FMJ
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Strategies to attract younger professionals

Mitigating the effects of severe weather

A practical guide to load moving operations

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Ask the Experts

In each issue of FMJ, IFMA's Facility Management Consultants Council shares some commonly asked FM-related questions accompanied by advice from top FM consultants. The questions and answers presented in this section align with IFMA's core competencies following the themes outlined for the given edition of the magazine. While the following answers are intended to be helpful, these responses should not be deemed complete and are limited in context by the space allocated. Please contact the individual consultants directly for further explanation of the opinions expressed.

CONTRIBUTED BY

IFMA™ **FM Consultants Council**
International Facility Management Association

The Facility Management Consultants Council (FMCC) represents more than 300 FM consultants from various countries around the globe. Its mission states, "The FMCC is the resource and voice for facility management consultants worldwide to leverage our collective expertise to benefit IFMA members, and the facility management profession."

Can standards guide your FM sustainability goals?

Internationally, nationally and locally there are multiple standards, guides and regulations that support the journey to sustainability. Facility management professionals will have access to many of these resources and relevant sector-specific IFMA materials.

International Organization for Standardization (ISO) standards such as the ISO 9000, 14000, 26000 and 45000 series, and specifically the ISO 41000 series provide a common language and framework for FM and its value proposition. Adopting the ISO 41000 series of FM standards will better prepare organizations for emerging uncertainties.

ISO/TR 41019 FM's role in sustainability, resilience and adaptability (an ISO Technical Report, due in 2024, subject to ISO ballot) will be a focused, concise and practical guidance for FMs and others. As drafted ISO/TR 41019 confirms the potential for FM to contribute to most of the UN's 17 Sustainable Development Goals (SDGs) and support of environmental, social and governance (ESG) principles.

Standards can provide invaluable guidance on systems and consistency in support of the fulfillment of FM's role as the foremost contributors to the pursuit of a more productive, sustainable and livable built environment for all.

FM DEFINED

FM has been defined, and adopted by IFMA, 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" (ISO 41011:2024).

A WORLD OF STANDARDS

ISO brings together experts to share knowledge and develop voluntary, consensus-based, market-relevant standards that support innovation and provide solutions to global challenges.

ISO/TC 267, the technical committee responsible for the development and delivery the ISO 41000 series of FM standards, was established in 2012. As of February 2024 ISO/TC 267 is made up of 53 countries (35 participating members and 18 observing members). In addition, ISO/TC 267 maintains 17 liaisons, including ISO/TC 251 for the ISO 55000 series of asset management standards.
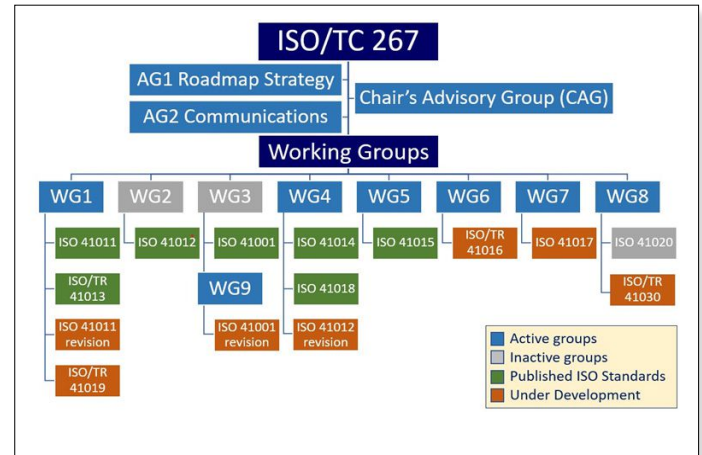

Figure 1: ISO/TC 267 organization as of December 2023.

ISO/TC 267 has published seven FM international standards and technical reports to date (excluding ISO 41011:2017, recently superseded). There are seven more publications (including revisions) under development, along with other proposed work items, with some due for publication in 2024.

ISO/TC 267's 16th Plenary meetings will be hosted by Panama in May 2024.

