

ISO CD 18480

Topics of Discussion To Advance The FM Global Value Proposition

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Agenda

- Perceptions of the FM profession
 - What clients need
 - What we offer them
- ISO CD 18480 Comments
 - ISO CD 14840-1
 - ISO CD 14840-2

Perceptions of the FM Profession

Asset manager



Property manager



Facility manager



Do you imagine it will continue?

OK, then ...

...Let's change it !!



What Do Stakeholders Want?

- More money
- Less problems
- Pure management
- Clear information
- **Add value**



How AM sees his role at Add Value

- New asset
- Best asset
- Life cycle cost

- Control of costs
- Quality investment

Asset Manager



How PM sees his role at Add Value

- Tenant mix
- Degrees of occupancy
- Rentable versus Usable space
- Contract (Tender) management
- Control of costs
- Financial workflow

Property Manager



How FM sees his role at Add Value

- Maintenance
- Cleaning
- Security
- Life cycle cost

- Control of costs
- Quality of services

(traditional)
Facility manager



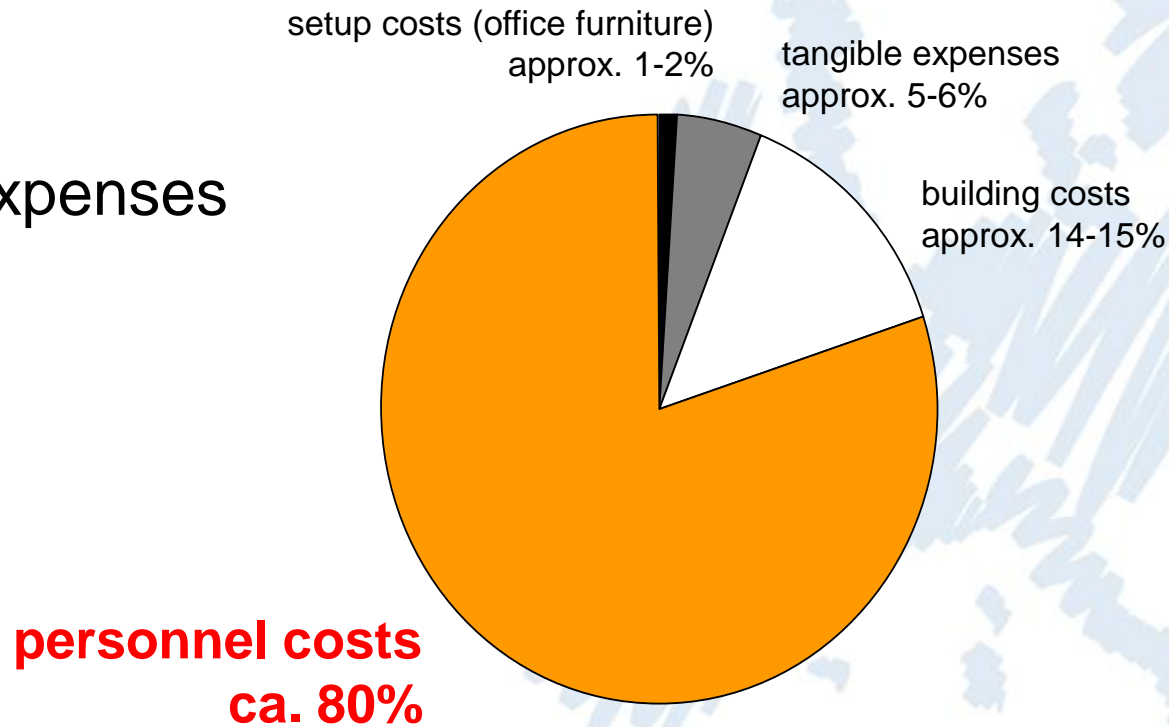
How FM should have his role at Add Value - “Next Generation” FM

- Monitoring of key performance indicators
- **Customer orientation ->** define Service level agreement
- Increase of productivity
- Corporate sustainability
- Standardization with targeted and needs-oriented involvement of stakeholders
- **Increase of productivity**



Why An Increase of Productivity ?

