



safma

Conference & Exhibition
21-22 August 2018

Hendrik Wannenburg

Strategic System Standard

Agenda

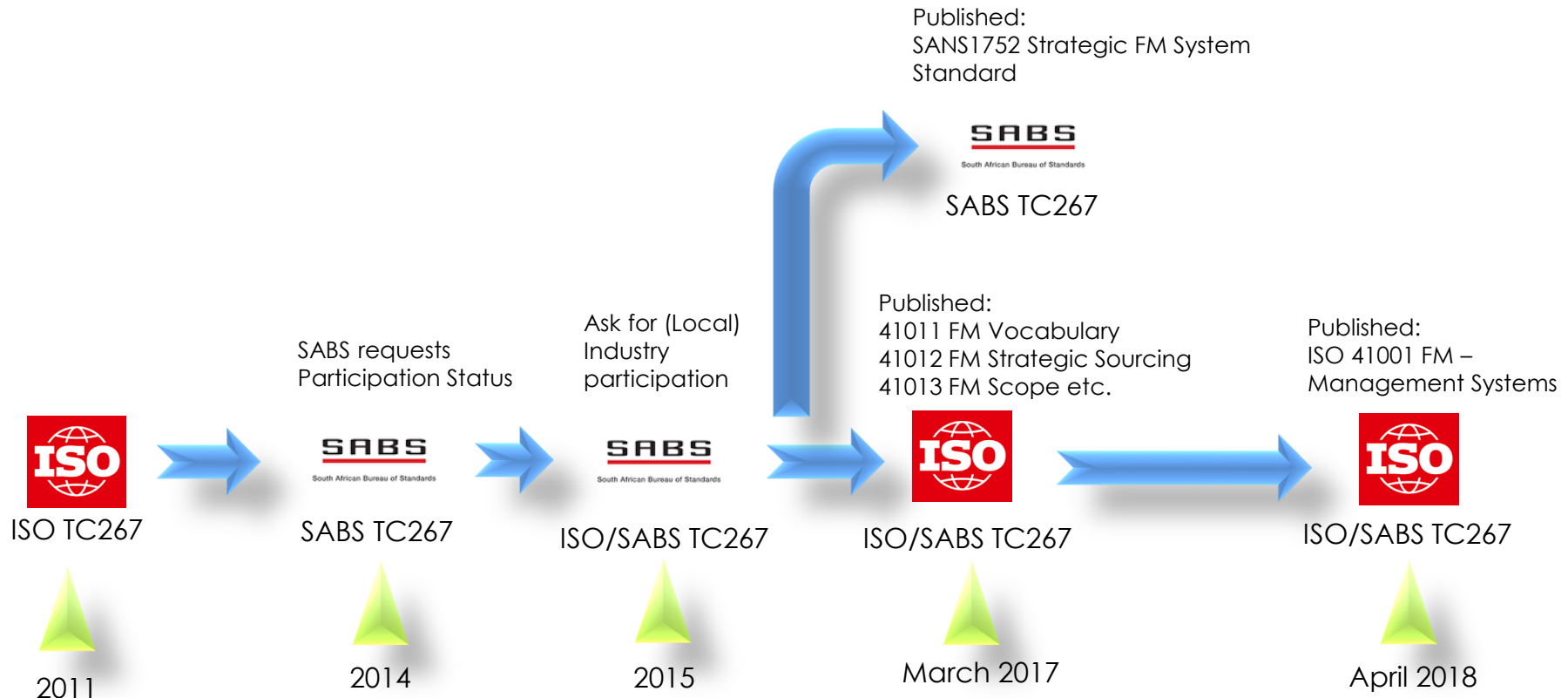
- SANS1752 – where did it come from?
- The six pillars
- Comparison to ISO 41001
- What next?

SANS 1752 – where did it come from?

