

Emerging ISO Standards on Facilities Management

Questions?

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FEDERAL FACILITIES COUNCIL

THE NATIONAL ACADEMIES
Advisers to the Nation on Science, Engineering, and Medicine

Administrative Office of the U.S. Courts



What Interests You About Facilities Management Standards and Good Practices?

Forum registrants' interests, ranked in priority order:

- Management systems,
- Performance drivers,
- Business cases,
- Terms and definitions,
- Third-party accredited certification,
- Internal audits, and
- Others: FBPTA, benchmarks for costs, standardization and standards development, interoperability with Building Information Modeling, application to leases, uniformity across enterprise management software systems, lifecycle management and product delivery.

Main Point: Top interests of FM executives and asset managers are management systems, performance drivers, and business cases, and other topics that are now being addressed by ISO/TC 267 FM.

Management Systems

Management system means what the organization does to manage its processes or activities in order that its

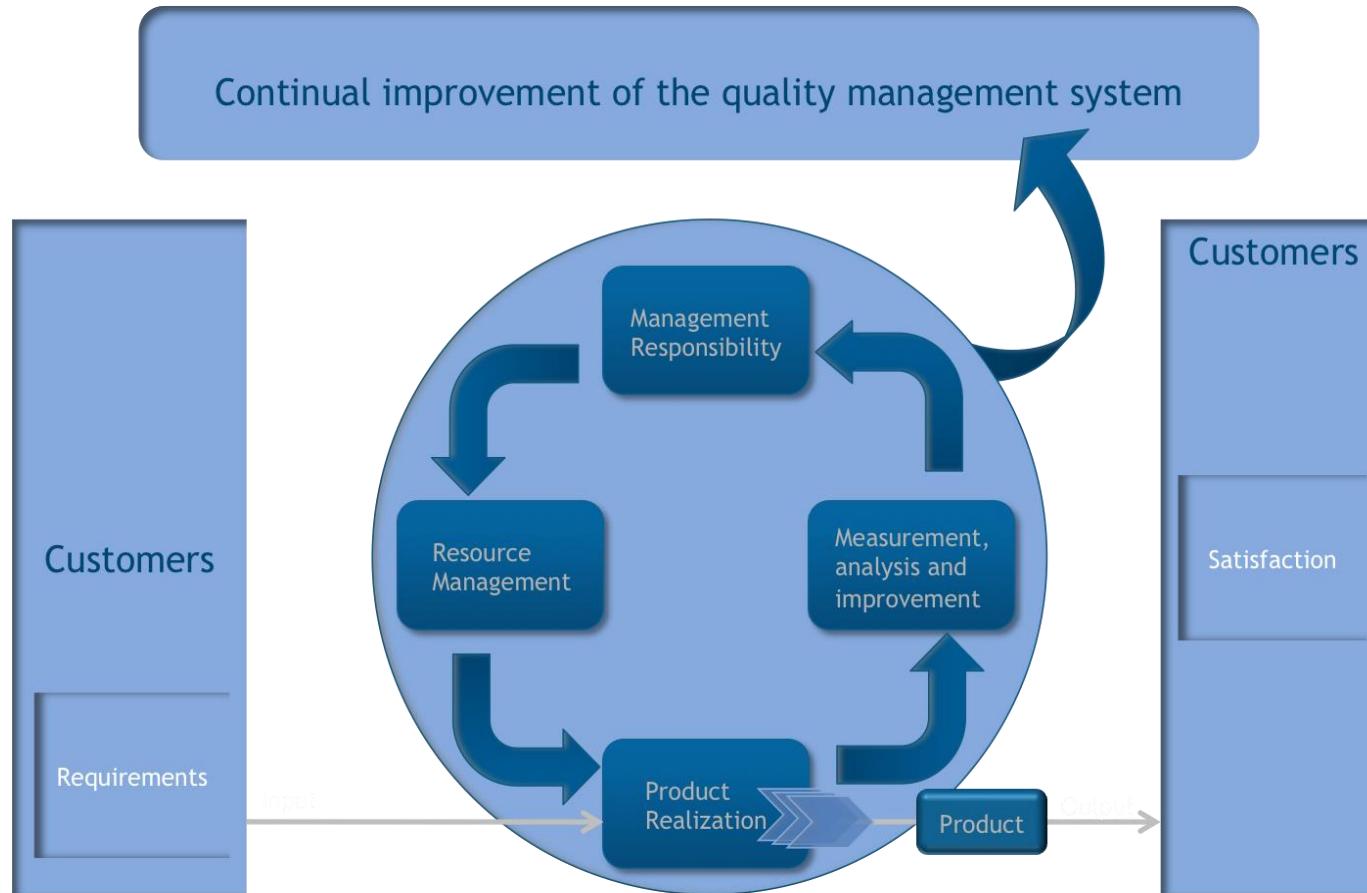
- Products or services meet the organization's objectives, such as satisfying the customer's quality requirements,
- Complies with regulations, or
- Meets quality, environment or business continuity objectives.

