

23-24 June 2022

IFMA Foundation Sustainable FM Virtual Summit



Stephen Ballesty, *Speaker*
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ISO 41000 series:

Facility Management standards for Sustainable FM,
looking at the alignment of the SDGs and FM



Stephen Ballesty

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FMA Australia Life Member



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- ❑ 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 and AIQS' representative to Standards Australia's MB-022 Committee for FM standards, and in turn an Australian delegate ISO/TC-267 (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 a member of the IFMA Standards Committee and the Regional Director – Australasia for IFMA's FM Consultant Council.
- ❑ He is also a former member of the IFMA Global Board of Directors and the Past Chair of FMA Australia, IFMA Research Committee and **IFMA Foundation**.



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

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... connecting you with solutions for your Built Environment

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Standards Matter, the international pursuit of ...

- a common language
- consistent reporting
- greater transparency
- data capture, costing, analysis and forecasts
- ability to performance benchmarking
- increased confidence through reduced risk

ISO contributing to the SDGs (2-minute video)
<https://youtu.be/uM6DBqVVctU>

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

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ISO **ISO/TC 267**
Facility management

10 YEARS
2012 - 22

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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: ISO 41011:2017

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ISO/TC 267: Defining FM



What is FM?

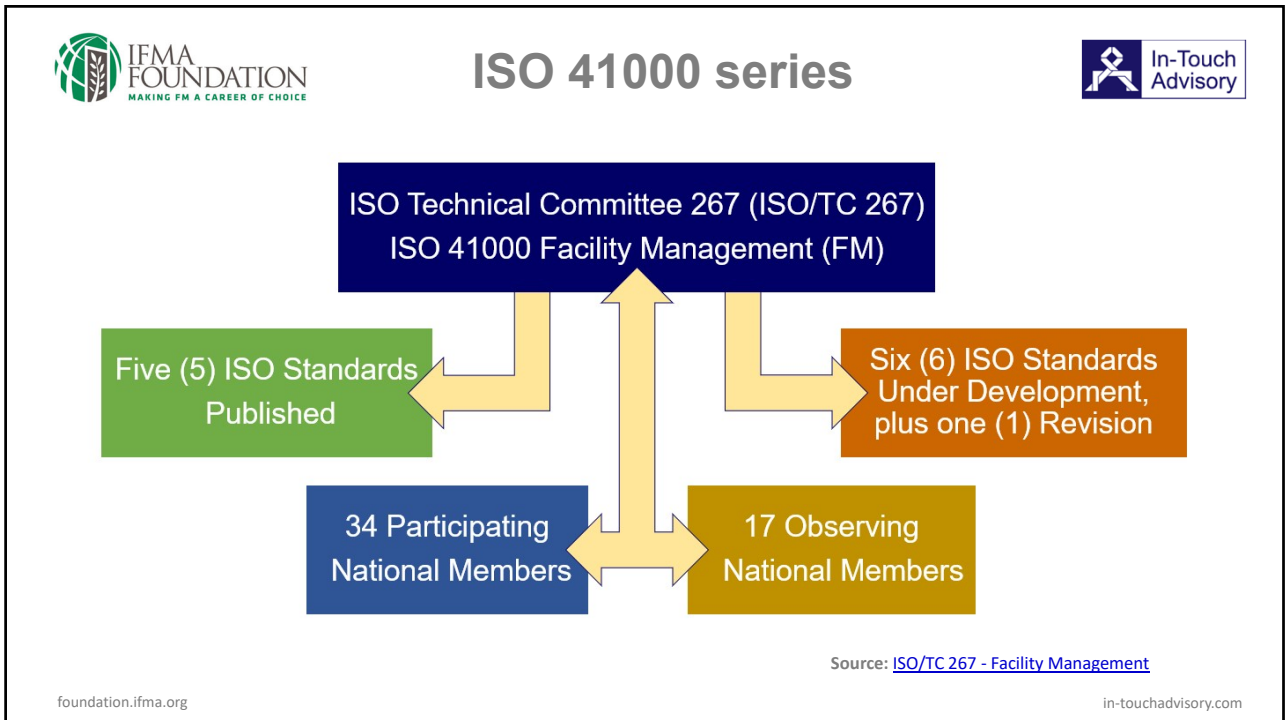


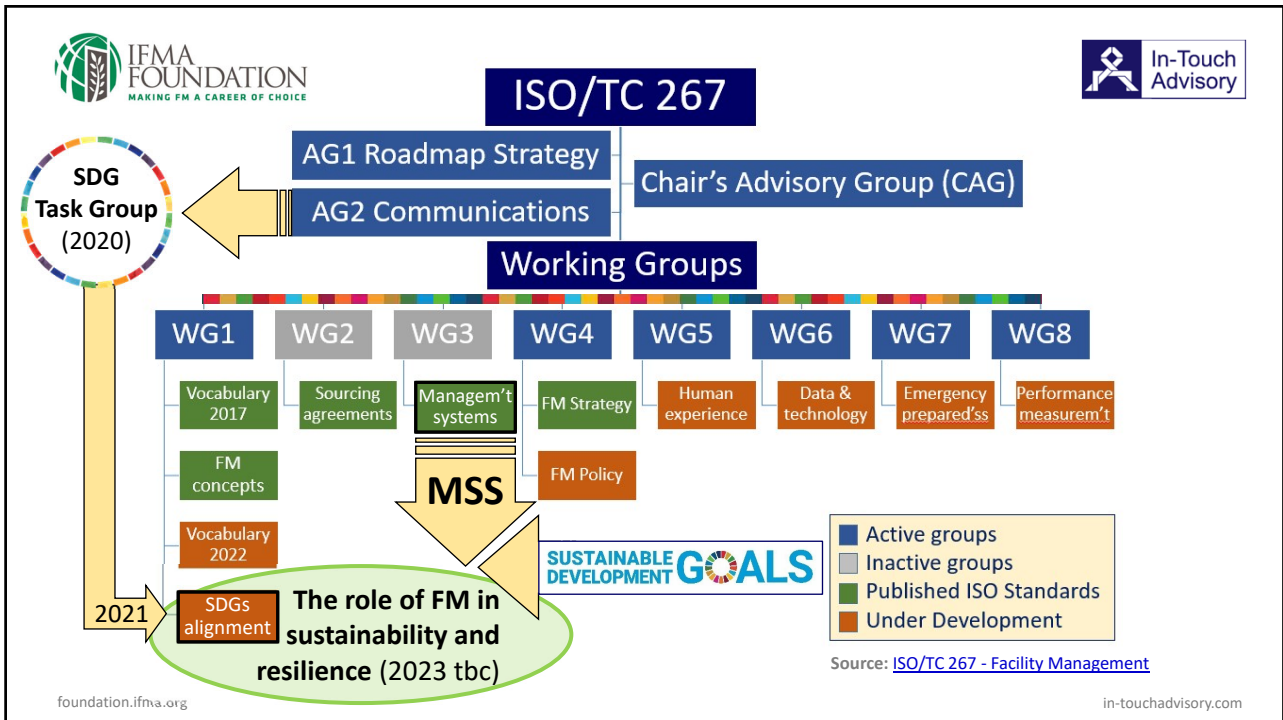
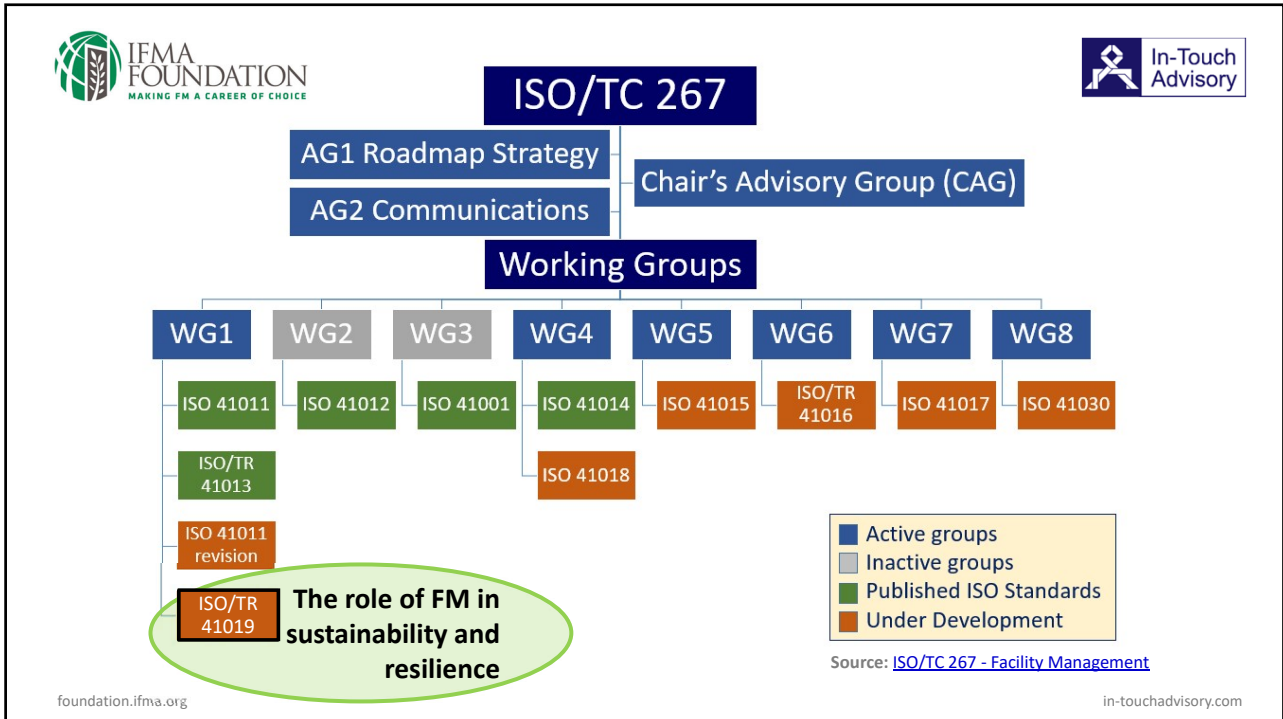
FM is an “*organizational function which integrates people, place and process within the **Built Environment** with the purpose of improving the **quality of life** of people and the **productivity** of the core business*”


