

**Title: European Standards in Facilities Management: Benchmarking Foundation**  
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If we believe that facilities management is a professional discipline that sits alongside the more traditional and recognisable built environment professions then we need to demonstrate our capability as well as our value to the organisations that we serve.

If we accept that premise then 'standards' are what it's all about, in the broadest sense of course! If we accept that 'standards' are an essential part of our professional tool kit then benchmarking is what will provide us with the ammunition, focus and credibility to measure and demonstrate the value that we offer organisations large and small in every sector.

If you don't agree with the above then best to contact me and we can have the dialog!

### **Standards in Facilities Management**

To better understand the context to which my presentation is based we have to realise that standards in Facilities Management actually started back in the 1980's by those who were involved in the formation of what today are called International Facility Management Association (IFMA) and British Institute of Facilities Management (BIFM). The act of establishing such bodies was in effect attempting to establish professional standards.

It was, and is, all about recognition and trying to ensure that whatever we do within our discipline can be recognised; achieves certain standards; and ultimately delivers real value to the organisations which we serve. The development of standards in all aspects is part of the core intent of any professional body.

If we then extrapolate that to our role as facilities management professionals what we need are standards to which we can strive to perform; standards which will acknowledge our competencies and experience; standards that will enable us to demonstrate and measure performance. All vital tools should we wish to be recognised for the job that we do and the value that we bring to the disparate and varied stakeholder groups that we serve.

### **The background**

Through an initiative that started in 2003 a group of like minded facilities management professionals from across Europe decided that the time was right to collaborate and start to utilise the Europe wide organisations that exist to create some momentum as well as recognition to the professionalism of facilities management.

Within the UK the 'National Standards Body' is the British Standards Institute (BSI). From BSI the BIFM led the establishment of a Facilities Management Committee which in turn was able to assist in the establishment of a Technical Committee within the CEN Organisation (European Committee for Standardisation). CEN effectively is a European level organisation to which 31 Countries across Europe belong and effectively sits between the International Standards Body and any National Standards Body. Standards that exist within CEN can be elevated to ISO standards through due process.

The BSI Facilities Management Committee has been at the forefront of the work that goes on behind the scenes through providing the 'experts' to contribute to the development of such standards as well as Convenors in three instances to lead the development of the BS EN 15221-2 standard 'Guidance on Facilities Management Agreements'; BS EN 15221 - Guidance on the development and improvement of processes; and BS EN 15221-7 'Benchmarking'.

To put this work in context I will endeavour to explain the nature of the standards world and then perhaps put that into context regarding why this work remains important.

### **What is a standard?**

In terms of the 'standards world' i.e. those organisations whose role it is to establish national and international recognised standards, it is a technical document designed to be used as a rule, guideline or definition. It is a consensus-built, repeatable way of doing something.

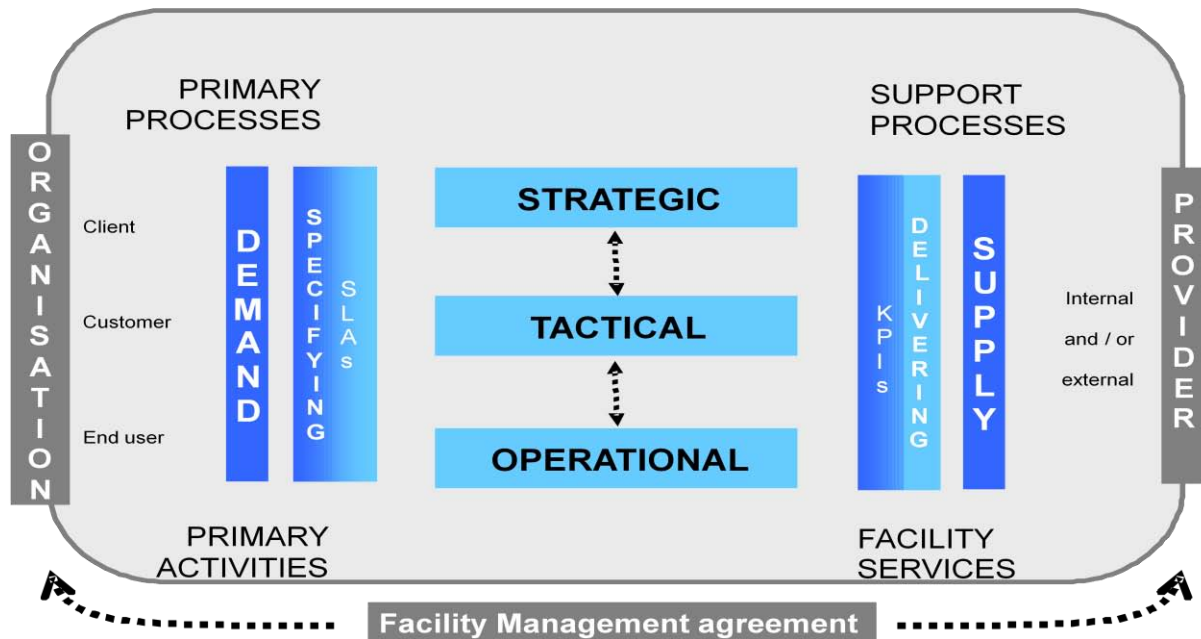
Standards are created by bringing together a diverse range of interested parties in order to ensure a robust process is followed and that all those who have an interest and contribution to make have the

