9th Local Government & Public Sector
Building Maintenance & Facility Management Conference

AS ISO 41000:
Standards In Facility Management

How will this affect service delivery?

David Chokolich,
General Technical Services

HFM Asset Management
29 October 2019

KEY POINTS

Why do we need FM standards?

History of the creation of the standard AS/ISO 41000 suite

Overview of the various standards

How the standard relates to ISO 55000 – Asset Management

Impact of the standards on your organisation whether you are on the supply or demand side

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Acknowledgment

Facility Management Association of Australia

https://www.fma.com.au

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WHAT IS A STANDARD

A technical standard is an established norm or requirement for a repeatable technical task.

It is usually a formal document that establishes uniform engineering or technical criteria, methods, processes, and practices.

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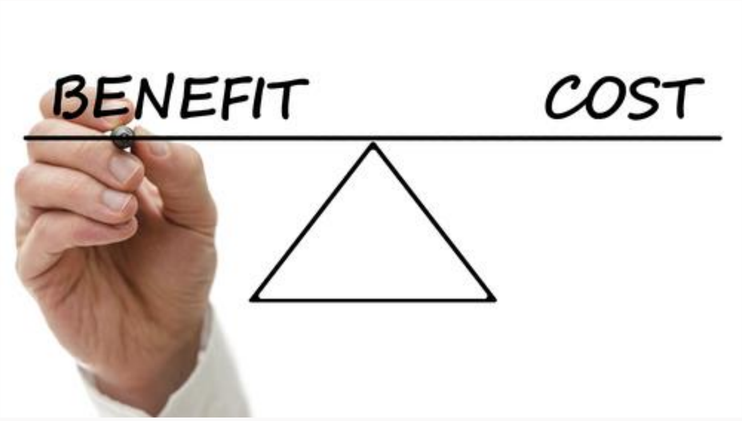
BENEFITS OF STANDARDS

2015 British Standards Industry (BSI) study found

- **84% - using standards enhanced reputation**
- **89% - standards contributed to optimisation of regulatory compliance**
- **54% - technical information was made more accessible through standards implementation**
- **70% - standards improved the quality of supplier goods and services**



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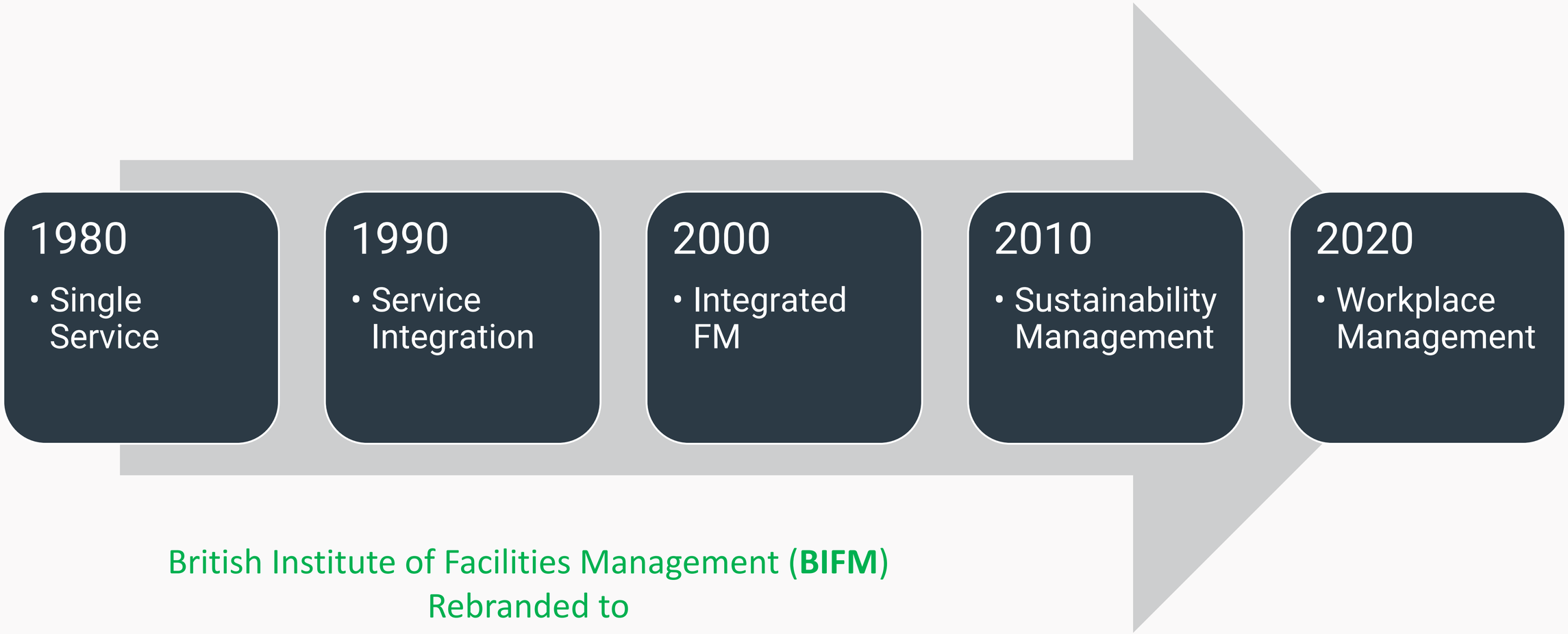
EVOLUTION OF FM



