ISO/TC 267

Status, ISO 18480-1 and -2
- and the new MSS initiative

for

EuroFM Practice Network Group
Milan, 29. October 2015

Olav Egil Sæbøe
ISO/TC 267

Organization/Work Items as of 29. October 2015

ISO/TC 267  Chairman:  Stan Mitchell, UK/BSI
Secretariat:  ISO

WG1:  Convenor:  Jay Drew, US/ANSI (succeeds Paul Stadlöder, GE/DIN)
Secretary:  Laverne Deckert, US/ANSI
Work Item:  ISO/DIS 18480-1  Facility Management – Part 1 Terms and definitions

WG2:  Convenor:  Olav Egil Sæbøe, NO/SN
Secretary:  Merete Holmen Murvold, NO/SN

WG3:  Convenor:  Jim Whittaker, US/ANSI
Secretary:  Laverne Deckert, US/ANSI

First meeting:  Virtual, 15. September 2015
Physical meeting:  Denver, CO/USA 09.-10. October 2015
Progress

WG1: Convenor: Jay Drew, US/ANSI (succeeds Paul Stadlöder, GE/DIN)
Secretary: Laverne Deckert, US/ANSI

Work Item: ISO/DIS 18480-1 *Facility Management – Part 1 Terms and definitions*

WG2: Convenor: Olav Egil Sæbøe, NO/SN
Secretary: Merete Holmen Murvold, NO/SN


Both drafts have been translated: English, French and German.

Enquiry comments to be dealt with by WG1 and WG2 and reports to be submitted to TC.

Formal vote: June 2016 (expected…)
Finalizing: August 2016 (expected…)

Publication: November 2016 (?)
WG1

ISO/DIS 18480-1
Facility Management – Part 1
Terms and definitions
Structure/Contents  ISO/DIS 18480-1

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Definitions in ISO/DIS18480-1

Structure of Terms and Definitions  (currently 70)
- to comply with ISO/IEC Directives (MSS standards):

In this clause terms and definitions are grouped by concepts. The concepts used are:

3.1) Facility Management related terms
3.2) Asset related terms
3.3) People related terms
3.4) Sourcing related terms
3.5) Process related terms
3.6) Finance related terms
3.7) General business related terms
3.8) Measurement related terms

Within each concept grouping terms and definitions are arranged in systematic order; from most encompassing (broadest) to most specific (finite). Therefore, terms of general concepts precede those of less general concepts.
facility management
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”

facility
collection of assets which is built, installed or established to serve an entity’s needs

built environment
collection of buildings, external works (landscaped areas), infrastructure and other construction works within an area
organization
person or group of people that has its own functions with responsibilities, authorities and relationships to achieve its objectives

Note 1 to entry: The concept of organization includes, but is not limited to sole-trader, company, corporation, firm, enterprise, authority, partnership, charity or institution, or part or combination thereof, whether incorporated or not, public or private.
[SOURCE: ISO/IEC Directives, Part 1, Annex SL, Appendix 2, 3.01]

demand organization
entity which has a need and the authority to incur costs to have requirements met
Note 1 to entry: This is typically an authorized representative within a functional unit of an organization

entity
actual or abstract thing that exists, did exist, or might exist, including associations among these things
Definitions in ISO/DIS 18480-1

demand
stated requirement for a service or goods
to be delivered

service level
complete description of requirements of a product,
process or system with their characteristics

service level agreement
document which has been agreed between the demand organization
and a service provider on performance, measurement and conditions
of service delivery
support service

function required for successful delivery of non-primary activity deliverables

facility service

support provision to the primary activities of an organization, delivered by an internal or external provider

Note 1 to entry: Facility services are services related to Space & Infrastructure and to People & Organization.

facility process

support process which is integrated and managed by a facilities management organization
WG2

ISO/DIS 18480-2

Facilities Management –
Guidance on strategic sourcing and
the development of agreements
Introduction
Clause 1 Scope
   “ 2 Normative references
   “ 3 Terms and definitions
   4 List of abbreviated terms
   “ 5 Sourcing strategy and understanding the core business context
   “ 6 Sourcing process in FM
   “ 7 Facilities services provision
   “ 8 Main characteristics of FM agreements
   “ 9 Common considerations in agreements
   “ 10 Preparation and development of an agreement
   “ 11 Measuring effectiveness and outputs

Annex A (informative) Example of requirements for a service
   “ B (informative) Example of a business case content
   “ C (informative) Structure of an agreement – General clauses
   “ D (informative) Service Level Agreements – Benefits, preparation and structure of an agreement (SLA clauses)
6. Sourcing process in FM

6.1 Process flow chart

This process is described in the following clauses.

