



CEN/TC 348 “Facility Management”

NEN

Standardisation of Facility Management

CEN TC 348

Paul Stadlöder





Content

- History and market situation
 - Understanding of FM in Europe and Status Quo
 - Benefits standardisation
 - Organisation and time frame
 - Challenges, Approach and Observations
 - Steps and progress
 - Facility Management Model, Definition and examples
 - Vision
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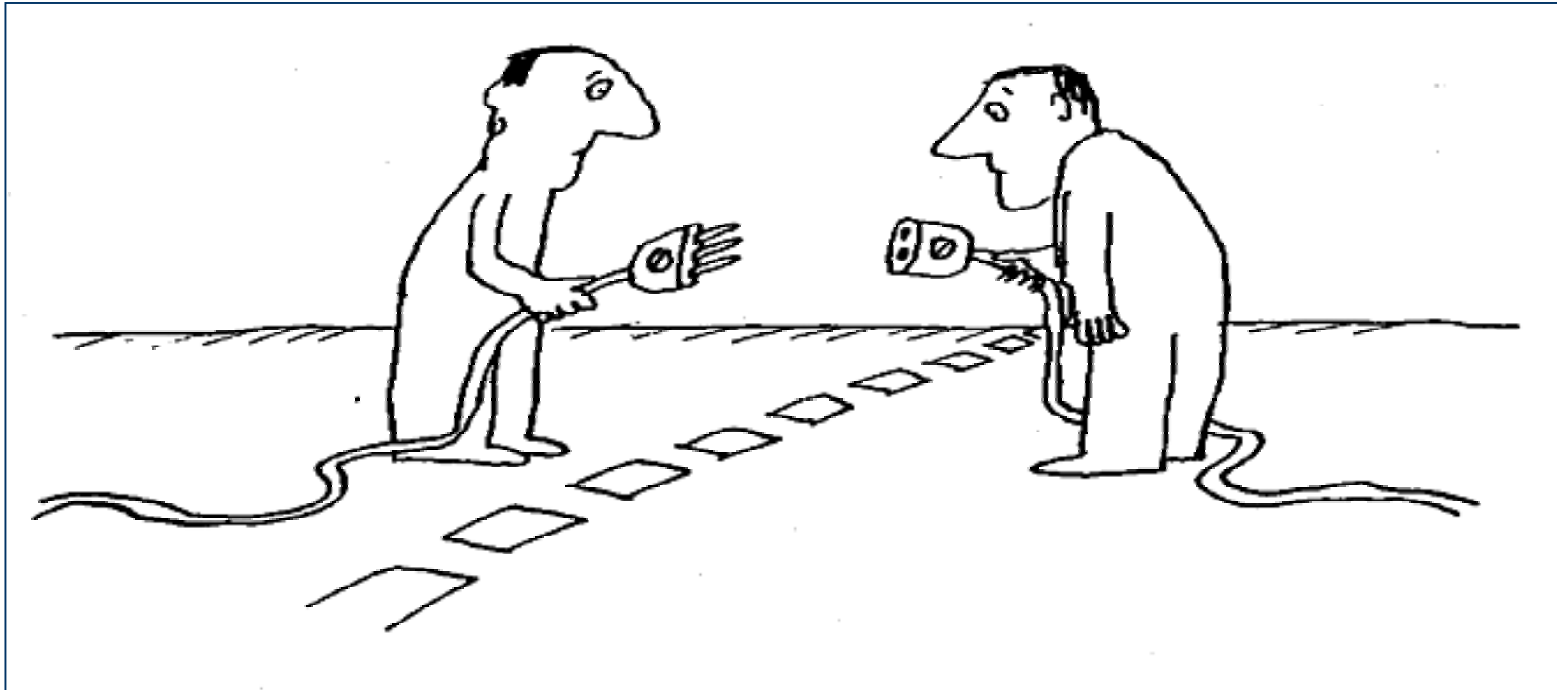


History

- September 2001: NEN 2748 published
 - September 2001: Subject proposed to CEN
 - November 2002: Discussion with EU
 - November 2002: First meeting Amsterdam
 - December 2002: CEN/BT/ WG 136 “Facility Management” established
 - September 2003: CEN/TC 348 “Facility Management” established
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Market situation





