



**CYPRUS ORGANIZATION  
FOR STANDARDIZATION**

## International and European standards for **Facility Management**

CYS informative seminar, 4 December 2023

**ISO 41001**  
Courses Support Innovation

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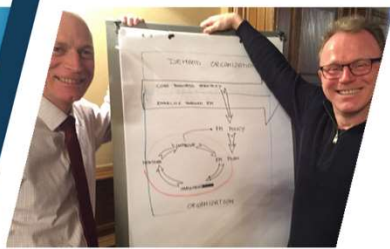


Photo: ISO/TC267 WG3 Meeting Budapest (Hungary), February 2018  
Nicolas Burt (Standards Australia) & Ian van der Pool (Standards Norway)

## Introductions

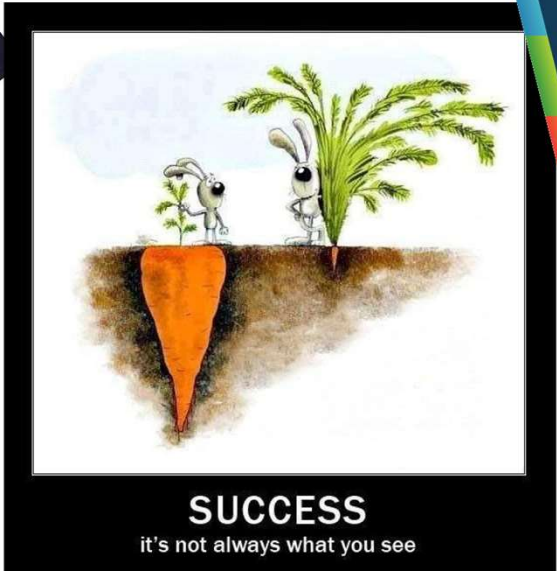
### Ian van der Pool MFM, CFM

- Director & founder ISO41001 CSI
- Deputy Director Servicepunt (NLD Joint Support Command)
- Co-author **ISO 41001: 2018** | Facility Management - Management System Standard
- Co-author **ISO 41014: 2020** | Facility Management - Development of Facility Management Strategy
- Co-author **ISO 41018: 2020** | Facility Management - Development of a Facility Management Policy
- Co-author **ISO/IEC TS 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
- Expert in Norwegian Delegation to ISO/TC267 Facility Management
- Chairman CEN/TC348 Facility Management
- Former Chair Facility Management Netherlands (FMN)
- Former non-executive director IFMA Global Board

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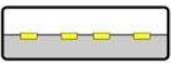
2

When things don't work as they should, it often means that standards are absent.



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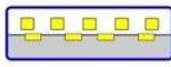
**Types of USB Connectors As Per USB Standards**



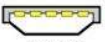
USB 2.0/1.0 Type-A



USB 2.0 Type-B



USB 3.0 Type-A



USB 2.0 Mini-A



USB 2.0 Mini-B



USB 3.0 Type-C



USB 2.0 Micro-A



USB 2.0 Micro-B



USB 3.0 Micro-B

**STANDARDS**

*What are they (not)?*

*Technical vs. Management Systems*

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## What is a standard?

**ISO STANDARDS ARE INTERNATIONALLY AGREED BY EXPERTS**


Think of them as a formula that describes the best way of doing something.

It could be about making a product, managing a process, delivering a service or supplying materials – standards cover a huge range of activities.

Standards are the distilled wisdom of people with expertise in their subject matter and who know the needs of the organizations they represent – people such as manufacturers, sellers, buyers, customers, trade associations, users or regulators.

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## Technical 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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## What is a (technical) standard?

A standard is a document that gives

- **requirements,**
- **specifications,**
- **guidelines** or
- **characteristics**

That can be used in a **consistent** manner to ensure that materials, products and services are **fit for purpose**.

