



International  
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# International Facility Management Standards Initiative

ISO/TC-267 Facility Management (FM)

Helgard Pienaar

## Agenda

- Introduce ISO/TC-267
- Background of FM Standards developed
- Current FM Standards under development (NWIP)
- Roadmap ahead (Future FM Standards to be considered)
- Frequently asked questions
  - Events
  - FM and AM
  - Certification



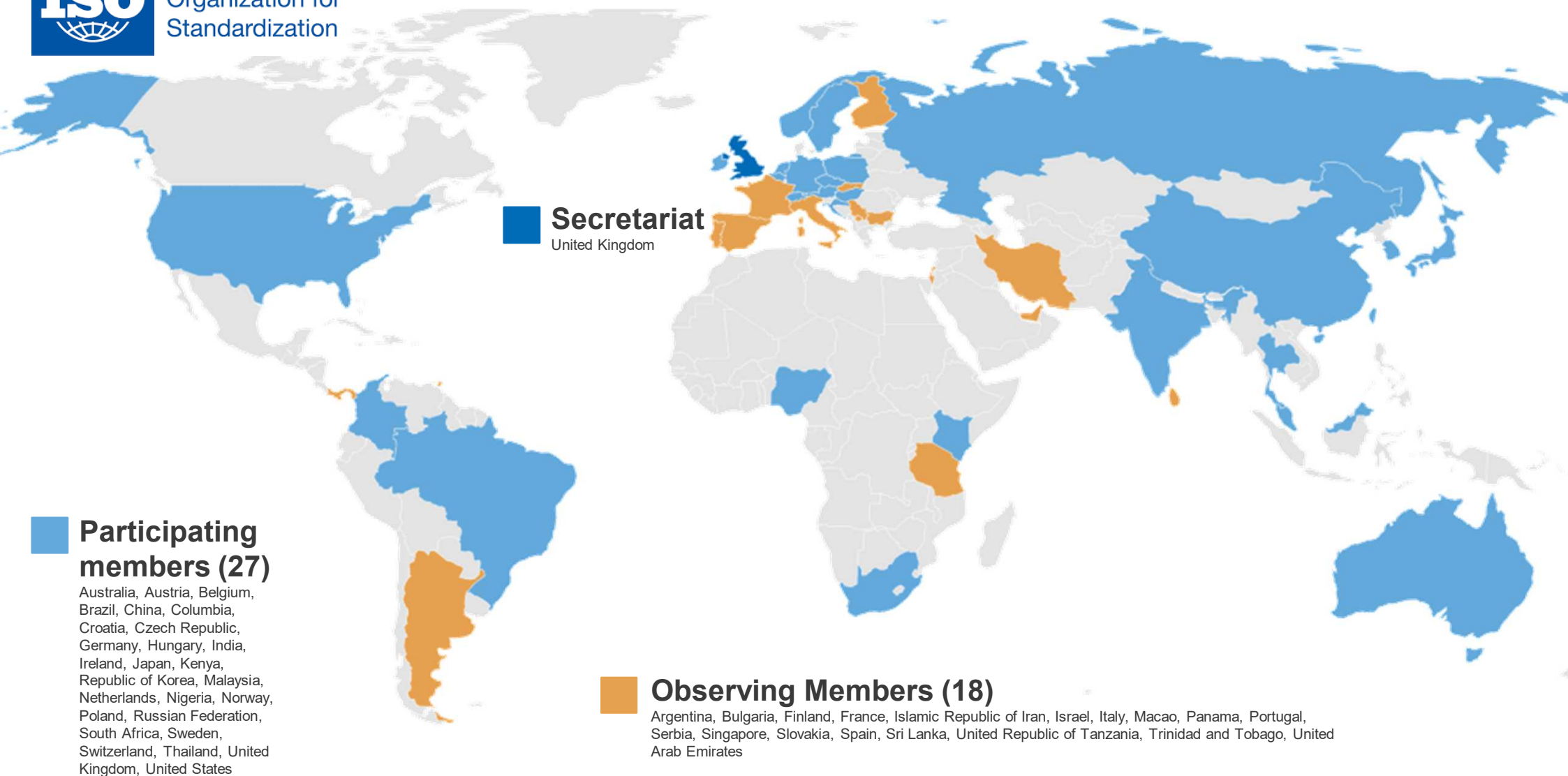
ISO/TC-267 Facility Management (FM)  
**SMARTER** approaches in Asset Management



