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ISO 41001:2018 Facility Management Systems

What is ISO 41001:2018 Facility Management systems?

Facility management, or **facilities management**, (FM) is a professional management discipline focused on the efficient and effective delivery of logistics and other support services related to real property, it encompasses multiple disciplines to ensure functionality, comfort, safety and efficiency of the built environment by integrating people, place, process and technology, as defined by the International Organization for Standardization (ISO). The profession is certified through Global Facility Management Association (Global FM) member organizations.

In Dubai, these kinds of facilities are provided by Goyzer. A CRM software for Real Estate which helps agent to work in a more convenient way

History

The term, "facilities management" was coined in the 1960s by IBM alumnus and Electronic Data Systems founder Ross Perot, in reference to network management of IT systems, and soon expanded to include all elements of commercial space management

Facility management as integral to the processes of strategic organizational planning was represented during a 1979 conference sponsored by Herman Miller. Following the meeting, the furniture manufacturer opened the Facility Management Institute (FMI), with its headquarters in Ann Arbor, Michigan.

The National Facility Management Association (NFMA) was formed in 1980, separating the overall profession from a single enterprise. In 1982, the NFMA expanded to form the International Facility Management Association (IFMA)

In 1986, the first professional FM organization was launched in the UK, as the Association of Facility Managers (AFM).

Definitions and scope

Professional FM as an interdisciplinary business function has the objective of coordinating demand and supply of facilities and services within public and private organizations. The term "facility" (pl. facilities) means something that is built, installed or established to serve a purpose, International Facility Management Association (IFMA), 1998 which, in general, is every "tangible asset that supports an organization". Examples include: real estate property, buildings, technical infrastructure, HVAC, lighting, transportation, IT-services, furniture, custodial, grounds maintenance and other user-specific equipment and appliances.

In April 2017, the International Organization for Standardization published the ISO 41011:2017 standard for facility management, defining it as the "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." The ISO definition was formally adopted by BIFM in August 2017.

A management system standard for facilities management has also been developed by ISO and published as ISO 41001:2018.

Scope

Facilities management is divided into two areas:

- space and infrastructure, such as planning, design, workplace, construction, lease, occupancy, maintenance, and furniture
- people and organisation, such as catering, cleaning, ICT, HR, accounting, marketing, and hospitality.¹
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Its two broad areas of operation are commonly referred to as "hard FM" and "soft FM". The first refers to the physical built environment with a focus on work space and building infrastructure. The second covers the people and the organization and is related to work psychology and occupational physiology.

According to the IFMA: "FM is the practice of coordinating the physical workplace with the people and work of the organization. It integrates the principles of business administration, architecture, and the behavioral and engineering sciences." In a 2017 global job task analysis, IFMA identified eleven competencies of facility management as:

- leadership and strategy
- operations and maintenance
- finance and business
- environmental stewardship and sustainability
- project management
- Human factors and ergonomics
- real estate and property management
- facility and technology management
- risk management
- communication
- quality and performance

The Institute of Workplace and Facilities Management, formerly the British Institute of Facilities Management, adopted the European definition and through its accredited qualification framework offers career path curriculum ranging from school leaver level through to master's degree level that is aligned with the European Qualifications framework.

FM may also cover activities other than business services: these are referred to as non-core functions and vary from one business sector to another. FM is also subject to continuous innovation and development, under pressure to reduce costs and to add value to the core business of public or private sector client organizations.

Accredited academics

Facility management is supported with education, training, and professional qualifications often coordinated by FM institutes, universities, and associations. Degree programs exist at both undergraduate and post-graduate levels. Facility Management has been a recognised academic discipline since the 1990s. Initial FM research work in Europe started in universities in the UK, the Netherlands and the Nordic countries, where academies funded research centers and began to establish courses at Bachelors, Masters, and PhD levels.

Early European FM research centers include the Centre for Facilities Management (CFM), founded in Glasgow in 1990; the Centre for People and Buildings at Delft University of Technology; and Metamorphose at the Norwegian University of Science and Technology. The University of Moratuwa Faculty of Architecture in Sri Lanka has offered a BSc. degree in Facilities Management since 2006.

In 2018, 50 universities and research institutions were represented in EUROFM. The German Facility Management Association (GEFMA) has certified 16 FM study programs and courses at universities and universities of applied sciences in Germany.

As of 2021, the IFMA accredits numerous university degree programs in various U.S. states, as well as degree programs in Sri Lanka, South Korea, Singapore, Germany, Hong Kong, Ireland, and several in The Netherlands.¹

Role of the facilities manager

Facilities managers (FMs) operate across business functions. The main priority of an FM is keeping people alive and safe. Facility managers need to operate at two levels:

- Strategically and tactically: helping clients, customers and end-users understand the potential impact of their decisions on the provision of space, services, cost, and business risk.
- Operationally: ensuring a corporate and cost-effective environment for the occupants to function.