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## What is a (technical) standard? (cont'd)

- Can give specifications for the performance of products or staff
- Can define terms to avoid semantic discussions as much as possible

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## Facility / Facilities Management

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: 2017

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## What is a standard... not!

- Decreed regulation
- 'How to'-document
- Control mechanism
- Certification

*An organization does not need to be certified in order to implement a standard*

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## Management Systems Standard

A management system standard (MSS) help organizations improve their performance by:

- specifying repeatable steps that organizations consciously implement to achieve their goals and objectives,
- creating an organizational culture that reflexively engages in a continuous cycle of self-evaluation, correction and improvement of operations and processes through heightened employee awareness and management leadership and commitment.

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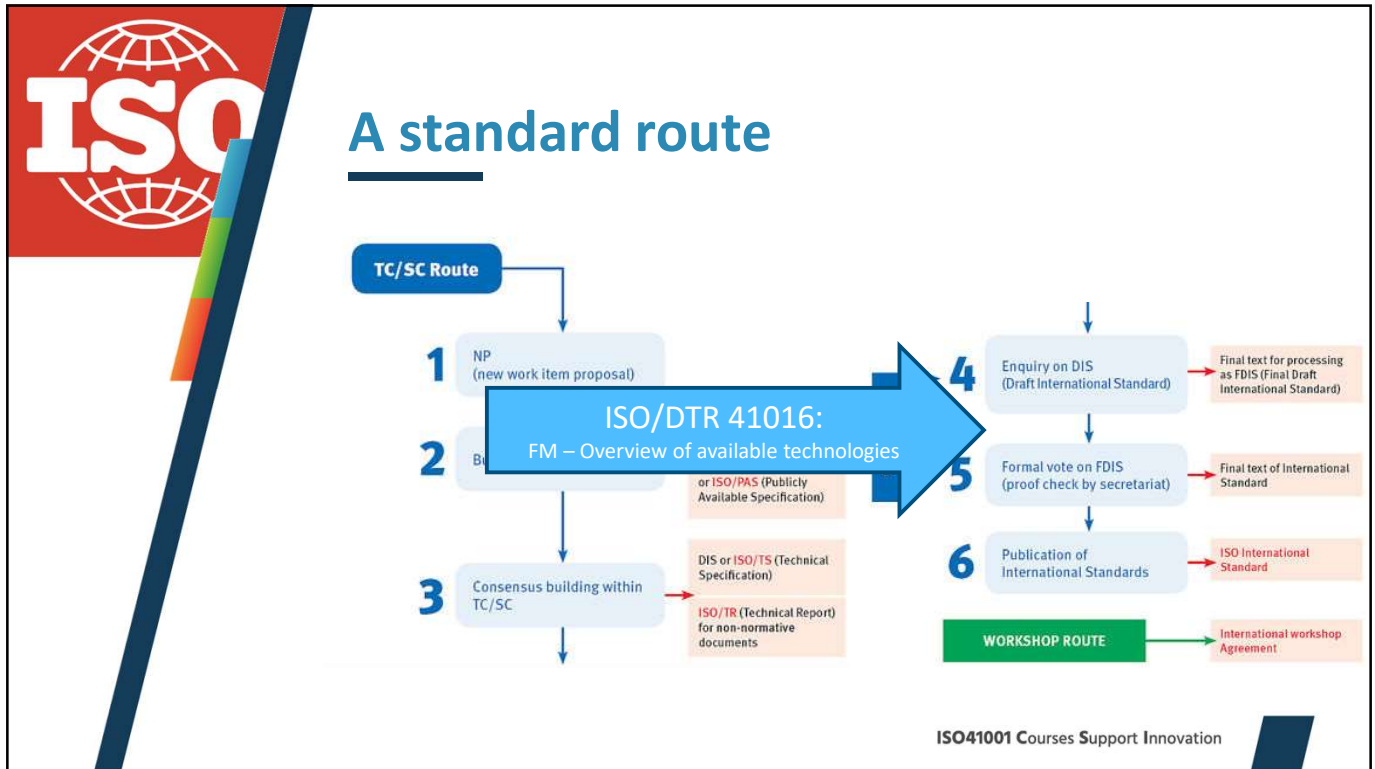


