



# WHY STANDARDS MATTER IN A DISRUPTIVE FM LANDSCAPE



# WHAT STANDARDS ACTUALLY DO FOR FM TEAMS

## **SUPPORT NAVIGATING CHANGE**

BRITISH STANDARDS GUIDE FM LEADERS AND PRACTITIONERS THROUGH DISRUPTIVE CHANGES WITH STRUCTURED METHODS AND TESTED FRAMEWORKS.

## **CONSISTENCY AND COMMUNICATION**

STANDARDS ESTABLISH SHARED DEFINITIONS AND QUALITY EXPECTATIONS, IMPROVING COMMUNICATION BETWEEN CLIENTS, FM TEAMS, AND SUPPLIERS.

## **RISK MANAGEMENT AND COMPLIANCE**

THEY REINFORCE RISK MANAGEMENT AND COMPLIANCE, BUILDING CONFIDENCE AMONG EXECUTIVES THROUGH OBJECTIVE PERFORMANCE EVALUATION.

## **CONTINUOUS IMPROVEMENT FRAMEWORK**

BRITISH STANDARDS PROVIDE A STABLE COMPASS FOR ONGOING IMPROVEMENT AND INTEGRATION INTO CORPORATE GOVERNANCE.

# FMB/1 STRATEGIC DIRECTION FOR FM STANDARDS

## **STRATEGIC LEADERSHIP IN FM STANDARDS**

FMB/1 LEADS THE DEVELOPMENT AND ALIGNMENT OF BRITISH STANDARDS TO MEET EVOLVING INDUSTRY NEEDS AND MARKET TRENDS.

## **NATIONAL AND INTERNATIONAL INFLUENCE**

THE COMMITTEE ADVISES TECHNICAL BODIES AND REPRESENTS UK PERSPECTIVES IN GLOBAL FM STANDARDISATION EFFORTS.

## **CROSS-SECTOR COLLABORATION**

FMB/1 FOSTERS PARTNERSHIPS ACROSS CONSTRUCTION, ASSET MANAGEMENT, AND WORKPLACE DESIGN TO SHAPE BUILT ENVIRONMENT POLICIES.

## **GOVERNANCE AND COHERENCE**

IN SUMMARY OUR OUTPUTS SHOULD BE VIEWED AS - INFLUENCE PROCUREMENT EXPECTATIONS – SHAPING CLIENT REQUIREMENTS & INFORMING FUTURE COMPLIANCE NORMS



# FMW/1 TURNING FM PRACTICE INTO PRACTICAL STANDARDS

## **STANDARDS DEVELOPMENT AND MAINTENANCE**

FMW/1 LEADS THE DRAFTING AND UPKEEP OF FM STANDARDS AT BRITISH, EUROPEAN, AND INTERNATIONAL LEVELS.

## **DIVERSE FM ASPECTS COVERED**

THE COMMITTEE ADDRESSES MAINTENANCE, PERFORMANCE MEASUREMENT, WORKPLACE STRATEGY, DIGITAL TRANSFORMATION, AND SPACE UTILISATION.

## **COLLABORATION AND ALIGNMENT**

FMW/1 COORDINATES WITH BIM, ASSET MANAGEMENT, AND BUILDING DESIGN COMMITTEES TO ENSURE BUILT ENVIRONMENT ALIGNMENT.

