



Introduction to Facility Management

Roadmap for Standardization

Remko Oosterwijk- partner Fier.fm

afnor





Short History

- Initiative taken in Madrid (2002)
- First Meeting on European Level in Amsterdam
- Common vision on definition FM and FM Model (2005)
- EN 15221-1 and -2 published in 2006
- EN 15221-3/6 published in 2011
- EN 15221-7 published in 2012

7 Standards in 10 Years Time-
Superior Effort



Added value standardization in Facility Management

- 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 **new tools and systems**

Standardization supports
EU service policy!



Possibilities and limitations

- Standards are agreements (private international law)
- Created for and by the market
- Content is to be determined by the market
- Not mandatory, sometimes made mandatory
- Made on national (NEN, BSI, ..) and European level (CEN)
- No conflicting national standards with European standards

=> Both possibilities and limitations!



Challenges

- Correct representation of the market
- Integration of those parties within the CEN (country) system
- Active participation => all parties concerned

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



Back to daily business

Fier.fm: > 70 years experience in Facility Management

- Fier.fm: Facility Management consultancy
- >200 participants in benchmarks
- > 200 participants in networking groups
- Service offering in Netherlands, Belgium, Germany
- Collaboration with Universities en High Schools

Partners Fier.fm:

