
Facility management — Scope, key concepts and benefits

Facility management — Domaine d'application, concepts clés et bénéfices

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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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For an explanation on 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 the following URL: www.iso.org/iso/foreword.html.

This document was prepared by Technical Committee ISO/TC 267, *Facility management*.

Introduction

The International Standards on facility management (FM) developed by ISO/TC 267 describe the characteristics of facility management and are intended for use in both the private and public sectors.

NOTE The terms “facility management” and “facilities management” can be used interchangeably.

International cooperation in the preparation of these International Standards has identified common practices that can be applied across a broad variety of market sectors, organizational types, process activities and geographies, and their implementation will help to:

- improve quality, productivity and financial performance;
- enhance sustainability and reducing negative environmental impact;
- develop functional and motivating work environments;
- maintain regulatory compliance and provide safe workplaces;
- optimize life cycle performance and costs;
- improve resilience and relevance;
- project an organization’s identity and image more successfully.

Without International Standards, the development of FM is market-driven, with the risk that developing nations and smaller organizations are either left to accept what they are offered, regardless of its suitability to their culture and needs, or otherwise subsumed by what the major supply side providers offer. At the same time, global providers are unable to compete as effectively as they could because of the absence of a single standard for the planning and description of FM and related support services. The development of the market for FM has been hampered by the absence of a common global structure with associated standards. In particular, small organizations, both buyers and suppliers, have been hindered in participating effectively in their respective markets. The sector needs standards against which FM, facility services and management systems can be assessed and measured.

This document makes use of concepts from other standards in the field of FM and introduces FM concepts which could be the subject of future standardization work.