British Institute of Facilities Management (**BIFM**)
Rebranded to
The Institute of Workplace and Facilities Management (**IWFM**)

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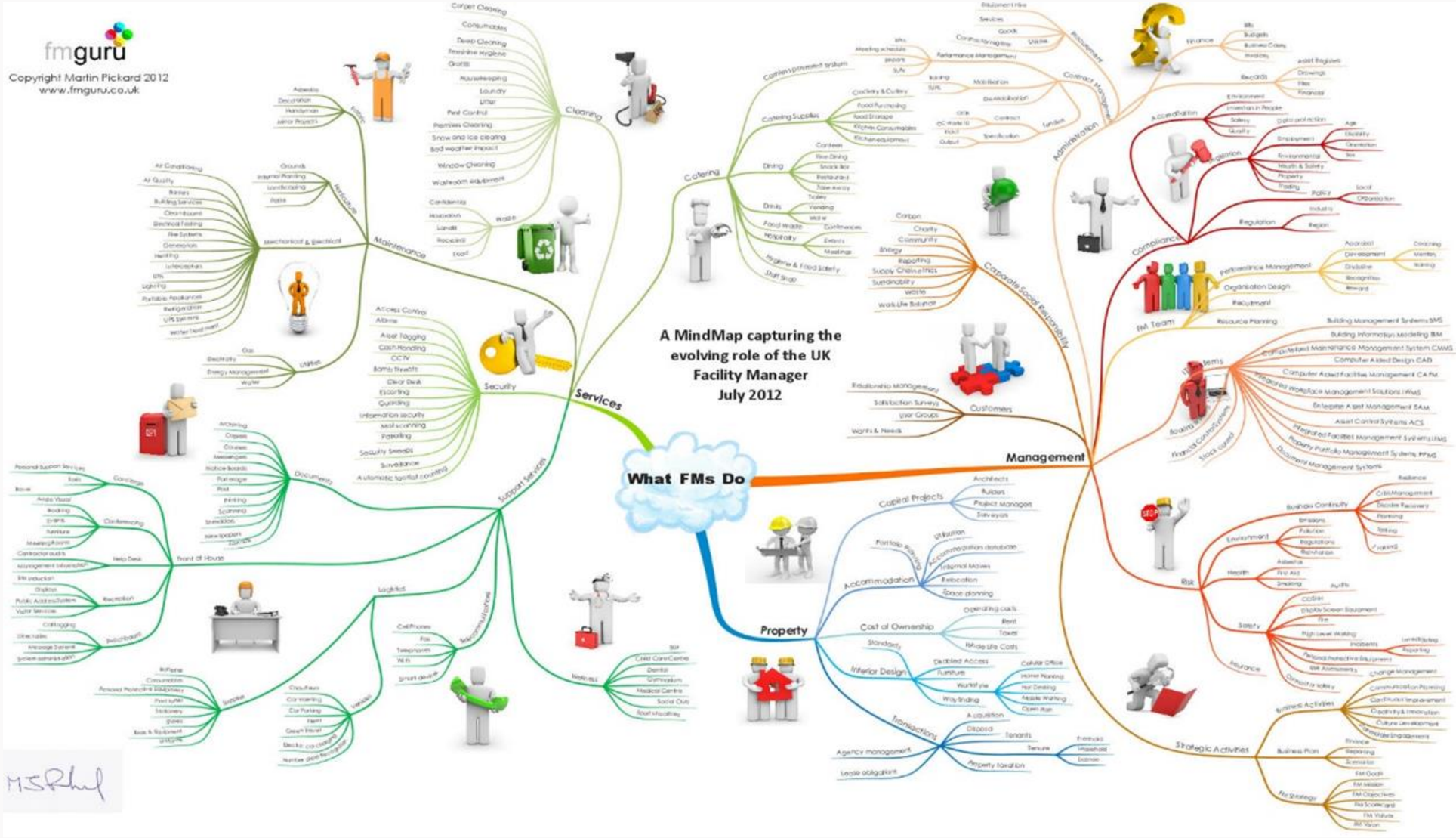
WHAT DO FACILITY MANAGERS?



