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2022 ASSET MANAGEMENT COUNCIL

3 to 6 April 2022
National Convention Centre, Canberra
www.ampeak.com.au

ISO 41000 series: Facility Management standards update

Stephen Ballesty, FRICS, FAIQS, IFMA Fellow, ICECA, CQS, CFM
In-Touch Advisory

... connecting you with solutions for your Built Environment



Stephen Ballesty

, FRICS, FAIQS, IFMA Fellow, ICECA, CQS, CFM

In-Touch Advisory



Stephen.Ballesty@in-touchadvisory.com

- Stephen's consulting firm **In-Touch Advisory** connects stakeholders with solutions for the Built Environment across the property–construction–facilities life cycle.
- He is Property Council's representative to Standards Australia's MB-022 Committee for, and in turn an Australian delegate ISO/TC-267 for FM standards (ISO 41000 facility management since 2012), ISO/TC-267's global liaison to ISO/TC-251 (ISO 55000 asset management since 2014).
- Stephen is the currently the Regional Director – Australasia for IFMA's FM Consultant Council. He is also a former member of the IFMA Global Board of Directors and Past Chairman of both the IFMA Foundation and FMA Australia.





Acknowledgement:
Some content and images are courtesy of the ISO, Standards Australia and the Property Council

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Standards Matter, in the pursuit ...



a common language

consistent reporting

greater transparency

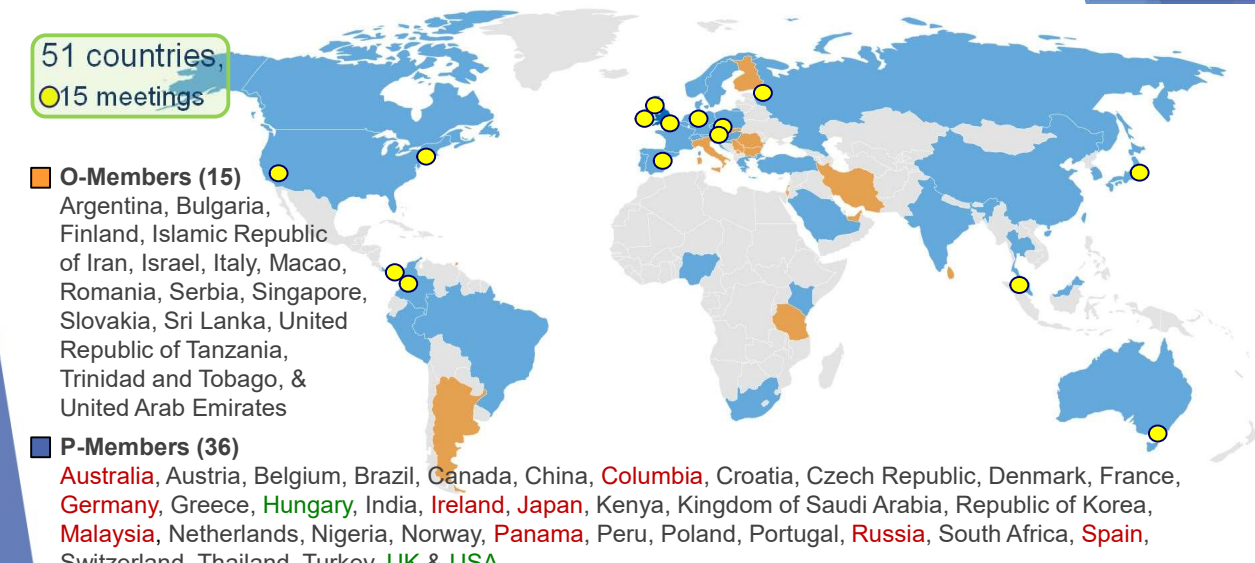
data capture, costing, analysis and forecasts

ability to performance benchmarking

increased confidence through reduced risk

... of global transparency, comparability and collaboration on solutions.