Office expenses

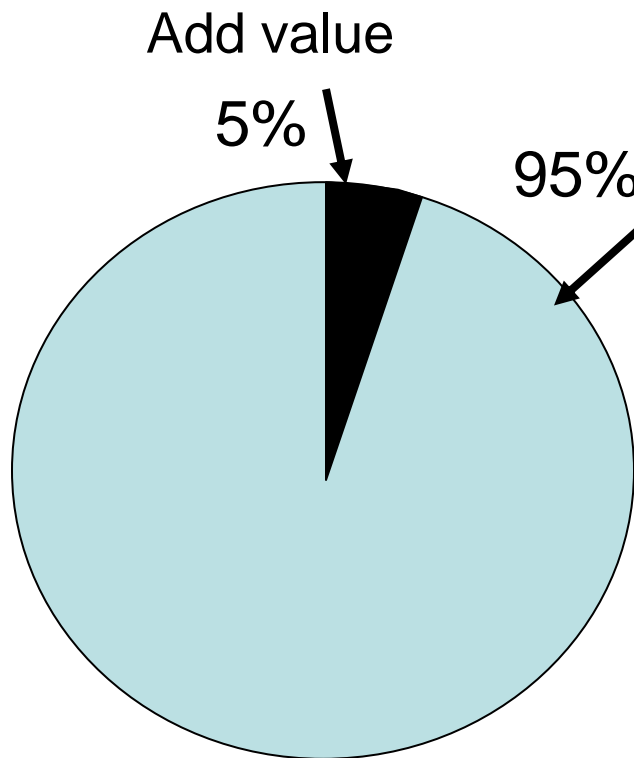


(Source: Deutsches Büromöbelforum – Office Efficiency by Office Economy)

Why An Increase of Productivity?

Activity \neq Productivity

Facility managers support core activity of client ->> support increase his Productivity



Not adding value

The 8 types of waste:

Transportation

Overproduction

Excess Motion

Waiting (Delay)

