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**NATIONAL STANDARD OF THE
PEOPLE'S REPUBLIC OF CHINA**

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**Facility management - Management systems - Requirements
with guidance for use**

设施管理 管理体系 要求及使用指南

(English Translation)

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Foreword

This document complies with the provisions of GB/T 1.1-2020 "Standardization Work Guidelines Part 1: Structure and Drafting Rules of Standardization Documents" Drafting:

This document is equivalent to ISO 41001:2018 "Facility Management Management System Requirements and Guidelines for Use":

Please note that some content in this document may be subject to patents: The publisher of this document assumes no responsibility for identifying patents:

Introduction

0.1 General

Facilities Management (FM) integrates multiple disciplines and strives to impact the economic efficiency and productivity of society, communities and organizations while Impact on the way individuals interact with the built environment: Facilities management impacts society and society through the services it manages and delivers:

Human health, well-being and quality of life:

Although facilities management has such a wide-ranging impact, its basic principles and practices lack a global level of understanding: This document is for Provides a foundation for a general explanation and understanding of facilities management and the ways in which facilities management can benefit organizations of all types:

The development of global common structures and supporting standards will promote the development of the facilities management services market: Evaluate and measure common tools used in facility management the foundation will benefit the facilities management

industry: This is the main motivation and purpose of this document:

In a globally competitive environment, facilities management organizations and service providers need to use common Communicate principles, terminology, and concepts, including performance assessment and measurement: This document aims to improve the organization's delivery of facilities management attention and quality levels, thereby driving the organization's facilities management to improve its maturity and competitiveness in delivery:

Benefits of integrated facilities management system standards include:

- Increase labor productivity and improve safety, health and well-being;
- Facilitate communication between public sector organizations, private sector organizations and between the two on requirements and approaches;
- Improve efficiency and effectiveness, thereby improving the organization's cost benefits;
- Improve service consistency;
- Provide a common platform for all types of organizations:

This document is suitable for any organization with the following needs:

- Establish, implement, maintain and improve an integrated facilities management system;
- Ensure that it conforms to its declared management policy;
- Demonstrate compliance with this document through the following matters:
 - Make self-evaluations and self-declarations, - Seek confirmation of compliance from relevant parties within the organization, - Seek confirmation of compliance from relevant parties outside the organization through self-declaration, - Seek certification/registration of the facility management system from an accredited third-party certification body:

0.2 Process approach this document adopts the management system standard framework developed by ISO to improve the consistency of ISO management systems:

This document advocates the use of a process approach by organizations in establishing, implementing and improving management system standards and improving their effectiveness by meeting customer requirements:

Enhance customer satisfaction:

An activity or a set of activities managed through the use of resources to convert inputs into outputs can be considered a process: Usually, a process the output directly forms the input of the next process:

The systematic application of these processes within an organization, together with the identification and interaction of these processes and their management, may be called a

"process approach":

The advantage of the process approach is the continuous understanding of the connections between individual processes and the combination and interaction of processes in a system of these processes:

control:

When a process approach is used in a facilities management system, it emphasizes the importance of:

a) Understand and meet the needs of the organization through an integrated planning process;

Note: A demand organization is a needy entity that has the authority to meet requirements by spending costs: It is usually the authorized representative of a functional department within the organization:

b) The relationship between the integrated planning process and Chapters 4 to 10 of the facilities management system;

c) Documents related to facility management system requirements and certification assessment entities;

d) All of the above in a management-level environment;

e) Continuous process improvement based on objective measurements:

Looking at a facility management system, its core processes begin with understanding and defining the following criteria within the requirements organization:

---Organizational environment: Understand and determine the appropriate facilities management system (see Chapter 4);

---Leadership: understanding the organization's roles, responsibilities, policies and authorities (see Chapter 5);

---Planning: understanding risks, strategic objectives and current policies (see Chapter 6);

---Support: Understand the available and required resources in terms of finance, human resources, and technology (see Chapter 7);

---Operation: Deliver integrated facilities management services (see Chapter 8);

---Performance evaluation: benchmark comparison analysis standards, monitoring and meeting target requirements (see Chapter 9);

---Improvement: Review benchmark comparison analysis standards, identify and implement process improvement initiatives (see Chapter 10):

This document refers to the terms requirements organization and organization: This