

# ISO 41000 series, Facility Management standards update

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The ISO 41000 series of Facility Management (FM) standards provide a common language and framework for FM worldwide. Adopting the ISO 41000 series will better prepare organizations for the uncertainties of our challenging times. This update provides details on the ISO 41000 series background, achievements, status and planned initiatives.

FM has been defined as 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].

ISO/TC 267 was established in 2012 to progress the international FM standards initiative. ISO/TC 267 has now published five (5) FM international standards, and currently has seven (7) more publications (including one revision) under development. The ISO 41000 series of FM standards now involves 51 countries and envisages the future of FM as contributing to a more productive, sustainable and liveable Built Environment for all.

### Keywords

Asset Management (AM), Built Environment, Demand Organization, ESG, Facility Management, Facilities Management, FM, ISO 41000 series, ISO/TC 267 and Standards Australia.

## 1. Introduction

2022 marks 10-years since Australia as one of 26 member countries (17 participating members and nine observing members) formed the ISO technical committee (ISO/TC 267) responsible for progressing to develop the international Facility Management (FM) standards initiative. It began with a shared vision of elevating the professional discipline through standardisation, and increased awareness, understanding of the role of FM as the foremost contributor to a more productive, sustainable and liveable Built Environment for all.

The beginnings were not without some challenges, including the scoping with the ISO technical management board that FM was a fundamentally distinct management discipline from existing technical committees and standards. Along with the recognition of existing European (CEN) standards EN 15221-1 and EN 15221-2, the first international FM standards were published (ISO 41011, ISO 41012, and ISO/TR 41013) were published in 2017.

ISO 41011:2017 clarified that the terms 'Facility Management', 'Facilities Management' and 'FM' were inter-changeable, and achieved the first consensus-based global definition of FM as 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*".

Further other key terms, such as 'Demand Organization' defined as the: "*entity which has a need and the authority to incur costs to have requirements met*".

This was followed by the publication of ISO 41001:2018, the world's first management system standard (MSS) for FM with guidance for use. This MSS provides a systematic framework for developing, implementing and improving the effectiveness of FM systems to better understand and meet the Demand Organization's requirements through integrated planning processes.

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## 2. ISO/TC 267 in 2022

ISO technical committee (ISO/TC 267) responsible for the ISO 41000 of Facility Management (FM) standards has grown to 51 member countries (36 participating members and 15 observing members) with Australia playing a key role in terms of leadership positions and technical content.

Figure 1: Current ISO/TC 267 overview.



### 2.1 Objectives

The current Strategic Business Plan (2018) sets out the following objectives:

- To enable the widest participation of country experts in TC 267 as possible;
- To continue to build upon the existing diverse, experienced and cohesive TC membership with the collective vision and commitment to create meaningful standards with global relevance that will assist enabling practitioners to improve operational efficiencies within their respective working environments;
- To develop standards that articulate and enhance the awareness and understanding of Facility Management as the leading professional discipline related to the management of both the built environment and services sector;
- To develop standards that provide practitioners with practical guidance and methodologies that will enhance the value that they can deliver to the organizations that they serve; and
- To ensure that all outputs from the TC are of value and benefit to society, commerce and industry as a whole.

### 2.2 Governance, Structure & Outputs

Standards Australia, as a national standards body (NSB) recognized by ISO, maintains their MB-022 Committee for Facilities Management which is an ISO mirror committee for ISO/TC 267. Australian delegates to ISO/TC 267 are drawn from the MB-022 membership.

ISO/TC 267 comprises multiple Advisory and Working (AG and WG) Groups each led by a volunteer Convenor and some with volunteer Secretaries and Project Leaders to suit the approved work items and progress of each AG or WG.