Source: ISO 41011:2017

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ISO 41000 series: 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/TR 41016 Digital, data and technology - Scope, key concepts and benefits
ISO 41001: 2018 FM Management systems - Requirements with guidance for use	ISO 41017 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/TR 41030 Existing performance management in FM organizations



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

Information correct as at 23/06/2022

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ISO 41001:2018 Certification



DEMAND ORGANIZATION

Core Business Strategy Supported by FM



(FM) ORGANIZATION

Source: Adapted from ISO 41001: 2018

Management Systems Standard (MSS)

1. Scope
2. Normative References
3. Terms & Definitions
4. Context of the Organization
5. Leadership
6. Planning
7. Support
8. Operation
9. Performance Evaluation
10. Improvement

Using the Plan-Do-Check-Act (PDCA) approach.

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MAKING FM A CAREER OF CHOICE

ISO 41000 series & the SDGs





During 2020: the SDG Task Group identified eight (8) SDG alignments for **ISO 41001: 2018 Management Systems Standard (MSS)**.

Source: <https://sdgs.un.org/goals> & [ISO/TC 267 - Facility Management](#)



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ISO 41000 series & the SDGs





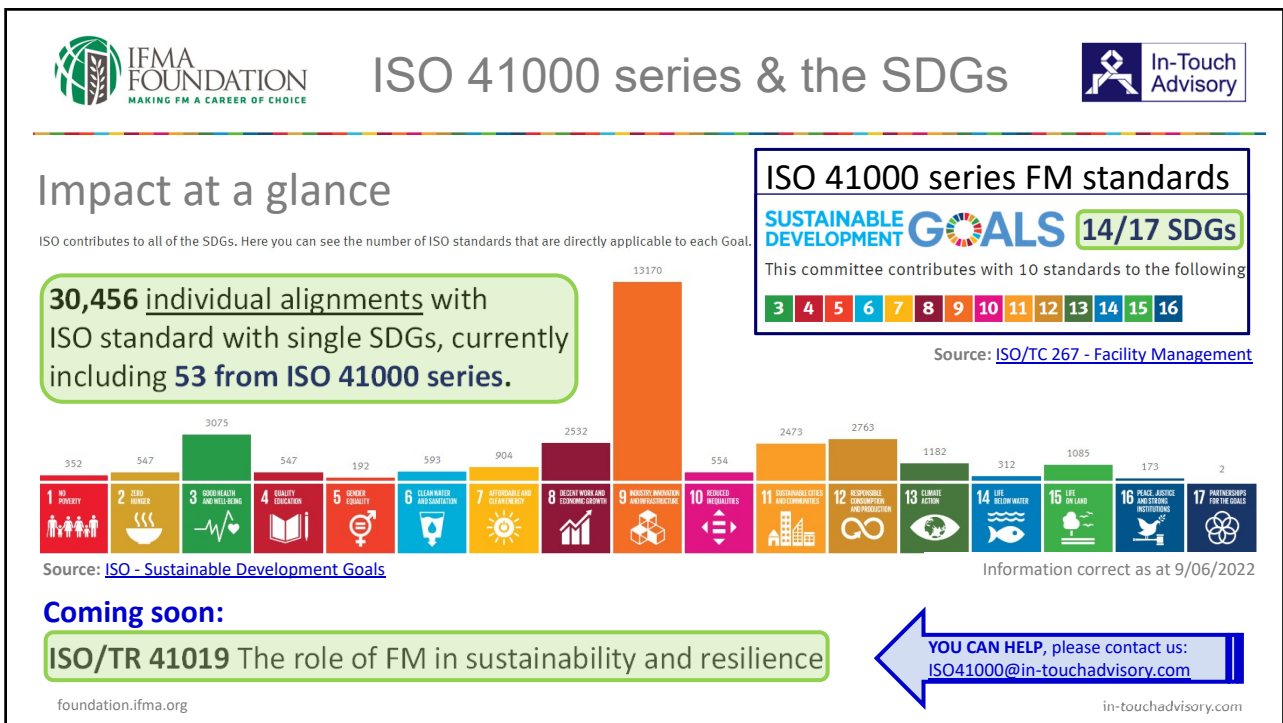
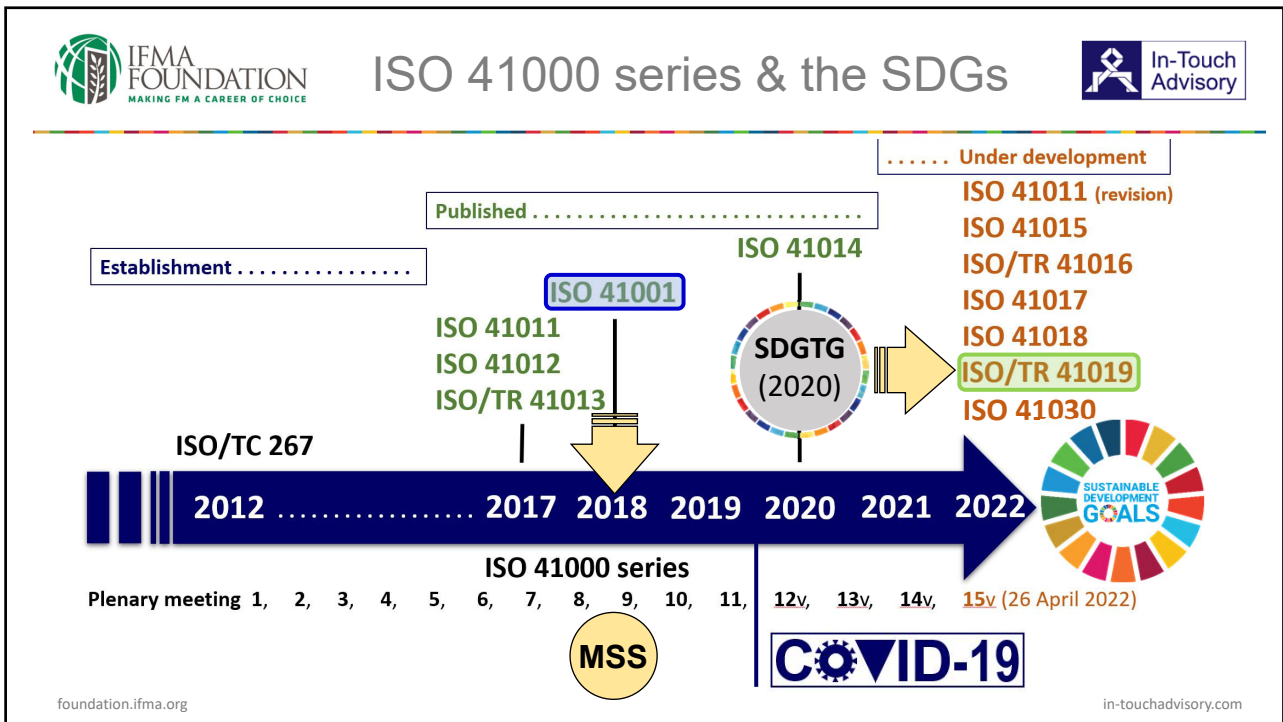
During 2020: the SDG Task Group had identified 14 SDG alignments using the **full ISO 41000 series**

