



**SLOVENSKI STANDARD**  
**oSIST prEN ISO 41001:2026**  
**01-junij-2026**

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**Upravljanje objektov in storitev - Upravljanje sistemov - Zahteve z navodili za uporabo (ISO/DIS 41001:2026)**

Facility management - Management systems - Requirements with guidance for use (ISO/DIS 41001:2026)

Facility Management - Managementsysteme - Anforderungen mit Anleitung für die Anwendung (ISO/DIS 41001:2026)

Facility management - Systèmes de management - Exigences et recommandations pour la mise en œuvre (ISO/DIS 41001:2026)

**Ta slovenski standard je istoveten z: prEN ISO 41001**

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03.080.10	Vzdrževalne storitve. Upravljanje objektov	Maintenance services. Facilities management
03.100.70	Sistemi vodenja	Management systems

**oSIST prEN ISO 41001:2026**

**en,fr,de**

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# DRAFT International Standard

## ISO/DIS 41001

### Facility management — Management systems — Requirements with guidance for use

*Facility management — Systèmes de management — Exigences  
avec recommandations d'utilisation*

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### Foreword

ISO (the International Organization for Standardization) is a worldwide federation of national standards bodies (NSBs) (ISO member bodies). The work of preparing International Standards is normally carried out through ISO technical (TCs). 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 FM 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](http://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 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](http://www.iso.org/patents)).

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

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](http://www.iso.org/iso/foreword.html).

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

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## ISO/DIS 41001:2026(en)

# 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 FM organizations, as well as 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.

While FM has such a broad impact, recognition of its principles and practices at a global level has been lacking. This document provides the basis for a common interpretation and understanding of FM and the ways in which it can benefit demand organizations of all kinds.

The development of the market for FM services would be enhanced by the presence of a common global structure and supporting standard. The sector benefits from a common basis upon which FM can be assessed, measured and improved. This is the primary driver for, and purpose of, this document.

In a globally competitive environment, FM organizations and providers need to communicate among themselves and with interested parties using common principles, concepts and terms, including development, assessment and measurement of performance. This document is intended to raise the standard of care and increase levels of quality, thereby stimulating organizational maturity and competition for the delivery of FM.

The benefits of an integrated system standard for FM include:

- improved workforce safety, health, productivity and well-being.
- improved communication of requirements and methodologies among and between public and private sector demand organizations;
- improved efficiency and effectiveness, thus improving cost benefits to FM organizations;
- improved service consistency;
- Ability to leverage intelligent built environments and Internet of Things integration;
- Delivery of Sustainability and Environmental Social Governance compliance;
- providing a common platform for all types of FM organizations.
- Providing administrative and business processes and controls
- Optimizing organizational performance
- Contributing to the demand organization objectives
- Optimizing asset longevity and asset performance
- Integration of Artificial Intelligence and automation in built environment operations

This document is applicable to any FM organization that wishes to:

- establish, implement, maintain and improve an integrated FM management system.
- assure itself of conformity with its stated management policy.

Demonstrate conformity with this document by:

- making a self-determination and self-declaration;
- seeking confirmation of its conformity by parties having an interest in the FM organization;
- seeking confirmation of its self-declaration by a party external to the FM organization;

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- seeking certification/registration of its FM management system by an accredited third-party certification body.

It is particularly important to note that the ISO 41000 *Facility management* series of standards provide insight into various clauses within this standard.

### 0.2 Process approach

This document applies the framework developed by ISO to improve alignment among its International Standards for management systems.

This document promotes the adoption of a process approach when developing, implementing and improving the effectiveness of a management system standard to enhance customer satisfaction by meeting their requirements.

For an FM organization to function efficiently and effectively, it needs to determine and manage numerous interrelated activities. An activity, or set of activities, using resources and managed in order to enable the transformation of inputs into outputs, can be considered as a process. Generally, the output from one process directly forms the input to the next.

The application of a system of processes within an FM organization, together with the identification, interactions of these processes and their management to produce the desired outcome, can be referred to as the “process approach”.

An advantage of the process approach is the ongoing control that it provides over the linkage between the individual processes within the system of processes, as well as over their combination and interaction. Additionally, the system/processes can be integrated with other systems and processes.

When used within an FM management system, such an approach emphasizes the importance of:

- understanding and meeting the demand organization's requirements through an integrated planning process;
- the relationship between the integrated planning process and [Clauses 4](#) to [10](#) of the FM management system;
- the documentation associated with the requirements of the FM management system and the subject of certification assessments;
- all of the above in the context of management levels;
- continual improvement of processes based on objective measurement.

