



European Standardization in Facility Management
Guidance on quality in Facility Management: EN 15221 Part 3
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Agenda



European Standardization in Facility Management – CEN TC 348

Guidance on quality in Facility Management: EN 15221 – Part 3

Contact

Existing Standards EN 15221-1 und EN 15221-2



EN 15221-1: Facility Management - Part 1: Terms and Definitions Version EN 15221-1:2006

This draft European standard gives relevant terms and definitions in the area of Facility Management. It also provides a structure of facility services.

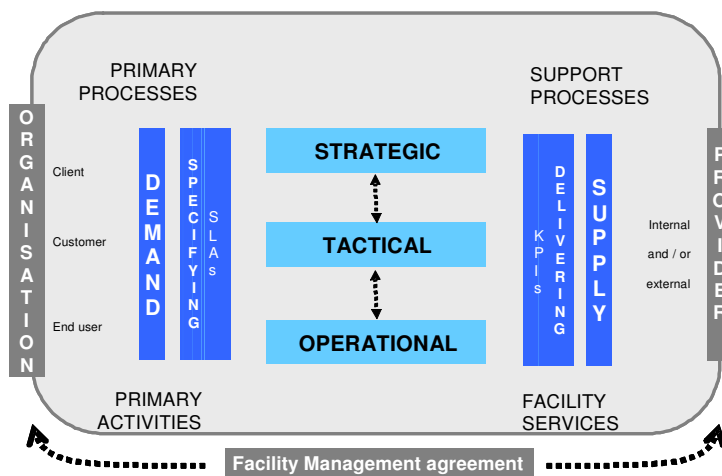
EN 15221-2: Facility Management - Part 2: Facility Management — Agreements -Guidance on how to prepare Facility Management agreements Version EN 15221-2:2006

This document is a working and standardized tool intended for parties who wish to draw up the Facility Management agreement within the European Common Market. It offers headings, which are not exhaustive. Parties may or may not include, exclude, modify and adapt these headings to their own contracts.

Definition of Facility Management

An integrated process to support and improve the effectiveness of the primary activities of an organization by the management and delivery of agreed support services for the appropriate environment that is needed to achieve its changing objectives

extract: FM-Model from EN 15221-1



current projects of the CEN TC 348



EN 15221-3: Facility Management - Part 3: Guidance on quality in Facility Management

Provides guidance how to measure, achieve and improve quality in fm. It gives complementary guidelines to ISO 9000, ISO 9001 and EN 15221-2 within the framework of EN 15221-1.

EN 15221-4: Facility Management - Part 4: Taxonomy of facility management

Focused on the concept of classified facility products / services by defining relevant interrelationship of service elements and their hierarchical structures, associated terms and cost allocation

EN 15221-5: Facility Management - Part 5: Guidance on the development and improvement of processes

Provides guidance to fm organisations on the development and improvement of their processes to support the primary activities.

EN 15221-6: Facility Management - Part 6:

Space measurement
Area and space measurement for existing buildings

Guidance on quality in Facility Management: EN 15221 – Part 3 Table of content (1)



Foreword

Common Introduction for the European Standards EN 15221-3, EN 15221-4, EN 15221-5 and EN 15221-6

- 0 Introduction to Guidance on quality in Facility Management**
 - General
 - Terms product and service – general and in facility management context
- 1 Scope**
- 2 Normative references**
- 3 Terms, definitions and abbreviations**
 - Terms and definitions
 - Abbreviations
- 4 Basics of quality management**
 - 4.1 Importance of quality in FM
 - 4.2 Criteria, background, elements and influences to quality
 - 4.3 Type of Characteristics
 - 4.4 Pathway from needs to experiencing Delivery
 - 4.5 Quality Management

Guidance on quality in Facility Management: EN 15221 – Part 3 Table of content (2)



5 Process of quality management

- 5.1 General introduction
- 5.2 Analyze needs and demand
- 5.3 Specify requirements
- 5.4 Elaborate Service Level
- 5.5 Developing measurement metrics (hierarchy of indicators)
- 5.6 Quality aspects in organizing delivery of facility products
- 5.7 Quality aspects in delivering facility products
- 5.8 Measurement and calculation
- 5.9 Analyze deviation
- 5.10 Actions based on deviation
- 5.11 Control and improvement cycles