## A world of standardization

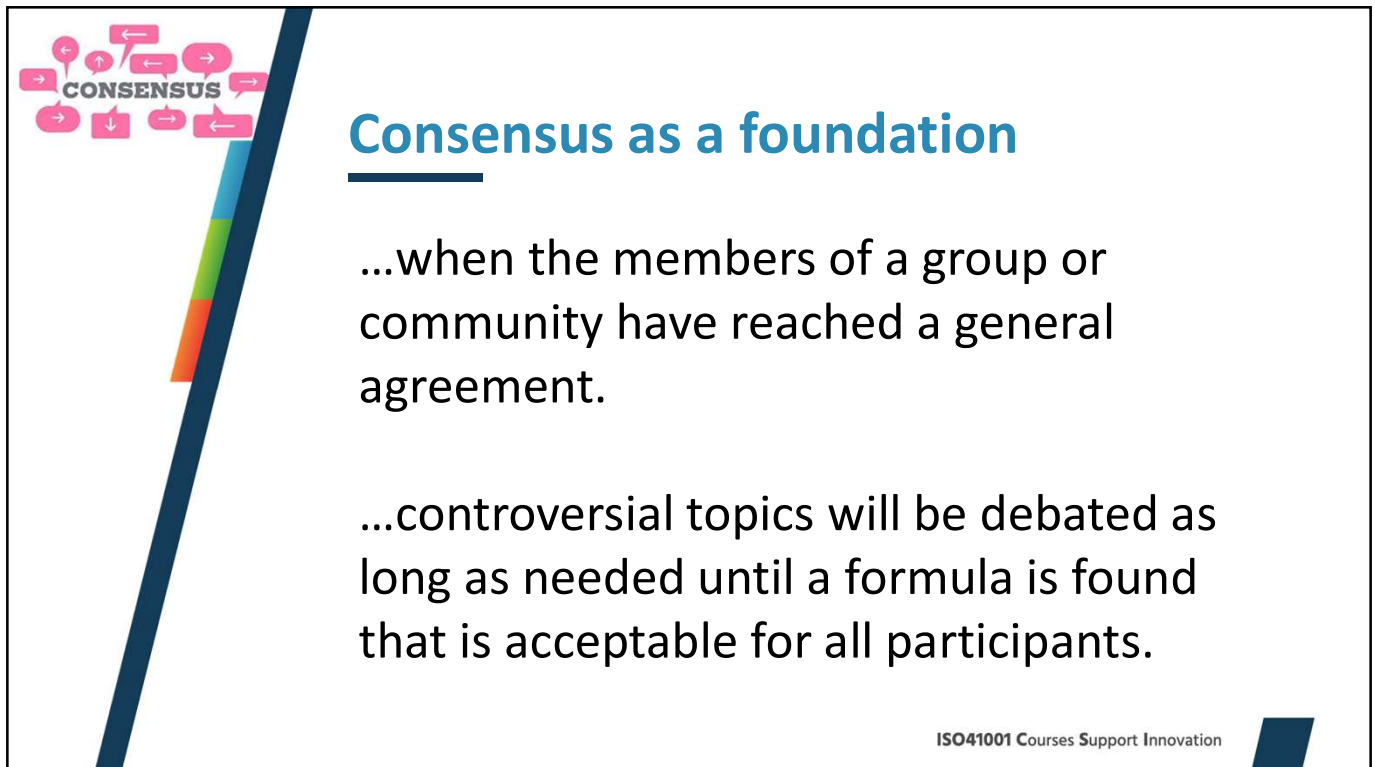
- National  CYPRUS ORGANIZATION FOR STANDARDIZATION
- (Regional)  
- International  International Organization for Standardization

