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***Welcome, use and distribution of FM standards in
several countries participating in the CEN/TC***

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Introduction - Norway

Norway, with its limited population of 5 million, naturally has a limited number of roles models in the FM business.

Olav Egil Saeboe and Svein Bjoerberg are seniors in both consulting and higher education, and have followed the standardization work from the beginning. Their involvement has legitimized the standards in a considerable way.

Mr. Saeboe will talk about research and education separately.

This is a short presentation of use of the standards in commercial settings.

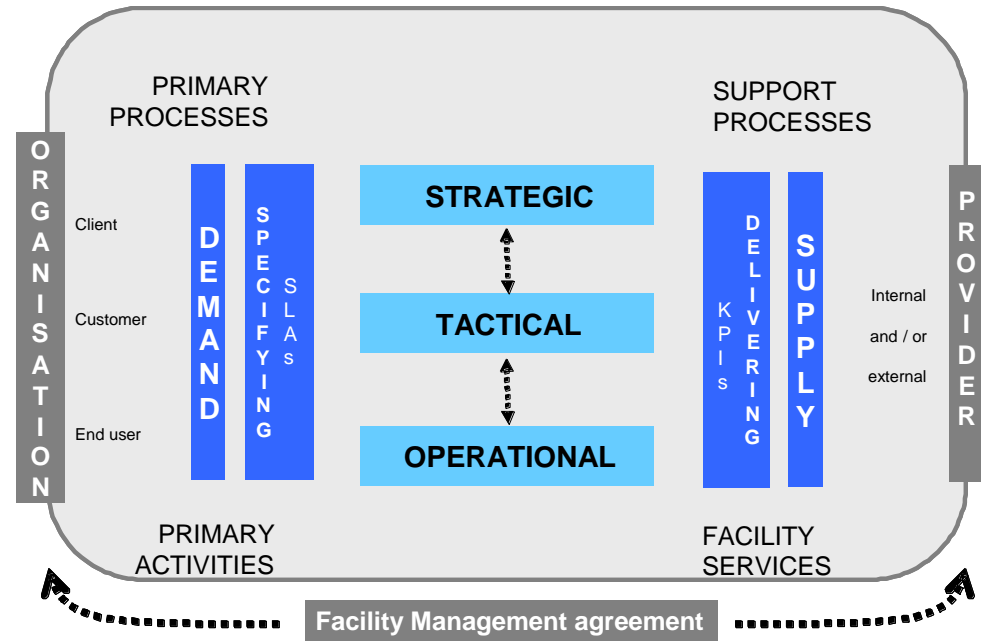
- 15221-1 Terms and definitions – sold approx 600**
- 15221-2 Agreements – sold approx 600**
- 15221-3 Quality**
- 15221-4 Taxonomy**
- 15221-5 Processes**
- 15221-6 Space**
- 15221-7 Benchmarking**

The definition of FM and the principal process model have become the norm throughout the Norwegian FM community.

In public RFPs we see the terms and definitions of the standard increasingly correctly used

In working with private and public organizations we see an increasing awareness of roles and responsibilities corresponding with the FM model

The improved understanding of roles and responsibilities has led to a demand for defined interfaces and tools for interaction (agreements) between the roles.





- **In Norway the guide on how to prepare FM agreements has become a recognized tool in sourcing processes.**
- **Several organizations of varying sizes have applied the principles of the standard in their sourcing of multi disciplinary FM solutions as well as single services. From small contracts to >**
- **The guide has contributed to improved awareness of the importance of demand side objectives and organization.**
- **And 1522-3 is a logical follow up in guiding detailing**



SMART KPIs

The guide on quality within FM has proved a useful tool in combination with the guide on making agreements.

Significant

Although not as widely spread as standards no 1 and 2, the principles of the standard have been applied in several contract processes.

Measurable

Achievable

For example, the standard has proved helpful in selecting and developing KPIs, and setting realistic service levels..

Responsible

Time Scale



In Norway there is an established set of standards defining

- **Space**
- **Operational Costs**
- **Building Costs**
- **Building types**
- **Building Components**
- **And more**

We believe the strong position of this series of national standards may be one of the main reasons for the EN standards 4 and 6 not being spread widely.

The EN standard no 5 on processes has not been spread widely either, and our impression is tht the market does not see the immeiate practical use of the models.

The benchmarking standard has been adopted before it is approved.

The demand for efficiency assessments in private and public organizations is increasing and the standard provides the sense of security which is needed.

The standard does not introduce a new perspective or method, but confirms the step by step process which has been the method of the most active benchmarking networks and consultants.

Figure 2 — Benchmarking process

