

INTERNATIONAL  
STANDARD

ISO  
41001

First edition  
2018-04

---

---

---

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

*Facility management — Systèmes de management — Exigences avec directives d'utilisation*



Reference number  
ISO 41001:2018(E)

© ISO 2018

## Contents

	Page
<b>Foreword</b>	<b>iv</b>
<b>Introduction</b>	<b>v</b>
<b>1 Scope</b>	<b>1</b>
<b>2 Normative references</b>	<b>1</b>
<b>3 Terms and definitions</b>	<b>1</b>
<b>4 Context of the organization</b>	<b>4</b>
4.1 Understanding the organization and its context	4
4.2 Understanding the needs and expectations of interested parties	4
4.3 Determining the scope of the FM system	5
4.4 FM system	5
<b>5 Leadership</b>	<b>5</b>
5.1 Leadership and commitment	5
5.2 Policy	6
5.3 Organizational roles, responsibilities and authorities	6
<b>6 Planning</b>	<b>7</b>
6.1 Actions to address risks and opportunities	7
6.2 FM objectives and planning to achieve them	7
<b>7 Support</b>	<b>8</b>
7.1 Resources	8
7.2 Competence	8
7.3 Awareness	8
7.4 Communication	8
7.5 Documented information	9
7.5.1 General	9
7.5.2 Creating and updating information	9
7.5.3 Control of documented information	9
7.5.4 FM information and data requirements	10
7.6 Organizational knowledge	10
<b>8 Operation</b>	<b>11</b>
8.1 Operational planning and control	11
8.2 Coordination with interested parties	11
8.3 Integration of services	11
<b>9 Performance evaluation</b>	<b>11</b>
9.1 Monitoring, measurement, analysis and evaluation	11
9.2 Internal audit	12
9.3 Management review	12
<b>10 Improvement</b>	<b>13</b>
10.1 Nonconformity and corrective action	13
10.2 Continual improvement	14
10.3 Preventive actions	14
<b>Annex A (informative) Guidance on the use of this document</b>	<b>15</b>
<b>Bibliography</b>	<b>45</b>