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**NEN**

## Evolution of FM standards

2001  
NEN  
Subcommittee  
NEN2748

Nederlandse norm  
**NEN 2748 (nl)**


Termen voor facilitaire voorzieningen –  
Rubricering en definiëring

Terms of facilities – Classification and definition

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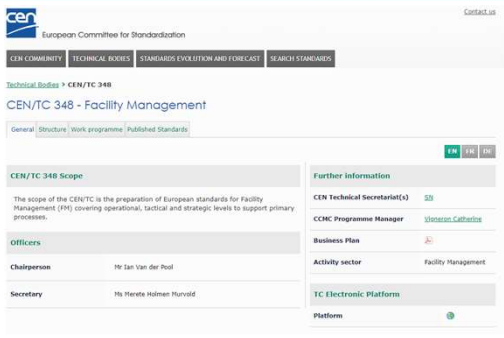


# Evolution of FM standards

**2001**  
NEN  
Subcommittee  
NEN2748

**2003**  
CEN/TC 348  
Facility  
Management






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- EN 15221-1 Definitions
- EN 15221-2 Agreements
- EN 15221-3 Quality
- EN 15221-4 Taxonomy
- EN 15221-5 Processes
- EN 15221-6 Space
- EN 15221-7 Benchmarking

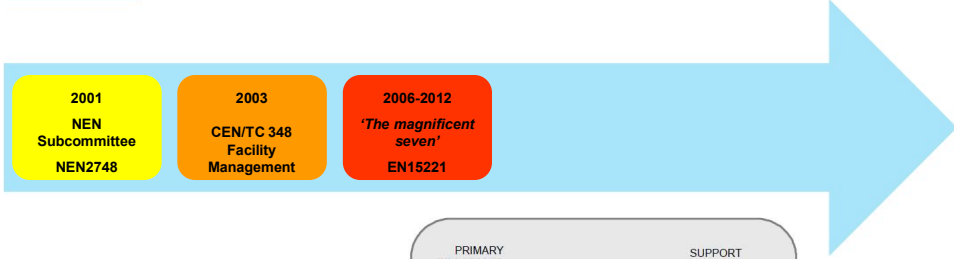


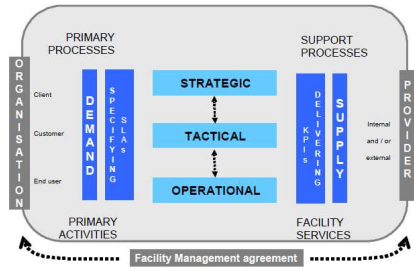
# Evolution of FM standards

**2001**  
NEN  
Subcommittee  
NEN2748

**2003**  
CEN/TC 348  
Facility  
Management


**2006-2012**  
*'The magnificent seven'*  
EN15221





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## Evolution of FM standards

2001  
NEN  
Subcommittee  
NEN2748

2003  
CEN/TC 348  
Facility  
Management

2006-2012  
*'The magnificent  
seven'*  
EN15221

2011  
ISO/TC 267  
Facility  
Management




**TECHNICAL COMMITTEES**  
**ISO/TC 267**  
Facility management

**ABOUT**  
SECRETARIAT: BSI  
Committee Manager: Mr Bernd Borchert  
Chairperson (until end 2020): Mr Stanley Mitchell  
ISO Technical Programme Manager (TPM): Mr Andrew Dryden  
ISO Editorial Programme Manager (EPM): Ms Nicola Perou  
Creation date: 2011

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## Evolution of FM standards

2001  
NEN  
Subcommittee  
NEN2748

2003  
CEN/TC 348  
Facility  
Management

2006-2012  
*'The magnificent  
seven'*  
EN15221

2011  
ISO/TC 267  
Facility  
Management

2017  
Publication  
ISO41011, 41012 en  
TR41013

INTERNATIONAL  
STANDARD

ISO  
41011

Facility management – Vocabulary

INTERNATIONAL  
STANDARD

ISO  
41012

Facility management – Guidance  
on strategic planning and the  
development of agreements