Market situation

- Political factors
- Economical factors
- Social factors
- Legal factors

⇒ Need for standardisation

⇒ Standardisation supports EU service policy



FM Understanding in Europe:

- Software
- House keeping
- Building Management
- Outsourcing
- Administration
- Services





Status Quo of FM in Europe

- different evolution status from West to East and from North to South of Europe
 - different developments within the economical sectors (banks highly developed, public sector has not started by now)
 - standards only in 4 countries
-



overview of main problems

- strategic resources of locations and buildings not clear
 - meaning of FM not identified
 - organisation within companies split into several departments
 - lack of decision of internal and external tasks
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Benefits standardization

- Improve **competitiveness** in global market
 - Improve **effectiveness** of primary and Facility Management processes
 - Improve **transparency** in procurement and contracting
 - **Quality** improvement of output
 - Supports **certification**
 - **Means of communication** between stakeholders
 - Development of **needed tools and systems**
-



main goals of the FM standard

- supports not developed markets in Southern and Eastern parts of Europe
 - structures the service providers in their services
 - helps clients to define their needs
 - creates transparency in costs and organisation
 - gives rules for contracts
-



Organisation (1)

CEN/TC 348 “Facility Management”

Chairman: Mr. Remko Oosterwijk (NL)

Secretary: Mr. Jappe van der Zwan (NL)

WG 1 “Terms and definitions”

Convenor: Mr. Paul Stadlöder (D)
Secretary: Mr. Jappe van der Zwan

WG 2 “Facility Management agreements”

Convenor: Mr. Stan Mitchell (UK)
Secretary: Mr. Jappe van der Zwan



Organisation (2)

- Actively participating countries:



- In most countries mirror committees are established
- Liaisons with CEN/TC 247, CEN/TC 319, EuroFM and BSA



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CEN TC 348 impressions





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CEN TC 348 impressions





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The logo for NEN (Dutch Normalization Association) is in the top right corner. It features the letters 'NEN' in a bold, blue, sans-serif font. The background is a faded image of two people shaking hands.

CEN TC 348 impressions





Time Frame

For both work items:

- November 2004: CEN enquiry
- March 2006: Document send to formal vote
- July 2006: ENs available



Steps

**Workgroup 2
agreements**

- Agreement on content
- relevant structures
- Legal background

CEN enquiry:
Formal vote of
NSBs

**Workgroup 1 terms
and definitions**

- FM Model
- relevant terms
- services (structure and examples)

Draft sent
to NSBs

Adoption
of draft

FM
standard



09/2003

09/2004

01/2005 12/2006

Start

End



Challenges

- Different **languages**
- Different **views** of Facility Management
- Different **development stages** of Facility Management
- Different **cultures**
- Different **markets**



Approach (1)

- Project market driven
 - Corporation NSB –market on start project
 - Both NSBs /FM professionals markets directly approached
 - Funding by international interested parties
 - Professional secretariat/project management
 - **Involvement and corporation of participants (on a voluntary base)**
 - Speed of decision making
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Approach (2)

- Hiring of a student for inventory relevant documents
- Ambitious planning
- Step-by-step: Focus on two work items
- ‘Keep the momentum’



Observations

- Standardisation will only be successful if there is a **market need** (both demand and supply side)
- Standardisation will only be successful if participants see the benefits and **participate actively** (“broadly based”)
- Standardisation of FM is **accepted** by national branches and EuroFM, so **implementation is simplified**



