

SVENSK STANDARD

SS-EN ISO 41014:2020

Facility Management – Framtagande av en strategi för Facility Management (ISO 41014:2020)

Facility management – Development of facility management strategy (ISO 41014:2020)



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Institutet för
Standarder

Language: engelska/English

Edition: 1

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EUROPEAN STANDARD

EN ISO 41014

NORME EUROPÉENNE

EUROPÄISCHE NORM

September 2020

ICS 03.080.10

English Version

Facility management - Development of facility management strategy (ISO 41014:2020)

Facility management - Élaboration d'une stratégie de facility management (ISO 41014:2020)

Facility Management - Entwicklung einer Facility Management Strategie (ISO 41014:2020)

This European Standard was approved by CEN on 30 June 2020.

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CEN-CENELEC Management Centre: Rue de la Science 23, B-1040 Brussels

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Foreword

ISO (the International Organization for Standardization) is a worldwide federation of national standards bodies (ISO member bodies). The work of preparing International Standards is normally carried out through ISO technical committees. Each member body interested in a subject for which a technical committee has been established has the right to be represented on that committee. International organizations, governmental and non-governmental, in liaison with ISO, also take part in the work. ISO collaborates closely with the International Electrotechnical Commission (IEC) on all matters of electrotechnical standardization.

The procedures used to develop this document and those intended for its further maintenance are described in the ISO/IEC Directives, Part 1. In particular, the different approval criteria needed for the different types of ISO documents should be noted. This document was drafted in accordance with the editorial rules of the ISO/IEC Directives, Part 2 (see www.iso.org/directives).

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This document was prepared by Technical Committee ISO/TC 267, *Facility management*, in collaboration with the European Committee for Standardization (CEN) Technical Committee CEN/TC 348, *Facility Management*, in accordance with the Agreement on technical cooperation between ISO and CEN (Vienna Agreement).

Any feedback or questions on this document should be directed to the user's national standards body. A complete listing of these bodies can be found at www.iso.org/members.html.

European foreword

This document (EN ISO 41014:2020) has been prepared by Technical Committee ISO/TC 267 "Facility management" in collaboration with Technical Committee CEN/TC 348 "Facility Management" the secretariat of which is held by SN.

This European Standard shall be given the status of a national standard, either by publication of an identical text or by endorsement, at the latest by March 2021, and conflicting national standards shall be withdrawn at the latest by March 2021.

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Endorsement notice

The text of ISO 41014:2020 has been approved by CEN as EN ISO 41014:2020 without any modification.

Introduction

0.1 General

Facility management (FM) integrates multiple disciplines in order to have an influence on the efficiency and productivity of economies of societies, communities and organizations, as well as the manner in which individuals interact with the built environment. FM affects the safety, well-being and quality of life of much of the world's societies and population through the services it manages and delivers (see ISO 41001).

NOTE 1 FM is defined as an 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 (see ISO 41011:2017, 3.1.1).

FM is of strategic importance because it directly supports a demand organization's core business strategy, enabling its objectives and plans to be realized through the management of facilities that are safe, reliable, efficient, cost effective and sustainable.

NOTE 2 A demand organization is an entity which has a need and the authority to incur costs to have requirements met (see ISO 41011:2017, 3.3.1.1), e.g. a facility owner, operator, owner-operator, tenant or, in some cases, a managing agent acting on behalf of an owner.

This document refers to the demand organization and to the organization responsible for FM and facility services. A distinction is necessary because of the variable nature in which FM is organized and where facility services are delivered through personnel within the demand organization, through external service providers or a combination of the two.

The guidance in this document applies principally to the organization responsible for FM. In situations where there is presently no formal FM organization, a person (or body) should be appointed to take an active role in developing the strategy for FM.

ISO 41001 makes reference to a strategy for FM and sets this in the context of an FM management system.

The benefits of developing a strategy for FM include:

- improved understanding of the demand organization's objectives, needs and constraints and an appropriate approach to FM and facility services;
- reduced likelihood of a disconnect between the demand organization's objectives and needs and the means to support them;
- alignment between FM requirements and the demand organization's core business activities;
- improved efficiency in the management of FM in general and in the delivery of facility services in particular;
- consistent management practices from a methodology for developing a strategy for FM that is transparent, reproducible and measurable;
- a baseline for measuring improvement in the operational effectiveness of FM and its contribution to the core business of the demand organization;
- contribution to the cost-efficiency of the demand organization and, where applicable, its competitiveness;
- contribution to sustainability through the more efficient use of scarce resources.

This document is intended to fill a gap in the current provision of guidance to enable the most appropriate approach to FM and facility services to be determined. The aim is to promote awareness, competence development and expertise by providing strategic advice on the decisions affecting the management of facilities and/or the delivery of facility services.