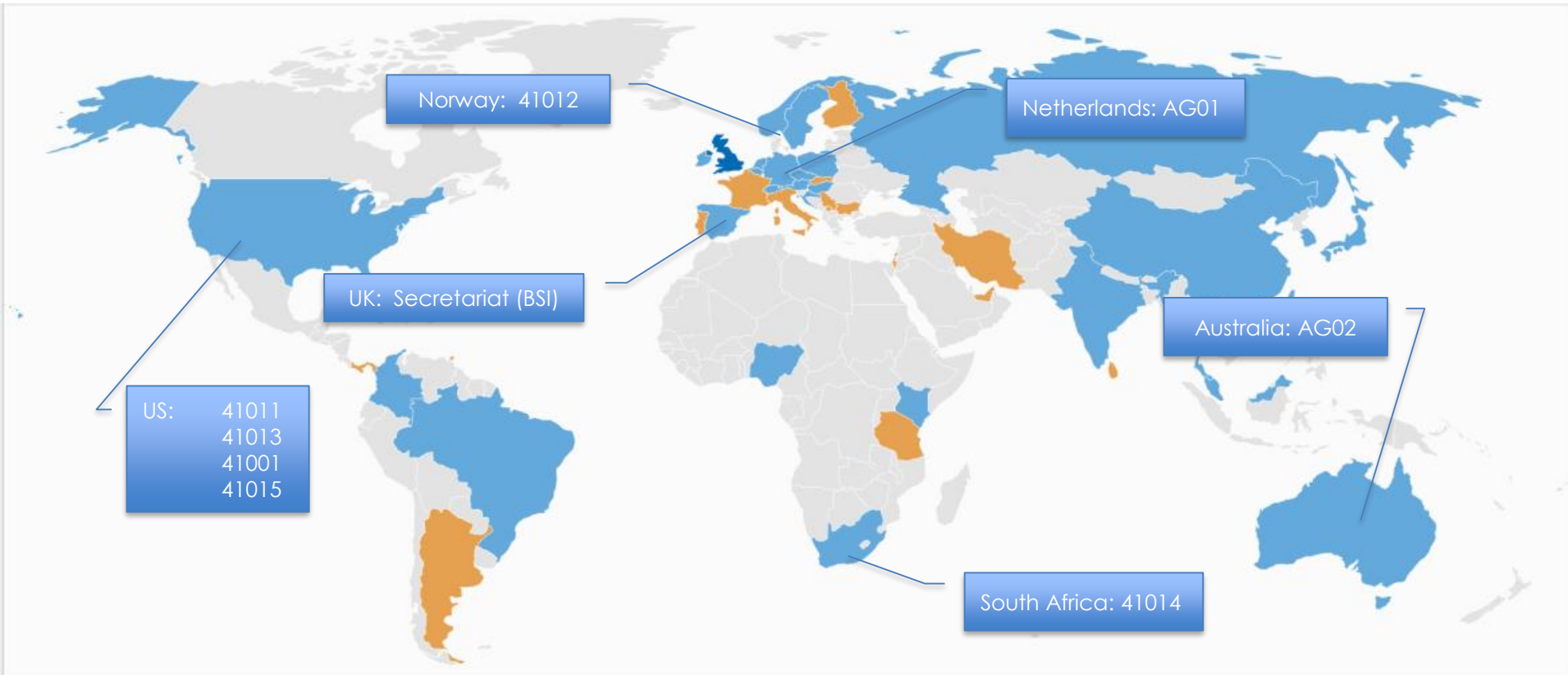
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Birth of SANS 1752



TC 267



28 Participating Countries
17 Observer Members

41001 - FM MS – Requirements with guidance for use*
41011 – FM Vocabulary*
41012 – FM Guidance for Strategic Sourcing*
41013 – FM Scope, key concepts and benefits
41014 – FM Strategy
41015 – Human Behavior

AG01 – FM Roadmap
AG02 - Communications

* Published Standards

Derived from: - <https://www.iso.org/committee/652901.html?view=participation>

Why an FM Standard?

It answers the following questions:

- What is the best way of doing FM?
- How do I know I'm getting a good FM service?
- How do my FM services compare with other services?
- How do I know the FM services I'm getting are world class?

What is SANS 1752?

- A South African National Standard.
- Prepared by National Committee SABS/TC 267.
- In accordance with SABS and WTO/TBT rules.
- A Strategic Facilities Management System (not just a management system).

Why SANS 1752?