ISO/TC 267: When the world agrees



51 countries,
15 meetings

O-Members (15)
 Argentina, Bulgaria, Finland, Islamic Republic of Iran, Israel, Italy, Macao, Romania, Serbia, Singapore, Slovakia, Sri Lanka, United Republic of Tanzania, Trinidad and Tobago, & United Arab Emirates

P-Members (36)
 Australia, Austria, Belgium, Brazil, Canada, China, **Columbia**, Croatia, Czech Republic, Denmark, France, **Germany**, Greece, **Hungary**, India, **Ireland**, **Japan**, Kenya, Kingdom of Saudi Arabia, Republic of Korea, **Malaysia**, Netherlands, Nigeria, Norway, **Panama**, Peru, Poland, Portugal, **Russia**, South Africa, **Spain**, Switzerland, Thailand, Turkey, **UK & USA**.

Source: [ISO/TC 267 - Facility Management](#) (hosting countries, once in red text, twice in green text)

ISO/TC 267: Defining FM



What is FM?



FM is an “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”

Source: AS ISO 41011:2019

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ISO/TC 267: Defining FM



What is FM?



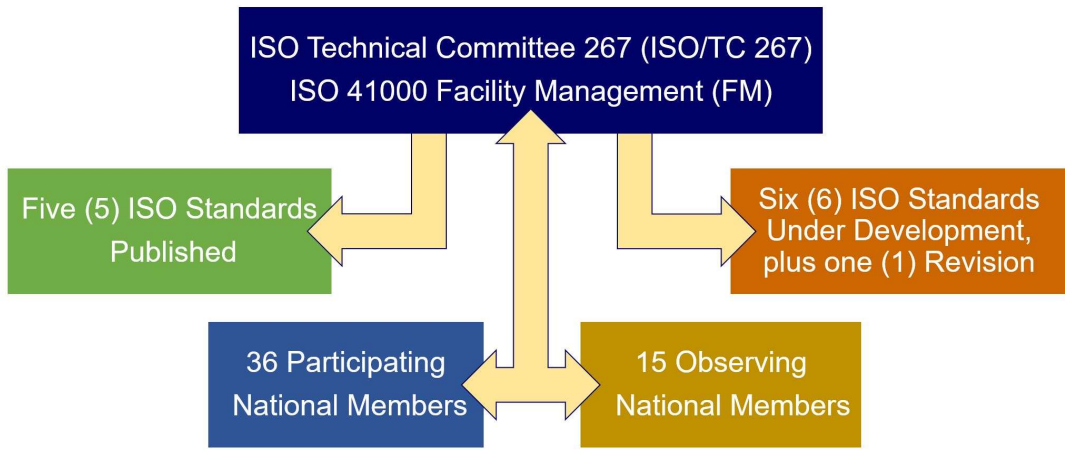
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Source: AS ISO 41011:2019

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ISO/TC 267: ISO 41000 series



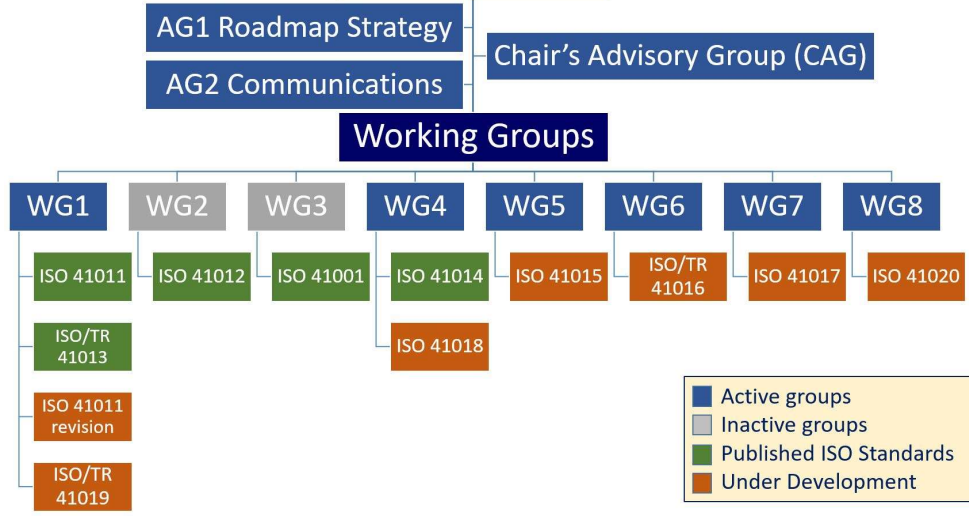
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Source: [ISO/TC 267 - Facility Management](#)



