

**Facility Management
International Standard
ISO 41011, 41012 and 41013**



Review and Perspectives

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International Standards for Facility Management

ISO 41011-3

International Organization for Standardization

ISO 41011 Vocabulary

**ISO 41012 Guidance on strategic sourcing and the
development of agreements**

ISO 41013 Scope, key concepts and benefits



European Facility Management CEN Standards

EN 15 221

European Committee for Standardization, Euro FM



EN 51 221 1	Terms & Definitions
EN 15 221 2	Agreements
EN 15 221 3	Quality Management
EN 15 221 4	Taxonomy
EN 15 221 5	Processes
EN 15 221 6	Space Management
EN 15 221 7	Benchmarking

International Standard **ISO 41011**

Facility management - Vocabulary



Definition of Facility Management ISO 41011

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.****



Goals and Priorities of Facility Management

 Quality of life

 Productivity of the core
business



- ❖ Buildings and assets are a **means to an end** - the end being the optimal work environment.
- ❖ Facility Management priority is to increase the **User's primary business effectiveness and productivity.**
- ❖ Facility Management is focused on **end user and occupier workplace needs and quality of life demands.**

Facility Management Paradigm

Workplace needs and Quality of life demands of the Client, Customer, Occupier, End User and Visitor



International Standard ISO 41012

Facility management — Guidance on strategic sourcing and the development of agreements