Following leading examples of the market

The FM Model is derived from existing examples

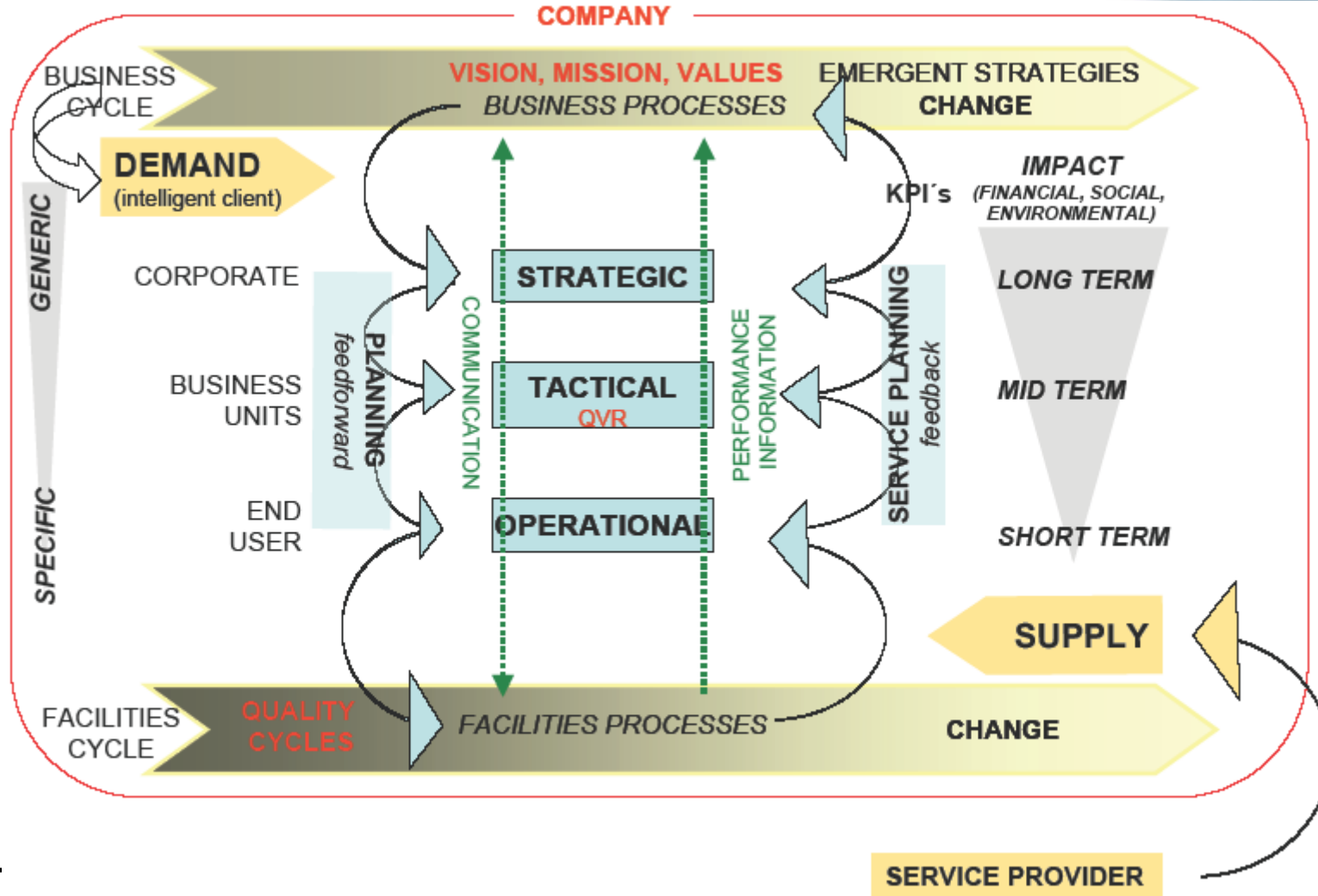
Not a Status Quo should be described, but successful principles