Note 1 A demand organization is an entity which has a need and the authority to incur costs to have requirements met. It is typically an authorized representative within a functional unit of the FM organization.

To preview the FM management system, the core processes start with understanding and defining the following criteria within a demand organization.

- **Context of the FM organization:** understanding and determining the appropriate FM management system (see [Clause 4](#)).
- **Leadership:** understanding organizational roles, responsibilities, policies and authorities (see [Clause 5](#)).
- **Planning:** understanding risks, opportunities, strategic objectives and current policies (see [Clause 6](#)).
- **Support:** understanding available versus required resources in the form of financial, human and technology (see [Clause 7](#)).
- **Operations:** delivering integrated FM services (see [Clause 8](#)).
- **Performance evaluation:** benchmarking standards, monitoring and meeting target requirements (see [Clause 9](#)).

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— **Improvement:** reviewing benchmarked standards, identifying and implementing process improvement initiatives (see [Clause 10](#)).

Reference is made to the demand organization and the FM organization throughout this document. This distinction is made due to the variable nature in which FM services may be delivered through internal staffing within the demand organization, external service providers, or a combination of the two. The requirements of this document apply to the FM organization. However, as illustrated in [Figure 1](#), the FM organization and the demand organization need to work together to clearly define needs to meet the core business strategy, and to develop FM policies and practices that will enable the core business activities of the demand organization.

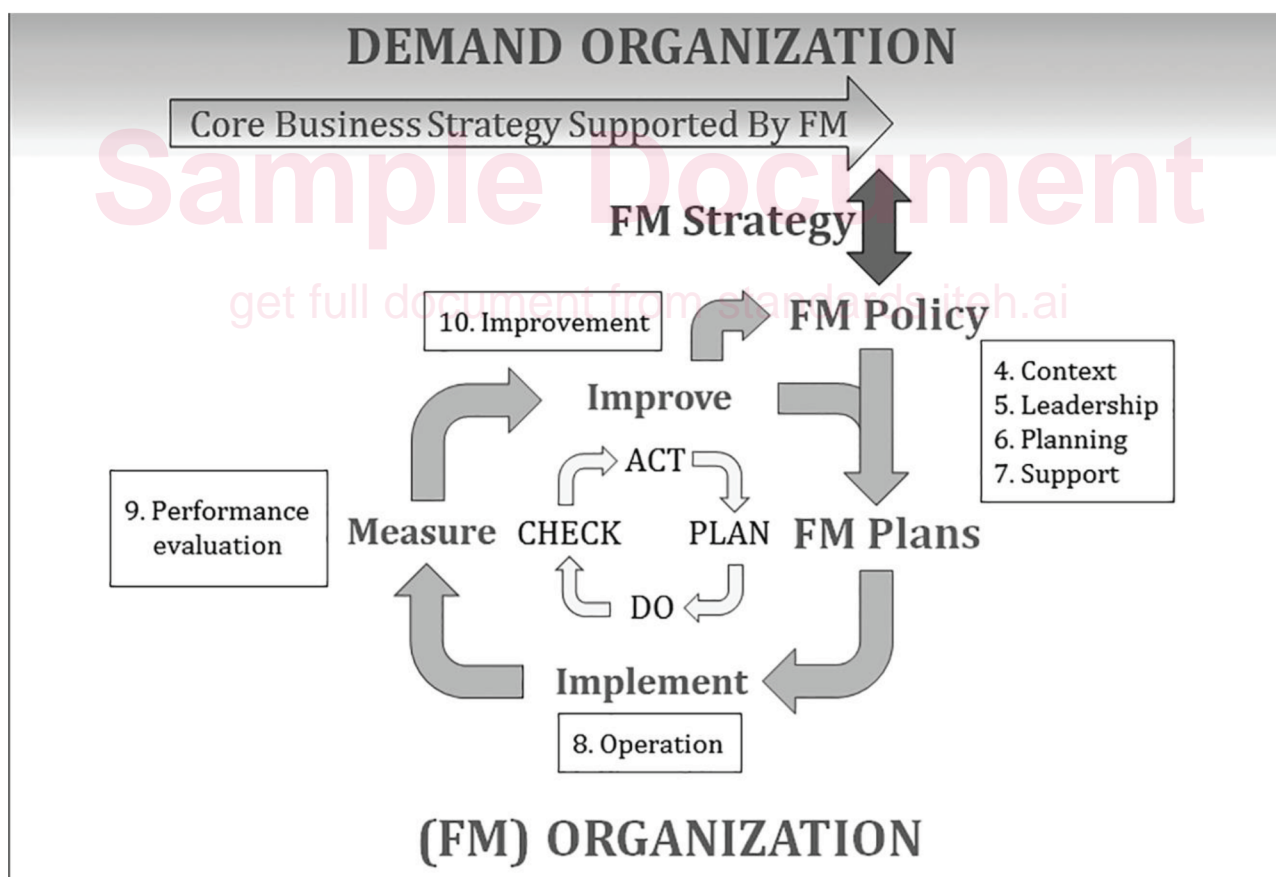
In addition, the clauses of this document can be considered through the process approach methodology known as “Plan-Do-Check-Act” (PDCA), as is illustrated in [Figure 1](#). PDCA can be briefly described as follows.