ISO/TC 267: ISO 41000 series

ISO/TC 267



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Source: [ISO/TC 267 - Facility Management](#)



ISO/TC 267: Outputs

| PUBLISHED ISO STANDARDS | UNDER DEVELOPMENT (titles may be subject to revision) |
|--|--|
| ISO 41011: 2017 FM vocabulary | ISO 41011 FM vocabulary (2 nd edition, revision) |
| ISO/TR 41013: 2017 FM Scope, key concepts and benefits | ISO 41015 FM influencing organizational behaviours for improved facility outcomes |
| ISO 41012: 2017 FM Guidance on strategic sourcing and the development of agreements | ISO 41016 Technology in FM - Scope, key concepts and benefits |
| ISO 41001: 2018 FM Management systems - Requirements with guidance for use | ISO 41017 FM guidance on emergency preparedness and management of an epidemic |
| ISO 41014: 2020 Development of FM strategy | ISO 41018 Development of FM policy |
| | ISO/TR 41019 The role of FM in sustainability and resilience |
| | ISO 41020 FM performance measurement and improvement |



Source: [ISO/TC 267 - Facility Management](#)



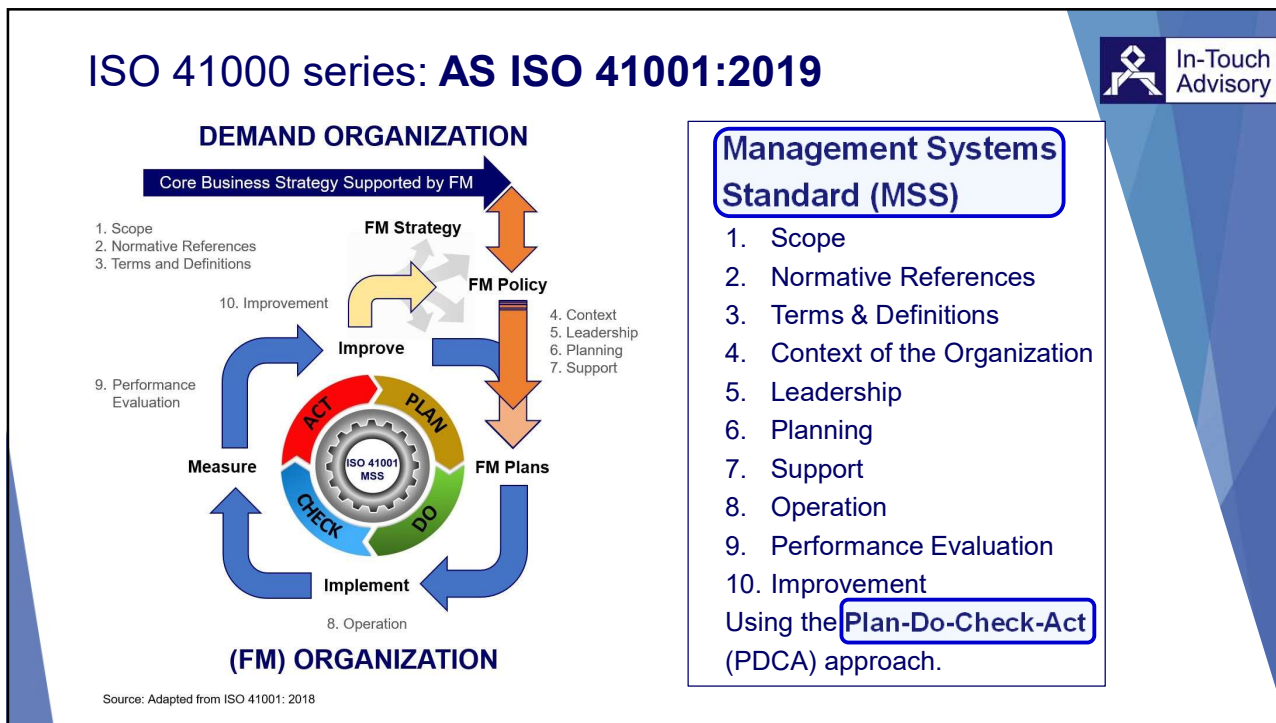
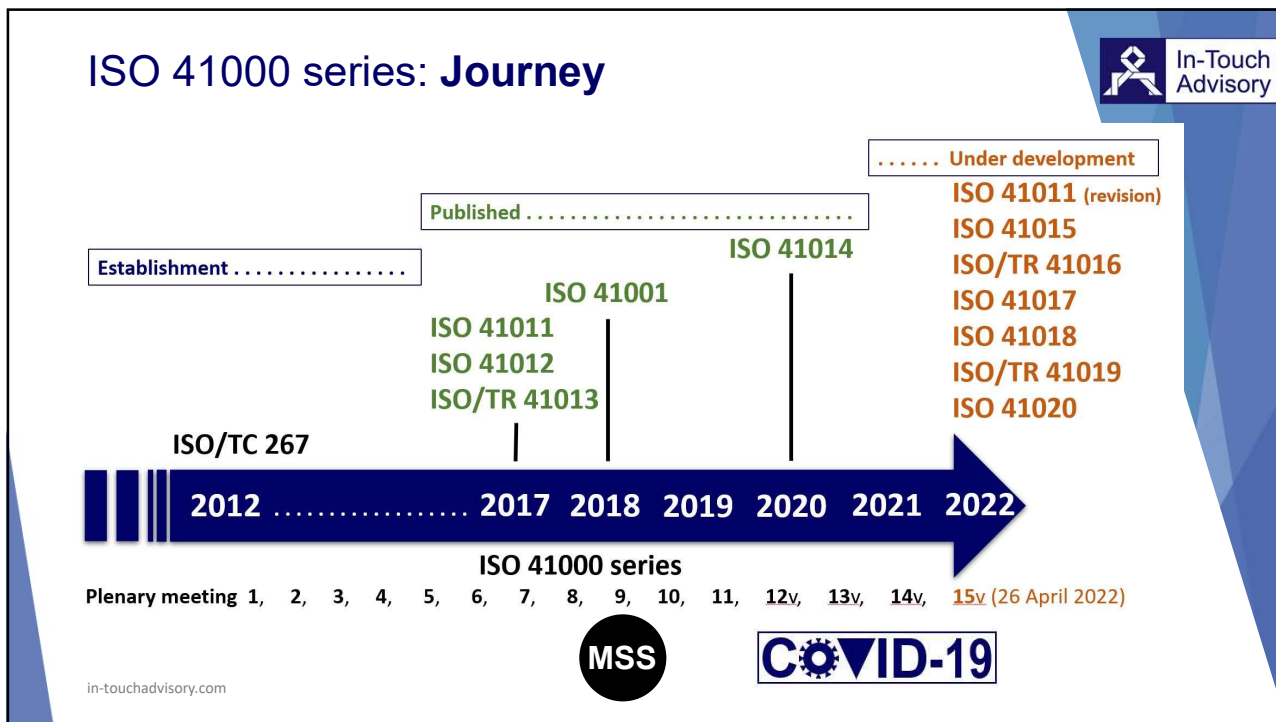
ISO 41000 series: Identical Adoption

