



# BUILT ENVIRONMENT ECONOMIST

AUSTRALIA AND NEW ZEALAND

DECEMBER 2022 - FEBRUARY 2023

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Built Environment Economist is the flagship publication of Australian Institute of Quantity Surveyors (AIQS). Produced quarterly, Built Environment Economist seeks to provide information that is relevant for quantity surveying, cost management and construction professionals.

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### ISSN

2652-4023



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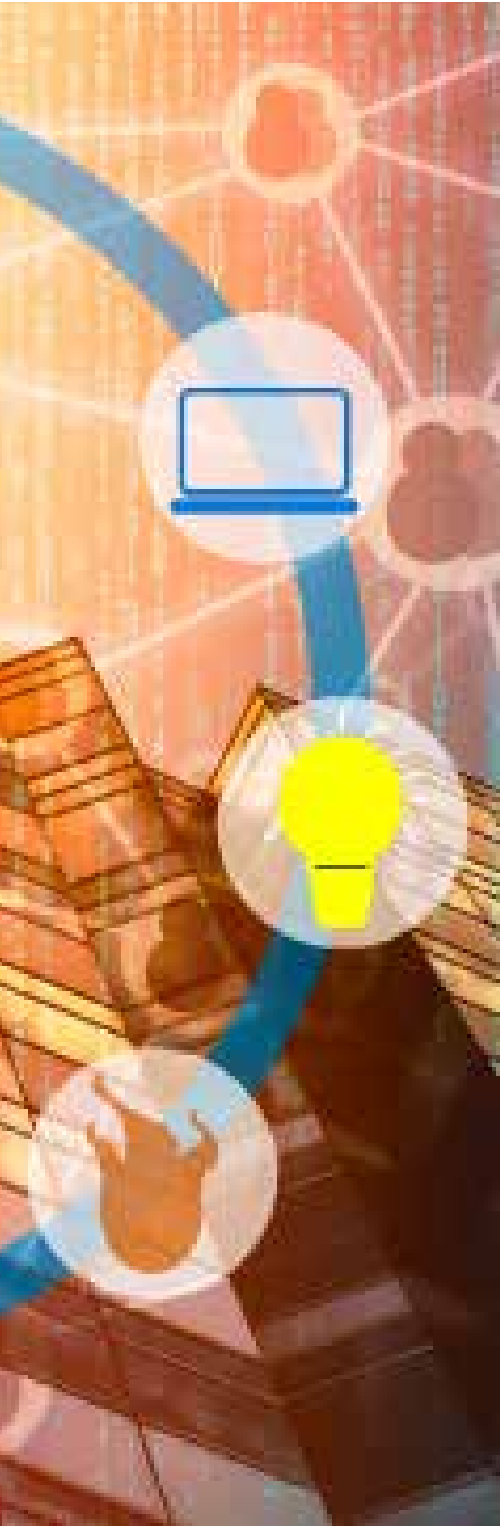
# FACILITY MANAGEMENT (FM) STANDARDS:

# ISO/TC 267 CELEBRATING 10-YEARS

By Stephen Ballesty FAIQS, CQS



# FACILITY MANAGEMENT



## OUR BEGINNINGS

In 2011, a small group of FM professionals under the leadership of Stan Mitchell, ISO/TC 267's founding chairman, formulated a proposal to the International Standards Organisation (ISO) to establish a formal committee to create international standards for Facilities Management (FM).

In doing so we needed to overcome several hurdles:

- 1) ISO's apparent lack of recognition of FM.
- 2) The belief that FM's functions were already covered by ISO 55000 Asset Management.
- 3) The recruitment of a sufficient number of National Standards Bodies (NSBs) to support our proposal.

These hurdles were overcome and international FM standards initiative was made possible due to the existence of multiple FM membership bodies worldwide, EuroFM and Global FM, plus the previous work of the Australian Government's FM Action Agenda (2004-08), and the European FM standards committee CEN/TC348's EN15221-1 to -7 (2006-12).