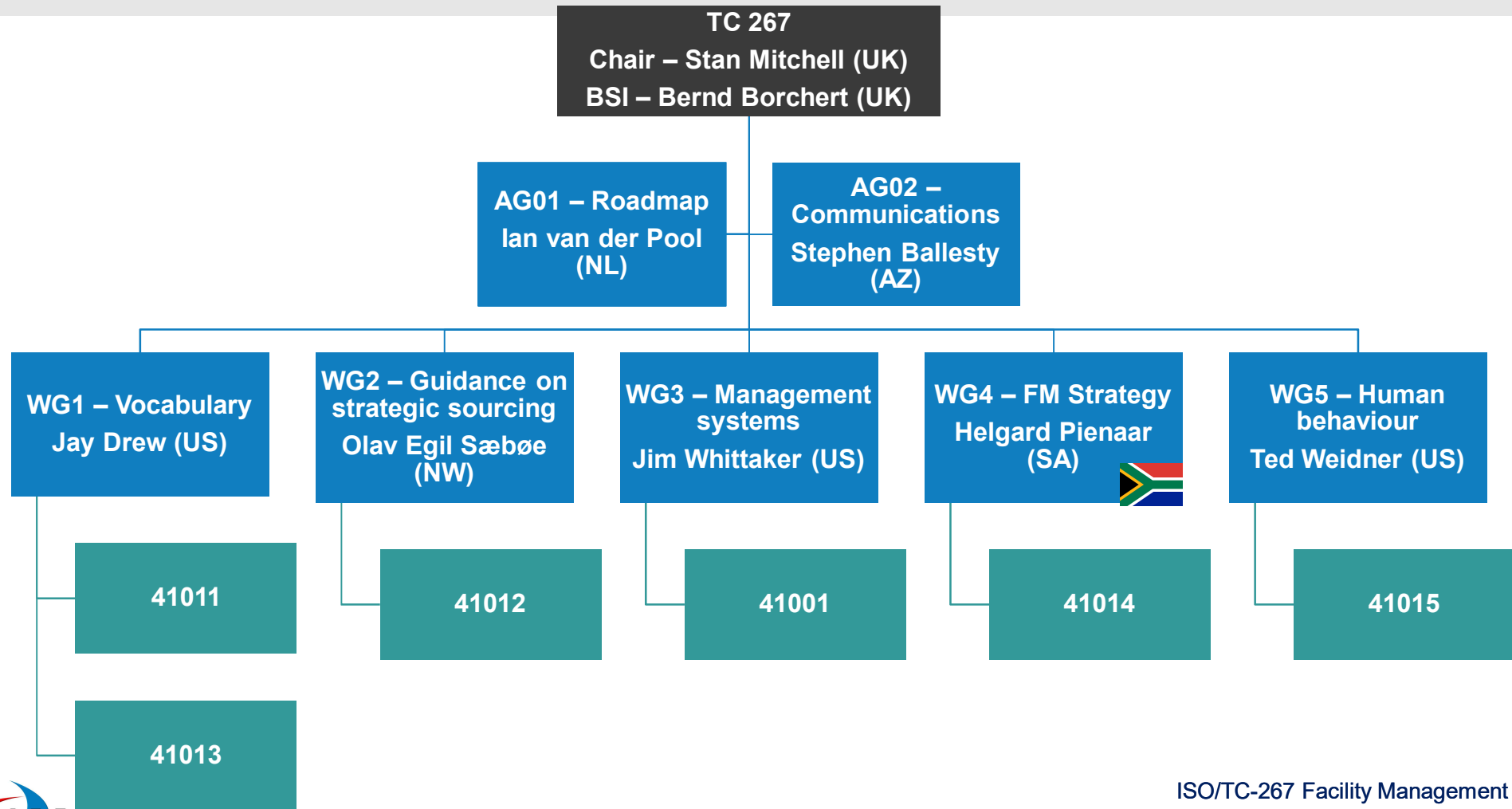


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## ISO/TC-267 Facility Management (FM)



