

## ISO 41000 series: Australian context & 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].

Other defined terms include 'Demand Organization' defined as the: "*entity which has a need and the authority to incur costs to have requirements met*". Further, ISO 41014:2020 defines an FM organization as an "*entity responsible for facility management*".

### Keywords

Built Environment, Demand Organization, Facility Management, Facilities Management, FM, ISO 41000 series, ISO/TC 267 and Standards Australia.

## 1. Overview

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.

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.



Today, the ISO 41000 series of FM standards now involves 51 countries (34 participating members and 17 observing members) and envisages the future of FM as contributing to a more productive, sustainable and liveable Built Environment for all. ISO/TC 267 has achieved six (6) published FM standards with six (6) more currently under development.

Five (5) of the published FM standards have since 2019 been identically adopted by Standards Australia.

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## 1.1 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.

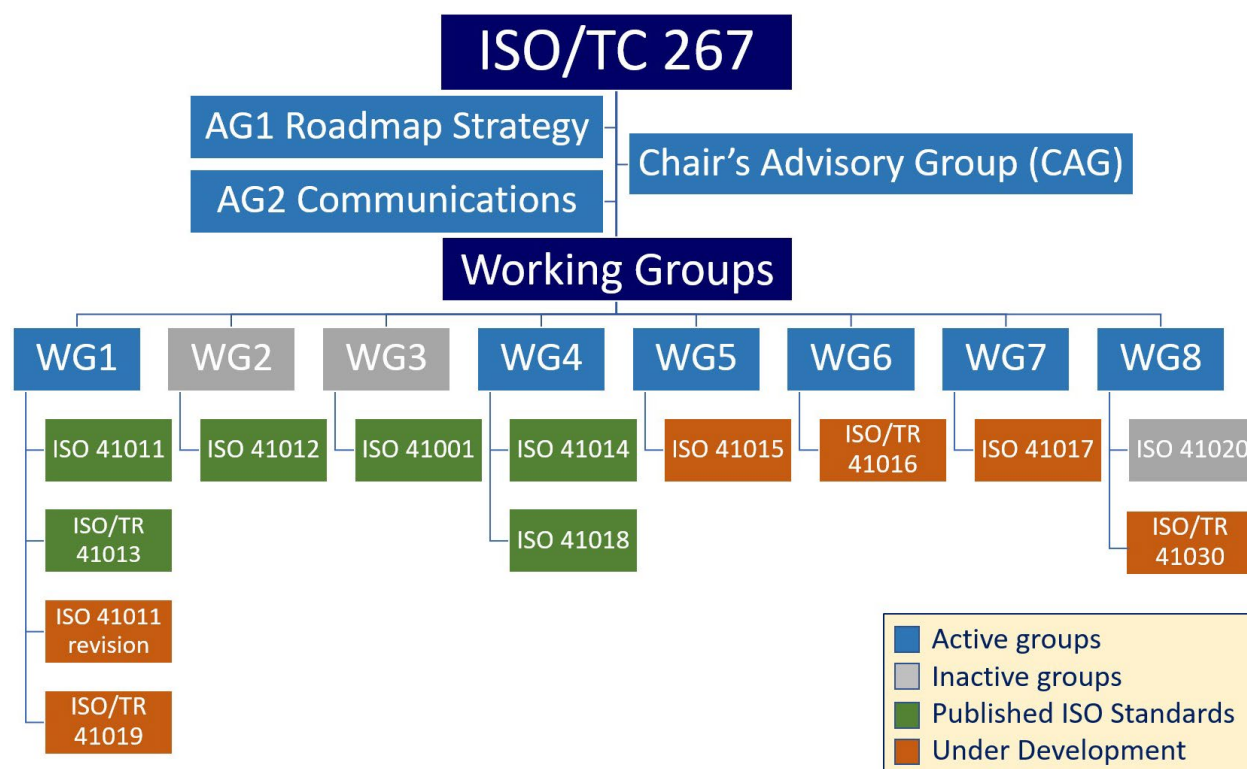
## 1.2 Governance, Structure & Outputs

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 from time-to-time form 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.



In addition ISO/TC 267 maintains multiple liaisons, including ISO/TC 251 for asset management (AM).

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## 2. 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

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.

## 3. ISO 41001 Certification Options

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.



Source: Adapted from ISO 41001: 2018

Certification can be achieved via three (3) forms of audits: first-party, second-party, and third-party.

First-party involves 'self-assessment' or 'self-declaration' based on internal audits. While second and third-party involves external audits. All can claim to provide "certification", but only the latter, third-party audit can provided "accredited certification". A third-party audit can be performed by an external certification body that uses the relevant CASCO standard.

There is no specific obligation to be certified to ISO 41001, but such certifications may be a prerequisite consumer confidence or working with certain client organizations. Relevant adoption of the ISO 41000 series demonstrates an organization's commitment to managing the Built Environment for more productive, sustainable and liveable outcomes for all and in contributing to our quality of life.

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### 4. Further 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]. (2020) “ISO 41014:2020 *Facility Management – Development of a facility management strategy*”.

International Organization for Standardization [ISO]. (2022) “ISO 41014:2022 *Facility Management – Development of a facility management policy*”.

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.