

ISO FACILITY MANAGEMENT

APPA STANDARDS AND CODES COUNCIL PARTICIPATION

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AGENDA/OBJECTIVES

- International Standards Organization
- American National Standards Institute
- TC 267 Goals & Objectives
- TC 267 Membership
- TC 267 Accomplishments
 - ISO 41011
 - ISO 41012
 - ISO 41013
- Management Systems Standard



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INTERNATIONAL STANDARDS ORGANIZATION

An independent, non-governmental international organization with membership of 163 national standards bodies.

Through its members, ISO brings together experts to share knowledge and develop voluntary, consensus-based, market relevant International Standards that support innovation and provide solutions to global challenges.

www.iso.org/about-us.html

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AMERICAN NATIONAL STANDARDS INSTITUTE

As the voice of the US standards and conformity assessment system, ANSI empowers its members and constituents to strengthen the US marketplace position in the global economy while helping to assure the safety and health of consumers and the protection of the environment.

The Institute oversees the creation, promulgation and use of thousands of norms and guidelines that directly impact businesses in nearly every sector ... ANSI is also actively engaged in accreditation – assessing the competence of organizations determining conformance to standards.

www.ansi.org/about_ansi/overview/overview

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WHY CREATE INTERNATIONAL FM STANDARDS?

Those working within the FM profession are responsible for managing the built environment along with the efficiency and effectiveness of its use by those who occupy it.

In order to do so there is a need to establish international standards that will enable the sector to evolve in a coherent and coordinated manner.

The objective therefore of ISO/TC-267 is to make a valid contribution to this process, at a strategic level, in a manner that will be acceptable and relevant to all countries who are members of ISO and beyond.

Within the ISO Framework create a series of Standards that:

1. Introduce the general requirements for an FM organisational strategy.
2. Articulate the requirements for an effective and efficient management regime.
3. Provide guidance to achieving benefit from an FM Management Systems Standard (MSS).

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MEMBERSHIP - PARTICIPANTS



ISO/TC-267 Facility Management (FM)

Participating Members (25)

- Australia (SA)
- Austria (AS)
- Belgium (NDN)
- China (SAC)
- Croatia (HZN)
- Czech Republic (UNMZ)
- France (AFNOR)
- Germany (DIN)
- Hungary (MSZT)
- India (BIS)
- Ireland (NSAI)
- Japan (JISC)
- Kenya (KEBS)
- Korea, Republic of (KATS)
- Malaysia (DSM)
- Netherlands, The (NEN)
- Nigeria (SON)
- Norway (SN)
- Panama (COPANIT)
- South Africa (SABS)
- Sweden (SIS)
- Switzerland (SNV)
- ★ Thailand (TISI)
- ★ United Kingdom (BSI)
- ★ United States (ANSI)

Observing Members (17)

- Bulgaria (BDS)
- Colombia (ICONTEC)
- Finland (SFS)
- Iran, Islamic Republic of (ISIRI)
- Israel (SII)
- Italy (UNI)
- Mexico (CPTM)
- Poland (PKN)
- Portugal (IPQ)
- Serbia (ISS)
- United Arab Emirates (ESMA)
- Singapore (SPRING SG)
- Slovakia (SOSMT)
- Spain (UNE)
- Sri Lanka (SLSI)
- Tanzania, United Republic of (TBS)
- Trinidad and Tobago (TTBS)



★ Secretariat

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ACCOMPLISHMENTS

ISO 41011:2017 *Vocabulary* (general concepts)

Defines Terms Used in facility management standards.

<i>Facility Management</i>	<i>Assets</i>
<i>People</i>	<i>Sourcing</i>
<i>Process</i>	<i>Finance</i>
<i>General business</i>	<i>Measurement</i>

ISO 41012:2017 *Guidance on Strategic Sourcing and Development of Agreements*

Addresses development of facility service provision agreements covering both public and private service demand, and internal and external production/delivery options.

Technical Report: ISO/TR 41013:2017: *Scope, Key Concepts, and Benefits*

"Facility Management (FM) integrates and optimizes a broad spectrum of support processes and delivers their output, the facility services, which enable the *demand organization* to focus on its primary activities."

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MANAGEMENT SYSTEMS - EXAMPLE



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MANAGEMENT SYSTEMS: DIS 41001

ELEMENTS

Plan

Develop the plan for the delivery of facility services based on the needs of the organization being served.