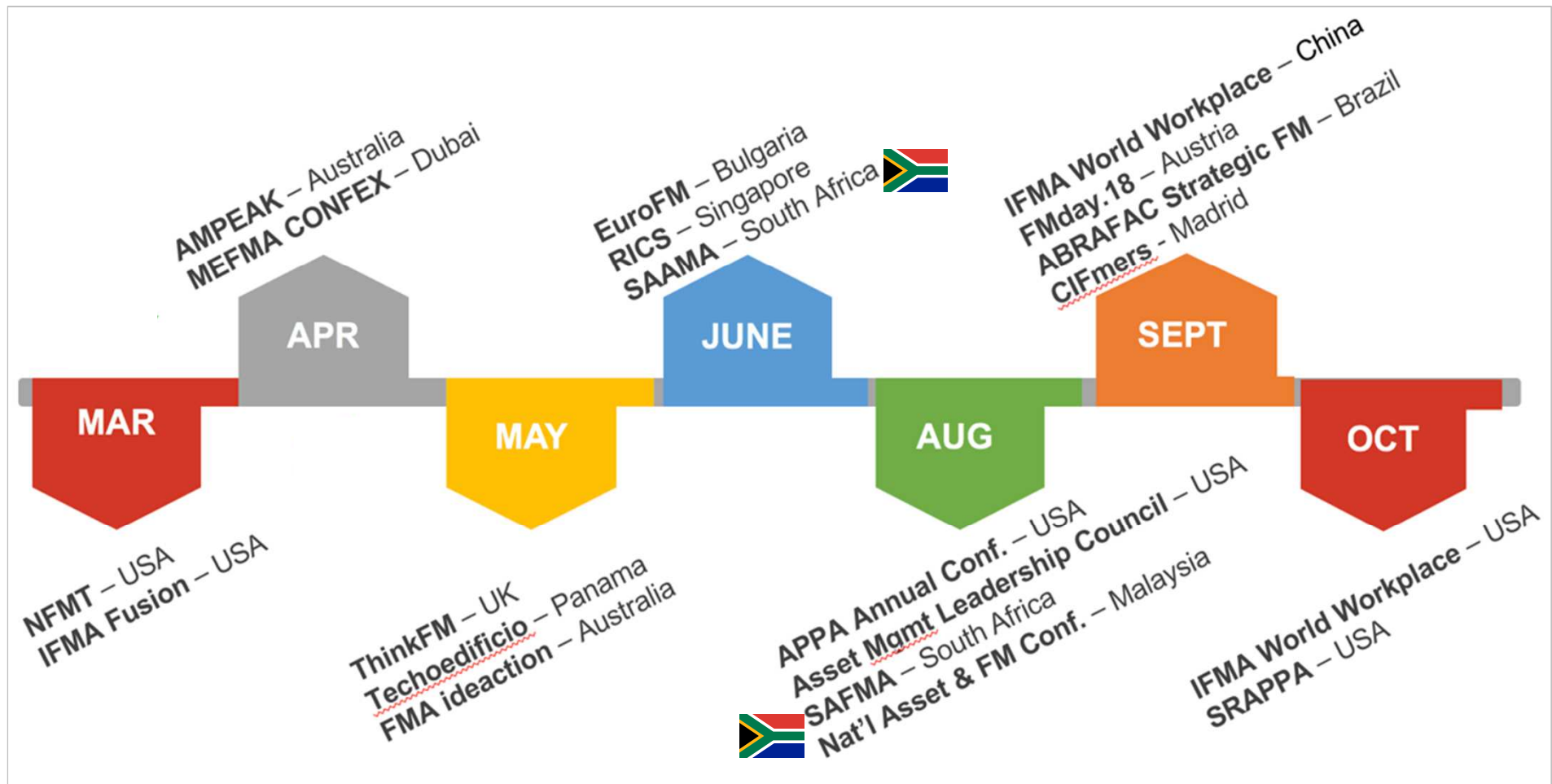
# Structure



# The Team



# Communication and Events





## What is Facility Management (FM)?

Facility management 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 ISO 41011]