FM STANDARDS STATUS

ISO/TC 267 status of groups and deliverables are 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 (1st edition, superseded)
- ISO 41011:2024 Facility Management — Vocabulary (2nd edition, published)
- ISO 41013:2017 Facility Management — Scope, key concepts and benefits (published)
- ISO/DTR 41019 Facility Management — FM's role in sustainability, resilience and adaptability (due 2024)

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 FM strategy (published)
- ISO 41018:2022 Facility Management — Development of FM policy (published)

- ISO/AWI 41012 Facility Management — Guidance on strategic sourcing and the development of agreements (2nd edition)
- ISO/PWI 41002 Facility Management — Development of the FM organization

WG5 - Working Group 5: Human Experience
- ISO 41015:2023 Facility Management — Influencing behaviors for improved outcomes and user experience (published)

WG6 - Working Group 6: Digital, Data and Technology
- ISO/DTR 41016 Facility management — Overview of available technologies (due 2024)

WG7 - Working Group 7: Emergency Management
- ISO/DIS 41017 Facility management — Guidance on emergency preparedness and management of an epidemic (due 2024)

WG8 - Working Group 8: Performance Measurement and Improvement
- ISO/PWI 41020 Facility Management — FM Performance management, measures and improvements
- ISO/DTR 41030 Facility Management — Existing performance management in facility management organizations— State of the industry (due 2024)

WG9 - Working Group 9: Leadership and Innovation
- ISO/AWI 41001 Facility Management — Management systems — Requirements with guidance for use (2nd edition)

Additionally, ISO 41001:2018 is undergoing an ISO Manage-ment Systems Standard (MSS) Amendment 1: climate action changes (due 2024). Refer to the ISO website for more details and updates. Titles of under development/ proposed publications may be subject to change.

ISO 41001 CERTIFICATION

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 forms of audits: first-party, second-party and third-party.
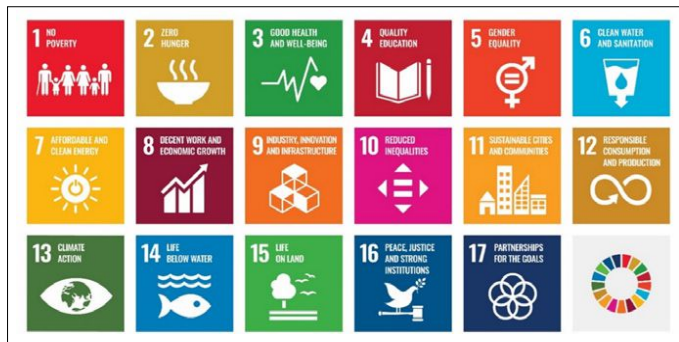
First-party involves self-assessment or self-declaration based on internal audits, while second- and third-party involves external audits. All can claim to provide certification, but only the third-party audit can provide accredited certification. A third-party audit can be performed by an external certification 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 to consumer confidence or working with certain client organizations.

SUSTAINABLE DEVELOPMENT GOALS (SDGS)

The ISO is committed to contributing to the UN Sustainable Development Goals with ISO standards.

In 2015 the United Nations General Assembly formally adopted "Transforming our world: the 2030 Agenda for Sustainable Development" (also referred to as "Agenda 2030"), a plan for achieving a better future for all. Agenda 2030 has at its heart the 17 SDGs and associated 169 targets and 248 indicators, covering five main themes: humankind, planet, prosperity, peace and partnership.

"With ISO standards, we can contribute to making the 2030 Agenda a reality, so no one is left behind"

SERGIO MUJICA, ISO SECRETARY-GENERAL

The SDGs were developed for governments, primarily to be actionable by countries, not investors and businesses. With the SDGs addressing an array of global challenges it can seem difficult to translate them into the core business strategy and meaningful FM actions.

ISO/TR 41019 "FM's role in sustainability, resilience and adaptability" (an ISO Technical Report, publication due in 2024 subject to ISO ballot) as drafted confirms FM has the potential to indirectly contribute to all or most 17 SDGs, and in collaboration with other built environment professions, significantly influence SDGs 3, 6, 7, 8, 9, 11, 12 and 16. This defining project supports sustainable FM in the pursuit of a more productive, sustainable and livable built environment for all.

FM practitioners will increasingly find themselves on the frontlines of the risks associated with climate change in terms of sustainability, resilience and adaptability. This will involve the direct and indirect impacts on assets, people and services contributing to our quality of life.

Stephen Ballesty, *FRICS, FAIQS, ICEA, CQS, CFM, IFMA Fellow, of In-Touch Advisory is a member of the IFMA Standards Committee. He represents the Australian Institute of Quantity Surveyors on the Standards Australia's MB-022 Committee for FM Standards. He is also an Australian delegate to ISO/TC 267 for the ISO 41000 series.*