

A Short History of Facility Management Standardisation

6th
**Facility
Management
Conference**

Wednesday 14 April 2021 Live - Online & Interactive

New Technologies, New Services and People lead the sector in the next day



Magyar Létesítménygazdálkodási Szövetség



Hungarian Facility Management Society

A Short History of Facility Management Standardisation

- First steps – how the story started
- CEN TC 348 – the European standards
- ISO TC 267 – international (ISO) standards
- The evolving definition of FM
- What the standards teach us – lessons learned

The first steps

National standards

- ÖNORM A 700 Facility Management – Grundkonzepte (2000-12)
- NEN 2748 – Cost categories related to facilities management
- BSI, DIN, etc

NEN 2748 was submitted in 2000 to be a base for a new CEN standard

- Voted down by CEN members
- NEN = New FM standards should be elaborated
- CEN/BT/WG 136 “Facility management

The first steps

CEN/BT/WG 136 “Facility management”

(BT= Technical Board)

29th November 2002,
Amsterdam, Schiphol



The first steps

CEN/BT/WG 136 “Facility management”

The first document produced:
a nomination form

Scope of the WG:

Elaborate a business plan for a
future TC

Voting of NSBs on 09.07.2003:
agreement – yes 20, no 2



EUROPEAN COMMITTEE FOR STANDARDIZATION
COMITÉ EUROPÉEN DE NORMALISATION
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Document: Nomination form

- for information
- for comment before:
- for approval before:

CEN TC 348 Facility management (2003 -)

- *EN 15221-1 Terms and definitions - Withdrawn in 2018*
- *EN 15221-2 Guidance on how to prepare Facility Management agreements - Withdrawn in 2018*
- EN 15221-3 Guidance on quality in Facility Management (2012)
- EN 15221-4 Taxonomy, Classification and Structures in Facility Management (2012)
- EN 15221-5 Guidance on Facility Management processes (2012)
- EN 15221-6 Area and Space Measurement in Facility Management (2012)
- EN 15221-7 Guidelines for Performance Benchmarking (2013)

ISO TC 267

First meeting

Berlin November 2012

DIN Headquarters

Note: **2002** CEN BT/WG



ISO TC 267 Facility management (2012 -)

- ISO 41001:2018 Facility management — Management systems — Requirements with guidance for use
- ISO 41011:2017- Vocabulary (*“Replaces”* EN 15221-1)
- ISO 41012:2017 Guidance on strategic sourcing and the development of agreements (*“Replaces”* EN 15221-2)
- ISO/TR 41013:2017 Facility management — Scope, key concepts and benefits
- ISO 41014:2020 Development of a facility management strategy

Definition of FM

CEN 2006

Integration of processes within an organisation to maintain and develop the agreed services which support and improve the effectiveness of its primary activities

ISO 2017

Organizational function which integrates people, place and process (3.5.1) within the built environment (3.2.3) with the purpose of improving the quality (3.7.1) of life of people and the productivity of the core business (3.1.7)

ISO TC 267 Facility management (2012 -)

Standards under development

- ISO/CD 41015 Influencing organizational behaviours for improved facility outcomes
- ISO/AWI TR 41016 Technology in facility management — Scope, key concepts and benefits
- ISO/AWI 41017 Guidance on emergency management of epidemic prevention in the workplace
- ISO/CD 41018 Development of facility management policy
- ISO/AWI TR 41019 The role of FM in sustainability and resilience

What the standards teach us ...

- Facility or Facilities – a never ending story seems to have ended
- Facilities management \neq building maintenance
- Facilities management \neq service delivery
- Facilities management = a discipline and an organisational function
 - Has to be understood
 - Needs explanation
 - Each organisation has its own FM function (Yes, the FM service providers too...)
 - ...

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