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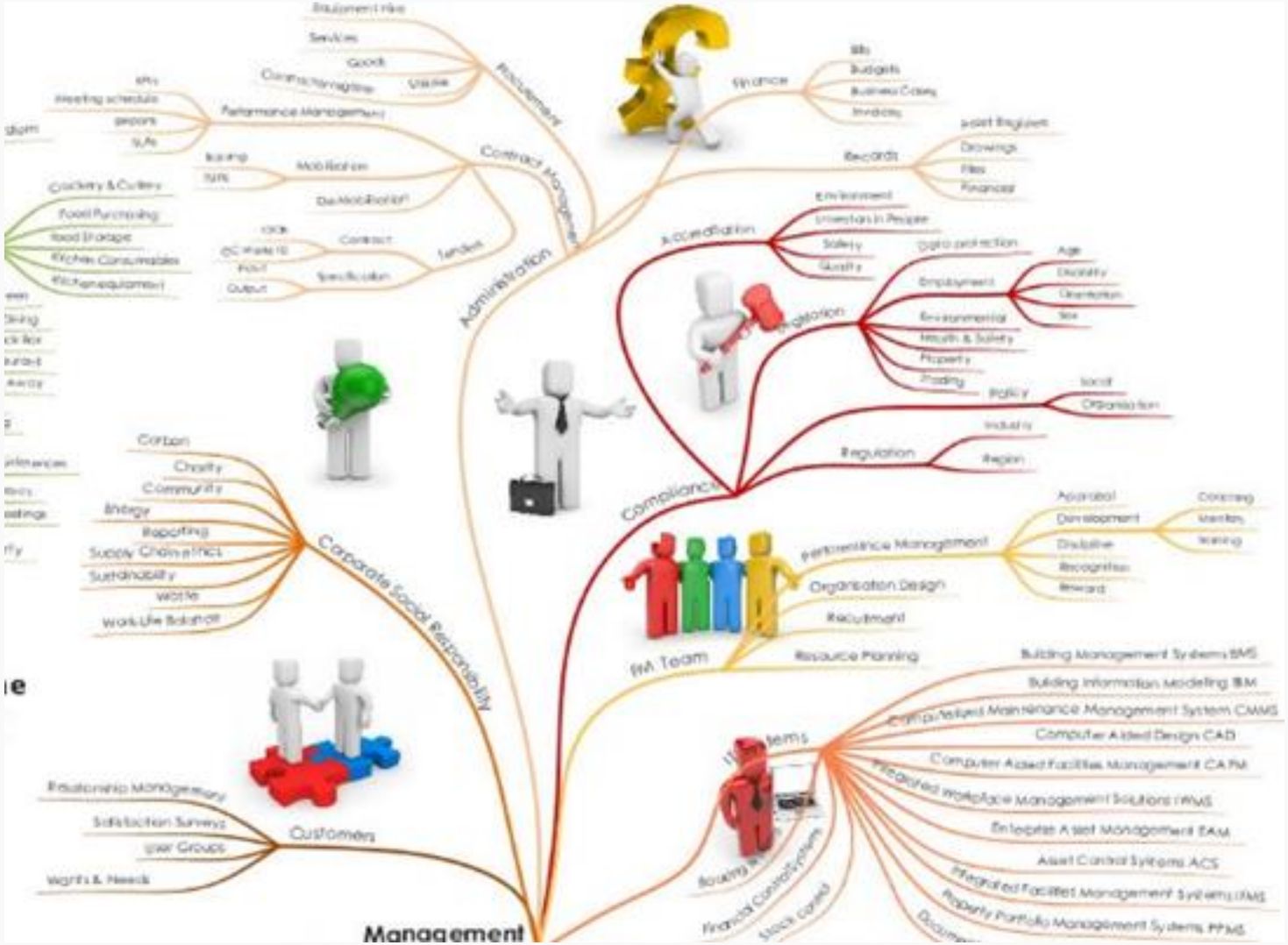