**Plan:** establish the objectives and processes necessary to deliver results in accordance with customer requirements and the demand organization’s policies.

**Do:** implement the processes.

**Check:** monitor and measure processes and product against policies, objectives and requirements for the product and report the results.

**Act:** take actions to continually improve process performance.



**Figure 1 — Process approach methodology in facility management**

Note 1 The numbering contained in [Figure 1](#), is aligned with clauses contained within this document.

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Concepts listed in <a href="#">Figure 1</a>	Where to find the relevant text (Section / page)	Annexure (Section / page)	Additional reference to other standards
A. Demand Organisation	Introduction 1/p viii		ISO 410XX
B. Organisation			ISO 410XX
— FM strategy	<a href="#">Section 4</a> /p & throughout		ISO 410XX
— FM policy	<a href="#">Section 4.2</a> /p	<a href="#">Section A.4.2</a> /p	ISO 410XX
— FM plans	<a href="#">Section 5.2</a> /p	<a href="#">Section A.5.2</a> /p	
		<a href="#">Section A.6</a> – <a href="#">A.10</a> /p	
4) Context (of FM ORGANISATION)	<a href="#">Section 4</a> /p	<a href="#">Section A.4</a> /p	
5) Leadership	<a href="#">Section 5</a> /p	<a href="#">Section A.5</a> /p	
6) FM Planning	<a href="#">Section 6</a> /p	<a href="#">Section A.6</a> /p	
7) Support	<a href="#">Section 7</a> /p	<a href="#">Section A.7</a> /p	
8) FM Operation	<a href="#">Section 8</a> /p	<a href="#">Section A.8</a> /p	
9) FM Performance evaluation	<a href="#">Section 9</a> & <a href="#">10</a> /p	<a href="#">Section A.9</a> /p	
10) FM Improvement	<a href="#">Section 10</a> /p	<a href="#">Section A.10</a> /p	

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# Facility management — Management systems — Requirements with guidance for use

## 1 Scope

This document specifies the requirements for a facility management (FM) system when an FM organization:

- a) needs to demonstrate effective and efficient delivery of FM that supports the objectives of the demand organization;
- b) aims to consistently meet the needs and expectations of interested parties and applicable requirements;
- c) aims to be sustainable in a globally-competitive environment;
- d) demonstrate how the FM organization understands and aligns to the strategy of the demand organization.

The requirements specified in this document are non-sector specific and intended to be applicable to all FM organizations, or parts thereof, whether public or private sector, and regardless of the type, size and nature of the demand organization or geographical location.

[Annex A](#) provides additional guidance on the use of this document.

## 2 Normative references

The following documents are referred to in the text in such a way that some or all of their content constitutes requirements of this document. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

## 3 Terms and definitions

For the purposes of this document, the terms and definitions given in ISO 41011 and the following apply.

ISO and IEC maintain terminological databases for use in standardization at the following addresses:

- ISO Online browsing platform: available at <https://www.iso.org/obp>
- IEC Electropedia: available at <http://www.electropedia.org/>

Note 1 For the purposes of this document, the term “FM management system” is used to refer to a system for FM.

### 3.1 organization

person or group of people that has its own functions with responsibilities, authorities and relationships to achieve its *objectives* ([3.6](#))

Note 1 to entry: The concept of organization includes, but is not limited to, sole-trader, company, corporation, firm, enterprise, authority, partnership, charity or institution, or part or combination thereof, whether incorporated or not, public or private.

Note 2 to entry: If the organization is part of a larger entity, the term “organization” refers only to the part of the larger entity that is within the scope of the *XXX management system* ([3.4](#)).