Since 2021 the scope of the ISO 41000 series has increased with seven (7) **new or revised** publications underway.

Source: <https://sdgs.un.org/goals> & [ISO/TC 267 - Facility Management](#)



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ISO/TR 41019...what to expect?



- ❑ **Deliverable:** an ISO Technical Report (TR) in support of FM standards and the SDGs.
- ❑ **Status:** research and drafting is underway, publication **late 2023**.
- ❑ **Scope:** FM's role in sustainability, resilience, adaptability, etc.
 - ❑ Introduction, terms and definitions.
 - ❑ Concepts, context, challenges, climate change, and the SDGs.
 - ❑ Role of ISO standards in supporting the SDGs.
 - ❑ FM and SDGs for sustainability, resilience and adaptability.
 - ❑ FM defined per ISO 41011, and SDGs alignment and impacts by terms.
 - ❑ Role of current and planned ISO 41000 series standards.
 - ❑ Towards Sustainable FM and transforming our world.
 - ❑ Annexures – potential tools, related standards and bibliography.
- ❑ **Style:** concise and practical guidance for FM professionals.

FM must lead and ACT now and for our future!

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Sustainable FM ...your role




- ❑ **Long-term quality thinking:** embrace standards and go 'beyond compliance'.
- ❑ **Manage demand:** improve planning, and optimize utilization, consumption, recycling and waste, etc.
- ❑ **Stewardship of our ecosystem:** respect for resources and regard for all life and the future.
- ❑ **Commitment to the SDGs:** government and corporate leadership support for investment in widespread transformative structural change.
- ❑ **Re-definition of success:** new FM metrics with focus on liveability and affordability outcomes.
- ❑ **Recognition of quality of life:** the needs of current & future generations.

Transformation for sustainable outcomes will **NOT** be easy...


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ISO 41000 series: 10-years





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- 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](#)
- 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>
- Additional questions:
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SUSTAINABLE FM VIRTUAL SUMMIT 2022
23-24 June 2022





Thank you, and
QUESTIONS

Stephen.Ballesty@in-touchadvisory.com ... connecting you with solutions for your Built Environment



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