AT PRESENT WE HAVE WORK ONGOING IN AREAS SUCH AS;

FM INFORMATION MANAGEMENT (BS 8587), FM SOFT LANDINGS (BS 8565)

FM DIGITAL TRANSFORMATION (ISO). ALL OF THIS IS HUGELY RELEVANT AND HELPS WITH FM BEING BOTH EFFECTIVE & EFFICIENT

IN SUMMARY THIS IS WHERE OPERATIONAL FM EXPERIENCE IS TRANSLATED INTO NATIONAL AND INTERNATIONAL GUIDANCE

# FM AT A CROSSROADS

## **ONGOING TENSIONS**

THERE IS (AND ALWAYS HAS BEEN) A TENSION BETWEEN COST PRESSURES AND ASSURANCE – PERHAPS THESE ARE EVEN MORE HEIGHTENED NOW

## **TECHNOLOGICAL DISRUPTION**

AI, AUTOMATION, AND DATA ANALYTICS ARE TRANSFORMING HOW FACILITIES ARE OPERATED, OPTIMISED, AND MONITORED IN FM

## **ESG AND ORGANISATIONAL EXPECTATIONS**

INCREASED FOCUS ON CARBON REDUCTION, WELLBEING, AND RESILIENCE IS DRIVING FM LEADERS TO ADOPT STRUCTURED DECISION-MAKING.

## **WORKFORCE AND LEADERSHIP CHALLENGES**

FM FACES AGEING LEADERSHIP AND URGENT NEED TO DEVELOP DIGITAL COMPETENCIES AMONG EMERGING PROFESSIONALS.

## **ROLE OF STANDARDS IN FM**

STANDARDS PROVIDE GOVERNANCE FRAMEWORKS TO ENSURE CONSISTENCY, RISK CONTROL, AND CREDIBILITY IN FM OPERATIONS.



# BIG QUESTIONS FM LEADERS ARE FACING

## **AI AND TECHNOLOGY INTEGRATION**

THE HUMAN SERVICE VS DIGITAL EFFICIENCY IN LIVE OPERATIONAL SETTINGS IS NOW A CHALLENGE. THIS CAN COME WITH RISKS OF UNMANAGED ADOPTION

## **WORKFORCE SUSTAINABILITY**

ORGANIZATIONS MUST MENTOR AND DEVELOP NEXT-GENERATION FM PROFESSIONALS AS SENIOR LEADERS RETIRE TO ENSURE WORKFORCE CONTINUITY.

## **WORKPLACE EFFECTIVENESS**

WORKPLACES ARE ASSESSED FOR THEIR ABILITY TO SUPPORT WELLBEING, BELONGING, AND PERFORMANCE IN HYBRID AND MODERN WORK SETTINGS.

## **SUSTAINABILITY AND DATA GOVERNANCE**

FM FACES CHALLENGES DEFINING ESG METRICS, MEASURING PROGRESS, AND MANAGING DATA WITH CONSISTENT GOVERNANCE FRAMEWORKS.

# USING STANDARDS TO GOVERN AI AND DIGITAL ENABLED FM

## **ENSURING DATA CONSISTENCY**

STANDARDS ENFORCE CONSISTENT DATA STRUCTURES AND CLASSIFICATIONS TO REDUCE MISINTERPRETATION ACROSS DIGITAL FM SYSTEMS.

## **ETHICAL AND TRANSPARENT GOVERNANCE**

PROCESS GUIDANCE WITHIN STANDARDS SUPPORTS ETHICAL AI IMPLEMENTATION AND TRANSPARENT GOVERNANCE IN FACILITY MANAGEMENT.