The FM model can be adopted and broadend to additional tasks

The FM Model should be as simple as possible

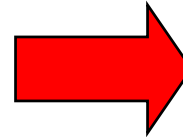
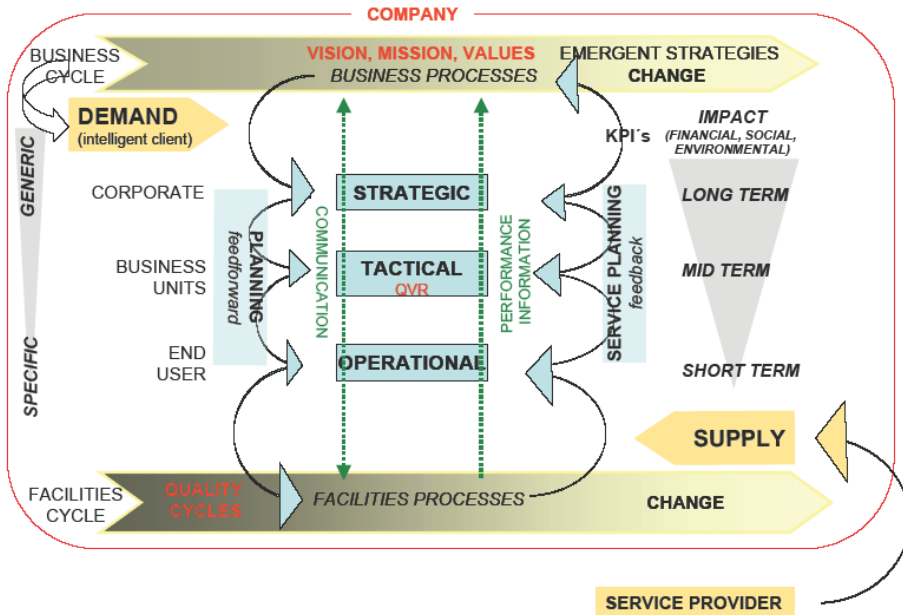


FM Model



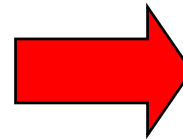


FM Model



Term	Input meeting WG 1 March 0304
Service provider	organisation which delivers facilities as specified in an agreement
Client	organisation which orders the delivery of facilities as specified in an agreement
End user	Individual using, in a permanent or temporary way, the facilities
Outsourcing	Changing the source of the delivery of facilities from resources within the organization to resources outside the organization
Service Level Agreement (SLA)	Agreement on the quality, time and cost of service of the facility between the client and the service provider
Key Performance Indicator (KPI)	Measure that provides information about the output of the most important facility processes for the business
core business	core business covers activities primary processes, assets and services which constitute the distinctive and indispensable competence of an organization in its value chain. The organizational delimitation of the core business (primary processes) from other corporate functions (secondary processes) is decided by each organization individually; this distinction has to be continuously updated by the organization
Facility	a product or service supporting the core business, insofar as it does not form part of that business. Note: Every facility consists of a resource (a tangible facility) or a service (an intangible facility), or is composed of both
client side	Group of organisations which specifies and purchases facilities based on an agreement
supply side	Group of organisations which delivers facilities based on an agreement
life cycle	the life cycle of a facility spans project development (incl. the project idea), planning, design, acquisition, operations, use, maintenance and disposal
life cycle costs	total cost of a facility or its parts throughout its life, including the costs of planning, design, acquisition, operations, use, maintenance and disposal, less any residual value
Change management	to be taken from ISO 9000 2000
Corporate guidelines	internal clients rules for behaviour to fulfill certain requirements e.g. working hours
Business cycle	Anders
Facility cycle	Continuum of the coordination between demand side and supply side 2 sides: physical (products) and soft side services, both with different cycles (timeframe)
Intelligent client	Ability to be able to specify needs Paper from Phil Roberts/Dernhard Williams -> Keith

