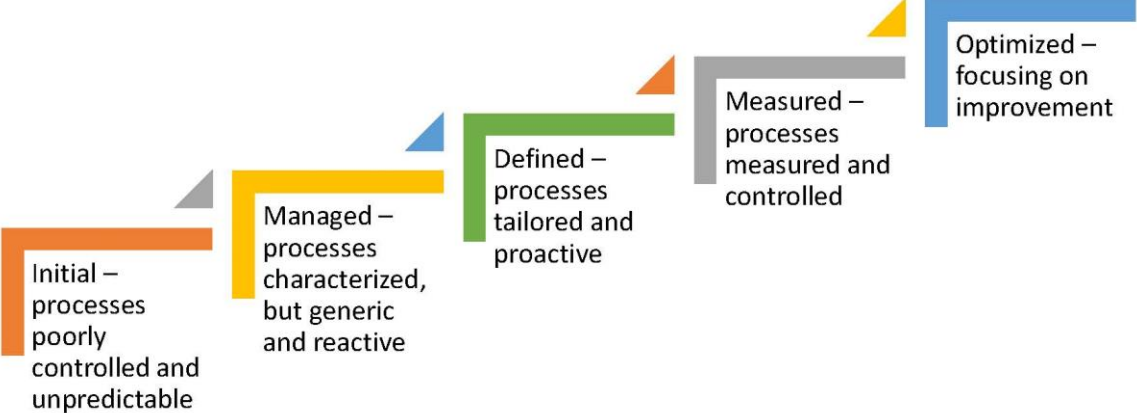
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# Standards in Use

- Consistency
- Challenge
- Competency



# Standards in Use



Facilities Management Capability Maturity Model

# Standards in Use

- Briefing
- Procurement
- Information management
- Life cycle costing
- Maintenance
- Transition
- Building information modelling

## British Standards

- BS 8572:2011, *Procurement of facility-related services – Guide*
- BS 8587:2012, *Guide to facility information management*
- BS 8210:2012, *Facilities maintenance management – Guide*
- BS 8544:2013, *Guide for life cycle costing of maintenance during the in use phases of buildings*
- BS 8892:2014, *Transition management of facility related services – Code of Practice*
- PAS 1192-2:2013 *Specification for information management for the capital/delivery phase of construction projects using building information modelling*
- PAS 1192-3:2014, *Specification for information management for the operational phase of assets using building information modelling*
- PAS 1192-5:2015, *Specification for security-minded building information modelling, digital built environments and smart asset management*
- BS 1192-4:2014, *Collaborative production of information – Fulfilling employers information exchange requirements using COBie – Code of practice*
- BS 1192:2007+A2:2016, *Collaborative production of architectural, engineering and construction information. Code of practice*
- BS 8536-1:2015, *Briefing for design and construction. Code of practice for facilities management (Buildings infrastructure)*
- BS 8536-2:2016, *Briefing for design and construction. Code of practice for asset management (linear and geographical infrastructure)*

- Terms and definitions
  - Agreement
  - Quality
  - Taxonomy
  - Processes
  - Benchmarking
  - Space

## European Standards

- BS EN 15221-1:2006, *Facility management – Terms and definitions*
- BS EN 15221-2:2006, *Facility management – Guidance on how to prepare facility management agreements*
- BS EN 15221-3:2011, *Facility management – Guidance on quality in facility management*
- BS EN 15221-4:2011, *Facility management – Taxonomy, classification and structures in facility management*
- BS EN 15221-5:2011, *Facility management – Guidance on facility management processes*
- BS EN 15221-6:2011, *Facility management – Area and space measurement in facility management*
- BS EN 15221-7:2012, *Facility management – Guidelines for performance benchmarking*

- Terms and definitions
  - Sourcing
  - Agreements
  - Asset management

## International Standards

- ISO 41011, *Facility management – Vocabulary*
- ISO 41012, *Facility management – Guidance on strategic sourcing and the development of agreements*
- BS ISO 55000:2014, *Asset management – Overview, principles and terminology*
- BS ISO 55001:2014, *Asset management – Management systems – Requirements*
- BS ISO 55002:2014, *Asset management – Management systems – Guidelines for the application of ISO 55001*
- BS ISO 37500, *Guidance on outsourcing*
- BS ISO 41001, *Facility management – Management systems*
- BS ISO 44001, *Collaborative business relationship management systems. Requirements and framework*
- BS ISO 41001 *Facility management. Management systems. Requirements with guidance for use (in development)*

## FM Standards:

[http://shop.bsigroup.com/FM\\_standards](http://shop.bsigroup.com/FM_standards)

What next?

bsi.

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