Annex A (informative) GAP-Model

Annex B (informative) Additional information and recommendation for measurement metrics

- B.1 Recommendation for designing a metric system
- B.2 Attributes of indicators
- B.3 Indicators selection criteria
- B.4 Required properties of indicators
- B.5 Data gathering techniques
- B.6 Domains and categories on indicators

WG 3 – Quality: Abstract terms and definitions Definitions from ISO 9000



Quality:

degree to which a set of inherent characteristics fulfils requirements

Requirement:

need or expectation that is stated, generally implied or obligatory

Characteristic:

distinguishing feature

A characteristic can be inherent or assigned and can be qualitative or quantitative.

There are various classes of characteristics, such as the following:

- physical (e.g. mechanical, electrical, chemical or biological characteristics);
- sensory (e.g. related to smell, touch, taste, sight, hearing);
- behavioral (e.g. courtesy, honesty, veracity);
- temporal (e.g. punctuality, reliability, availability);
- ergonomic (e.g. physiological characteristic, or related to human safety);
- functional (e.g. maximum speed of an aircraft).

WG 3 – Quality: abstract of terms and definitions



Product:

result of a process

product categories, as follows:

- services (e.g. transport);
- software (e.g. computer program, dictionary);
- hardware (e.g. engine mechanical part);

grade

category or rank given to different quality requirements for products, processes or systems having the same functional use. [ISO 9000:2005]

service level

complete description of requirements of a product, process or system with their characteristics
The described set of characteristics in the SL can be graded within boundaries suitable for measurement and analysis.

WG 3 – Quality: abstract of terms and definitions



indicator

Measured or calculated characteristic (or a set of characteristics) of a product according to a given formula, which assess the status or level of performance at defined time.

key performance indicator (KPI)

measure that provides essential information about performance of facility services delivery
[EN 15221-1:2006]

client key performance indicator

indicator that provides essential information about performance of the client organisation
The client key performance indicators have to be given by the client organisation, based on its strategic goals pursuing the development of the primary activities.

FM-indicator

indicator that measures the quality of facility products
They are used on different levels (e.g. strategic, tactical or operational Level)

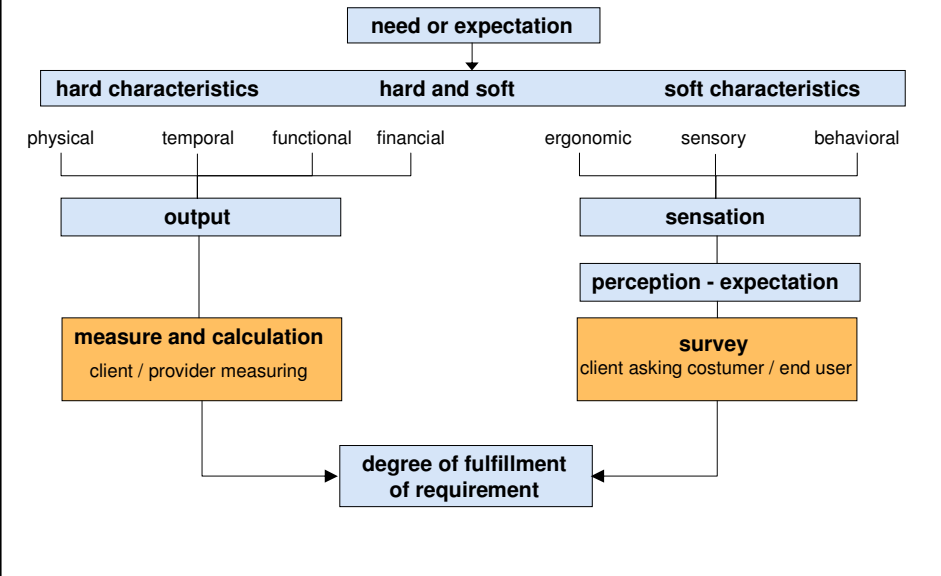
FM-key performance indicator (FM-KPI)

FM-indicator influencing the primary activities of the organisation by feeding client key performance indicators. FM-indicator linked to client's organisation objectives and related facility product which directly impacts the primary activities.

