Facility Management
ISO Management System Standard

Stan Mitchell, CEO Key Facilities Management Ltd
Chairman ISO TC 267

Jim Whittaker, President/ CEO Facility Engineering Associates
Convener ISO TC 267 Working Group 3
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Meet Our Presenters:

Stan Mitchell
Past Chairman BIFM

Jim Whittaker
Past Chairman IFMA
Session Learning Objectives

1. Understand the strategic benefits of an FM international standard.

2. Discuss and critique the implications and impact on the FM profession.

3. Appreciate the potential for elevating the profession.
Agenda

• Standards in Facilities Management
• ISO TC 267 Facilities Management
• Management System Standard (MSS) in Facilities Management
• Advisory & Communications Group
• Q&A
ISO TC 267 Facilities Management
Standards

What is a standard?
A standard is a document that provides requirements, specifications, guidelines or characteristics that can be used consistently to ensure that materials, products, processes and services are fit for their purpose.
Enabling Organisations

- To create competitive advantage through improved performance
- To create value through sustainable business practices
- To minimize disruption through effective risk management
Standards in Facilities Management

- EN 15221-1 Terms & Definitions
- EN 15221-2 Guidance on FM Agreements
- EN 15221-3 Guidance on Quality in FM
- EN 15221-4 Taxonomy, Classification and Structures in FM
- EN 15221-5 Guidance on FM Processes
- EN 15221-6 Area and Space Measurement
- EN 15221-7 Guidelines for Performance Benchmarking
ISO TC 267 - Progress to Date

- ISO Facilities Management Committee established 2011
- Initial Objectives:
  1. International participation
  2. To review and develop two initial European Standards
  3. To develop a diverse, experienced and cohesive TC with the collective vision and commitment to create meaningful standards
ISO TC 267 - Initial Work Items

- ISO 18480-1: Facilities Management Terms and Definitions
ISO Management System Standards

Fundamentally 2 types e.g.

<table>
<thead>
<tr>
<th>Terms &amp; Definitions</th>
<th>Sourcing &amp; Agreements</th>
<th>Taxonomy</th>
<th>Benchmarking</th>
</tr>
</thead>
<tbody>
<tr>
<td>ISO 18480-1</td>
<td>ISO 18480-2</td>
<td>EN 15221-4</td>
<td>EN 15221-7</td>
</tr>
</tbody>
</table>

**TECHNICAL** – specific sectors
Participating Countries to Date
Glasgow June 2015
Management System Standard (MSS) in Facilities Management
The purpose of the FM MSS is to provide the specific requirements for individual organizations establishing and managing an integrated management system standard for the practice of Facilities Management.
ISO 41000: FM MSS

**Goal:** “…for an organization to be able to demonstrate that it has a robust process through which to design, manage and improve its integrated Facilities Management system…”

*To enhance performance!*
WG3 - 45 members from 16 countries
ISO Phases for Standards

1. NP (new work item proposal)
   - Deliverables:
     - First CD (Committee draft)
     - or ISO/PAS (Publicly Available Specification)

2. Building expert consensus
   - DIS or ISO/TS (Technical Specification)
   - ISO/TR (Technical Report) for non-normative documents

3. Consensus building within TC/SC
   - Final text for processing as FDIS (Final Draft International Standard)

4. Enquiry on DIS (Draft International Standard)
   - Final text of International Standard

5. Formal vote on FDIS (proof check by secretariat)
   - ISO International Standard

6. Publication of International Standard
WG3 Schedule (Plan)

International FM Standards

- **November 2014**: Proposal registered
- **February 2015**: NWIP approved & registered
- **February 2017**: DIS registered
- **February 2018**: International Standard Published
• ISO 9001 Quality Management**
• ISO 14001 Environmental Management (w/ guidance)**
• ISO/DIS 18788 Private Security Operations (w/ guidance)
• ISO 20121:2012 Event Sustainability (w/ guidance)*
• ISO 22000:2005 Food Safety
• ISO 22301:2012 Business Continuity*
• ISO 24526 Water Efficiency (w/ guidance)
• ISO 27001:2013 Information Security*
• ISO 39001:2012 Road-traffic Safety (w/ guidance)*
• ISO/CD 45001 Occupational Health & Safety*
• ISO 50001:2011 Energy Management (w/ guidance)
• ISO 55001:2014 Asset Management*

*Harmonized with Annex SL    **Harmonization in Progress
ISO 41000: FM MSS Organization

Introduction

• Clause 1: Scope
• Clause 2: Normative References
• Clause 3: Terms and Definitions

Requirements

• Clause 4: Context of the Organization ................................................................. PLAN
• Clause 5: Leadership ......................................................................................... PLAN
• Clause 6: Planning ............................................................................................ PLAN
• Clause 7: Support ............................................................................................. PLAN
• Clause 8: Operation ......................................................................................... DO
• Clause 9: Performance Evaluation ................................................................. CHECK
• Clause 10: Improvement ................................................................................. ACT
Relationship of ISO FM MSS to the PDCA Cycle

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Structure and Content of ISO 41000: FM MSS

4 Organization
- Understanding the organization and its context
- Understanding the needs and expectations
- Determining the scope of the FM management system
- FM management system

5 Leadership
- Policy
- Organizational roles, responsibilities and authorities
- Actions to address risks and opportunities
- FM objectives and planning to achieve them

6 Planning
- Resources
- Competence
- Awareness
- Communication
- Documentation

7 Support
Structure and Content of ISO 41000: FM MSS

8 Operation

- Operational planning and control
  - Establishing criteria for the processes
  - Implementing control of the processes in accordance with the criteria
  - Keeping documented information
  - Ensure that outsourced processes are controlled

9 Performance Evaluation

- Monitoring, measurement, and analysis and evaluation

10 Improvement

- Internal audit
- Continual improvement
- Management review
Structure of WG3 MSS within TC 267

- TC
  - WG1
  - WG2
  - WG3 - MSS
    - Requirements and Guidance for Clauses 4-7
    - Requirements and Guidance for Clauses 8-10
Methods of Certification

• First-party self-certification of conformity

• Third-party certification by accredited certification bodies
Outcome of ISO 41000: FM MSS

1. Auditable Standards
2. Global Best Practices
3. Enhance Effectiveness
Benefits of MSS’s – ISO 9001

• 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 2011
Advisory & Communications Group
ISO TC 267 WG3 Strategy

ISO TC 267

- WG1 Terms & Definitions
- WG2 Sourcing & Agreements
- WG3 General Requirements
- General Requirements
- Structures, Systems & Performance
- Guidance & Measurement

Community - Data Input & Support

Community - Communications & Data Output

MSS Advisory & Communications Group
Advisory & Communications Group

Plan of Work/Task Groups

Knowledge Transfer/Communications

Community Engagement/Forums

WG3

A&CG

FM Communities

Contribution/Critique

Dissemination of feedback/Communications

Community Engagement/Forums

Virtuous Circle managed and driven via the Advisory & Communication Group
Advisory & Communications Group

Advisory & Communication Group Coordination Teams
Review Session Learning Objectives

1. Understand the strategic benefits of an FM international standard.

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Thank you for Listening

Q&A
THANK YOU!

Be sure to evaluate the session online at the Attendee Service Center

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