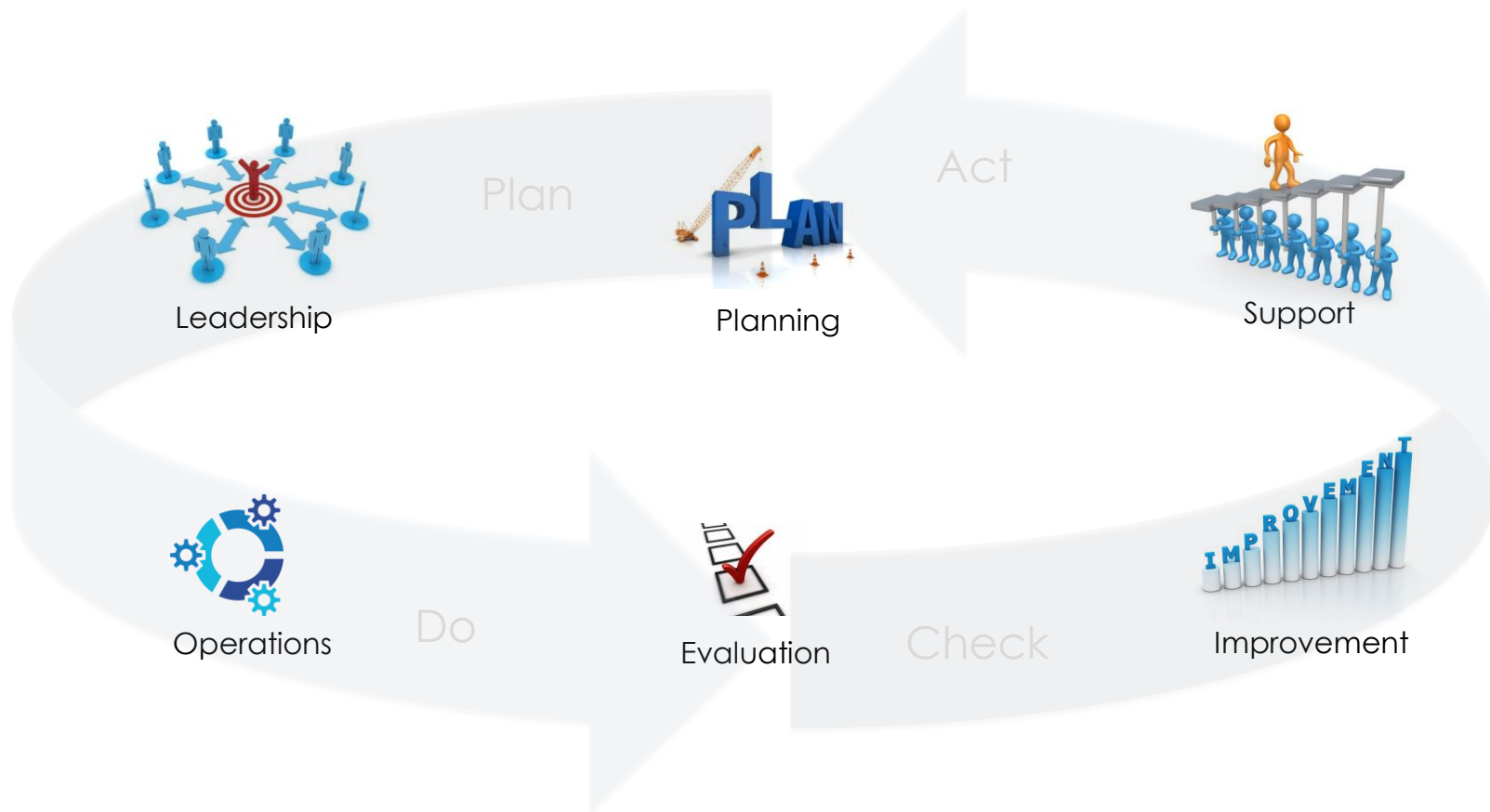
- Taylor-made for South African FM industry.
- Intended to guide the local industry towards maturity.
- Remove confusion and ambiguity from the (FM) marketplace.
- ISO standards are adopted by SABS as SANS standards if it suits our conditions.
- Current version (of ISO 41001) not deemed suitable for South African Application.

The Six Pillars

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What does SANS 1752 consist of?



Derived from: SANS1752:2017 Figure 1 (page 5)

What are the deliverables?

Pillar	Deliverable	Pillar	Deliverable
 Leadership	 Facilities Management Policy	 Operations	 Operational Plans
 Planning	 Strategic FM Plan	 Improvement	 SMART KPI's
 Support	 RESOURCES Resources Plan	 Evaluation	 Reports & Studies

Definitions

- **demand organization**

- *entity which has a need and the authority to incur costs to have requirements met.*

ISO 41011

- **delivery organization**

- *organization, in-house or outsourced, that is responsible for delivering or managing (or both) services to a demand organization.*

SANS 1752

- **organization**

- *person or group of people that has its own functions with responsibilities, authorities and relationships to 200 achieve its objectives.*