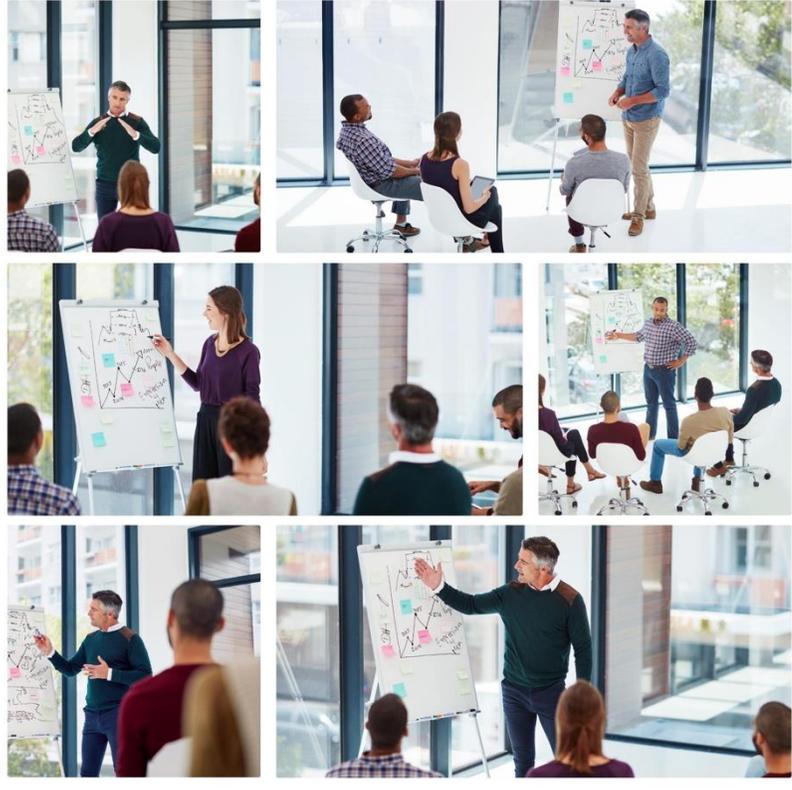
## **PROMOTING INTEROPERABILITY**

STANDARDS ENABLE INTEGRATION OF AI TOOLS WITH CAFM, BMS, ASSET DATA / DIGITAL TWIN PLATFORMS FOR SEAMLESS OPERATIONS.

## **RISK REDUCTION AND PERFORMANCE BENCHMARKING**

STANDARDS PROTECT FM TEAMS FROM VENDOR LOCK-IN, UNVERIFIABLE AI OUTPUTS, INCONSISTENT DATA PASSED TO CLIENTS STANDARDS REDUCE THESE RISKS AND ENABLING GENUINE PERFORMANCE BENCHMARKING.

# BUILDING A CAPABLE AND RESILIENT FM WORKFORCE



## **DEFINING COMPETENCIES**

STANDARDS HELP DEFINE ESSENTIAL COMPETENCIES FOR EFFECTIVE WORKFORCE CAPABILITY IN FACILITIES MANAGEMENT. HELPS TO MOVE AWAY FROM "KEY INDIVIDUALS"

## **BENCHMARKING AND EVALUATION**

STANDARDS ENABLE BENCHMARKING DEVELOPMENT NEEDS AND EVALUATING READINESS FOR FUTURE ROLES.

## **MENTORING AND SUCCESSION**

COMPETENCY FRAMEWORKS SUPPORT MENTORING AND SMOOTHER SUCCESSION FROM OPERATIONAL ROLES TO STRATEGIC LEADERSHIP.

## **CONSISTENT SERVICE DELIVERY ACROSS CONTRACTS**

STANDARDS ENSURE CONSISTENT QUALITY AND REDUCE DEPENDENCE ON INDIVIDUAL KNOWLEDGE WITHIN ORGANIZATIONS.

# WHY DATA STANDARDS MATTER FOR FM DECISION MAKING

## **IMPORTANCE OF ACCURATE DATA**

ACCURATE AND CONSISTENT DATA ENABLES OPTIMIZED BUILDING MANAGEMENT, COST REDUCTION, AND IMPROVED OCCUPANT EXPERIENCE.

## **ROLE OF STANDARDS IN GOVERNANCE**

STANDARDS DEFINE TERMINOLOGY AND MEASUREMENT TECHNIQUES, REDUCING INCONSISTENCIES AND STRENGTHENING DATA GOVERNANCE.

## **ENABLING INTEROPERABILITY**

STANDARDS CREATE INTEROPERABILITY BETWEEN CAFM, IOT PLATFORMS, AND ANALYTICS TOOLS, ENABLING RICHER INSIGHTS AND SMARTER DECISIONS.