opportunity to do so. All parties benefit from standardisation through a common benchmark against which services and products can be compared.

A European Standard (EN) automatically becomes a national standard in the 31 member countries.

### **FACILITIES MANAGEMENT European Standards**

In 2006 the first two standards in Facilities Management 'BS EN 15221-1 Terms and Definitions' and 'BS EN 15221-2 Guidance on How to prepare Facilities Management Agreements' were published following a period of some three years of hard work to establish the European Technical Committee.



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Currently the second phase of the development of European standards is coming to a conclusion, in the development of them at least, and will be completed this year with formal publication occurring in 2011.

There are currently four standards under development which are seen as a prerequisite to the development of a benchmark standard. They have yet to be accepted but are outlined below:

#### **15221-3 Quality in Facilities Management**

1 Scope

2 Normative references

3 Terms and definitions, abbreviations

4 Basics of quality management

5 Process of quality management

Annex A (informative) GAP-Model

Annex B (informative) Additional information and recommendation for measurement metrics

## 15221-4 Taxonomy of Facilities Management

1 Scope

2 Normative References

3 Terms and Definitions

4 Derivation of facility products and relationship model

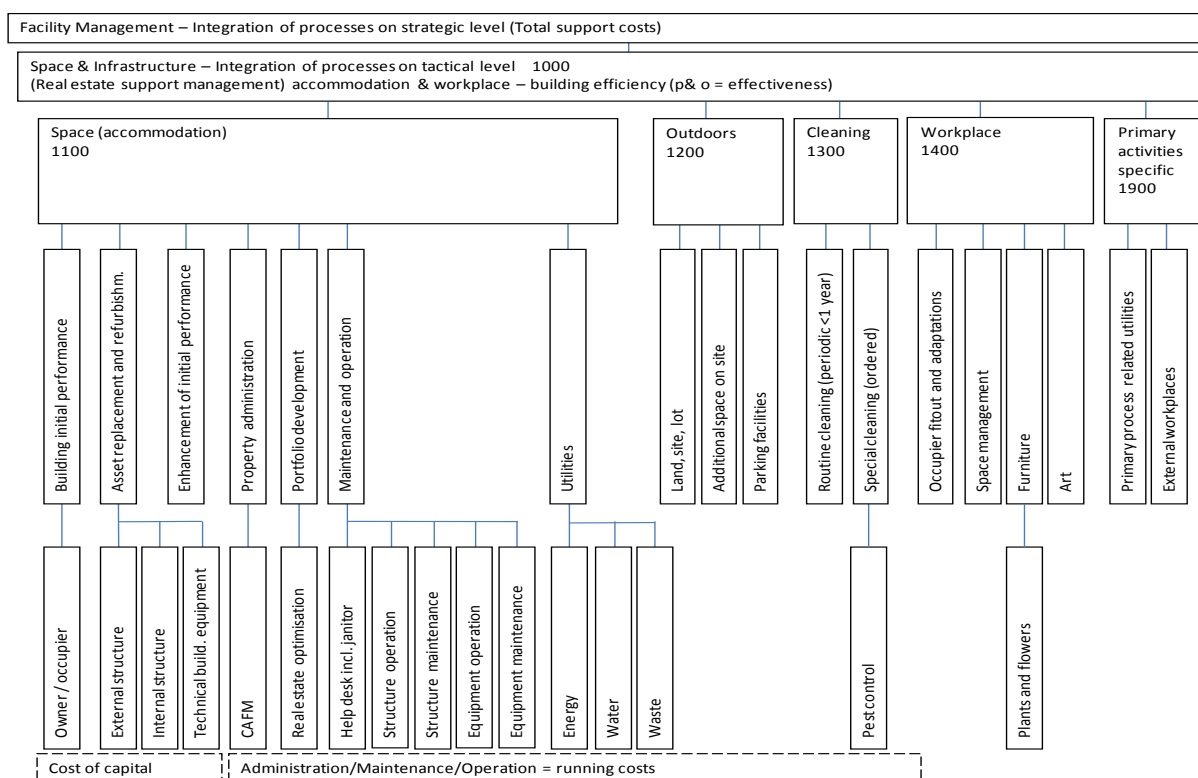
5 Description of the standardised facility products