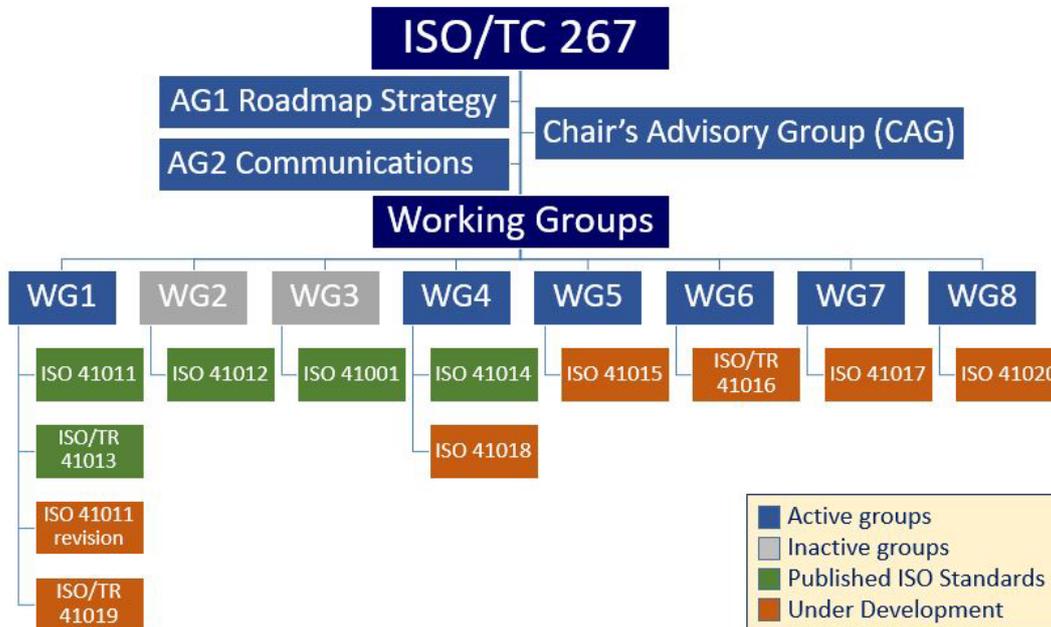
Each AG and WG may form from time-to-time into task groups and project teams as required to progress specific deliverables. Additionally there is a coordinating group executive, the Chair's Advisory Group (CAG) comprising the volunteer TC 267 Chair, and AG and WG Convenors plus a salaried ISO Committee Manager.

ISO/TC 267 has maintained multiple liaisons, including ISO/TC 251 for asset management (AM) since 2014.

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Figure 2: Current ISO/TC 267 structure and deliverables.



The current groups, deliverables and status (*under development* in italics) is as follows:

- CAG ISO/TC 267 Chair's Advisory Group
- AG1 ISO/TC 267 Roadmap Advisory Group
- AG2 ISO/TC 267 Communications Advisory Group
- WG1 Working Group 1: Concepts and Context
  - ISO 41011:2017 Facility Management – Vocabulary (**published**)
  - *ISO/AWI 41011 Facility management – Vocabulary (revision)*
  - ISO 41013:2017 Facility Management – Scope, key concepts and benefits (**published**)
  - *ISO/AWI/TR 41019 Facility Management – The role of FM in sustainability and resilience*
- WG2 Working Group 2: Operations (currently inactive)
  - ISO 41012:2017 Facility Management – Guidance on strategic sourcing and the development of agreements (**published**)
- WG3 Working Group 3: Management Systems (currently inactive)
  - ISO 41001:2018 Facility Management – Management systems -- Requirements with guidance for use (**published**)
- WG4 Working Group 4: Strategy and Policy
  - ISO 41014:2020 Facility Management – Development of a facility management strategy (**published**)
  - *ISO/DIS 41018 Development of Facility Management Policy*
- WG5 Working Group 5: Human Experience
  - *ISO/CD 41015.2 Facility Management – Influencing behaviours for improved outcomes and user experience*
- WG6 Working Group 6: Digital, Data and Technology
  - *ISO 41016 Technology and Data in Facility Management – Scope, key concepts and benefits*
- WG7 Working Group 7: Emergency Management
  - *ISO 41017 Facility management– Guidance on emergency preparedness and management of an epidemic*
- WG8 Working Group 8: Performance Measurement and Improvement
  - *ISO/PWI 41020 FM Performance management – Measures and improvements*

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### 3. Australian Context

Australia is a founding member of ISO/TC 267 and currently provides the ISO/TC 267 Chair, AG2 Convenor and ISO/TR 41019 Project Lead and is represented on most of the active AG and WG committees.

In addition to Standards Australia's MB-022 Committee support of ISO/TC 267 and contributing to the development of the ISO 41000 series, MB-022 also reviews the ISO outputs for Australian adoption. To date this process has resulted in the identical adoption of all five (5) published ISO 41000 series FM standard, and the creation of the following Australian standards:

- AS ISO 41001:2019 Facility management – Management systems – Requirements with guidance for use
- AS ISO 41011:2019 Facility management – vocabulary
- AS ISO 41012:2019 Facility management – Guidance on strategic sourcing and the development of agreements
- AS TR ISO 41013:2019 Facility management – Scope, key concepts and benefits
- AS ISO 41014:2022 Facility management – Development of a facility management strategy (*pending release*)

Identical adoption means there is no change can be made on the ISO publications content. Standards Australia may only attach a preface to the original ISO publication. The designation of the standard will be AS ISO 'standard number' or SA TR ISO 'TR number' for Technical Report.