## **DRIVING INSIGHT-DRIVEN STRATEGY**

RELIABLE, STRUCTURED DATA SUPPORTS PREDICTIVE MODELS AND MOVES FM FROM REACTIVE TO PROACTIVE, STRATEGIC DECISION-MAKING.

# WHAT STANDARDS DELIVER IN PRACTICE

## **ENHANCED GOVERNANCE STRUCTURES**

IMPLEMENTING ISO 41001 IMPROVES GOVERNANCE BY CLARIFYING ROLES AND STREAMLINING DECISION-MAKING IN SERVICE MODELS.

## **OPTIMIZED SPACE UTILISATION**

STANDARDISED SPACE MEASUREMENT TECHNIQUES HELP REDUCE REAL ESTATE COSTS AND ENHANCE WORKPLACE EXPERIENCE.

## **SUSTAINABILITY AND EMISSIONS REPORTING**

ADHERING TO EMISSIONS REPORTING STANDARDS SUPPORTS CREDIBLE CARBON REDUCTION CLAIMS AND BUILDS STAKEHOLDER TRUST.

## **SMART BUILDING INTEGRATION**

STRUCTURED DATA STANDARDS ENABLE INTEGRATION OF SMART TECHNOLOGIES, REDUCING DUPLICATION AND ACCELERATING ROI

## **UTILISING STANDARDS FULLY**

BRING BETTER CLIENT CONVERSATIONS, FEWER DISPUTES OVER PERFORMANCE AND STRONGER BUSINESS CASES

# USING STANDARDS TO POSITION FM AS A STRATEGIC PARTNER

## **REPOSITIONING FM AS STRATEGIC PARTNER**

FM LEADERS CAN TRANSFORM THE FUNCTION FROM OPERATIONAL SUPPORT TO GENUINELY SPEAK THE LANGUAGE OF THE BOARD

## **ROLE OF STANDARDS**

ULTIMATELY STANDARDS PROVIDE CREDIBILITY NOT BUREAUCRACY.

## **ENHANCING COMMUNICATION WITH EXECUTIVES**

SUPPORTING LEADERSHIP IN UNCERTAIN TIMES.

## **DRIVING INNOVATION AND RESILIENCE**

ADOPTING STANDARDS HELPS FM LEAD INNOVATION AND BUILD RESILIENT, ADAPTABLE WORKPLACES AMID UNCERTAINTY.



# WHY ENGAGING WITH STANDARDS STRENGTHENS FM

## **EMBEDDED STANDARDS**

BY INTEGRATING STANDARDS LIKE THOSE IN THE ISO 41001 SUITE FM LEADERS AND PRACTITIONERS CAN TRANSFORM MANAGEMENT PRACTICES EFFECTIVELY.

## **LEADERSHIP PARTICIPATION**

LEADERS MUST ACTIVELY ENGAGE IN STANDARDS COMMITTEES TO SHAPE THE FUTURE OF FACILITY MANAGEMENT – WHY NOT JOIN US.

## **STRENGTHEN COLLABORATION**

COLLABORATION WITH ORGANIZATIONS LIKE BSI STRENGTHENS FM'S COLLECTIVE VOICE AND GUIDANCE CO-CREATION.

## **USE STANDARDS STRATEGICALLY**

ADOPTING STANDARDS AS ENABLERS BUILDS RESILIENCE, DRIVES IMPROVEMENT, AND ENSURES LONG-TERM SUCCESS IN FM.

STANDARDS ARE NOT ABOUT COMPLIANCE ALONE THEY ARE ALSO ABOUT PROFESSIONAL CONFIDENCE AND INFLUENCE



IF THERE CAN BE A FINAL TAKEAWAY FROM OUR PRESENTATION IT IS THAT  
“STANDARDS HELP FM’S DELIVER TODAY, WHILE STAYING READY FOR WHAT'S  
NEXT”

THANK YOU