Following two (2) detailed business cases, and the support of 17 NSBs, ISO/TC 267 was established by February 2012. Our first plenary meeting was held in Berlin in November 2012, and was attended by 26 delegates from nine (9) countries.

## OUR PROGRESS

During the intervening years much work has been done to expand ISO/TC 267, encouraging NSBs to establish Mirror Committees to enable like-minded individuals to contribute to the international FM standards initiative.

ISO/TC 267 has formulated business plans, an organisational structure and formed Working Groups in order to develop, and to date, publish six (6) FM standards / technical reports plus a conformity assessment guide:

- ISO 41001:2018 Facility management – Management systems – Requirements with guidance for use
- ISO 41011:2017 Facility management – Vocabulary
- ISO 41012:2017 Facility management – Guidance on strategic sourcing and the development of agreements
- ISO/TR 41013:2017 Facility management – Scope, key concepts and benefits
- ISO 41014:2020 Facility management – Development of a facility management strategy
- ISO 41018:2022 – Facility management – Development of a facility management strategy
- ISO/IEC 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

Advisory Groups were also formed to form the purposes of:

- AG1 – Roadmap to propose and coordinate new work item proposals
- AG2 – Communications to promote awareness and adoption of the ISO 41000 series

Many of these publications have been progressively translated, covering nine (9) languages so far. Our flagship Management System Standard ISO 41001 along with its associated conformity assessment guide that enables organizations to achieve certification



of their FM systems was published in 2018. ISO 41001 will shortly be reviewed following its 5-year anniversary.

ISO/TC 267 during this time has pursued multiple activities including the formation of Task Groups to investigate specific issues, such as the alignment of the ISO 41000 series with the United Nations' Sustainability Development Goals (SDGs).

We have also held 15 plenary meetings, hosted by 12 countries across most continents to build broader international participation and cooperation. During 2020-22 all meetings have been virtual due to COVID-19 restrictions. Currently, 51 countries are involved in ISO/TC 267.

## 10-YEARS ON, TODAY AND BEYOND

We have covered a lot of ground in the past 10-years, and now with the current ISO/TC 267 Chair, Duncan Waddell, have a solid plan for the future.

Today we have a further seven (7) publications under development (or revision) across our six (6) active Working Groups (WG) include:

- WG 1, Concepts and Context
- WG 4, Strategy and Policy
- WG 5, Human Experience
- WG 6, Digital, Data and Technology
- WG 7, Emergency Management
- WG 8, Performance Measurement and Improvement

AG1 have a roadmap for the future with new proposals under consideration as part a pipeline of potential new standards.

AG2 have a dynamic communications strategy that includes for a website, a social media presence, a You-Tube account, promotional videos, information materials, industry presentations and much more.

Australia is leading the project for ISO/TR 41019 'The role of FM in Sustainability and Resilience' (working title) based on the alignment the ISO 41000 series with the United Nations' 17 SDGs for a better world.

Our next planned in-person plenary meeting is schedule for May 2023 in Trondheim, Norway.

However, perhaps the most rewarding aspect of involvement in ISO/TC 267 over the past decade has been the way the international FM community has rallied around the ISO 41000 series. This community is not only about the pursuit of excellence in FM, but is the basis of true colleagues and friendships that transcend the global challenges we face.

For FM standards are a journey, not a destination, for those like-minded individuals who participate directly within ISO/TC 267 there is value in the process. The return on the investment of this enormous volunteer effort is the demonstration of FM's role as the foremost contributor to a more sustainable, productive and liveable Built Environment for all worldwide.

We look forward to the next 10-years!

For more information on FM standards visit: <https://committee.iso.org/home/tc267>.

Stephen Ballesty FAIQS, IFMA Fellow, FRICS, ICECA, CQS, CFM has been a member of Standards Australia's MB-022 Committee for FM standards for over a decade, and has represented Australia at ISO/TC 267 since its inception in 2012. Stephen is a Director of In-Touch Advisory is the AIQS representative on Standards Australia's MB-022 Committee for FM standards and is an Australian delegate to ISO/TC 267 for the ISO 41000 series.



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