

BULLETIN FM



Series 1/2024



ISO41001:2018, Facility Management – The Game Changer for Facility Management

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ISO41001:2018, Facility Management – The Game Changer for Facility Management

In July 2018, a significant game changer for Facility Management organisations was published under the title ISO41001:2018, Facility Management – Management System – Requirements with Guidance for use.

This standard has been developed internationally to support change in the way FM is managed and practiced within every FM organisation worldwide regardless of the industry or sector within which it operates; be it an internal non-core supporting organisation or the core work of an FM Service Provider. After 3 years of hard work and international co-operation and being challenged by differences in opinions and schools of thoughts within different organisations and countries, the TC-267 Facility Management Committee published this standard for the international FM community. TC-267 being the technical committee responsible in the development and publication of the standard, directly under the purview of International Organisation of Standardization (ISO).



Image: ISO/TC-267 Facility Management Committee – NTNU, Trondheim – Norway, 2023

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In Malaysia there are already around 25 FM organisations (internal and external) that have been certified by certification bodies such as SIRIM QAS, BSI and Bureau Veritas out of an estimated 200 FM organisations globally that have been certified with this new standard.

Why are FM organisations pursuing this standard when it is not yet been made mandatory here in Malaysia? The answer is simple – corporate leadership’s need and desire for continuous improvement in all areas within the core and non-core parts of business, which of course includes FM, the raft upon which all business floats.

Interest in this new and important standard is growing among FM organisations as they seek better understanding of how this standard can help to improve their performance and productivity.

Since its publication, both internal and external FM organisations have adopted this standard as demonstration of their professionalism and leadership in their respective countries to show to the world that if they are serious contenders in FM, having the standard is a must.

Malaysia has been an active participant in the development of this standard, and although, Malaysia was an ‘Observing’ country in the early stages, it has never failed to provide its comments to TC-267 during the development of the ISO41000 series. In 2016, Malaysia was appointed as a “Participating” country and took its involvement to a higher level adding more influence to the development of the standard.

Malaysia was instrumental in co-authoring of ISO41001 FMS and ISO41012:2017, Facility Management – Guidance for Strategic Sourcing and the Development of Agreement, working alongside 27 other member countries (Malaysia was one of the four Asian countries that was instrumental in the development of the standard, demonstrating leadership within the international committees). This effort continues today through the participation of NSC 25/TC-7 – Asset and Facilities Management Committee. The NSC 25/TC-7 – Asset and Facilities Management Committee is under the purview of Department of Standards Malaysia and consists of stakeholders from various diverse Malaysian organisations.

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A key member of the committee is the Malaysian Association of Facilities Management (MAFM) who represents the general interest group in the committee and is there to provide comments and inputs to the development of the ISO41000 series while also promoting the adoption and use of the standard within Malaysia.



Image: ISO/TC-267 Facility Management Committee – St. Petersburg, Russia

Why is ISO41001 FMS gaining such recognition and traction internationally through participation in the development and the adoption for practice? The answer may lay in the definition of FM as described in ISO41011:2017, Facility Management – Vocabulary. Facility Management (or Facilities Management, both can be used interchangeably) is defined as:

“an organisation function that integrates people, place and process within the built environment with the purpose of improving quality of life of people and the productivity of the core business”.

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Given such a refined definition, many FM organisation are now recognising the purpose of their existence in workplaces and the importance of the standard with the FM industry. It is finally being recognised that FM is not just about cleaning, fixing broken taps in toilets and changing lightbulbs but FM exists to provide the non-core business support that every corporate organisation needs in order to flourish and thrive in today's competitive world.

FM organisation that successfully achieve real certification align themselves by default with the UN Sustainable Development Goals. The effort required to fully adopt and implement ISO41001 as their management practice will soon demonstrate the benefits in terms of improved effectiveness and efficiency across the organisation. Such alignment certainly provides meaningful support to achieve the corporate objectives of their organisation. With a true adoption of the standard, any FM organisation, be it internal non-core or the core business, are able to elevate its outlook and function to a more significant role within their organisation and gain the necessary respect and appreciation that it will deserve.

So how does the FM ISO standard demonstrate value to its users?

ISO41001 FMS is a tool that can transform an FM organisation's administration and the management of its resources into an effective and efficient model mitigating various risk elements such as governance, finance, procurement, health and safety, environment, statutory requirements etc. towards a better service delivery. FM's improved performance in such corporate related processes will achieve the desired outcome of providing the expected and rarely achieved results in support of its Demand Organisation and the associated stakeholders.

By adopting and installing this standard as the fundamental basis of its management infrastructure, FM organisations are expected to practice a consistency within sustainability in the delivery of its FM services. The drive to adopt the standard should be paramount for all FM organisations to enable them to attain a globally recognised level of FM service performance

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Image: An ISO41000 series workshop conducted in Kuala Lumpur.

The journey towards certification is subjective to the size and quality of management infrastructure currently utilised in any FM organisation. On average it should take around 6 months to move towards certification involving various stages including:

- a) submission for application;
- b) pre-certification audits (before improvements and after improvements);
- c) recommendation to be certified;
- d) approval of certification;
- e) issuance of certificate.

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Following certification, the FM organisation should review the processes in PDCA cycle for improvements that will reflect in the surveillance audit before the renewal of certification.

It will take time for the standard to be adopted and the Government is showing positive leadership within its various ministries and associated government companies as demonstrated by the progress to date. Once the Government clearly demonstrates the benefits of the standard and requires its adoption for services internally and from the private sectors, ISO 41001 will move into its place as a must have basic for FM in Malaysia.

Given its prominent position in the region, Malaysia must set an example in promoting, adopting and practicing ISO41001 as the management system for all FM organisations in the country if it wishes to see first world infrastructures being managed with first world attitude locally.

The journey has begun and the responsibility to promote the standard does not solely rest on the shoulders of MAFM and the Government, but with all the FM stakeholders that consist of everyone within Malaysia who provides or receives the benefits of the support of an FM organisation.

Adoption of the standard is a clear win-win situation that will benefit Malaysia and its people by improving their living and working environments.

<https://committee.iso.org/home/tc267>