To be really efficient and effective, the organization can manage its way of doing things by systemizing them.

- Nothing important is left out,
- Everyone is clear about who is responsible for doing what, when, how, why, and where, and
- Management systems standards provide the organization with an international, state-of-the art model to follow.

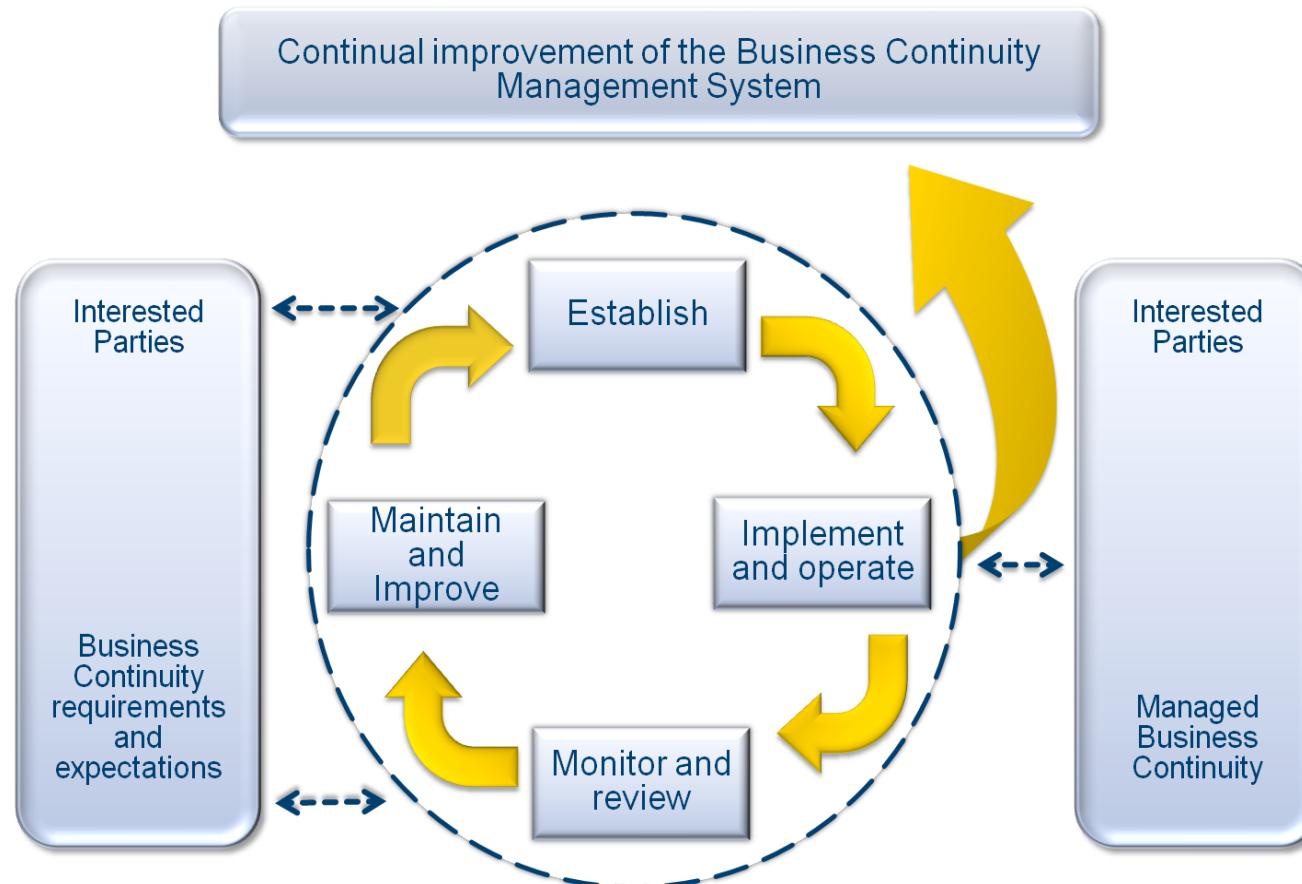
Main Point: Large organizations, or ones with complicated processes, could not function well without management systems. MSS now make these successful practices available for all organizations.