6 Facility management related cost and income definitions

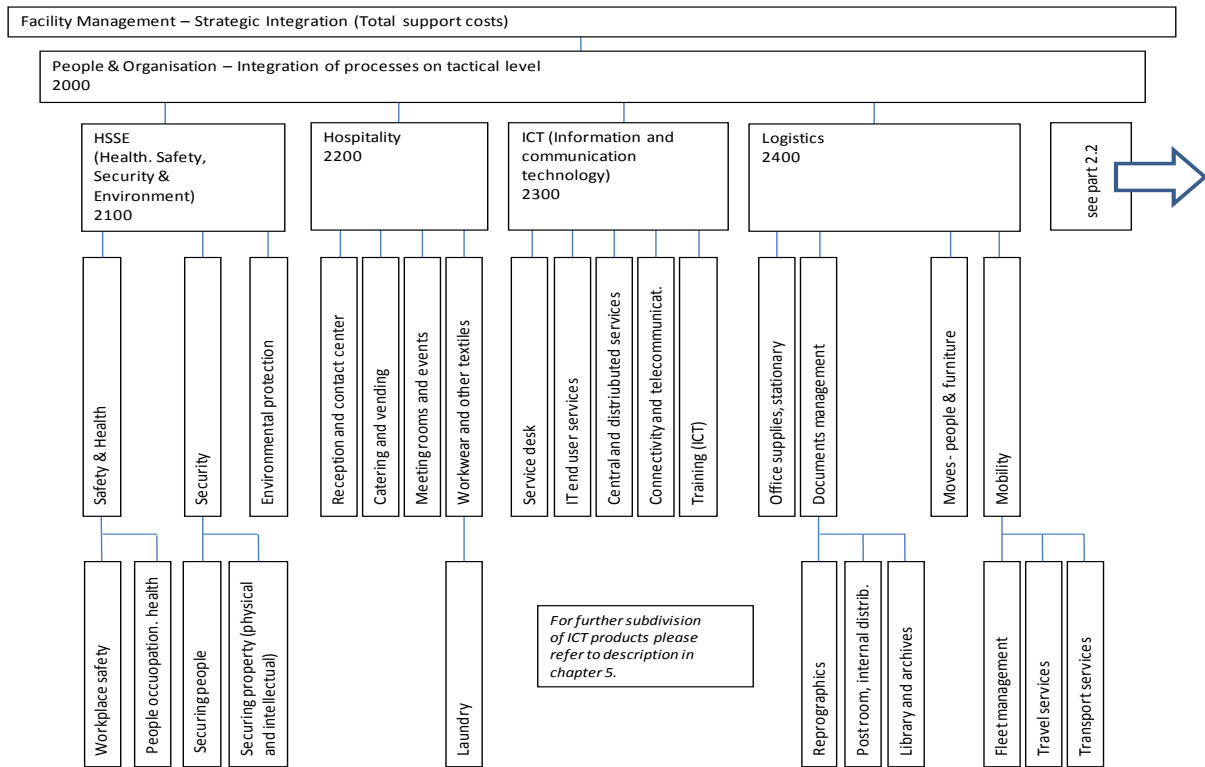
Annex A (informative) Graphic representation of the facility product map

