BSI Training Academy

By Royal Charter

Your complete guide to
ISO 41001:2018
Facility Management Training

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ISO 41001:2018

New International Facilities Management (FM) Standard provides a framework for facilitating effective and efficient FM structures and resourcing.

Organizations need to be aware of the importance of keeping on top of ever-changing trends in how and where people work. Facility Management function not only integrates multiple disciplines, thereby having influence on the efficiency and productivity of economies of societies, communities and organizations but also has a direct effect on health, well-being and quality of life of the employees of an organization and societies and population at large, through the services it manages and delivers. This makes facilities management an essential aspect of organizational success and the reason new international guidelines have been published.

ISO 41001: 2018 is about recognizing the scope of responsibilities and creating a management structure and resource appropriate to the needs of the organization. The implementation of Facility Management Management standard includes benefits

- Improved workforce productivity, safety and health and well-being;
- Improved communication of requirements and methodologies among and between public and private sector organizations;
- Improved efficiency and effectiveness, thus improving cost benefits to organizations; and Improved service consistency

> " *ISO 41001 will help clarify the 'what' as well as the 'why' facilities management is a strategically important discipline to all organizations in the management, operation and maintenance of the workplace, its assets and operational efficiencies.*
>
> **Stanley Mitchell, Chair of ISO/TC 267, the technical committee which developed the standard.**

Why make BSI your first choice for ISO 41001 training

Our tutors

When it comes to teaching how to make standards work, our tutors are the best in the business. As experienced assessors with years of hands-on business and industry experience, they understand the challenges you're most likely to face. They are passionate about standards and have a proven ability to facilitate great learning.

Our expertise

As the world's first National Standards Body an founding member of ISO, no one knows standards like BSI. And when you train with us you benefit from thi experience. You can trust us to say we know what we're talking about and you'll benefit from a premium learnin experience. When it comes to standards even our competitors choose us.

Our approach Accelerated Learning

We really understand how training works and that everyone learns and retains knowledge differently. Based on the latest research, our accelerated learning approach is proven to fast-track learning, improve knowledge retention and ensures you can apply your knowledge straight away. We constantly evaluate our results based on your satisfaction and success rate, to provide the best training experience in the industry.

Our solution

We provide a proven pathway to success, wherever you are in your training journey. So whether you want to build your knowledge, learn how to implement or how to audit and improve your management system, we have the right solution for you. You'll also learn right beside your peers; we'll discuss real-world challenges and share best practice based on over 100 years' experience.

Why invest in training from BSI?

When you attend a BSI training course, our tutors are the best in the business. They're truly passionate about sharing their knowledge and ensuring you learn. Trusted experts with years of hands-on and business experience, they bring the subject matter to life with relevant and contemporary examples that means you can focus on learning.

Public Training Courses are available

Network and learn best practices from a variety of sectors with our diversified schedule of courses and locations.
Talk to one of our experts to find out more.

Training delivered at your site

This could be a convenient and cost effective option, especially if you have multiple delegates.
Talk to one of our experts to find out more.

Our BSI Training Academy ISO 41001:2018 courses

ISO 41001:2018 Requirements – 1 day

Level **1**

Who is this for	This course will help you improve	You will gain the knowledge & skills to:
• Personnel involved in the planning, implementing, maintaining an ISO 41001 • Individuals responsible for ensuring effective management of facilities in business units and organizations • Auditors of ISO 41001: 2018 Facility Management Systems.	• Improve workforce productivity, safety and health and well-being • Communication of requirements and methodologies among and between public and private sector organizations • Efficiency and effectiveness, thus improving cost benefits to organizations	• Explain the benefits of the application of the standard • Explain the scope and applicability of the standard • Explain the operational framework specified in the standard and the link to the HLS • Describe the common themes throughout the standard

ISO 41001:2018 Implementation – 2 days

Level **1 2**

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• Personnel involved in the planning, implementing, maintaining an ISO 41001 • Individuals responsible for ensuring effective management of facilities in business units and organizations • Auditors of ISO 41001: 2018 Facility Management Systems	• Efficiency and effectiveness, thus improving cost benefits to organizations and service consistency • Become familiar with a typical framework for implementing a Collaborative Business Relationship Management System. • Recognize where adjustments might need to be made, to this framework, to accommodate your particular situation and progress made to date. • Have the skills to conduct your own baseline review of your organization's current position with regards to ISO 41001:2018.	• Recognize a typical framework for implementing ISO 41001: 2018 • Interpret key concepts and identify the benefits of implementing an effective FMS - ISO 41001:2018 • Conduct a base line review of an organization's current position with regard to ISO 41001:2018 • Implement key concepts and requirements of ISO 41001:2018

ISO 41001:2018 Internal Auditor – 2 days

Level **1 2 3**

Who is this for	This course will help you	You will gain
• Anyone involved in the auditing, maintaining or supervising of an ISO 41001:2018 FMS.	• Prepare, conduct and follow-up on ISO 41001:2018 audit activities • Gain the skills to assess an organization's capability to manage its Facility Management System • Write factual audit reports and suggest corrective actions.	• Knowledge to explain the guidelines of auditing management systems according to ISO 19011:2011 • Knowledge to describe the application of these guidelines to auditing ISO 41001:2018 • Skills to initiate the audit, prepare audit activities and conduct the audit activities • Knowledge on preparation and distribution of the audit report, completion of the audit • Skills to conduct an effective audit follow-up

ISO 41001:2018 **Requirements**

Level **1**

Facility management (FM) integrates multiple disciplines in order to have an influence on the efficiency and productivity of economies of societies, communities and organizations, as well as the manner in which individuals interact with the built environment. This training course provides the basis for a common interpretation and understanding of FM and the ways in which it can benefit organizations of all kinds.