FM is a strategic, professional discipline that provides optimum performance of support services to any and all types and sizes of organizations that it serves. The impact of a properly implemented strategic FM program goes beyond operations and maintenance. It can influence employee engagement and retention, support the demand organization's mission-critical assets, and minimize organizational risks.

FM standards provide specific guidance for individual teams and organizations to demonstrate a commitment to quality and continuous improvement through a robust, systems approach to managing the support services needs and working environment of the demand organization. It is incumbent on facility managers worldwide to utilize the ISO 41000 family of standards in their organizations and promote a common language and approach for FM strategy and practices.

## Upcoming FM events:

Find upcoming FM events near you at [Global FM](#).

## Published Standards:

[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 41001:2018](#) Facility management – Management systems – Requirements with guidance for use

(<https://committee.iso.org/home/tc267>)

**SMARTER** approaches in Asset Management



# Time Frame



ISO/TC-267 Facility Management (FM)  
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**ISO 41014**  
**Facility Management (FM) Development of FM Strategy**

**ISO 41015**  
**Facility Management (FM) - Influencing behaviours for improved facility outcomes and user experience**



2018



2019



2020



2021



2022



# WG 4 – Development of FM Strategy (Next steps)

1. 8 Week ballot closes on 27 Jul 2018 (Yes/No)
2. Call for experts
3. Approval of plan at Plenary Nov 2018 (SA or USA)



		Project Plan																		
		ISO 267 Technical Committee Working Group 4 - ISO 410XX Facility Management - Development of Facility Management Strategy																		
WBS	TASK NAME	RESPONSIBILITY	2018 - Year 1				2019 - Year 2				2020 - Year 3				2021 - Year 4					
			Qtr 2	Qtr 3	Qtr 4	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Qtr 1	Qtr 2	Qtr 3				
		Apr		May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
10	<b>Proposal Stage</b>																			
10.00	New FM Strategy project approved																			
	NVP	P			31															
	8 weeks ballot	BB																		
	call for experts	BB				1														
	Ad hoc prep meetings	P/HP			19	31														
	Agenda circulated 16 weeks before meet	HP/BB			1															
20	<b>Preparatory Stage</b>																			
20.00	FM Strategy Registered																			
20.20	WG Study Initiated																			
	WG4 6 weekly meetings					v11	v2	v3	v4	v5	v6	v7	v8	v9	v10					
	WGS meetings																			
	Plenary						9													
20.60	Close of WG Comment Period																			
20.99	WD Approved for CD Registration																			
30	<b>Committee Stage</b>																			
30.00	FM Strategy CD Registered																			
30.20	CD Study/Balot Initiated																			
30.60	Close of Voting/Comment Period																			
30.99	CD Approved or Registration as DIS																			
40	<b>Enquiry Stage</b>																			
40.00	FM Strategy DIS Registered																			
40.20	DIS Balot Initiated																			
40.60	Close of DIS Voting/Comment Period																			
40.99	DIS Approved for Registration as FDIS																			
50	<b>Approval Stage</b>																			
50.00	FDIS Registered for Formal Approval																			
50.20	FDIS Balot Initiated																			
50.60	Close of Voting - Proof Returned by Sec																			
50.99	FDIS Approved for Publication																			
60	<b>Publication Stage</b>																			
60.00	International Standard Under Publication																			
60.60	International Standard Published																			