6.2 Identify and analyse current and future needs and expectations

*(Flow chart and text continued…)*
WG3

ISO/TC 267 – New Work Item:
The value of an integrated systems standard for FM includes:
- Improved workforce productivity, safety, and health and well-being
- Improved communication of requirements and methodologies among and between public and private sector organizations
- Improved competition and thus improved cost benefits to demand organizations
- Improved service consistency and hence reduced risk to buyers
- Opening markets to new FM service providers
- Providing a common platform for small businesses and those from developing economies

...
FM Management System

Extracts from draft Scope (Denver 09.-10. October 15):

This International Standard specifies requirements to plan, establish, implement, operate, monitor, review, exercise, maintain and provide a documented integrated Facilities Management (FM) system within the context of managing an organization’s operational activities and risks.

This International Standard is applicable to any organization that wishes to
a) establish, implement, maintain and improve an integrated FM system,
b) assure itself of conformity with its stated management policy,
c) demonstrate conformity with this International Standard by
   1) making a self-determination and self-declaration, or
   2) seeking confirmation of its conformance by parties having an interest in the organization, such as customers, or
   3) seeking confirmation of its self-declaration by a party external to the organization, or
   4) seeking certification/registration of its FM system by an external organization.
ISO/TC 267 WG 3

Members (as of 15. September 2015

Jim Whittaker (ANSI/U.S) Convenor
• Laverne Deckert (ANSI/U.S.) Secretary
• Stan Mitchell (BSI/U.K.) TC Chair
• Peter Prischl (ASI/Austria)
• Johann Domej (ASI/Austria)
• Jay Drew (ANSI/U.S.)
• Dave Wilson (BSI/U.K.)
• Brian Atkin (BSI/U.K.)
• David Khasebe (SABS/South Africa)
• Craig Henry (SABS/South Africa)
• Hendrik Wannenburg (SABS/South Africa)
• Paul Stadlöder (DIN/Germany)
• Per Anker Jensen (DS/Denmark)
• József Czerny (MSZT/Hungary)
• Miklós László (MSZT/Hungary)
• David O'Brien (NSAI/Ireland)
• Ine Schaeps (NGN/Belgium)
• Nicholas Burt (SAI/Australia)
• Stephen Ballesty (SAI/Australia)
• Mohd Zaidi Ilamdin (DSM/Malaysia)

• Syahrul Nizam Kamaruzzaman (DSM)
• Mohd Sabri Mat Deris (DSM)
• Mazhar Mohd Marzuki (DSM)
• Shahrizal Mohammad Idris (DSM)
• Toshiaki Matsuoka (JISC/Japan)
• Masao Kawamura (JISC/Japan)
• David Stevens (BSI/U.K.)
• Ian Townsend (BSI/U.K.)
• Christine Bergan (SN/Norway)
• Olav Saebøe (SN/Norway)
• Andrej Strup (UNMZ/Czech Republic)
• Brooks Baker (ANSI/U.S.)
• John Bernhards (ANSI/U.S.)
• George Huff (ANSI/U.S.)
• Casey Martins (ANSI/U.S.)
• Steve Sloan (ANSI/U.S.)
• Ted Weidner (ANSI/U.S.)

14 countries represented
Observers (as of 15. September 2015)

- Lars Bonnevier (SIS/Sweden)
- Anna Petersson (SIS/Sweden)
- Joel Jonsson (SIS/Sweden)
- Rainer Schmidt (DIN/Germany)
- Kitagawa, Nobuhisa (JISC/Japan)
- Yusuke Chiba (ISO)
ISO/TC 267 WG 3

WG3 Meetings

• **1st WG3 meeting**
  virtual web meeting Tuesday, 15. September

• **2nd WG3 meeting**
  in person, Denver, CO/USA 09.-10. October, 2015
  *(no Minutes yet …)*

• **Periodic Web meetings approx. every 6. weeks from now**

• **Next in-person meeting May/June 2016 (TBD)**

Organization

2-3 Sub-groups/Task Forces: Terms of Reference not yet decided

«Communication Group» - Objective: Secure broad involvement and anchorage of the process from professional environments not directly involved.
WG3 MSS Ambition:

**FEBRUARY 2017**
DIS registered by TC
*Later same year: Enquiry etc*
*Voting process*

**FEBRUARY 2018**
International Standard published
CEN/TC 348 - Facility Management
Draft agenda 16th meeting CEN/TC 348 "Facility Management"

Location: Delft

Date: 21 January 2016 Start: 12.00 hours End: 18.00 hours
22 January 2016 Start: 09.00 hours End: 13:30 hours

Agenda Day 1 (extract)

Item 7. ISO/TC 267 "Facilities Management" – 3, 4 and 5 June 2015, Glasgow
7.1 Working Group 1 – convener Jay Drew
7.2 Working Group 2 – convener Olav Egil Sæbøe
7.3 Working Group 3 – convener Jim Whittaker
7.4 Prospective adoption of ISO 18480 - 1 and 2 / –Consequences for EN 15221 series

Item 9. Experience and implementation EN 15221
9.1. Number of copies distributed (hard copies and downloads)
9.2. Market uptake and feedback EN 15221 suite (per country)
9.3. Continued implementation efforts (as CEN/TC collective)
   * please prepare two or three slides for your country