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Organisation internationale de normalisation  
International Organization for Standardization  
Международная Организация по Стандартизации



Our ref. TS/P 223

**TO THE ISO MEMBER BODIES**

Date 2011-07-06

**ISO/TS/P 223 *Facilities management***

Dear Sir or Madam,

Please find attached a proposal for a new field of technical activity on *Facilities management* submitted by BSI (United Kingdom).

According to subclause 1.5.6 of Part 1 of the ISO/IEC Directives, you are kindly invited to complete the ballot form ([Form 02](#)) which can be downloaded at [www.iso.org/forms](http://www.iso.org/forms) and send it (preferably in Word format) to the Secretariat of the ISO Technical Management Board at [tmb@iso.org](mailto:tmb@iso.org) before **6 October 2011**.

Yours faithfully,

A handwritten signature in black ink, appearing to read 'M.A. Smith', with a long horizontal stroke extending to the right.

Michael A. Smith  
Secretary of the Technical Management Board

Encl:  
TS/P 223



PROPOSAL FOR A NEW FIELD OF TECHNICAL ACTIVITY	
Date of proposal May 27th 2011	Reference number (to be given by Central Secretariat)
Proposer BSI (GB)	<b>ISO/TS/P 223</b>

A proposal for a new field of technical activity shall be submitted to the Central Secretariat, which will assign it a reference number and process the proposal in accordance with the ISO/IEC Directives (part 1, subclause 1.5). The proposer may be a member body of ISO, a technical committee or subcommittee, the Technical Management Board or a General Assembly committee, the Secretary-General, a body responsible for managing a certification system operating under the auspices of ISO, or another international organization with national body membership. Guidelines for proposing and justifying a new field of technical activity are given in the ISO/IEC Directives (part 1, annex Q).

**The proposal** (to be completed by the proposer)

<p><b>Subject</b> (the subject shall be described unambiguously and as concisely as possible)</p> <p><u>Facilities Management</u></p> <p>Facilities Management is one of the fastest developing disciplines globally, and there is a need to provide standards which have the potential of being adopted worldwide. New associations are emerging globally and they are looking for guidance and standards upon which to base their own development within their respective countries.</p> <p>There is a need to set up an ISO committee in order to develop International standards in this area.</p>
<p><b>Scope</b> (the scope shall define precisely the limits of the proposed new field of activity and shall begin with "Standardization of ..." or "Standardization in the field of ...")</p> <p><u>Standardization in the field of Facility Management.</u></p> <p>Facility Management covers and integrates processes, services, activities and facilities. Effective Facility management brings value to an organisation and all associated stakeholders. In general, all organisations, whether public or private, use buildings, assets and services (facility services) to support their primary activities. By coordinating these assets and services, using management skills and handling many changes in the organisation's environment, Facility Management influences its ability to act proactively and meet all its requirements. This is also done to optimize the costs and performance of assets and services.</p> <p>A suite of standards in the field of Facility Management will support the maturity of the profession, both within the Facility Management sector, and outside the Facility Management profession.</p> <p>The output of the TC will focus on the preparation of International standards for Facility Management covering operational, tactical and strategic levels to support primary processes.</p> <p>It is proposed that the TC will initially develop two Facility Management standards from existing European standards. The first of the standards proposed will describe the basic functions and scope of Facility Management and defines relevant terms and definitions which are needed to understand the context in the area of Facility Management. This document will be a lead document in terms of standards in Facility Management and any subsequent standards will reference this document.</p> <p>The second standard will give guidance on how to prepare effective facility management agreements, providing the basis of good procurement practice for Facilities Management. Such agreements by nature, define the relationship between an organisation that procures facility services (client) and an organisation that provides these services (Facility Management service provider). The standard will be applicable for private and public bodies.</p>

**Purpose and justification** (the justification shall endeavour to assess the economic and social advantages which would result from the adoption of International Standards in the proposed new field)

The purpose of creating International Facility Management standards is to provide the fast growing global facility management industry with the tools to support best practice to meet the growing demands of organisations and individuals.

The economic and social advantages of facilities management standards are:

- Improve competitiveness and communication in a global market, breaking down barriers between markets for Facility Management service providers as well as their customers
- Improve effectiveness of primary and facility management processes
- Energy, carbon and waste reduction
- Improved wellbeing and satisfaction of employees
- Improved wellbeing and satisfaction of customers, students or patients using public buildings such as shopping or sports centres, schools/academic buildings and hospitals
- Help maintain the development and management of awareness of health and safety factors
- Improve the quality of Facility Management agreements so that disputes and adjustments are minimised.

**Programme of work** (list of principal questions which the proposer wishes to be included within the limits given in the proposed scope, indicating what aspects of the subject should be dealt with, e.g. terminology, test methods, dimensions and tolerances, performance requirements, technical specifications, etc.) It is also possible to attach a detailed programme of work showing proposed work item titles.

It is proposed that this committee will use the Vienna Agreement, ISO lead with CEN technical committee, CEN/TC/348 to develop standards covering the following key areas in Facilities Management.

1. Facility Management - terms and definitions
2. Facility Management - Guidance on how to prepare facility management agreements
3. Facility management briefing
4. Guide to Facilities maintenance management

**Survey of similar work undertaken in other bodies** (relevant documents to be considered: national standards or other normative documents)

EN 15221-1:2006 Facility Management - terms and definitions

EN 15221-2:2006 Facility Management - Guidance on how to prepare facility management agreements

BS 8536:2010 - Facility management briefing

**Liaison organizations** (list of organizations or external or internal bodies with which cooperation and liaison should be established)

**It is proposed that the new committee should** also have responsibility for liaison with other international committees in associated disciplines (i.e. outsourcing and asset management), which have a potential impact on the management and operation of facilities services.

- ISO/TC/176 – Quality Management and quality assurance
- ISO/PC/251 – Asset Management
- ISO/PC/259 - Outsourcing
- Global FM - An international association of national FM associations from UK, Australia, Middle East, France, Hungary, USA, Switzerland, Brazil and others, who through their member centric FM associations represent over 75,000 practitioners across the globe. Global FM is a conduit for furthering the knowledge and understanding of facility management, sharing of best practices and resulting in added value to the individual members of each member organization - with a mission to foster and encourage the sharing of information and knowledge to further the understanding of facilities management. The International Facility Management Association (IFMA) is a member of Global FM.

**Other comments** (if any)

It is proposed that the TC be formed to work on the proposed work items as prioritised above.

BSI is willing to provide the Secretariat and the Chairmanship. BSI would also be willing to investigate the possibility of a twinning arrangement.

Signature of the proposer **A V Richardson**

**Comments of the Secretary-General** (to be completed by the Central Secretariat)



Signature **Michael A. Smith**