1. Understanding facility management as **key business enabler**



2. Good practice in government facility management **procurement**



3. Guidance on **integrated management** and delivery of services



4. Development and implementation of facility management **policy**



5. Development of facility management **plans**



6. Work environment and **work place**



**ISO 41014**  
**Facility Management (FM) Development of FM Strategy**

**ISO 41015**  
**Facility Management (FM) - Influencing behaviours for improved facility outcomes and user experience**



2018



2019



2020



2021



2022



**asset management:**

**coordinated activity of an organization to realize value from assets.**

*ISO 55000: Asset management – Overview, principles and terminology*

**facility management (facilities management, FM):**

**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, Facility management - Vocabulary*

*Position Paper on behalf of ISO Technical Committees:*

*TC 251 – Asset Management and TC 267 – Facility Management*

- Process under development
- ISO 17021-11 is under development
  - Ballot close on 5 Jun 2018

ISO 17021 — 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



# National Facility Management Standards Initiative



SABS/TC-267 Facility Management (FM)

**SMARTER** approaches in Asset Management



## Agenda

- SABS/TC-267
- SANS 1752 (FM Standard)
- Frequently asked questions
  - Comparing SANS 1752 with ISO 41001
  - Certification
  - Events



SABS/TC-267 Facility Management (FM)  
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- SANS 1752 published - Mar 2017
- First standard for FM Management System ever published



SABS/TC-267 Facility Management (FM)

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# FAQs: Comparing SANS 1752 with ISO 41001



ISBN 978-0-626-33226-6

**SANS 1752:2017**  
Edition 1

**SOUTH AFRICAN NATIONAL STANDARD**

**Strategic Facilities Management System — Requirements**

**WARNING**  
This document references other documents normatively.

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versus

**FINAL DRAFT**      **INTERNATIONAL STANDARD**      **ISO/FDIS 41001**

ISO/TC 267  
Secretariat: BSI  
Voting begins on: 2018-01-04  
Voting terminates on: 2018-03-01

**Facility management — Management systems — Requirements with guidance for use**

*Facility management — Systèmes de management — Exigences avec directives d'utilisation*

**ISO/CEN PARALLEL PROCESSING**

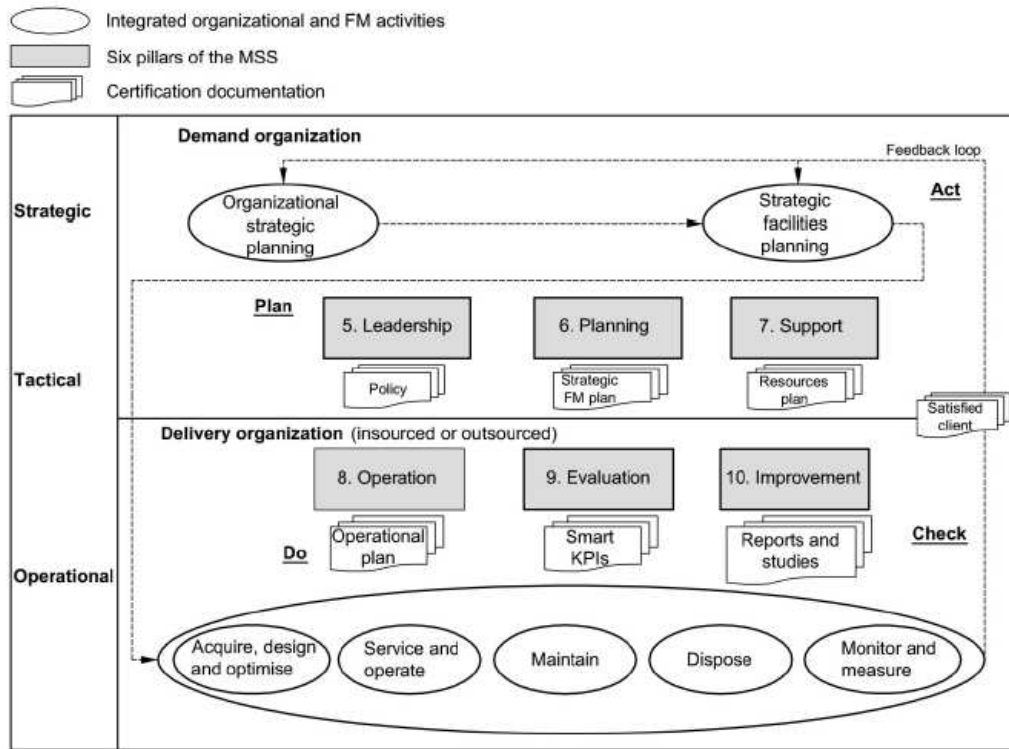
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IN ADDITION TO THEIR EVALUATION AS BEING ACCEPTABLE FOR INDUSTRIAL, TECHNOLOGICAL, COMMERCIAL AND EDUCATIONAL USE, DRAFT INTERNATIONAL STANDARDS MAY BE PRELIMINARY TO BE CONSIDERED IN THE LIGHT OF THEIR POTENTIAL TO BECOME STANDARDS TO WHICH REFERENCE MAY BE MADE IN NATIONAL REGULATIONS.