Defects

Excess Inventory

Non-Value Added Processing

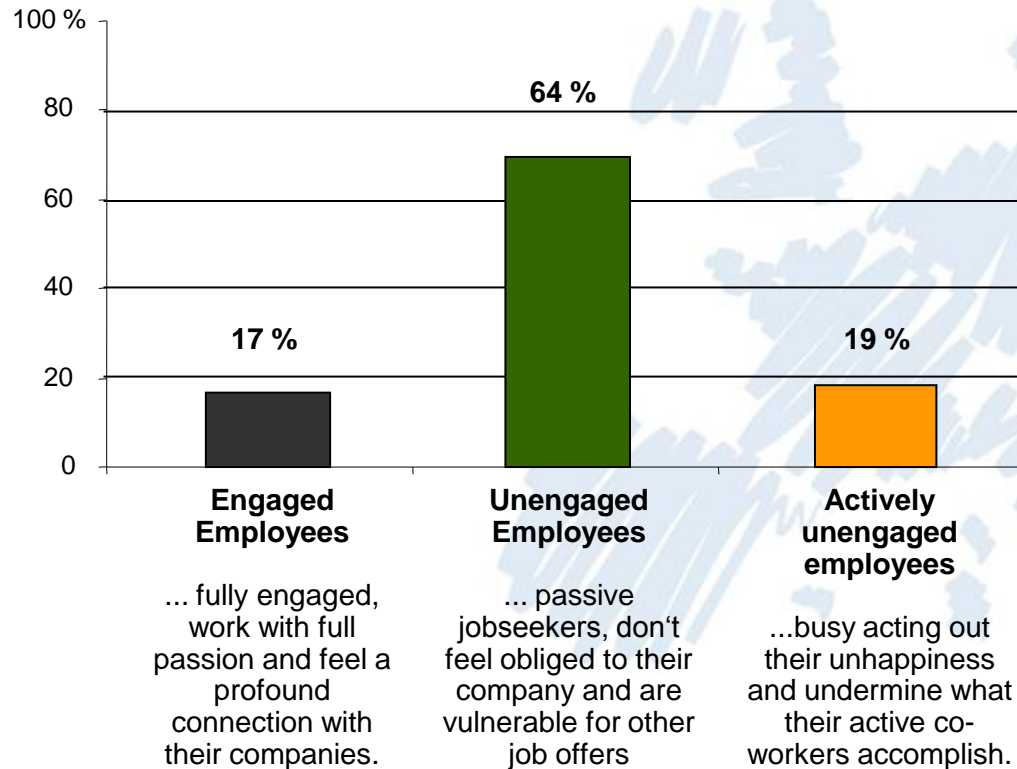
Underutilized People

Lean Six Sigma methodology

Productivity and Efficiency

engagement of employees

From 100 employees in the US [2005] are ...



(Source: Towers Perrin's HR Services, 2005)

What is THE Most Important???

Cost Savings?

or

Increasing Productivity?

The Answer is ... **Both**



New Perceptions of the FM profession

Asset manager



Property manager



Facility manager



ISO CD 18480

In Comparison with EN 15221 and ISO 55000



ISO/TC 267 Business Plan

5.1 Defined objectives of the ISO/TC

The initial two work items associated with the formation of the TC are the review and upgrade of:

1. EN 15221-1 Terms and definitions
2. EN 15221-2 Guidance to FM Agreements

The overall objectives, as discussed and agreed in principle at the first meeting, are:

- (1) Compliment the work being done at NSB and CEN levels; and
- (2) Create strategic standards that can be recognized and contribute to the role Facilities Management has at the highest levels in Government, Industry and Commerce.

ISO/TC 267 Business Plan

5.2 Identified strategies to achieve the ISO/TC's defined objectives

Prioritization of our work will be driven from two perspectives:

- (1) Elevating the work done via CEN TC 348 as well as any other NSB initiatives, of which we became aware.
- (2) Through the identification of the potential value, we are able to offer at executive and strategic levels.
 - (A) Ensure, as we progress, any planned output is relevant across the continents represented; and
 - (B) We believe that we can articulate and communicate in an appropriate manner.

ISO 55000

“**Asset management**” is the set of coordinated activities that an organization uses to realize **value from assets** in the delivery of its outcomes or objectives. Realization of value requires the achievement of a balance of costs, risks and benefits, often over different timescales.



Source: ISO 55000 - 2.4.1 Asset management concepts

ISO CD 18480-1

Facility management - professional discipline which empowers the demand organization to optimize performance **of their built environment** through the integration of people and processes



Source: ISO CD 18480-1; 3 Terms and Definitions ; 3.17

EN 15221-1

Facility management - integration of processes within an organization to maintain and develop the (agreed) services **which support and improve the effectiveness of its primary activities**

- FM is not limited to their built environment
- FM should include soft services



Source: EN 15221-1, 2 Terms and definitions; 2.5

'Who is Who' in FM?

EN 15221

ISO CD 18480

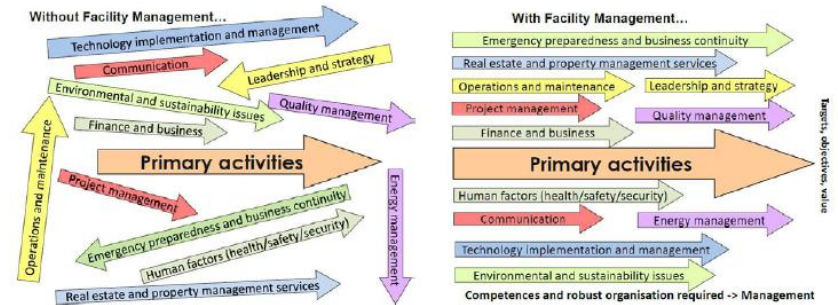
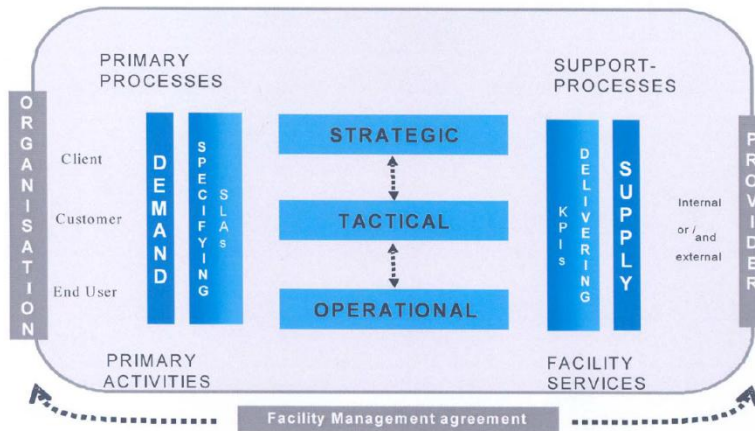