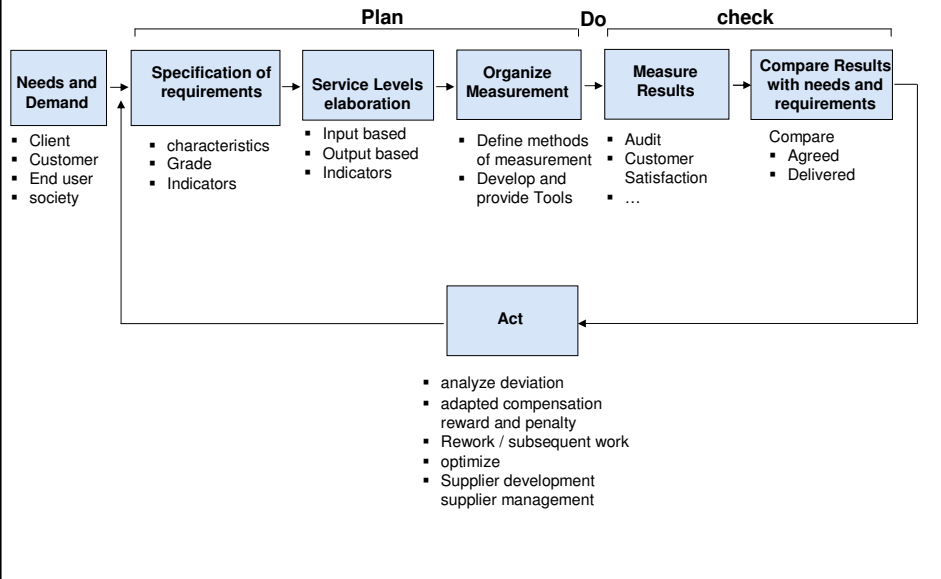
FM-top indicator

indicator important for the FM activities without being FM-KPI

Quality and quality related terms: EN 15221 Part 3

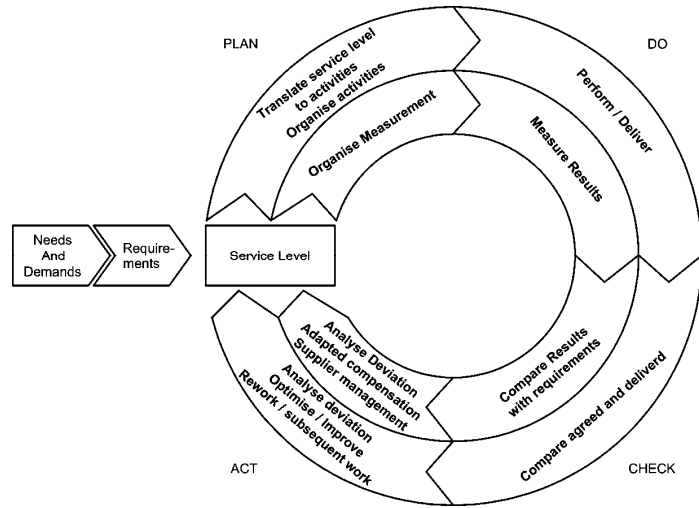


Process description: Quality Management in FM

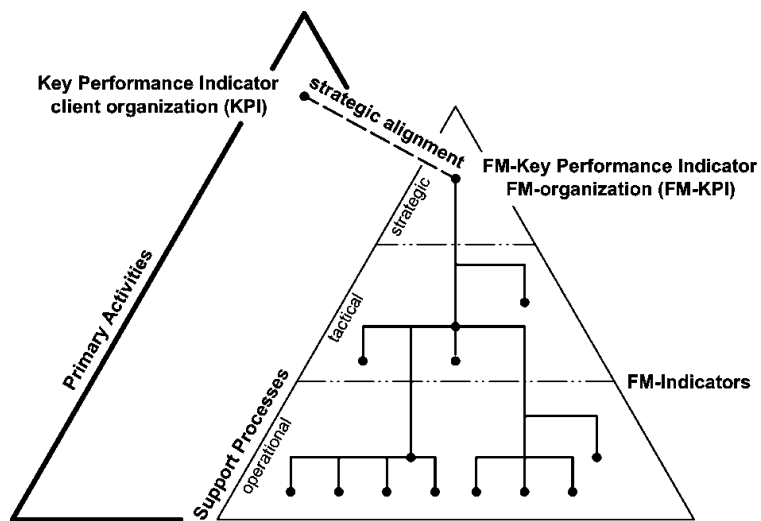