EHS: environment, health and safety

The FM department in an organization is required to identify, analyze, evaluate, control, and manage many environment and safety-related issues. Failure to do so may lead to unhealthy conditions leading to employees falling sick, injury, loss of business, prosecution, and insurance claims. The confidence of customers and investors in the business may also be affected by adverse publicity from safety lapses.

Fire safety

The threat from fire carries one of the highest risks to loss of life, and the potential to damage property or shut down a business. The facilities management department will have in place maintenance, inspection, and testing for all of the facility's fire safety equipment and systems, keeping records and certificates of compliance.

Security

Protection of employees and the business often comes under the control of the facilities management department, particularly the maintenance of security hardware. Manned guarding may be under the control of a separate department.

Maintenance, testing and inspections

Maintenance, testing, and inspection schedules are required to ensure that the facility is operating safely and efficiently in compliance with statutory obligations, to maximize the life of equipment, and to reduce the risk of failure. The work is planned, often using a computer-aided facility management (CAFM) system. Building maintenance includes all preventative, remedial, and upgrades works required for the upkeep and improvement of buildings and their components. These works may include disciplines such as painting and decorating, carpentry, plumbing, glazing, plastering, and tiling.

Buildings may be designed with a view to minimizing their maintenance requirement.

Cleaning

Cleaning operations are often undertaken out of business hours, but provision may be made during times of occupations for the cleaning of toilets, replenishing consumables (such as toilet rolls, soap) plus litter picking and reactive response is scheduled as a series of periodic (daily, weekly and monthly) tasks.

List of International Organization for Standardization standards

This is a list of published International Organization for Standardization (ISO) standards and other deliverables. For a complete and up-to-date list of all the ISO standards, see the ISO catalogue.

The standards are protected by copyright and most of them must be purchased. However, about 300 of the standards produced by ISO and IEC's Joint Technical Committee 1 (JTC 1) have been made freely and publicly available.



ISO Brand

This is a dynamic list and may never be able to satisfy particular standards for completeness. You can help by adding missing items with reliable sources.

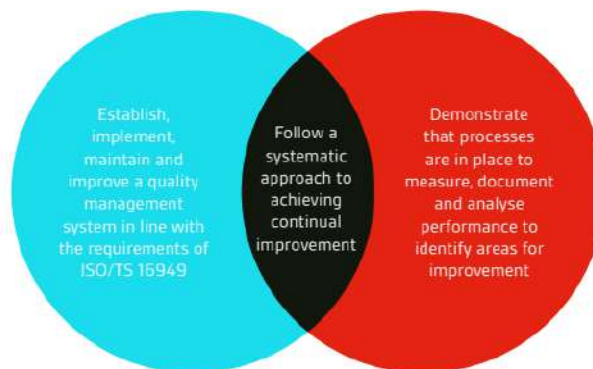
Conformance testing

(Redirected from Conformity assessment)

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Conformance testing — an element of conformity assessment, and also known as compliance testing, or type testing — is testing or other activities that determine whether a process, product, or service complies with the requirements of a specification, technical standard, contract, or regulation. Testing is often either logical testing or physical testing. The test procedures may involve other criteria from mathematical testing or chemical testing. Beyond simple conformance, other requirements for efficiency, interoperability or compliance may apply. Conformance testing may be undertaken by the producer of the product or service being assessed, by a user, or by an accredited independent organization, which can sometimes be the author of the standard being used. When testing is accompanied by certification

The principal requirements of the standard are illustrated below:



The next few pages of the guide takes you through the Plan-Do-Check-Act (PDCA) methodology, common in all ISO management systems and how DCS can help and support you on your ISO/TS 16949 journey.

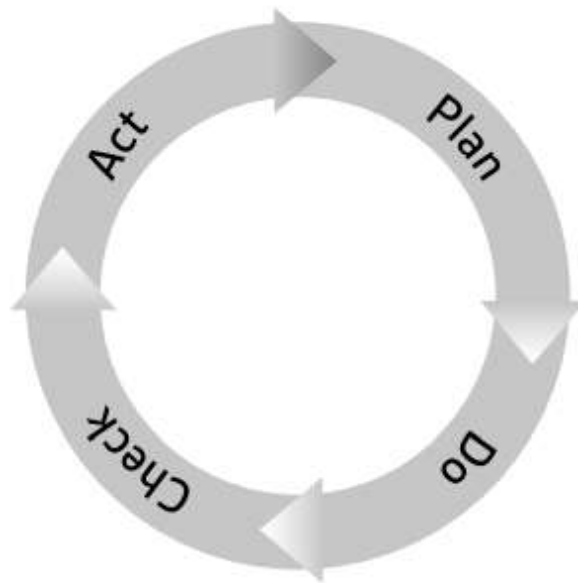
Understanding the principles of continual improvement

Act

Correct and improve your plans to meet and exceed your planned results

Check

Measure and monitor your actual results against your planned objectives



Plan

Establish objectives and draft your plans (analyse your organization's current systems, establish overall objectives, set interim targets for review and develop plans to achieve them)

Do

Implement your plans within a structured management framework