"The training was very good and participants enjoyed the training very much. Thanks a lot for the cooperation extended and to a very good trainer! "

A.N. Pandey, Senior Specialist, RTA

Our course agenda

- Course aims, objectives and structure
- FM- Who was involved in its development?
- Benefits of a FMS
- Key terms & definition
- Key concept 1: Process approach
- Key concept 2: Plan-Do-Check-Act (PDCA)

- Key concept 3: High level structure
- Introduction to ISO 41001:2018
- Clause 4: Context of the organization
- Clause 5: Leadership
- Clause 6: Planning for the FMS
- Clause 7: Support

- Clause 8: Operation
- Clause 9: Performance evaluation
- Clause 10: Improvement
- Reflection & feedbac

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bsigroup.ae/training

Make sure this is the right course for you

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ISO 41001:2018 Implementation

Level 1 ○ 2 ○

The development of the market for FM services would be enhanced by the presence of a common global structure and supporting standard. The sector benefits from a common basis upon which FM can be assessed and measured. This is the primary driver for, and purpose of, this document. In a globally-competitive environment, FM organizations and providers need to communicate among themselves and with interested parties using common principles, concepts and terms, including assessment and measurement of performance.

Our course agenda

Day 1

- Course aims, objectives and structure
- Implementing a FMS
- Overall project management process & link to PDCA
- Understanding organizational context
- Documented information
- Determine the need for documentation
- Conducting a base-line gap assessment
- Project plan and process approach
- Determining a coherent system
- Leadership
- Planning for the FMS
- Identifying risks & opportunities

Day 2

- Create policy & objectives
- Support
- Determining knowledge & competence
- Operation
- Processes & criteria for external providers
- Performance evaluation
- Monitoring, measurement, analysis & evaluation
- Internal audit, management review & improvement
- Course review & questions
- Reflection & feedbac

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ISO 41001:2018 Internal Auditor

Level 1 2 3

FM affects the health, well-being and quality of life of much of the world's societies and population through the services it manages and delivers. Delivery of practical and precise FM raises the standard of care and increase levels of quality, thereby stimulating organizational maturity and competition. This course helps organizations, that intent to establish, implement, maintain and improve an integrated FM system and assure itself of conformity with its stated management policy. Furthermore, demonstrate conformity with ISO 41001: 2018 by seeking confirmation of its conformity by parties having an interest in the organization.

Our course agenda

Day 1

- **Module 1: Facility management system ISO 41001**
- Intended outcomes
- Components overview
- Internal audit requirement
- **Module 2: Guidelines for auditing management systems ISO 19011**
- Terms and definitions (auditing)
- What is an audit?
- Plan, Execute, Report, Close-out (systematic)
- Process for auditing
- Audit evidence
- Audit programme
- Document review & sampling
- Audit scope, objectives and criteria
- Principles of auditing
- Typical audit activities
- Audit responsibilities

- **Module 3: Planning the audit**
- Initiating the audit
- Document review
- Audit Plan
- Sampling
- Audit work documents
- **Module 4: Execute the audit**
- Opening meeting
- Communications, attributes and question types
- Verifying information
- Recording the objective evidence
- Internal audit video

Day 2

- Review of Day 1
- **Module 4: Execute the audit**
- **(continued)**
- Nonconformities
- Simulated internal audit
- Documenting nonconformities
- Preparing audit conclusions & the closing meeting
- **Module 5: Report an audit**
- Typical audit report contents

- **Module 6: Close-out an audit**
- Audit close-out
- Course review & questions

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"The trainer was an exceptionally good instructor. Being only a pleasant and knowledgeable gentleman who made the course both interesting and relevant."

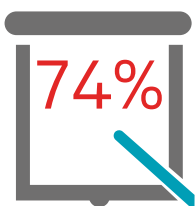Greg Bartman, Lieutenant Commander, Saudi Arabia

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Why training is important
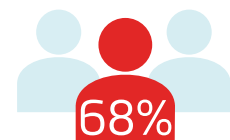
Great businesses need great people

Research shows that when an organization invests in training and development, they reap real rewards:

74% The percentage of employees that feel like they're not reaching their **full potential**

40% of employees with poor training **leave their job** within the first y ar

68% of workers say training and development is the **most important workplace policy**

Turn our experience into your expertise

8.84 / 10

Exceptional experience:

8.84 is the average rating delegates gave to their **overall experience of BSI**

50,300 days

The number of days BSI spend with clients a year so we know….

From Sept 2017 to Sept 2018, we have trained over **11,000** people

9.51 out of 10

Best in class Tutors:

Customers who have been trained gave an overall tutor rating on average at

9.26 out of 10

Subject Matter Experts:

Our tutors have extensive industry expertise, allowing them to provide real life examples with relevant course material. **Our average is 9.51 out of 10**

Next steps

Get in touch today and make your business more resilient.

Inquire now
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