

1 Introduction

Facility Management has changed considerably during the past years. Facility managers are constantly challenged by new influences and expectations from the market and from their customers. The bucket of responsibilities a facility manager has by consequence changed to a more divers, complex and extended range of different expertise; technological, environmental, economical, etc.

International recognized standards are an excellent tool for facility managers to organize and optimize their activities and support them in adding value to the entire organization. ISO 41001 is an important management system standard for Facility Management and is just recently been finalized and published. The intention of ISO 41001 is to provide a framework to facility managers to help in structuring, managing and optimizing the Facility Management department.

By implementing the standard, the Facility Management organization is forced to rethink their processes, to document the way of working and to describe the roles and responsibilities.

2 Why this training is needed?

Very often, Facility Managers suffer from the large scope of the profession. Organizations, teams and employees do not understand what Facility Management is and how this profession can add value to the entire build environment.

A training is needed to inform the Facility Management ecosystem about the new definition and the fact that Facility Management is now defined as a management standard. This includes that certification in the futures is possible.

By presenting and explaining the different topics in the standard, the attendees will be able to understand the structure and the content. This is a starting point to explore if an implementation in their organization is possible.

By adding real live examples and best practices, the attendees can participate in the discussion and increase their knowledge.

3 Who should attend?

- Facility Managers
- Property Managers
- Real Estate Managers
- Students in Facility Management
- ...

APFM – Training program

ISO 41001 – Management System Standard Facility Management

4 Content of the training

In this training the new ISO standard 41001 will be explained and approached from different perspectives:

- Key aspects of the management system standard of Facility Management
- Relation with other management system standards from ISO
- Detailed presentation of ISO 41001 standard
- Overview of other international standards for Facility Management
 - o ISO 41011: Terms & definitions
 - o ISO 41012: Guidance on strategic sourcing and the development of agreements
 - o ISO 41013: Scope, key concepts and benefits
- Business case
- High level implementation plan with tips & tricks
- Lessons learned

5 About Ine Schaepe

Ine Schaepe (1985) combined technical and management degrees that makes her a perfect Facility & Asset Management consultant and trainer.

Ine has a Master degree in Architecture of the University of Antwerp and participated in the "Business economics for non economics" at the Antwerp Management School in 2011. She has a 3 Continent Master of Global Management degree from the Antwerp Management School in Belgium, Xavier Institute of Management in India and Fordham University, Graduate School of Business in New York, US).

In 2016 Ine graduated as Master in Facility Management & Real Estate at Saxion University in Deventer – Greenwich London (2015-2016). In her master thesis she compared the ISO standard for Asset Management and the European standard for Facility Management.

Ine started her professional career as an architect with a local architecture office "Architect partnership Planners". She was performing as a project architect for large multi-functional buildings from 2008 to 2012.

In 2012 Ine started with PROCOS Group as a Facility Management consultant. She supports large organization in improvement programs for Facility and Asset Management; defining the organizational structure, redesign of the processes and the implementation of an Integrated Workplace Management System.

Ine is member of the ISO Technical Committee establishing the ISO 41000 standards for Facility Management. She participates as an expert in the CEN technical committee for the European Standard for Facility Management EN 15221.

Ine is co-author of the Facility Management Trend report in Belgium for 2015 and 2017 presented in collaboration with the IFMA Belgian Chapter.

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In 2017 Ine won the “young expert award” of the Belgian Standardisation Body NBN. The award is a recognition of her hard work in standardization in Belgium, Europe and across the globe.