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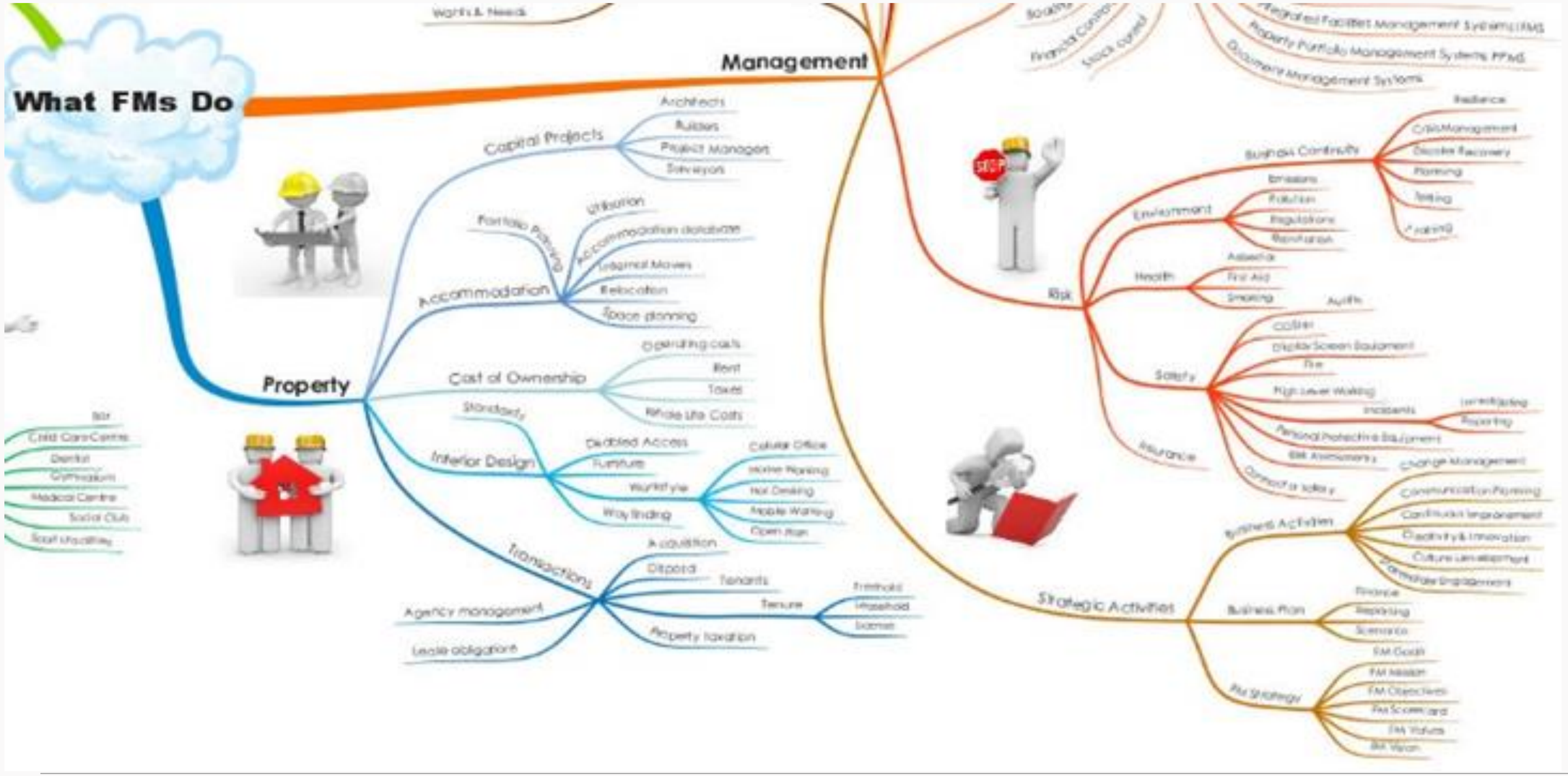

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FM COMPLIANCE

Demystifying the Compliance Conundrum

From a high-level perspective, compliance activities can be divided into four key dimensions:

JLL

4

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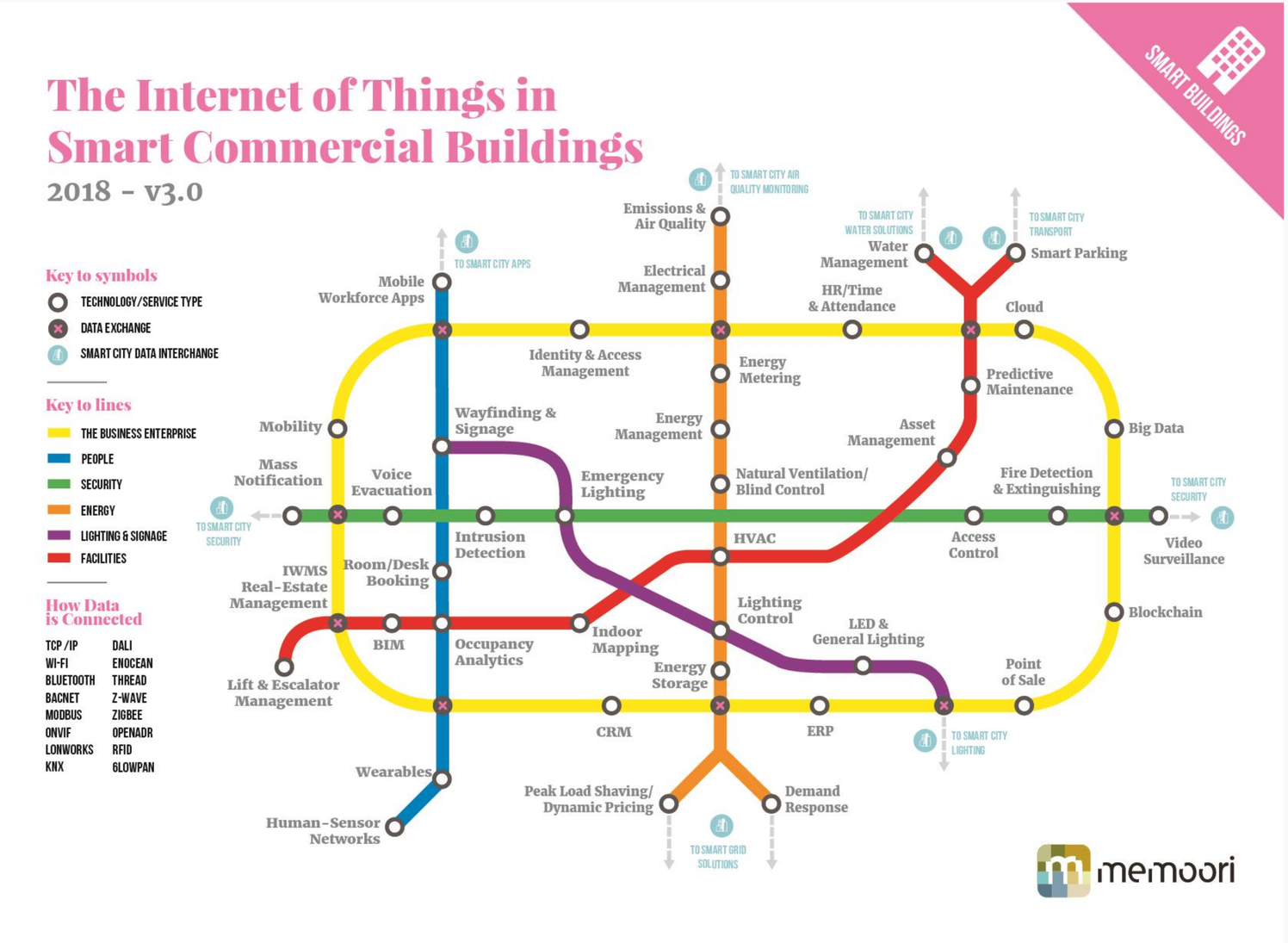
COMPLEXITY OF FM