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### 3.2

#### interested party

#### interested party (preferred term) stakeholder (admitted term)

person or *organization* (3.1) that can affect, be affected by, or perceive itself to be affected by a decision or activity

### 3.3

#### top management

person or group of people who directs and controls an *organization* (3.1) at the highest level

Note 1 to entry: Top management has the power to delegate authority and provide resources within the organization.

Note 2 to entry: If the scope of the *management system* (3.4) covers only part of an organization, then top management refers to those who direct and control that part of the organization.

### 3.4

#### management system

set of interrelated or interacting elements of an *organization* (3.1) to establish *policies* (3.5) and *objectives* (3.6), as well as *processes* (3.8) to achieve those objectives

Note 1 to entry: A management system can address a single discipline or several disciplines.

Note 2 to entry: The management system elements include the organization's structure, roles and responsibilities, planning and operation and administration and control.

Note 3 to entry: the scope of a management system may include the whole of the organization, specific and identified functions of the organization, specific and identified sections of the organization, or one or more functions across a group of organizations.

Note 4 to entry: for the purposes of this document, the term "FM management system" is used to refer to a system for FM.

Note 5 to entry: a management system shall address improvement and optimization

### 3.5

#### policy

Intentions and direction of an *organization* (3.1) as formally expressed by its *top management* (3.3)

### 3.6

#### objective

result to be achieved

Note 1 to entry: An objective can be strategic, tactical, or operational.

Note 2 to entry: Objectives can relate to different disciplines (such as finance, health and safety, and environment). They can be, for example, organization-wide or specific to a project, product or *process* (3.8).

Note 3 to entry: An objective can be expressed in other ways, e.g. as an intended result, as a purpose, as an operational criterion, as an FM objective or by the use of other words with similar meaning (e.g. aim, goal, or target).

Note 4 to entry: In the context of *management systems* (3.4), objectives are set by the FM organization

Note 5 to entry: *organization* (3.1), consistent with the *policy* (3.5), to achieve specific results.

Note 6 to entry: In the context of *management systems* (3.4), FM objectives are set by the *organization* (3.1), consistent with the demand organization's policies and goals, and FM *policy* (3.7), to achieve specific results.

### 3.7

#### risk

effect of uncertainty

Note 1 to entry: An effect is a deviation from the expected — positive or negative.

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Note 2 to entry: Uncertainty is the state, even partial, of deficiency of information related to, understanding or knowledge of, an event, its consequence, or likelihood.

Note 3 to entry: Risk is often characterized by reference to potential events (as defined in ISO Guide 73) ISO 31073:2022(en) Risk management — Vocabulary (Is ISO Guide 73 valid now? Withdrawn by ISO) As per ISO 31073:2022 risk effect of uncertainty (3.1.3) on objectives (3.1.2) and consequences (as defined in ISO Guide 73) ISO 31073:2022(en) Risk management — Vocabulary, or a combination of these.

Note 4 to entry: Risk is often expressed in terms of a combination of the consequences of an event (including changes in circumstances) and the associated likelihood (as defined in ISO Guide 73) of ISO 31073:2022(en) Risk management — Vocabulary occurrence.

### 3.8 process

Set of interrelated or interacting activities that uses or transforms inputs to deliver a result

Note 1 to entry: Whether the result of a process is called an output, a product or a service depends on the context of the reference.

### 3.9 competence

Ability to apply knowledge and skills to achieve intended results

Note 1 to entry: This requires a demonstrated understanding of human behaviours and attributes as acknowledged in an FM competency framework and the demonstrated ability to apply that knowledge and skills to achieve intended results

Note 2 to entry: In the context of FM, competence should also include experience and behaviours

### 3.10 documented information

information required to be controlled and maintained by an *organization* (3.1) and the medium on which it is contained

Note 1 to entry: Documented information can be in any format and media, and from any source.

Note 2 to entry: Documented information can refer to:

- the *management system* (3.4), including related processes (3.12);
- information created in order for the organization to operate (documentation);
- evidence of results achieved (records).

### 3.11 performance measurable result

Note 1 to entry: Performance can relate either to quantitative or qualitative findings.

Note 2 to entry: Performance can relate to the management of activities, processes (3.12), products (including services), systems or *organizations* (3.1).

Note 3 to entry: Performance must be regularly examined for compliance and conformance leading to improvement and optimization.

### 3.12 continual improvement

recurring activity to enhance *performance* (3.11)

Note 1 to entry: organizational behavior leading to regular performance review seeking opportunities for improvement and optimization.