Annex B (informative) additional comments to specific facility products

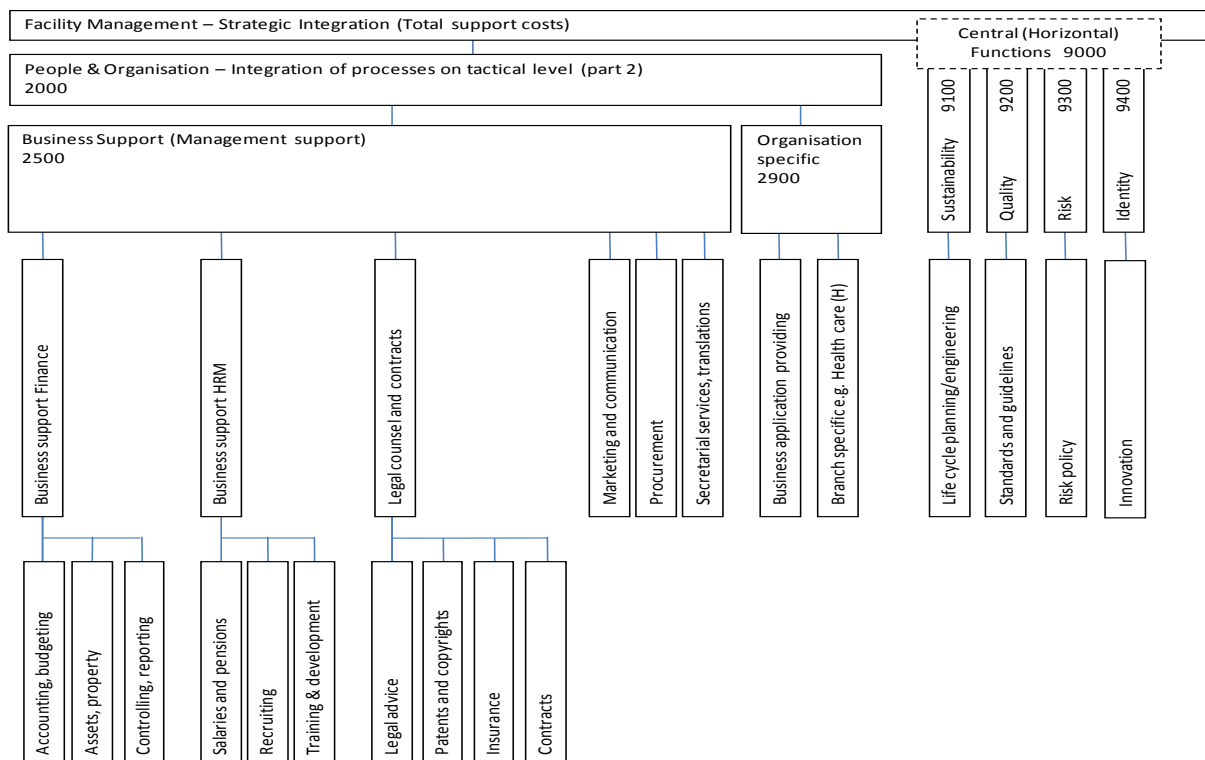
The hierarchy of 'facilities products' is shown in the slides below:



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## 15221-5 Facilities Management Processes

- 1 Scope
- 2 Normative references
- 3 Terms and definitions
- 4 Principles of Facility Management processes
- 5 Developing Facility Management Processes
- 6 Assessing Facility Management processes
- Annex A Examples of Generic Processes
- Annex B (informative) Checklist

## 15221-6 Facilities Management Space Measurement

- 1 Scope
- 2 Normative references
- 3 Terms and definitions
- 4 Methods and units of measurement
- 5 Framework of area and space measurement
- 6 External areas
- Annex A (informative) Area Matrix
- Annex B (informative) Further illustrations
- Annex C (informative) Examples for subcategories to Technical Areas, Circulation Areas, Amenity Areas and Primary Areas

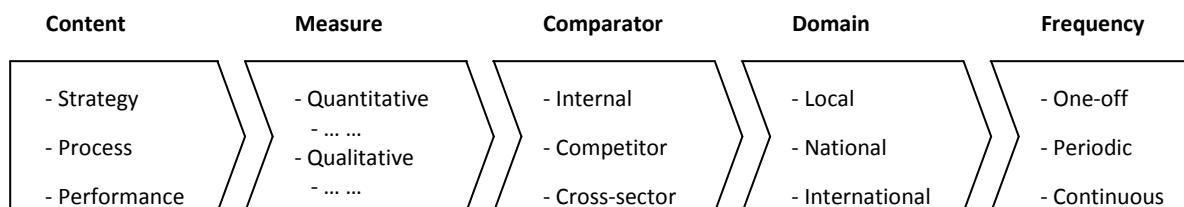
Total Level Area (TLA)						
Non Useable Area (NUA)	Gross Floor Area (GFA)					
	External Construction Area (ECA)	Intra Muros Area (IMA)				
		Internal Construction Area (ICA)	Net Floor Area (NFA)			
			Partition Wall Area (PWA)	Net Room Area (NRA)		
				Technical Services Area (TSA)	Circulation Area (CA)	Useable Area (UA)

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## 15221-7 A new European Benchmark Standard in Facilities Management

This new standard that will build upon the standards listed above is currently in progress. This standard aims to bring at last a standard approach to the identification and collection of data in a manner that will be meaningful across our profession.

The classification of benchmarking forms is shown below from the standard.



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This standard will focus upon six key comparators all of which will be of value to what we are trying to do. They are:

1. Financial
2. Spatial
3. Environmental
4. Quality
5. Satisfaction
6. Productivity

The longer term goal from an effective benchmarking standard being to bring the global consensus together and create a standard that we can use anywhere in the world and as a result ensure that our long term credibility as a professional discipline and value offering to the communities that we serve can be sustainable.

There will of course be much to be done particularly as the concept of true facilities management begins to emerge worldwide.

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