Reference number  
ISO/FDIS 41001:2018(E)

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# FAQs: Comparing SANS 1752 with ISO 41001



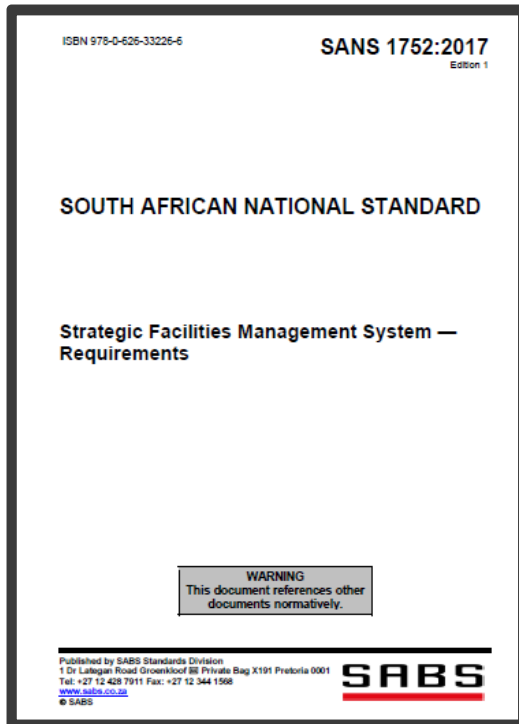
Drg.1062g

Figure 1 — Process-based SFMS overview

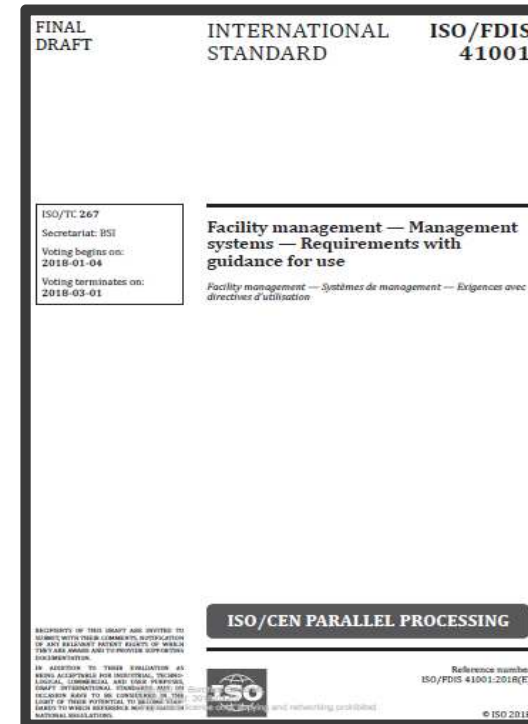


Figure 1 — Process approach methodology in facility management

# FAQs: Comparing SANS 1752 with ISO 41001



versus