| PUBLISHED ISO STANDARDS | STANDARDS Australia by identical adoption |
|--|---|
| ISO 41011: 2017 FM vocabulary | AS ISO 41011: 2019 FM vocabulary |
| ISO/TR 41013: 2017 FM Scope, key concepts and benefits | AS TR ISO 41013: 2019 FM Scope, key concepts and benefits |
| ISO 41012: 2017 FM Guidance on strategic sourcing and the development of agreements | AS ISO 41012: 2019 FM Guidance on strategic sourcing and the development of agreements |
| ISO 41001: 2018 FM Management systems - Requirements with guidance for use | AS ISO 41001: 2019 FM Management systems - Requirements with guidance for use |
| ISO 41014: 2020 Development of FM strategy | AS ISO 41014: 2022 Development of FM strategy (<i>pending release</i>) |

| Standards Australia MB-022 Committee for Facilities Management comprises representatives from: | |
|--|--|
| ➤ Australasian Procurement & Construction Council | ➤ Sustainability Victoria |
| ➤ Facility Management Association of Australia | ➤ Sustainable Built Environment National Research Centre |
| ➤ Property Council of Australia | ➤ Tertiary Education Facilities Management Association |

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Source: [AS ISO 41001 | Standards Australia](#)



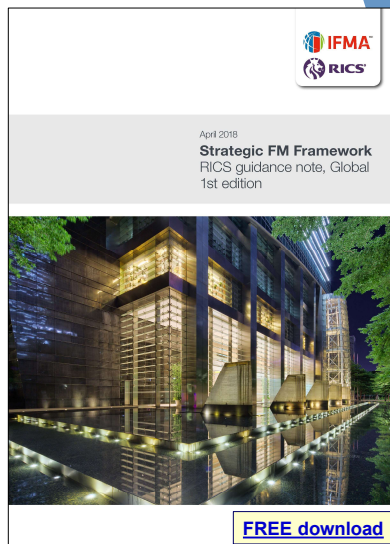
ISO 41000 series: **Recognition**



- ❑ **RICS & IFMA's Strategic FM Framework**
(April, 2018)
- ❑ Practical guidance note aligned to the
ISO 41000 series by Dave Wilson FRICS, IFMA Fellow

“FM as a discipline is about much more than the management of buildings and services: it is critical to the successful functioning of every organization which occupies property.”

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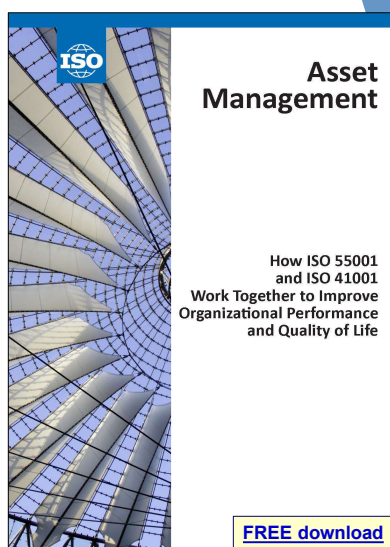
ISO 41000 series: **Recognition**



- ❑ **Asset Management & FM joint paper**
(June, 2018)
- ❑ Practical guidance note on the roles of
ISO 41001 and ISO 55001
by TC 251 and TC 267 joint task group

*“... work together to improve
Organizational Performance
and Quality of Life.”*

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ISO 41000 series: Relationships



- **Demand Organization** is the "entity which has a need and the authority to incur costs to have requirements met" (ISO 41011: 2017)
- **FM organization** as an "entity responsible for facility management" (ISO 41014: 2020)



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Source: Adapted from ISO 41001: 2018

Sustainable FM: ISO 41000 series ... plus

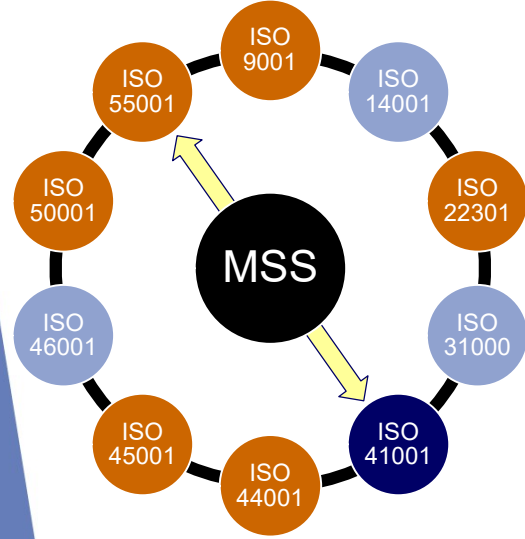


- **Transformation...** for sustainability, resilience and adaptability.
- **Management Systems Standards, such as:**
 - ISO 9001: 2015 Quality management
 - ISO 14001: 2015 Environmental management
 - ISO 22301: 2019 Security & Resilience / Business continuity mgt.
 - ISO 27001: 2013 Information security management
 - **ISO 41001: 2018 Facility Management**
 - ISO 44001: 2017 Collaborative business relationship management
 - ISO 45001: 2018 Occupational Health & Safety Management
 - ISO 46001: 2019 Water efficiency management
 - ISO 50001: 2011 Energy Management
 - **ISO 55001: 2014 Asset Management**



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ISO 41000 series: Collaboration & Integration




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ISO/TC 267 has formal liaisons with:

- ISO/TC 59 – Building & civil engineering (various)
- ISO/TC 146 – Air quality (various)
- ISO/TC 176 – Quality management (ISO 9001)
- ISO/TC 251 – Asset management (ISO 55001)
- ISO/TC 283 – OHS management (ISO 45001)
- ISO/TC 286 – Collaborative business relationship (ISO 44001)
- ISO/TC 292 – Security & resilience / business continuity (ISO 22301)
- ISO/TC 301 – Energy management (ISO 50001)
- ISO/TC 304 – Healthcare organization management
- CASCO, CEN, TMBG, ETUC, EuroFM and Global FM


Reference: [ISO - Management System Standards list](#)



ISO 41000 series: Sustainable FM

- ❑ ISO/TC 267 January 2020: formed a 14 member **SDG Task Group** from 8 countries in to determine the ISO 41000 series alignments to the UN's SDGs and prepare a plan to enhance FM standards.
- ❑ ISO/TC 267 committed in 2021 to developing **ISO/TR 41019** "The role of FM in sustainability and resilience" based on the alignment of the ISO 41000 series with the **UN's SDGs**.

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ISO/TC 267's ISO 41000 series FM standards

SUSTAINABLE DEVELOPMENT GOALS

This committee contributes with 10 standards to the following

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Source: [ISO/TC 267 - Facility Management](#)

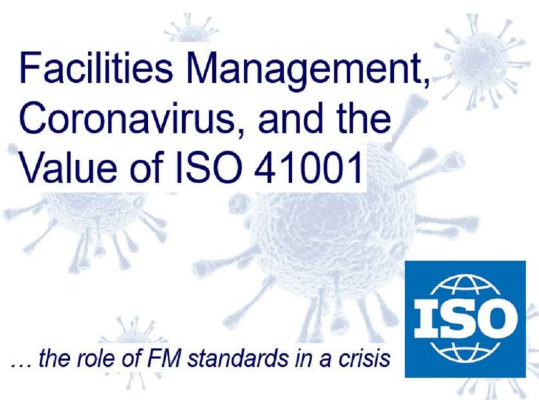


ISO 41000 series: **COVID-19**



- ❑ ISO/TC 267 April 2020 news item: ISO/TC 267 continues to make strides with the **ISO 41000 series** of international FM standards despite the COVID-19 global pandemic.
- ❑ ISO/TC 267 committed in 2021 to developing **ISO 41017** “*FM guidance on emergency preparedness and management of an epidemic*”.

Facilities Management, Coronavirus, and the Value of ISO 41001



Source: <https://committee.iso.org/sites/tc267/home/news.html>

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ISO 41000 series: **Celebrating 10-years**



- ❑ ISO standards status
<https://www.iso.org/committee/652901.html#meetings>
- ❑ ISO/TC267 website
<https://committee.iso.org/home/tc267>
- ❑ ISO/TC267 frequently asked questions
<https://committee.iso.org/sites/tc267/home/faq.html>
- ❑ Working with ISO/TC 251
[ISO 55001 & ISO 41001 together to improve Performance and Quality of Life](https://www.iso.org/standard/68021.html)
- ❑ TC267 on LinkedIn, and follow #ISO41000
<https://www.linkedin.com/company/iso-tc-267>
- ❑ ISO standards store (ISO 41001 link)
<https://www.iso.org/standard/68021.html>
- ❑ Standards Australia store (AS ISO 41001 link)
<https://www.standards.org.au/41001>
- ❑ Additional questions:
ISO41000@in-touchadvisory.com

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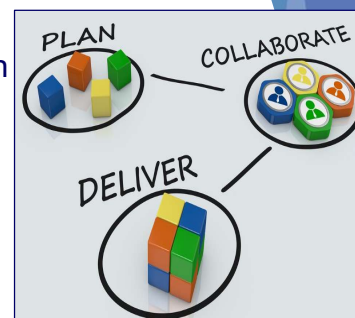
ISO 41000 series: Closing thoughts for today



FM is an “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”.

Source: ISO 41011: 2017

- ❑ Recognition of the **complexity of modern assets and facilities**, and their relationship to risk management provides us with an opportunity to enhance the **strategic significance** of a responsibly managed and operationally efficient and effective **Built Environment** in a challenging world.
- ❑ ISO 55001 Asset Management is primarily focused upon the physical infrastructure, whilst ISO 41001 Facility Management is primarily focused upon the operational performance. For AM / FM there will be **crossover, integration and complementary points** relative to organizational culture and life cycle.



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Thank you, and

QUESTIONS

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... connecting you with solutions for your Built Environment

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