- Goals of the organization and service delivery expectations
- Leadership, policies and roles & responsibilities
- Risks & opportunities, objectives and planning horizons
- Resources, competence, communication, information

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MANAGEMENT SYSTEMS: DIS 41001

ELEMENTS

Do

Plan

Operation/execution of the plan including:

- Process control
- Coordination
- Delivery

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MANAGEMENT SYSTEMS: DIS 41001

ELEMENTS

Check

Plan

Performance Evaluation

- Monitoring, measurement, analysis, and evaluation
- Internal Audit
- Management Review

Do

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MANAGEMENT SYSTEMS: DIS 41001

ELEMENTS

Act

Plan

Improvement

- Identify nonconformity and corrective actions
- Preventive actions
- Continual Improvement

Do

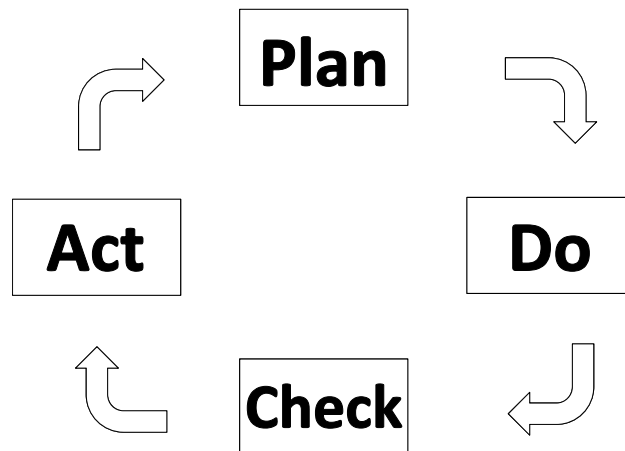
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MANAGEMENT SYSTEMS: DIS 41001

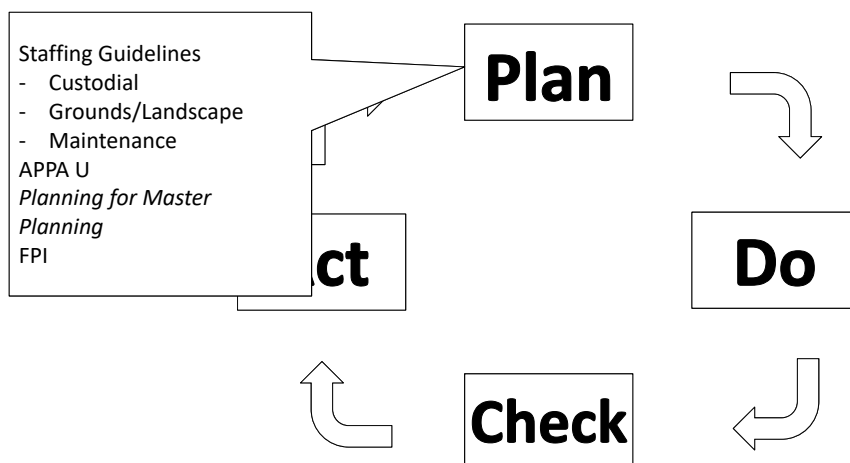
SUMMARY



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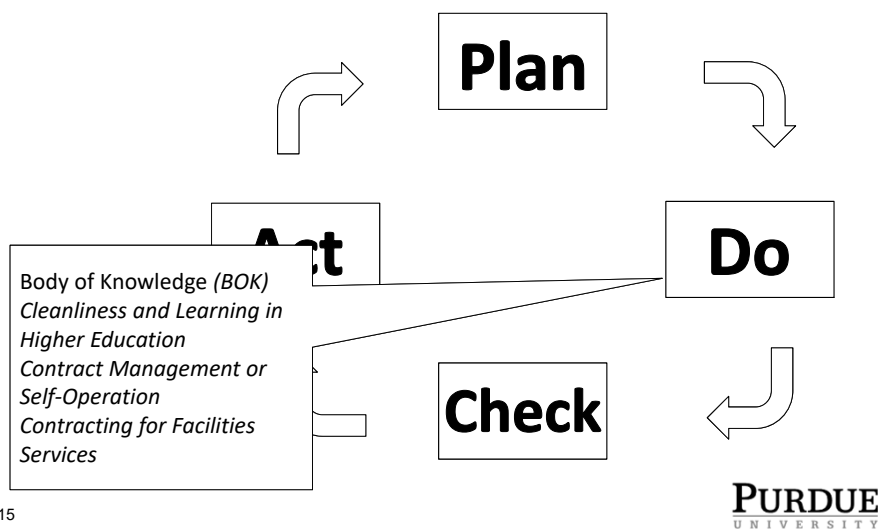
INTEGRATION WITH APPA TOOLS