Process description: Quality Management in FM

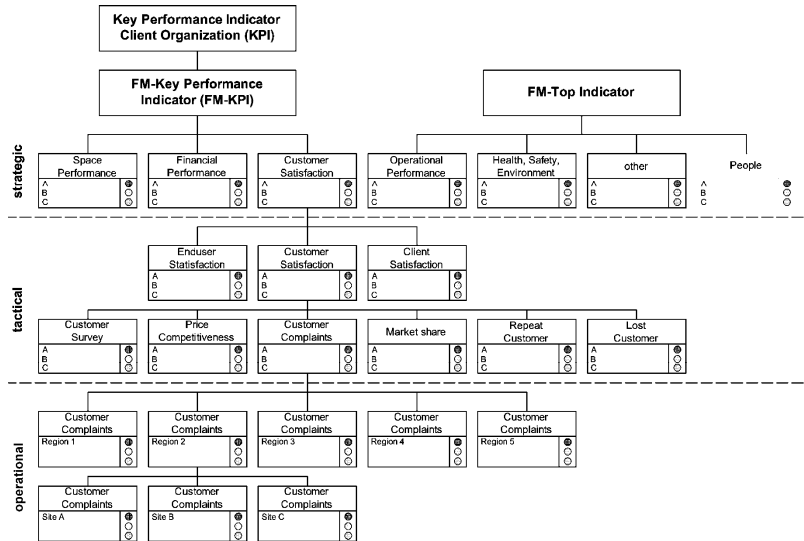


Quality Management in FM – Types of indicators

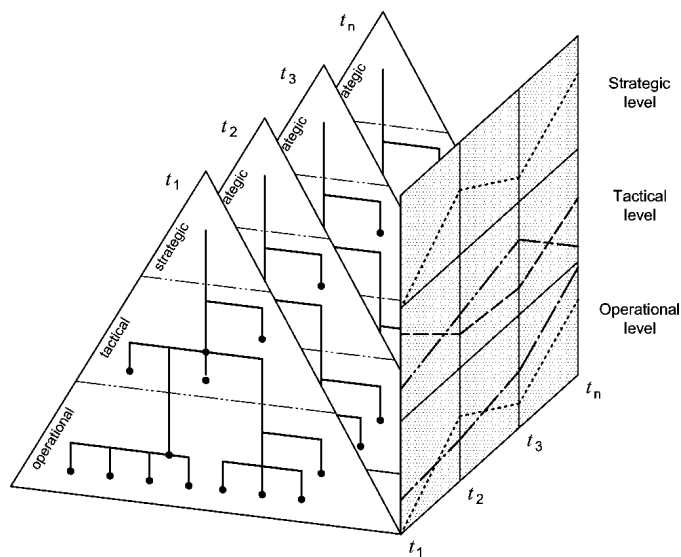




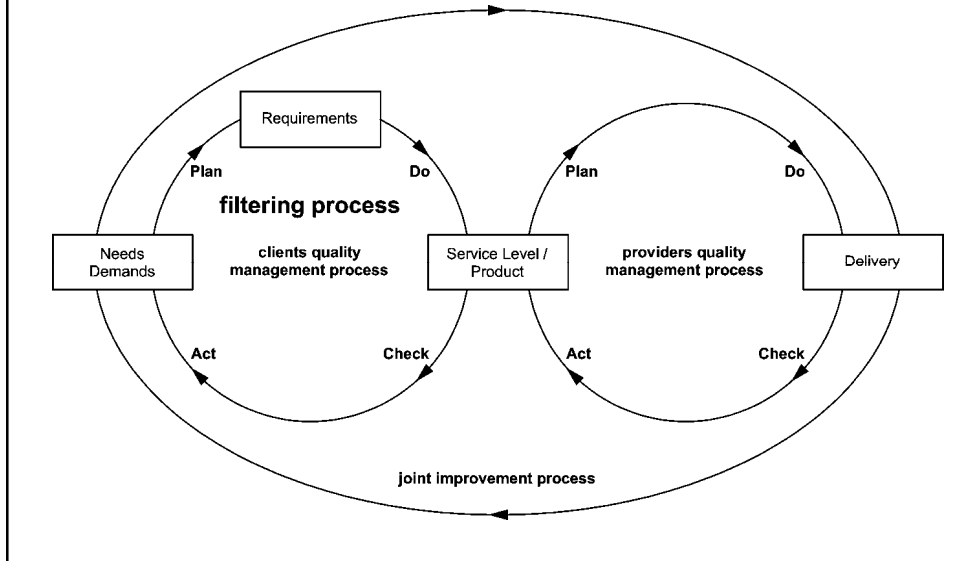
Example of hierarchy and aggregation of indicators