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WHY WE NEED FM STANDARDS

Cost Spiral (Death Spiral)?

- **FM not owned at Executive level**
- **Seen as a cost not as a investment**
- **High level of rescoping of tendered work**
- **Lack of FM skills in delivery**

Source: FMA Industry Census

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ISO

ISO is an independent, non-governmental international organization with a membership of 164 national standards bodies.

Through its members, it brings together experts to share knowledge and develop voluntary, consensus-based, market relevant International Standards that support innovation and provide solutions to global challenges.

You'll find the Central Secretariat in Geneva, Switzerland.

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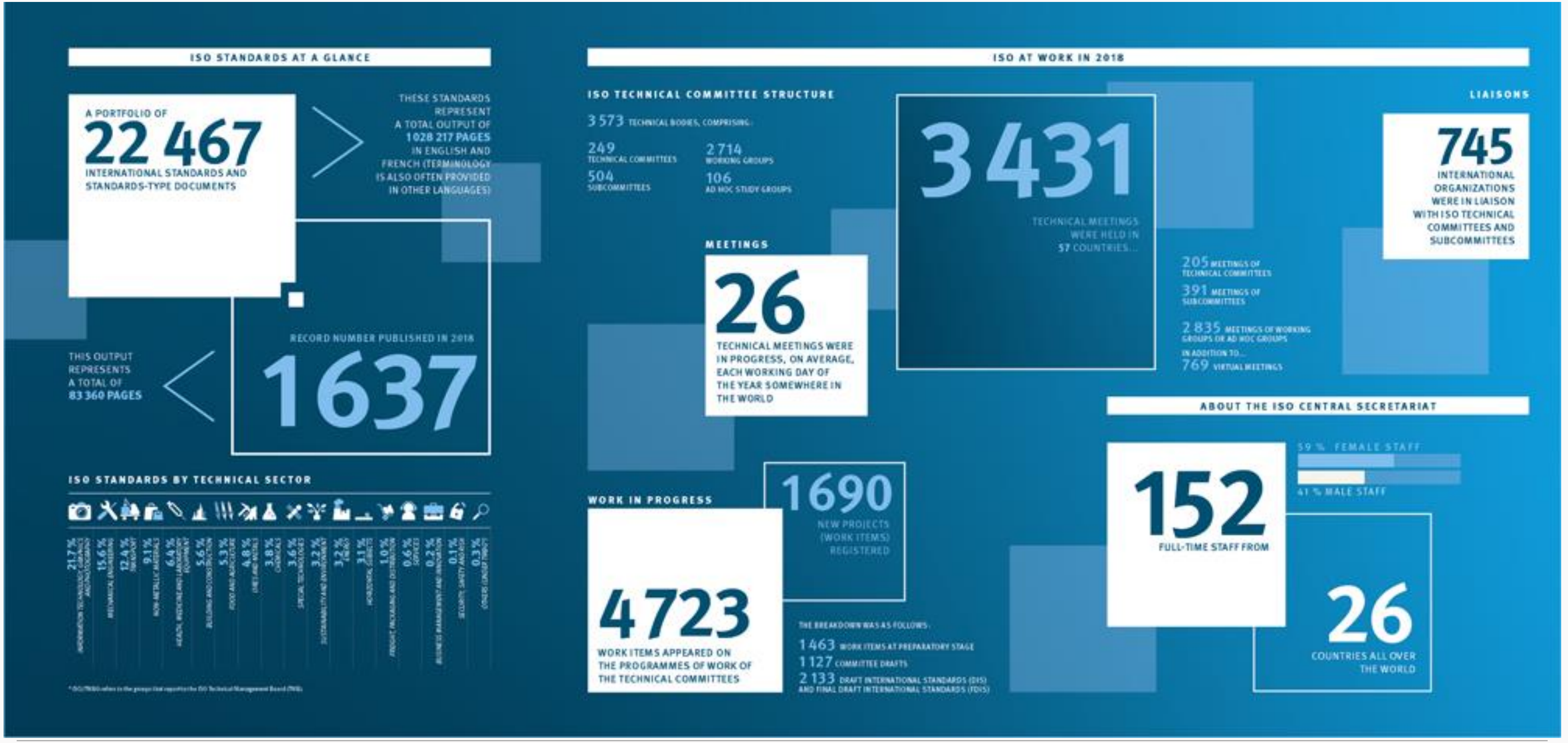
ISO IN FIGURES