International Standard ISO 41012



§ **European FM Standard**
EN 15221-2

Guidance on how to prepare Facility
Management agreements

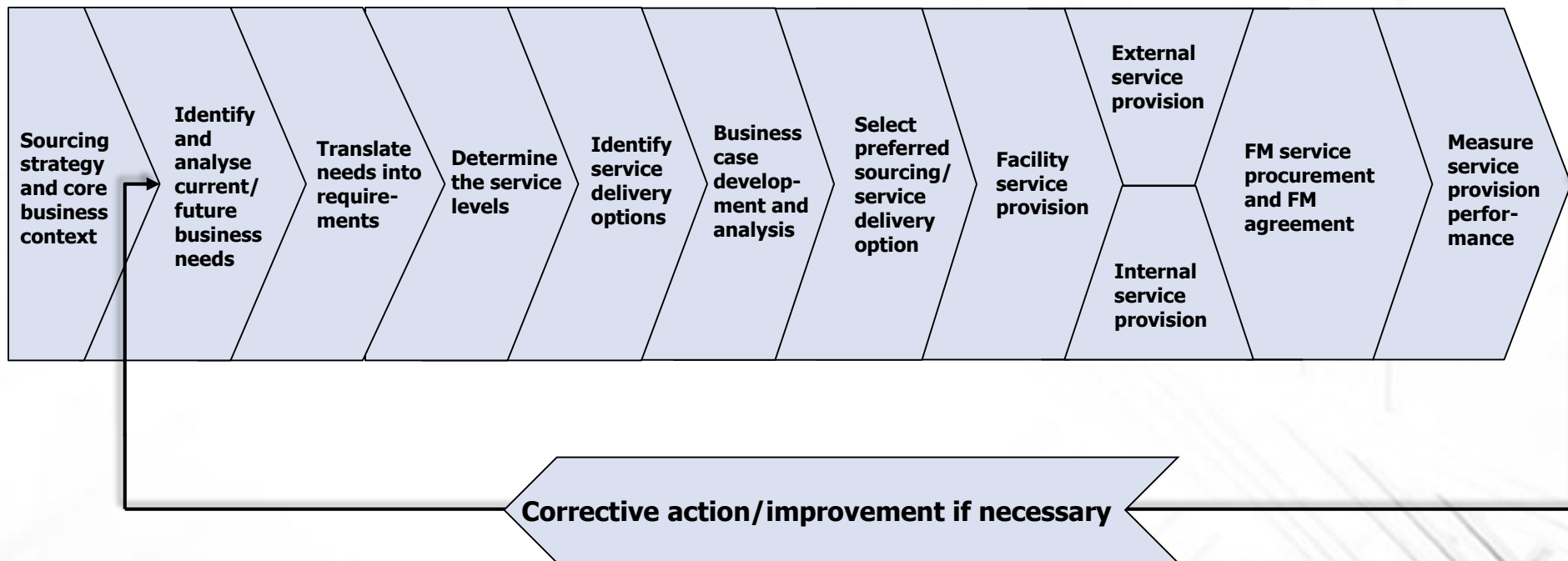


§ **International FM Standard**
ISO 41012

Guidance on strategic sourcing and the
development of agreements

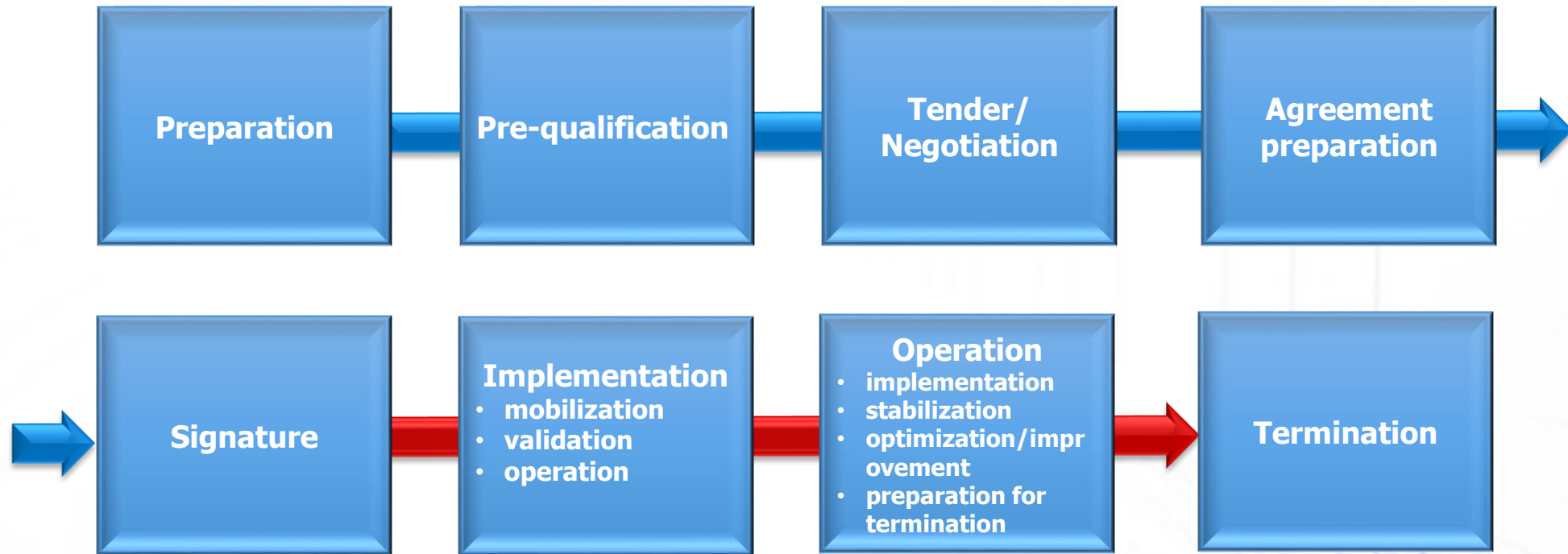
International Standard ISO 41012

❖ Sourcing process in Facility Management



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§ Steps in preparation and development of FM agreement



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Performance metrics and measurement

KPI on financial performance:

- ❖ budget performance: TCO
- ❖ cost control: FM costs per m²
- ❖ activity based costing: € per m² (cleaning)
- ❖ cost of quality (cost of rework/repair/correcting problems).

KPI on employee wellbeing, satisfaction, experience:

- ❖ absenteeism; %
- ❖ turnover/churn; %
- ❖ requests for transfer; #

KPI on process and operational performance:

- ❖ cycle time/processing time for key processes:
On-the-job wrench time >60%
- ❖ productivity indexes: Unscheduled Maintenance
Downtime <2%
- ❖ accuracy of process variables; PM Schedule
Compliance > 95%.

KPI on customer/user/tenant satisfaction /experience:

- ❖ customer satisfaction index:
- ❖ complaints: #
- ❖ index lost customers/tenants; retention rate: %

Challenges of strategic sourcing and agreements development in contemporary FM

- Request for Proposal



- Request for FM Solution

- Request for FM Partner



Service Level Agreement SLA



International Standard ISO 41013

Technical Report

The technical report is an introductory level in Facility Management. It makes use of concepts from other standards in the field of FM (EN 15221) and introduces FM concepts which would be the subject of future standardization.

1. Scope of FM
2. Business process and assigning support processes to FM
3. Key concepts in FM and FM model
4. Purpose and benefits of FM



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A **facility** is a collection of assets built, installed or established to serve the needs of an entity (i.e. to serve the needs of people or an organization).

A single asset (e.g. a car or an air handling unit) is **not** a facility, nor is something that has **not been built**, even if it is an asset (e.g. a nature preserve).

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Main Benefits of the FM approach in organizations

- a simple and manageable concept of internal and external responsibilities for services, based on strategic decisions, which leads to systematic insourcing or outsourcing procedures;
- clear and transparent communication between the demand side and the supply side by dedicating persons as single points of contact for all services, which are defined in an FM agreement;
- a most effective use of synergies amongst different services, which will help to improve performance and reduce costs of an organization in alignment with its strategic goals;
- reduction of conflicts between internal and external service providers, due to fewer and better managed interfaces;
- integration and coordination of all required support services, ensuring quality and efficiency as well as flexibility and adaptability;
- transparent knowledge and information on service levels and costs, which can be clearly communicated to the end users to ensure that quality meets requirements;
- improvement of the sustainability of an organization by the implementation of life cycle analysis for the facilities and reduction of organizational risks;
- a means to boost the reputation of the organization and how it is perceived by its stakeholders, and to improve the accountability of the organization to the communities that it serves.

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Scope of Facility Management

- **Managing real estate or sites providing space** (e.g. factories, offices, laboratories, classrooms, hospitals, shops, warehouses, data centres, airports, military installations, hotels, museums, playgrounds, prisons, internal roads, parking, lawns, parks);
- **Managing infrastructure** (e.g. roads, bridges, dams, canals, levees, railroads, and transit systems);
- **Managing equipment and systems** (e.g. structural components, furniture and workplace equipment, information and communication technology, lighting, sanitary, heating, ventilation and air conditioning, elevators, safety and surveillance, building automation and information management, computer-aided FM, transport vehicle fleet, primary business specific systems);
- **Managing utilities** (e.g. electricity, gas, oil, district heating, solar energy, geothermal energy, pressurized air, technical gases, water treatment);
- **Safety management, security management, catering, access control, fleet management, reception and visitor services, printing services, greens service, winter service, event management, etc.;**
- **specific services for users and guests**, which make all of these resources productive for them and for the organization and which maintain their functionality.

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