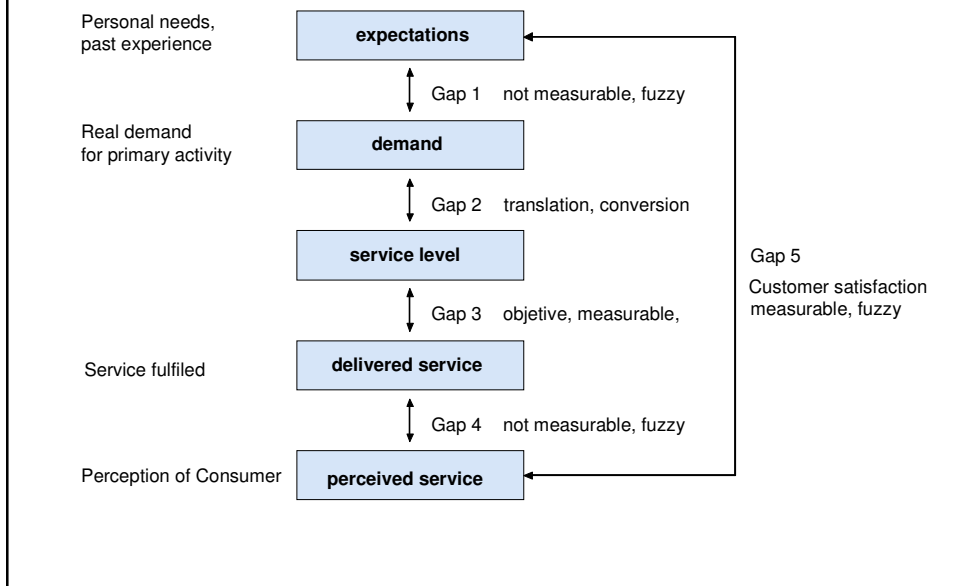
Indicators histogram



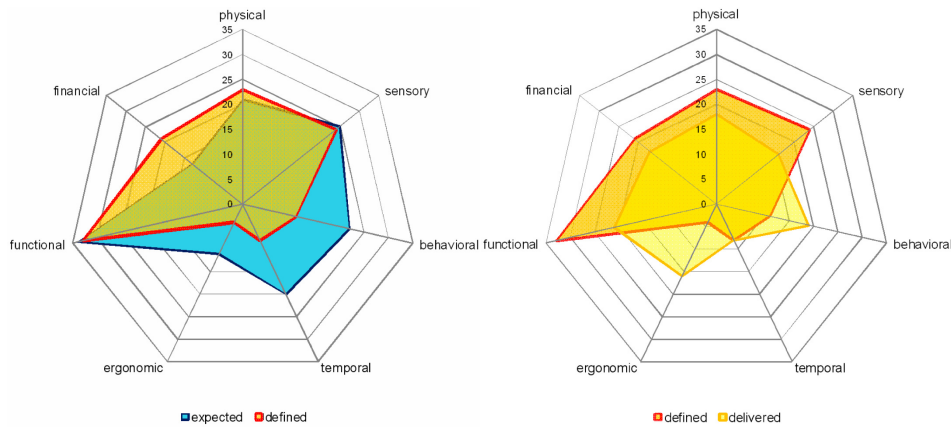
Control and improvement cycles



WG 3 – Quality: GAP-Model on service quality



Quality: GAP-Model on service quality
Gaps in characteristics between expected vs. Planned
and defined vs. delivered



Kontakt



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