TECHNICAL SPECIFICATION

ISO/IEC TS 17021-11

First edition
2018-11

Conformity assessment — Requirements for bodies providing audit and certification of management systems —

Part 11: Competence requirements for auditing and certification of facility management (FM) management systems

Évaluation de la conformité — Exigences pour les organismes procédant à l'audit et à la certification des systèmes de management —

Partie 11: Exigences de compétence pour l'audit et la certification des systèmes de management de facility management

iTeh Standards
(https://standards.iteh.ai)
Document Preview
ISO/IEC TS 17021-11:2018
https://standards.iteh.ai/catalog/standards/iso/d9d6766d-959b-492c-abb2-418359cb4cb7/iso-iec-ts-17021-11-2018

Reference number
ISO/IEC TS 17021-11:2018(E)

© ISO/IEC 2018

iTeh Standards
(https://standards.iteh.ai)
Document Preview

ISO/IEC TS 17021-11:2018
https://standards.iteh.ai/catalog/standards/iso/d9d6766d-959b-492c-abb2-418359cb4cb7/iso-iec-ts-17021-11-2018

COPYRIGHT PROTECTED DOCUMENT

© ISO/IEC 2018

All rights reserved. Unless otherwise specified, or required in the context of its implementation, no part of this publication may be reproduced or utilized otherwise in any form or by any means, electronic or mechanical, including photocopying, or posting on the internet or an intranet, without prior written permission. Permission can be requested from either ISO at the address below or ISO's member body in the country of the requester.

ISO copyright office
CP 401 • Ch. de Blandonnet 8
CH-1214 Vernier, Geneva
Phone: +41 22 749 01 11
Fax: +41 22 749 09 47
Email: copyright@iso.org
Website: www.iso.org

Published in Switzerland

 © ISO/IEC 2018 – All rights reserved

Contents

Page

Foreword ... **iv**
Introduction ... **v**
1 Scope ... **1**
2 Normative references ... **1**
3 Terms and definitions ... **1**
4 Generic competence requirements ... **1**
5 Competence requirements for FM management system auditors ... **2**
5.1 General ... 2
5.2 Terminology and processes ... 2
5.3 Context of the FM organization ... 2
5.4 Leadership ... 2
5.5 Risks and opportunities ... 3
5.6 Performance ... 3
6 Competence requirements for personnel reviewing audit reports and making certification decisions ... **3**
6.1 Terminology and processes ... 3
6.2 Context of the FM organization ... 3
6.3 Risks and opportunities ... 3
6.4 Performance ... 3
7 Competence requirements for other personnel ... **4**
7.1 General ... 4
7.2 Terminology and processes ... 4
7.3 Context of the FM organization ... 4
Annex A (informative) **Knowledge for auditing and certification of FM management systems** ... **5**
Bibliography ... **6**

iTeh Standards
(https://standards.iteh.ai)
Document Preview
ISO/IEC TS 17021-11:2018
https://standards.iteh.ai/catalog/standards/iso/d9d6766d-959b-492c-abb2-418359cb4cb7/iso-iec-ts-17021-11-2018

© ISO/IEC 2018 – All rights reserved

Foreword

ISO (the International Organization for Standardization) and IEC (the International Electrotechnical Commission) form the specialized system for worldwide standardization. National bodies that are members of ISO or IEC participate in the development of International Standards through technical committees established by the respective organization to deal with particular fields of technical activity. ISO and IEC technical committees collaborate in fields of mutual interest. Other international organizations, governmental and non-governmental, in liaison with ISO and IEC, also take part in the work.

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 document 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).

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. ISO and IEC shall not be held responsible for identifying any or all such patent rights. Details of any patent rights identified during the development of the document will be in the Introduction and/or on the ISO list of patent declarations received (see www.iso.org/patents) or the IEC list of patent declarations received (see http://patents.iec.ch).

Any trade name used in this document is information given for the convenience of users and does not constitute an endorsement.

For an explanation of the voluntary nature of standards, the meaning of ISO specific terms and expressions related to conformity assessment, as well as information about ISO's adherence to the World Trade Organization (WTO) principles in the Technical Barriers to Trade (TBT), see www.iso.org/iso/foreword.html.

iTeh Standards
(https://standards.iteh.ai)
Document Preview

This document was prepared by the ISO Committee on Conformity Assessment (CASCO).

A list of all parts in the ISO/IEC 17021 series can be found on the ISO website.

ISO/IEC TS 17021-11:2018
https://standards.iteh.ai/catalog/standards/iso/d9d6766d-959b-497c-ab67-418359cb4cb7/iso-iec-ts-17021-11-2018

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.

 © ISO/IEC 2018 – All rights reserved

Introduction

Facility management (FM) integrates multiple disciplines in order to have an influence on the efficiency, productivity and economies of societies, communities and organizations, as well as on 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 sets out a coherent framework to enable FM to develop its purposes and vision. Personnel certifying the management system for FM need to have the generic competencies described in ISO/IEC 17021-1:2015, as well as the specific management system competencies described in this document.

This document complements the requirements in ISO/IEC 17021-1:2015 and the guiding principles in ISO/IEC 17021-1:2015, Clause 4. In particular, it clarifies the requirements for the competence of personnel involved in the certification process set out in ISO/IEC 17021-1:2015, Annex A.

Certification bodies have a responsibility to interested parties, including their clients and the customers of the organizations whose management systems are certified, to ensure that only those auditors who demonstrate relevant competence are allowed to conduct audits of an FM management system. It is intended that all auditors possess the generic competencies described in ISO/IEC 17021-1, as well as the specific competencies described in this document. Certification bodies will need to identify the specific audit team competence needed for the scope of each audit.

In this document, the following verbal forms are used:

— "shall" indicates a requirement;

— "should" indicates a recommendation;

— "may" indicates a permission;

— "can" indicates a possibility or a capability.

Further details can be found in the ISO/IEC Directives, Part 2.

For the purposes of research, users are encouraged to share their views on this document and their priorities for changes to future editions. Click on the link below to take part in the online survey:

https://www.surveymonkey.com/r/BS2ZD9R

iTeh Standards
(https://standards.iteh.ai)
Document Preview
ISO/IEC TS 17021-11:2018
https://standards.iteh.ai/catalog/standards/iso-iec-ts-17021-11-2018

© ISO/IEC 2018 – All rights reserved

iTeh Standards
(https://standards.iteh.ai)
Document Preview

ISO/IEC TS 17021-11:2018
https://standards.iteh.ai/catalog/standards/iso/d9d6766d-959b-492c-abb2-418359cb4cb7/iso-iec-ts-17021-11-2018