Quality Management Systems



Main Point: Quality (ISO 9001:2008), ISO's first management system standard published in 1987 was improved to combine PDCA and process management that focused on the customer.

Business Continuity Management Systems



Main Point: Business Continuity (ISO 22301:2012) is a set of processes aligned to the PDCA lifecycle and designed to keep the program's solutions current and relevant.

Certification

What is Certification? It means that an independent, external body of has audited an organization's management system and verified that it conforms to the requirements specified in the standard. A written assurance (a certificate) is issued. **Registration** - certification is very often referred to as registration in North America.

Why Seek Certification? The best reason for implementing standards is to improve the efficiency and effectiveness of operations. An organization may seek certification for business reasons, as certification may:

- Meet a contractual or regulatory requirement.
- Meet customer preferences.
- Fall within the context of a risk management program, and
- Motivate staff by setting a clear goal for the development of its management system.

Main Point: Consider the importance to an organization's performance of alignment to a voluntary consensus standard(s), and the value of third-party certification as a market differentiator.



Accreditation

Accreditation is like certification of the certification body.

Accreditation - the formal recognition by an independent body, generally known as an accreditation body, that a certification body is competent to carry out certification to a standard in a specified business sector.

In the U.S., **ANSI-ASQ National Accreditation Board** is the accreditation body. **Accredited certificates** have increased credibility.

Accreditation is not obligatory but it adds another level of confidence, as 'accredited' means the certification body has been independently checked to make sure it operates according to international standards.

The organization can implement ISO standards for internal benefit with spending money on certification.

Main Point: An organization's accredited certification of alignment to an ISO MSS demonstrates conformity to that standard, based on a third-party assessment audit by an accredited certification body.



Proposals for Management Systems Standards

ISO/TC 267 is preparing a justification study for a new MSS for FM.

Reference: ISO's Annex SL, *Proposals for Management Systems Standards*.

The justification and development of a management system standard must be based on observing each of the following general principles:

1. Market relevance
2. Compatibility
3. Topic coverage
4. Flexibility
5. Free trade
6. Applicability of Conformity Assessment
7. Exclusions
8. Ease of Use

Main Point: ISO/TC 267 FM is preparing an ISO justification study for a new MSS for FM. U.S. TAG to ISO/TC 267 FM solicits your support and input on the justification study, as your country's experts on FM.



Performance Drivers

How will a Facilities Management System drive an organization's performance?

- Facility Management metrics and quantitative performance tracking,
- Benchmarking,
- Management system improvements,
- Financial benefits,
- Case studies, and
- Future work.

Main Point: Many organizations report results showing improved performance attributed to alignment with ISO management systems. Improvements can be measured within a discipline and generically.

Business Cases

The business case captures the reasoning for initiating a project or task.

The logic of the business case is that, whenever resources such as money or effort are consumed, they should be in support of a specific business need.

An example could be that a software upgrade might improve system performance, but the "business case" is that better performance would improve customer satisfaction, require less task processing time, or reduce system maintenance costs.

A compelling business case adequately captures both the quantifiable and unquantifiable characteristics of a proposed project.

Main Point: The document structure of ISO 18480-2 *Facilities Management – Guidance on the sourcing process and development of agreements* includes an example of a business case.

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