33 pages

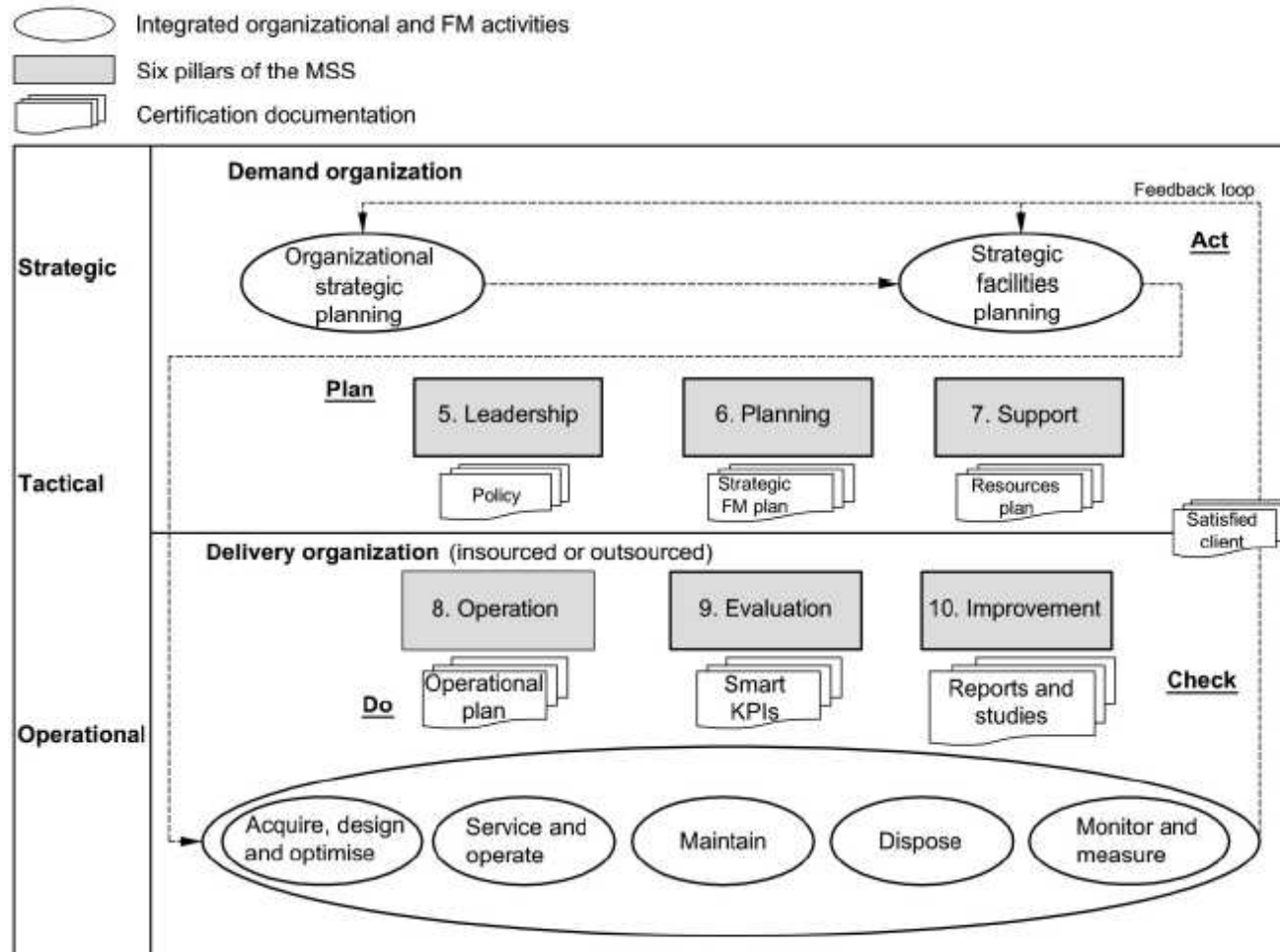
R400

\*(Pages from Index to end of MS Standard)

9 pages

R2 029

# Are you ready?



Drg.1062g

Figure 1 — Process-based SFMS overview



## Under Construction





- SAFMA Western Cape: World FM Day celebration - 31 May 2018
- SAFMA Dinner and Awards - Aug 2018



# Thank you

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