



ISO 41001 certification of Ministry of Defence Servicepunt



Facility Management to the next level

BSI was requested by the Dutch Ministry of Defence, one of the largest employers in the Netherlands with over 67,000 employees, to carry out an audit based on ISO 41001, the latest international standard for Facility Management (FM). The certification not only improved communication and transparency within the Ministry of Defence but empowered a mindset of giving professionals on location as much freedom as possible to learn from mistakes and adjust practices accordingly.

A complex organisation with a vision

The Ministry of Defence has 44 locations throughout the Netherlands, making it a complex organisation with a high degree of standardisation and harmonisation of processes required. This complexity and interdependency can create obstacles in accessing information and services if not managed organically.

“The Ministry of Defence is actually many organisations in one, with all kinds of mutual dependencies” explains Ian Van der Pool, Head of Corporate Office, and Deputy Director of Servicepunt, the one-stop shop for all support that integrates people, locations, and processes at

the various military sites in the Netherlands within the Defence’s environment.

“Servicepunt is a pure facility management organisation” explains Van der Pool who was involved in the creation of the ISO 41001 standard as a subject matter expert. “It serves both internal customers from all different Defence components and external customers”.

Before launching Servicepunt on December 1st 2022, Defence needed to make sure it was set up according to the highest FM standard, so Van der Pool approached BSI in early 2022 to initiate a pre-audit phase for ISO 41001 certification.

“If you are going to set up a central organisation, you have to have a facility management system that each of those 44 locations can work with, despite all the differences between a naval unit and an air force unit – points out Leon Hendrikx Servicepunt’s Director. “The question was whether the direction we chose was the right one, so before we started with Servicepunt, we asked BSI to look at it”.

Find out more at bsigroup.com



Servicepunt



“ISO 41001 helps FM teams achieve optimum efficiency serving the needs and demands of the various stakeholders with effective, safe and sustainable business processes.”

Leon Hendrikx, Director, Servicepunt

Implementing efficiency and transparency at central management level

The audit started in April 2022. It was the first ISO 41001 audit ever in continental Europe and the first ISO 41001 audit ever at a government institution worldwide. ISO 41001 helps FM teams achieve optimum efficiency serving the needs and demands of the various stakeholders with effective, safe and sustainable business processes.

“Due to the complexity of the organisation, with many processes and procedures, the audit was challenging,” says Rob Wollrabe, an experienced Lead Auditor at BSI for the ISO 41001 involved in the certification process.

“In the first phase of this process, we conducted a pre-audit to determine how much progress had been made towards implementing the ISO 41001 standard – explains Wollrabe - Servicepunt immediately followed up effectively and decisively on the points of attention from the pre-audit”.

The starting point, says Van der Pool, was to see what could be tied together at the central level:

“We started with the central organisation. At each location, the service manager is responsible for implementing the standard and adjusting his business system accordingly”.


“During the certification audit - explains Wollrabe - the Ministry of Defence demonstrated that it has implemented a facility management system in line with the requirements of the standard. The audit, therefore, resulted in a positive recommendation for certification”.

A smarter workflow and a culture change

With the new certification, Defence has set up a smarter Facility Management workflow, with a focus on continuous improvement.

Ralf Veltman, Enterprise Sales & Partnership Manager at BSI: “We have been working with the Ministry of Defence for 10 years on other ISO standards, including for environmental management. Many organisations are required by customers or suppliers to meet certain standards and apply for certification.

The Ministry of Defence has chosen to purchase this service from us because they know that it will make them better and more efficient. It creates awareness within the organisation.”



“More than the implementation of a new standard, the ISO 41001 certification is also a driver of culture change.”

Leon Hendrixx, Director, Servicepunt

Advantages of implementing ISO 41001 in a nutshell:

- Improves workforce health and safety
- Reduces impact on the environment
- Minimises costs
- Provides a strategic competitive advantage
- Adds value inside and outside the organisation
- Is globally scalable.

More than the implementation of a new standard, the ISO 41001 certification is also a driver of culture change. “It is a matter of looking very differently at your organisation and your people; how do we work together and add value to the client? – says Van der Pool - The knowledge is already deep in the organisation, but how do you unlock it? Knowledge exchange is therefore a distinct part of the new structure.”

According to Laurens Jobse, Commander of the Facility Logistics and Security Brigadier General Division, there has been a significant improvement in the facility process and implementation.

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The big change is that the fragmentation of entry points to get support has been reduced to one entry point that can be accessed via a click on the computer or smartphone”- adds Jobse. This change has greatly improved the customer focus of their facility management.

“The desired organisational culture – adds Hendrixx - is that our people matter. If they experience obstacles, we are there to remove them as much as possible and ensure they can do their job properly. That requires a different mind-set”.

The Ministry of Defence now enters a continuous improvement process, where BSI conducts annual audits and re-certifies every three years. During the annual audits, we focus on the key points and zoom in on a few components. By continuously improving the FM processes and addressing any gaps or weaknesses, organizations ensure the safety, security, and well-being of their employees, customers, and stakeholders.

Why BSI?

As the secretariat of the ISO committee for facility management standards, we've been at the forefront of ISO 41001 throughout its development. That's why we're best placed to help you understand the standard.