

ISO 41001:2018 - Facility Management systems



What is ISO 41001?

ISO 41001 Facility Management System (FM) combines various disciplines in order to control the economies efficiency and productivity of societies, communities and organizations, as well as the manner in which individuals interact with the built environment. FM affects the health, well-being and quality of life of much of the world's societies and population through the services it manages and delivers.

ISO 41001 Facility Management System is an organizational function which integrates People, Place and Process within the built environment for the purpose of improving the life quality of people and the productivity of the core business. Facility Management was developed for organisations that incorporate or run facilities management services which have the option of introducing compliance with the new standard into their business.

FM covers these two main areas: 'Space and Infrastructure' (such as planning, design, workplace, construction, lease, occupancy, maintenance and furniture) and 'People and Organization' (such as catering, cleaning, ICT, HR, accounting, marketing and hospitality). These two broad areas of operation are commonly referred to as "hard FM" and "soft FM". Hard Facility Management Services refers to the physical built environment with focus on (work-) space and (building-) infrastructure. Soft Facility Management Services covers the people and the organization and is related to work psychology and occupational physiology.

What are the Focus Points of ISO 41001:2018 Implementation?

- EHS: environment, health and safety
- Fire safety
- Security
- Maintenance, testing and inspections
- Cleaning
- Operational
- Space allocation and changes
- Business continuity planning
- Continuous monitoring and regular audits
- Corrective action and continual improvement

What are the documents required for Facility Management System certification?

The organization shall demonstrate continual improvement in the field of Facility management system by maintaining, establishing, implementing and providing documented information.

The documented information required for ISO registration

1. The organizations scope
2. The organizations policy and Objectives
3. Manual
4. Process Flow chart
5. Standard operating Procedures
6. Records at individual process / department. E.g. Sales, Purchase, Production, Quality Assurance, Maintenance, Customer Service
7. Job Descriptions and Skill Monitoring

Who all are eligible for ISO 41001 Certification?

- Manufacturing units
- Service sector including Educational institutes, Hospitals and other service providing units
- Trading units
- Any other business units irrespective of nature of business, size and location.

How will ISO 41001:2018 Certification benefit your Organization?

- Improved safety, health, well-being, and productivity of workforce.
- Better efficiency and effectiveness, hence improving organizational cost benefits.
- Enhanced communication of FM methodologies and requirements among and between public and private sector organizations.
- Improved consistency of service levels delivered.
- Recognition by overseas customers

How did ISO 41001 evolve throughout the year?

- Year 2018 – 1st Edition of ISO 41001:2018 Facility Management System published

ISO 41001 Reference Standards

- ISO 9000:2015 - Quality management - customer satisfaction - Guidelines for complaint handling in organizations
- ISO 19600 Compliance management systems - Guidelines
- ISO 26000 Guidance on Social Responsibility
- ISO 31000 Risk Management - Principles and Guidelines

What is the validity of the ISO 41001 Certification?

The validity of the ISO 41001 Certification is 3 Years.

What is the frequency of ISO for Facility Management (ISO 41001) Standards during the validity period?

One year is the frequency of ISO for Facility management (ISO 41001) Standards during the validity period.

What happens to my existing Certificate when any standard is revised?

Generally, whenever there is a revision, the previous standard is kept valid for 2 to 3 years. It is also called as transition period. Earlier the organization certified as per previous standards is expected to upgrade and get certified in accordance with revised new standard.

How will PQSmitra help you with Hassle Free Implementation process for ISO 41001:2018 FM Certification?

The practical and effective system implementation approach is adopted towards ISO 41001 Facility Management System certification at the organization. PQSmitra Team helps in easy understanding of the standard requirements and simple methods for effective compliance. 100% documentation support is offered to achieve successful certification in addition to enhanced operational controls. The implementation process is described below:

- Initial visits and review of the existing system
- Identification of controls and planning for implementation
- Documentation including procedures, work instructions etc.
- Internal audit for verification of implemented system
- Management review
- Certification audit – Stage 1 & Stage 2
- Closure of non-conformities
- Rewarding the certificate to the organization



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