### 4. Certification to ISO 41001

As previously stated, ISO 41011:2017 defines FM as 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*". Further, ISO 41014:2020 defines an FM organization as an "*entity responsible for facility management*".

ISO 41001:2018 is FM's management systems standard (MSS) which following the specific conformity requirements can lead to certification of FM systems (FMS). The assessment of an FM organization's conformity with ISO 41001 must follow the ISO Committee on Conformity Assessment (CASCO) per ISO 19011:2018 Guidelines for auditing management systems and ISO/IEC TS 17021-11:2018 Conformity assessment (abbreviated) which sets out the competence required by those involved in auditing and certifying an FMS.

Certification can be achieved via three (3) forms of audits: first-party, second-party, and third-party. First-party involves self-assessment and internal audits. While second and third-party involves external audits. All can claim to provide "certification", but the latter, third-party audit is required for accredited certification.

A third-party audit can be performed by an external certification body that uses the relevant CASCO standard. For an FMS the relevant standard is ISO/IEC TS 17021-11: 2018 Conformity assessment - Requirements for bodies providing audit and certification of management systems - Part 11: Competence requirements for auditing and certification of facility management (FM) management systems.

There is no obligation to be certified to ISO 41001, but this can complement the benefits of other certifications such as ISO 9001, ISO 14001, ISO 22301, ISO 45001, ISO 46001, ISO 50001 and ISO 55001. Additionally, such accreditation may be a prerequisite consumer confidence or working with certain client organizations.

However, there is no single form of the FM organization. The Demand Organization, as a facility owner, operator or occupier, determines the form that the FM organization will take and whether it will be internally or externally resourced, or a hybrid approach. The FM organization can, therefore, a part of the Demand Organization or an external entity providing an explicit organizational function.

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Hence, the supplier of a component services such as cleaning, security and waste management alone would not qualify as an FM organization. But a department or team within the Demand Organization or another arrangement (e.g. managing contractor or agent) that provides the FM function can choose to outsource such component services and integrate these within the FMS. The outsourcing of the FM function is a commercial option, but is not the only model available to achieve the FM function (i.e. strategic, tactical and operational) and a conforming FMS for ISO 41001 certification in support of the Demand Organization's requirements.

### 5. Collaboration and Integration

In the adoption of standards and conformity management systems standards (MSS) there is no panacea, and certainly 'no one size fits all' situations. The ISO 41000 series, like others such as the ISO 9000, ISO 14000, ISO 22300, ISO 45000, ISO 46000, ISO 50000 and ISO 55000 series, should be considered on their merit and in concert. Sustainable facility management (FM) cannot be achieved in isolation, and must be seen as integral to an organization's ESG (environmental, social and governance) goals and risk profile in terms of successful quality, environmental, security and resilience / business continuity, health and safety, water, energy and asset management.

The collaboration and integration of many standards, systems and stakeholder interests need to be taken into account in managing the Built Environment for more productive, sustainable and liveable outcomes for all and in contributing to our quality of life.

### 6. References

International Organization for Standardization [ISO]. (2018) "ISO 41001:2018 *Facility Management – Management systems -- Requirements with guidance for use*".

International Organization for Standardization [ISO]. (2017) "ISO 41011:2017 *Facility Management – Vocabulary*".

International Organization for Standardization [ISO]. (2017) "ISO 41012:2017 *Facility Management – Guidance on strategic sourcing and the development of agreements*".

International Organization for Standardization [ISO]. (2017) "ISO 41013:2017 *Facility Management – Scope, key concepts and benefits*".

International Organization for Standardization [ISO]. (2017) "ISO 41014:2020 *Facility Management – Development of a facility management strategy*".

Royal Institution of Chartered Surveyors [RICS] and International Facility Management Association [IFMA]. (2018) "*Strategic Facility Management Framework: RICS guidance note, Global 1<sup>st</sup> edition*".

Websites:

- [ISO/TC 267 | Facility Management committee](#)
- [ISO/TC 267 | Facility Management communications](#)
- [Standards Australia | Facility Management standards](#)
- [In-Touch Advisory](#)

**Author's note:** In accordance with ISO conventions American spelling of the term "organization" has been adopted throughout this paper.