TECHNICAL  
REPORT

ISO/TR  
41013

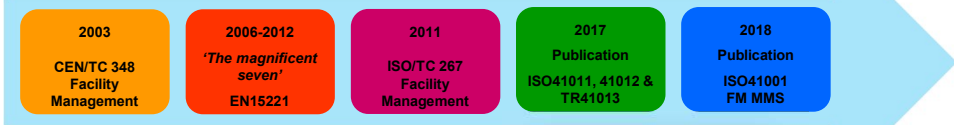
Facility management – Scope, key  
concepts and benefits

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## Evolution of FM standards




- 2003  
CEN/TC 348  
Facility Management
- 2006-2012  
*'The magnificent seven'*  
EN15221
- 2011  
ISO/TC 267  
Facility Management
- 2017  
Publication  
ISO41011, 41012 & TR41013
- 2018  
Publication  
ISO41001  
FM MMS

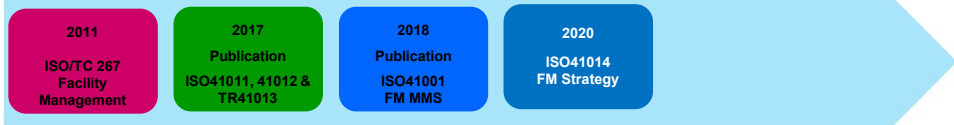


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## Evolution of FM standards




- 2011  
ISO/TC 267  
Facility Management
- 2017  
Publication  
ISO41011, 41012 & TR41013
- 2018  
Publication  
ISO41001  
FM MMS
- 2020  
Publication  
ISO41014  
FM Strategy

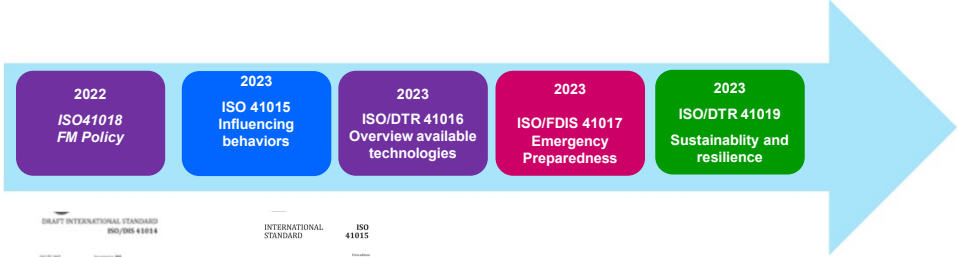


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## Evolution of FM standards



Year	Standard
2022	ISO 41018 FM Policy
2023	ISO 41015 Influencing behaviors
2023	ISO/DTR 41016 Overview available technologies
2023	ISO/FDIS 41017 Emergency Preparedness
2023	ISO/DTR 41019 Sustainability and resilience



**DRAFT INTERNATIONAL STANDARD**  
ISO/DIS 41018


**INTERNATIONAL STANDARD** ISO 41015

Facility management – Development of facility management strategy


Facility management – Influencing organizational behaviors for improved facility outcomes

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## Evolution of FM standards




**2023**  
ISO/CD TR 41030 Performance

# Under development


- ISO 41001: 2018/Amd 1 – Amendment 1: Climate action changes
- ISO/AWI 41001 (review)
- ISO/FDIS 41011 (review)
- ISO/AWI 41012 (review)
- ISO 41002 Development of the FMO (proposed NWIP)

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## Evolution of European FM standards



# Under development

- prEN 15221-8 FM – Principles and processes
- EN 15221-6 FM – Space measurement in FM (review)
- EN 15221-X FM – Digital transformation (NWIP)

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# A LOT GOING ON AT THE MOMENT

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