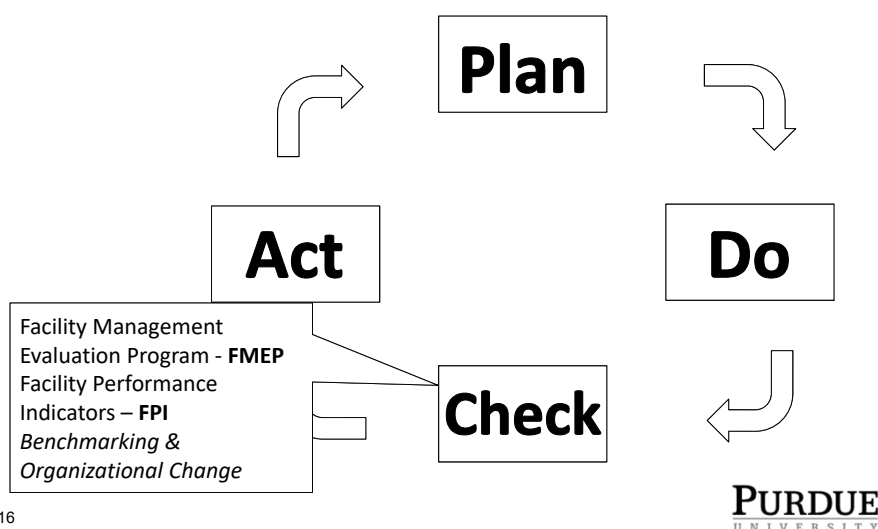
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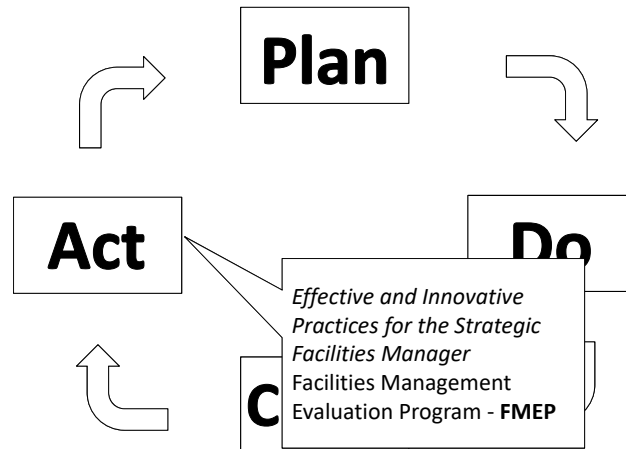
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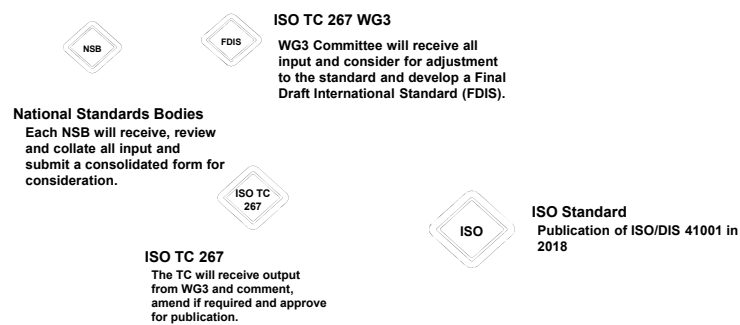


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NEXT STEPS

Road to Publication



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SUMMARY

ISO 41001 Facility management – Management systems – Requirements with guidance for use (release February 2018)

ISO 41011 Facility management – Vocabulary

ISO 41012 Facility management – Guidance on strategic sourcing and the development of agreements

ISO/TR 41013 Facility management – Scope, key concepts and benefits

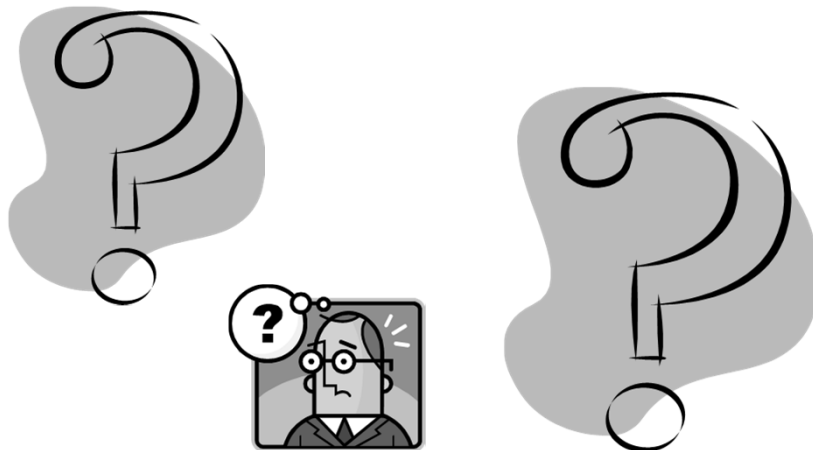
Future work plans

Communication, Roadmap, Benchmarking, and Conformity Assessment

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QUESTIONS - DISCUSSION



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