

Focused on excellence in Facility Management

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### 10 Things to know about ISO 41001

Get the facts – don't risk being misled by what is often an uninformed view

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FMS WorkSpace is where you operate and maintain your certified ISO 41001 Facility Management System



## 10 Things to know about ISO 41001

**With misinformation increasingly common, we thought you might be interested in some of the plain facts about ISO 41001 and certification, or to be more precise, self-certification. Here are some things that might surprise you.**

### **1 As an organisation, you can self-certify to ISO 41001 if you operate a Facility Management System**

True

Any organisation with a Facility Management System in conformity with ISO 41001 can make a self-determination and self-declaration, i.e. self-certify (see Clause 0.1).

For many organisations, this might be as far as they need to go. For others, having confirmation from an external party that is able to demonstrate competence in FM (e.g. MSACS) is an inexpensive second step. Registration of the Facility Management System by a third-party certification body is a further option, but can be expensive.

### **2 As an organisation, you can only be assessed against ISO 41001 by a certification body**

False

The assessment of an organisation's conformity with ISO 41001 must follow ISO 19011:2018 *Guidelines for auditing management systems* and ISO/IEC TS 17021-11:2018 *Conformity assessment (for short)* which sets out the competence required by those involved in auditing and certifying Facility Management Systems. It is not enough to be a certification body with experienced assessors and auditors. All assessors and auditors need to be competent in FM. MSACS's assessors have the competence and were also part of the team that developed ISO 41001.

### **3 Certification to ISO 41001 is just for large organisations**

False

A Facility Management System is scalable and suitable for the smallest and largest of organisations. Most FM organisations are small or medium size and do not need extra personnel to implement or operate a Facility Management System.

### **4 Assessors and auditors are unlikely to understand our business**

Depends

Anyone assessing or auditing your Facility Management System must be able to demonstrate competence in FM.

### **5 You need to own the facility/facilities to be certified to ISO 41001**

False

You need to have responsibility for managing the facility/facilities, either on behalf of the owner or as a management-led, multi-service provider.

### **6 Service providers cannot be certified to ISO 41001**

False

Any FM organisation can implement and seek certification or claim self-certification so long as it is working in conformity with ISO 41001. FM service providers must have a management role beyond simply delivering services.

### **7 Computer systems and those operating them can be certified to ISO 41001**

False

### **8 An organisation must include all its facilities in the scope of its Facility Management System to be certified to ISO 41001**

False

A Facility Management System can apply to all or some of an organisation's facilities. It is not restricted by geography. There can be benefits in having a dedicated Facility Management System for each facility; however, one covering all facilities can also be regarded as beneficial. Each organisation can decide for itself on which is better.

**9 The scope of the Facility Management System certified to ISO 41001 cannot cover multiple organisations in multiple national or international locations**

Depends

Much depends on how you define organisation. Separate legal entities would not qualify; however, an organisation with devolved operating units would. For example, an organisation in multiple national or international locations would qualify.

**10 A body that certifies organisations to ISO 41001 cannot also provide consultancy services**

False

Many organisations need a helping hand to get started and this is where consultancy can be invaluable. So long as there is a strict division between consultancy and certification, the practice is acceptable. MSACS complies with this principle.

**The Next Steps**

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**Why is ISO 41001 so important for FMs?**

Facility owners, operators and tenants in the public and private sectors are increasingly requiring their facility management organisations and external service providers to maintain a Facility Management System because it enables more efficient and cost effective service delivery. ISO 41001 is the global standard for establishing, implementing, maintaining, updating and improving an integrated Facility Management System.

**Introducing FMS WorkSpace**

**FMS WorkSpace is a unique virtual environment where you establish, operate and maintain your certified ISO 41001 Facility Management System. Everything you need is there in WorkSpace.**

MSACS will guide you quickly through the steps within your FMS WorkSpace to achieve your certificate of conformity with ISO 41001.

Learn how to operate your Facility Management System and earn CPD/CPE hours at the same time. There is also a built-in virtual instructor-led training (VI-LT) feature for training and development.

Adopt our evidence-based approach to support your organisation's conformity with the requirements of ISO 41001. Since MSACS manages FMS WorkSpace on your behalf, you can rest easy knowing that when a client or customer asks for proof we are there to support you.

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Send us your contact details and we will send you an invitation so you can see for yourself how MSACS and FMS WorkSpace can help you.