Figure A 1: Examples of services to be aligned by FM

- Clear roles
- Clear levels
- Clear core/noncore



Scope of FM

(In Accordance With EN 15521-4)

- Space & Infrastructure
- People & Organization

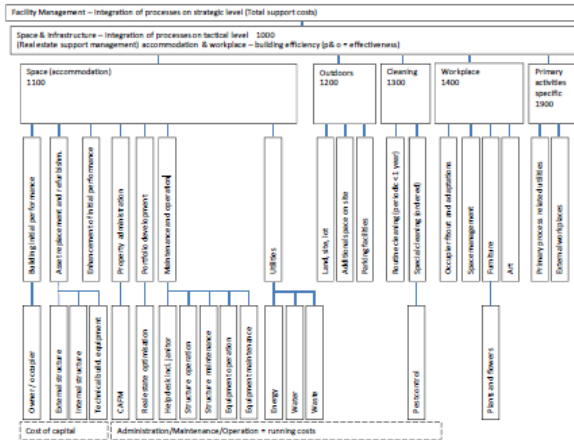


Figure A.5 – Facility product map Space & Infrastructure, related to FM Model EN 15521-1

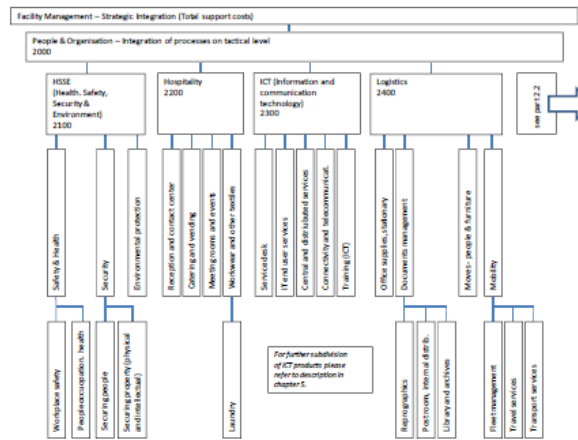


Figure A.6 – Facility product map People & Organisation part I, related to FM Model EN 15521-1

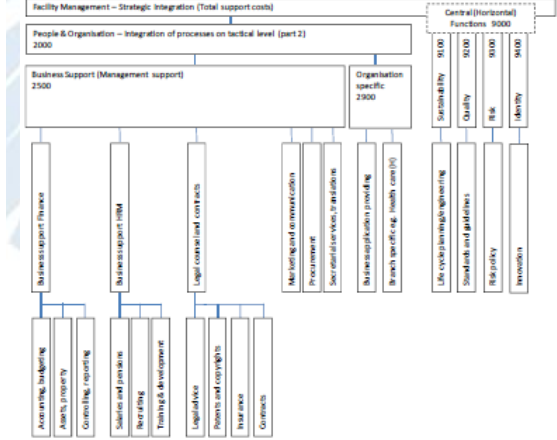


Figure A.7 – Facility product map People & Organisation part II, related to FM Model EN 15521-1

ISO CD 18480-1:

The Challenges and Opportunities

- Definition is different for EN 15221
- Scope of FM is not clear
- Pictures and graphics are poor
- Too many other comments

Bottom line ... we recommend a 'rework'

ISO CD 18480-2:

The Challenges and Opportunities

- Corresponding with business plan
- Developing strategic part
- Using tactical part from EN 15221
- Standards are extensive (64 pages)

**Bottom Line ... we recommend continuing,
with restructuring**

In Conclusion ...



Q & A

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