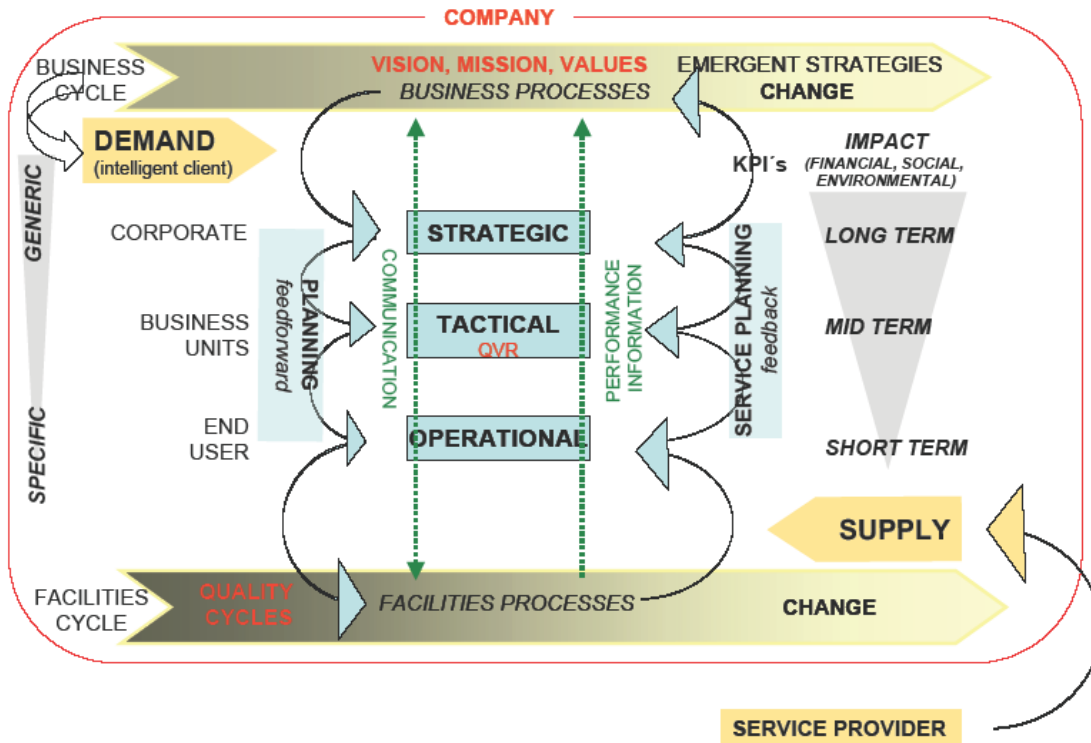
From the model



To the terms and definitions



FM Model



FM Model

FM Processes

Service Categories

Service Catalogue



Working Definition of Facility Management

- **Facility Management** is a discipline that improves and supports the effectiveness of an organization by integrated management and delivery of the appropriate processes that are needed to achieve business objectives.
 - **Scope** covering operational, tactical and strategically level
 - **Scope** covering all sectors
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Terms and definitions (examples)

Facility a product or service supporting the core business, insofar as it does not form part of that business Note: Every facility consists of a resource (a tangible facility) or a service (an intangible facility), or is composed of both.

Life cycle of a facility spans project development (incl. the project idea), planning, design, acquisition, operations, use, maintenance and disposal.



Terms and definitions (examples)

A red arrow pointing to the right, containing the text 'strategic FM' in white, bold, sans-serif font.

strategic FM

- translation of the business objectives and of decisions of the leaders
- respond on discussion within the decision making group and giving inputs
- risk analysis within FM and within the core business
- reporting: use of resources, costs, quality, compliance to laws and guidelines
- policy making for the FM community
- creating corporate standards for space, assets, processes
- managing the impact of facilities on the core business
- care for knowledge management and HR planning within FM
- long term goals, strategic planning process (incl. Updates of decision of core business)
- planning and controlling of recourses and long term budgets
- create proactive initiatives to improve the core business
- demonstrate the contribution of FM to business objectives



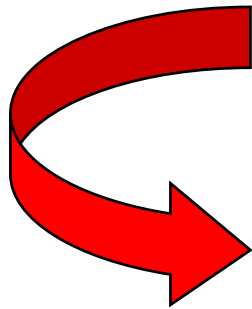
visions for European Market

- common understanding of demands and offers
 - increase of internal and external efficiency of organizations
 - easier development of service providers
 - better education in FM
-



End

Thank you for your attentions and please remember that standardisation of Facility Management is very important for any organization!



So participate via your NSB and join us



WG 1:
08/09 July in Paris

WG 2:
02 June in London



Sponsorship (1)

Why?

- To gain an in depth knowledge of the project and its direction and conclusions
- To support the professionalism of FM

Sponsorship benefits

- **3 year's membership** of EuroFM as a Corporate Associate



Sponsorship (2)

- Membership of the Euro FM CEN project **Corporate ‘Link Group’**.
- Receive copies of all other **relevant project documents**.
- Advantage of **promoting** your sponsorship of the European FM Standards.
- Possibility to join **seminars and courses** relating to the Standards Project with **discount**.



Sponsorship (3)

Sponsorship costs

EUR 10.000,-- (excluding VAT) payable in advance

Information

- Website EuroFM (www.eurofm.org)
- Jappe van der Zwan (secretary CEN/TC 348)
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E-mail: jappe.vanderzwan@nen.nl



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contact

CEN TC 348

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