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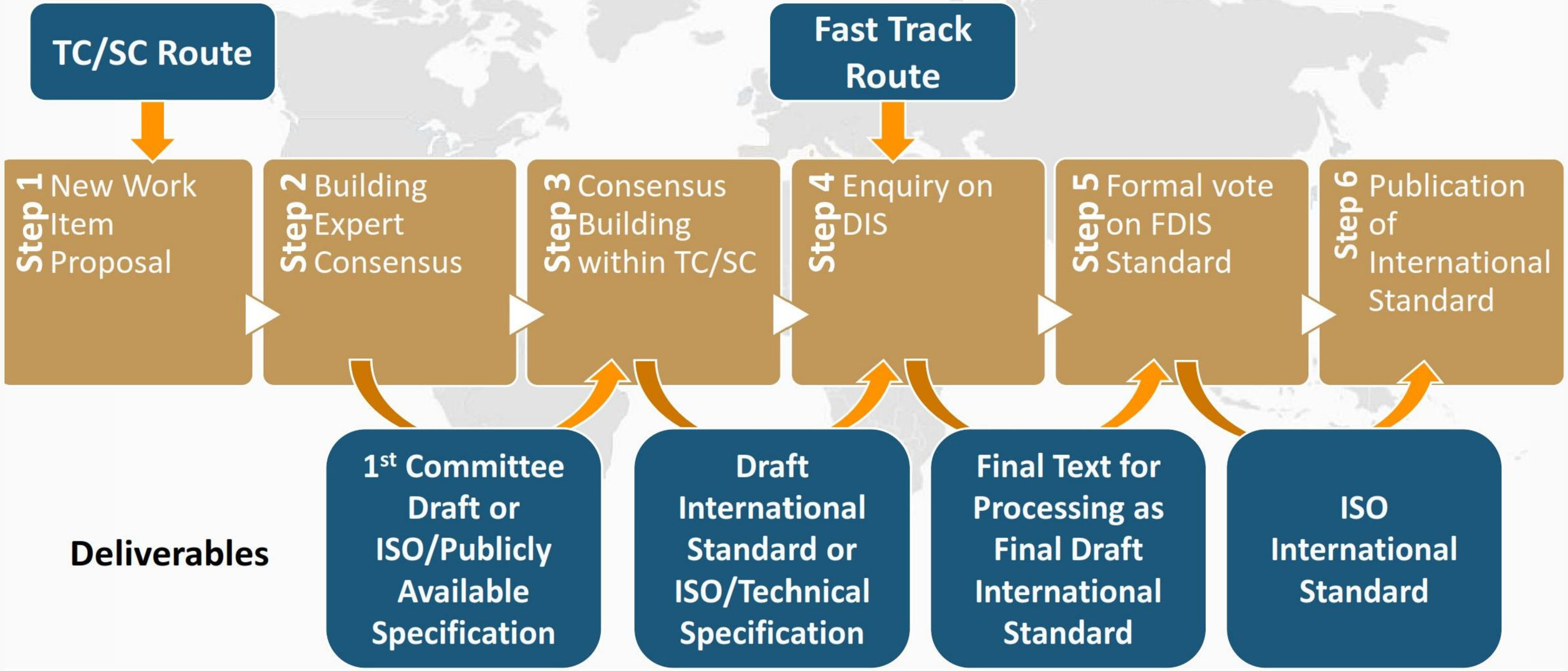
ISO STANDARD DEVELOPMENT PROCESS



