
**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>



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

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

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