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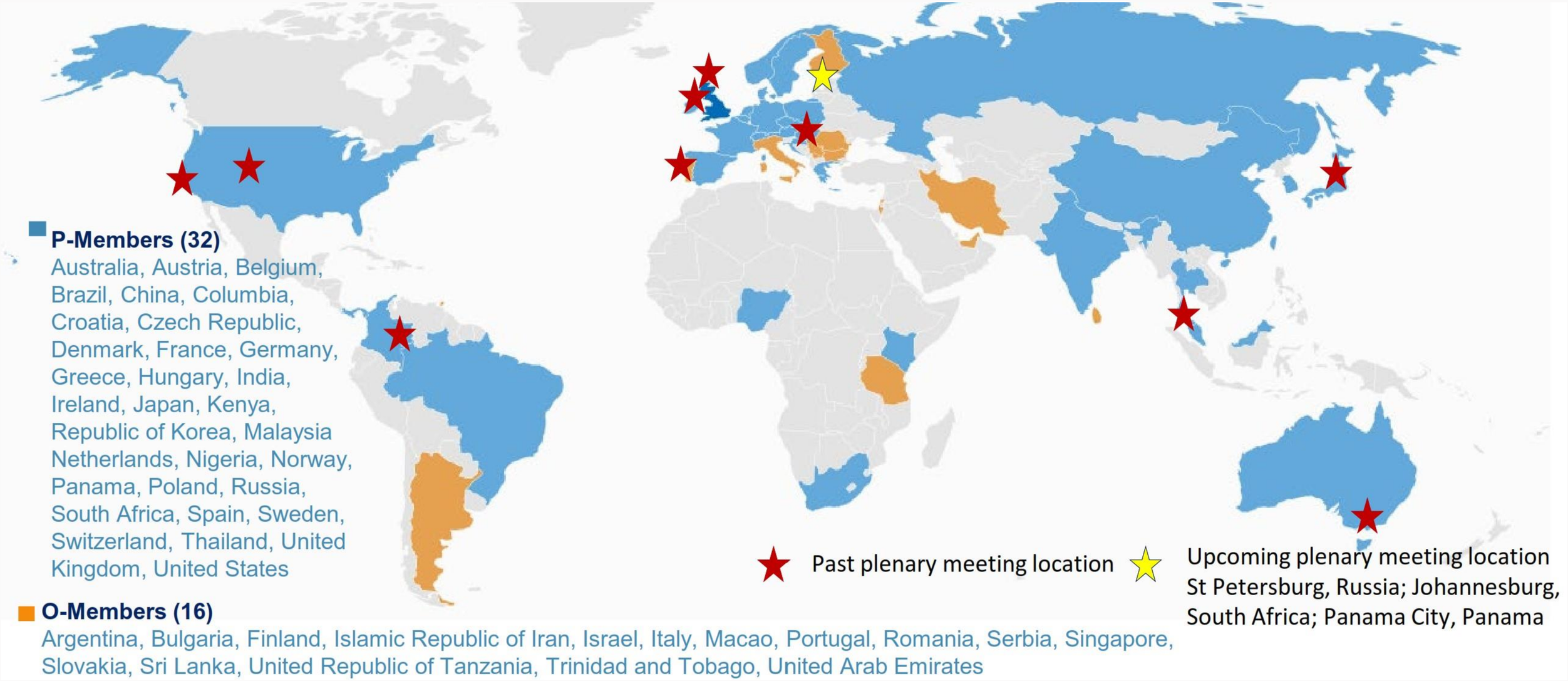
ISO/TC 267 MEETINGS



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ISO/TC 267 AUSTRALIAN INVOLVEMENT

- Standards Australia is the ISO member
- Facility Management Association (Australia) put forward a proposal to Standards Australia to be involved in the ISO development
- A local cross industry mirror committee formed with the support of Standards Australia
- Local mirror committee meets regularly to review draft, provide feedback on wording and concepts
- Key aim of the committee (and international representatives) is to ensure Australia's position is articulated and the standard considers all issues in the standard that may impact Australia

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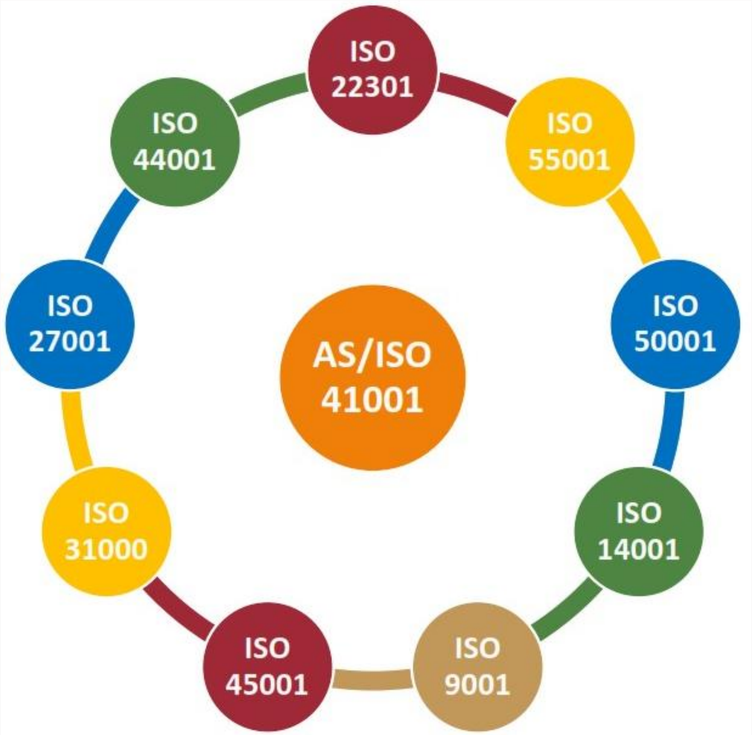
ISO/TC 267 FACILITY MANAGEMENT AND OTHER STANDARDS

ISO 22301 – Business continuity
ISO 55001 – Asset management
ISO 50001 – Energy
ISO 14001 – Environment
ISO 9001 – Quality
ISO 45001 – Occupational health and safety
ISO 31000 – Risk management
ISO 27001 – Information technology
ISO 44001 – Collaborative business relationships



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WHAT IS ASSET MANAGEMENT (AM)?

AM translates into technical and financial decisions, plans and activities by harmonising leadership and workplace culture, and by giving assurances that assets will fulfill their required purpose.

AS ISO 55001 helps organisations derive greater value from their assets

....coordinated activity of an organisation to realise value from assets

AS ISO 55000:2014 Asset management – Overview, principles and terminology

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AS ISO 41001 and FM

AS ISO 41001 helps organisations manage, operate and maintain facilities, assets and services in order to meet ever-changing operational requirements in an efficient and effective manner.

…integrates people, place and process

…with the purpose of improving the quality of life of people and the productivity of the core business

AS ISO 41011:2019 Facility management –Vocabulary

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AS ISO 41001 ACCREDITATION

AS ISO 41001: 2019 Facility management – Management systems – Requirements with guidance for use.

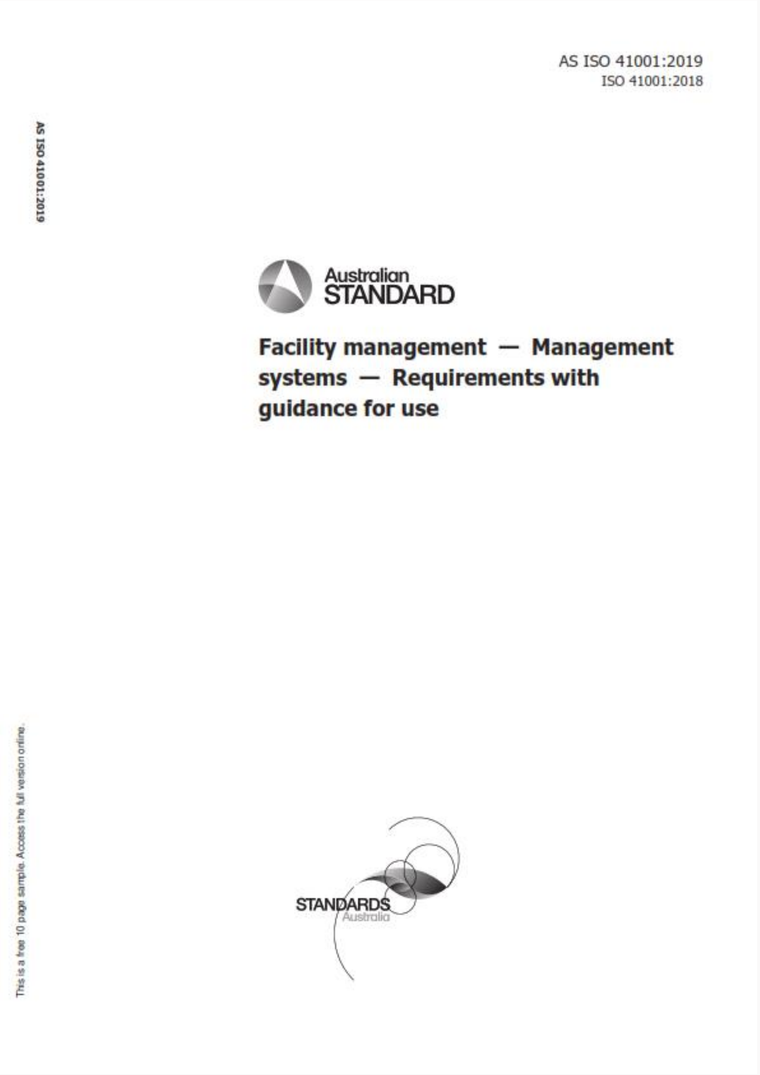
AS ISO 41011: 2019 Facility management – Vocabulary

AS ISO 41012: 2019 Facility management – Guidance on strategic sourcing and the development of agreements

SA TR ISO 41013: 2019 (Technical Report) Facility management – Scope, key concepts and benefits

Under development
ISO/CD 41014: Facility management – Development of facility management strategy

ISO/AWI 41015: Facility management – Influencing behaviours for improved facility outcomes and user experience



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AS ISO 41001 ACCREDITATION

Facility Management Association of Australia and Standards Australia are currently working together to facilitate accreditation process for auditors within Australia.

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AS ISO 41000 AFFECT ON INDUSTRY

- **Improve FM industry profile (within C Suite)**
- **Standardise processes and vocabulary**
- **Assist with justifying and approval of budgets**
- **Allow integration with existing management systems AM and HESQ (Health, Safety, Environment & Quality)**

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