ISO 41011

The 6 Pillars – Responsibilities

Demand Organization



Leadership



Planning



Support



Operations



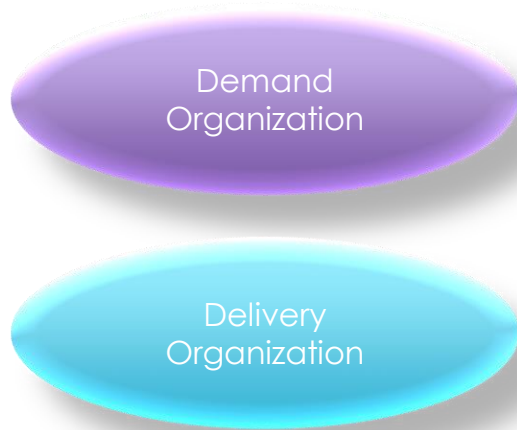
Evaluation



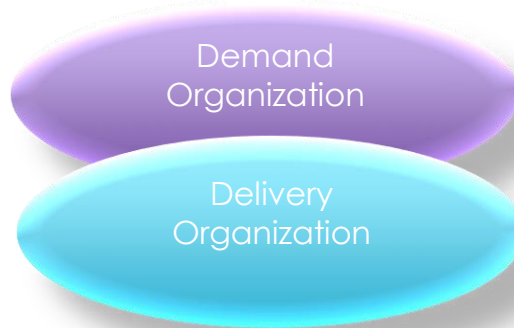
Improvement

Delivery Organization

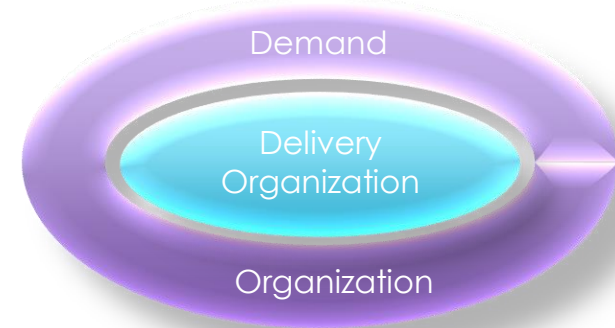
Outsourcing Models



Full Outsourcing



Partial Outsourcing



Full Insourcing

The 6 Pillars – Partially Outsourced

Demand Organization



Leadership



Planning



Support



Operations



Evaluation



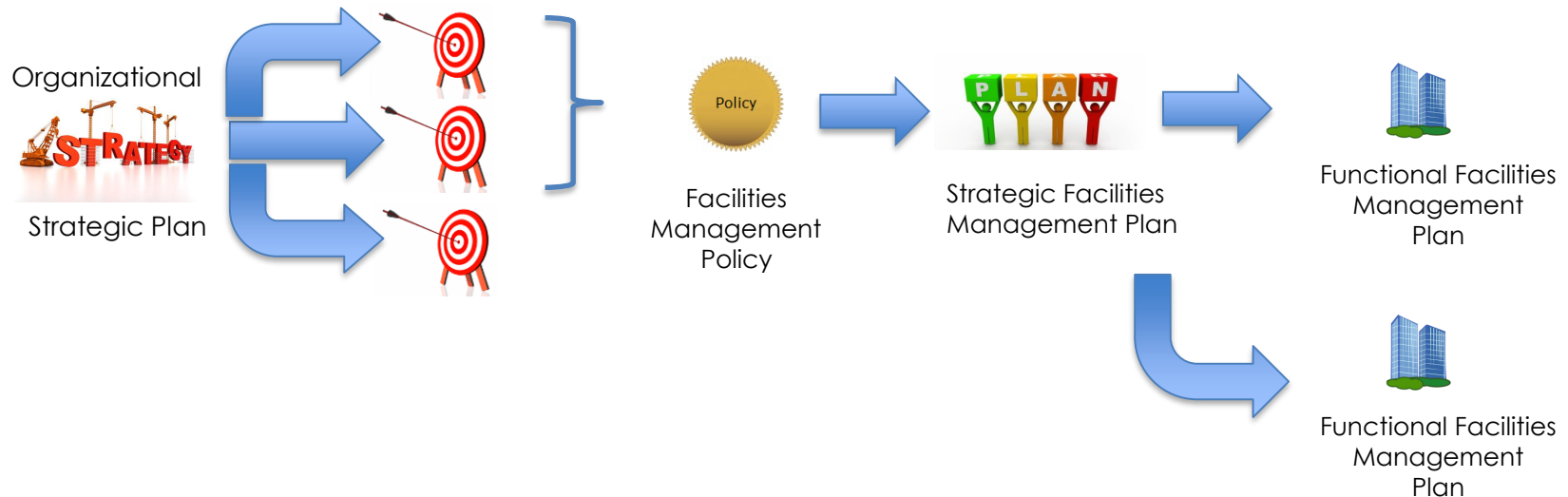
Improvement

Delivery Organization

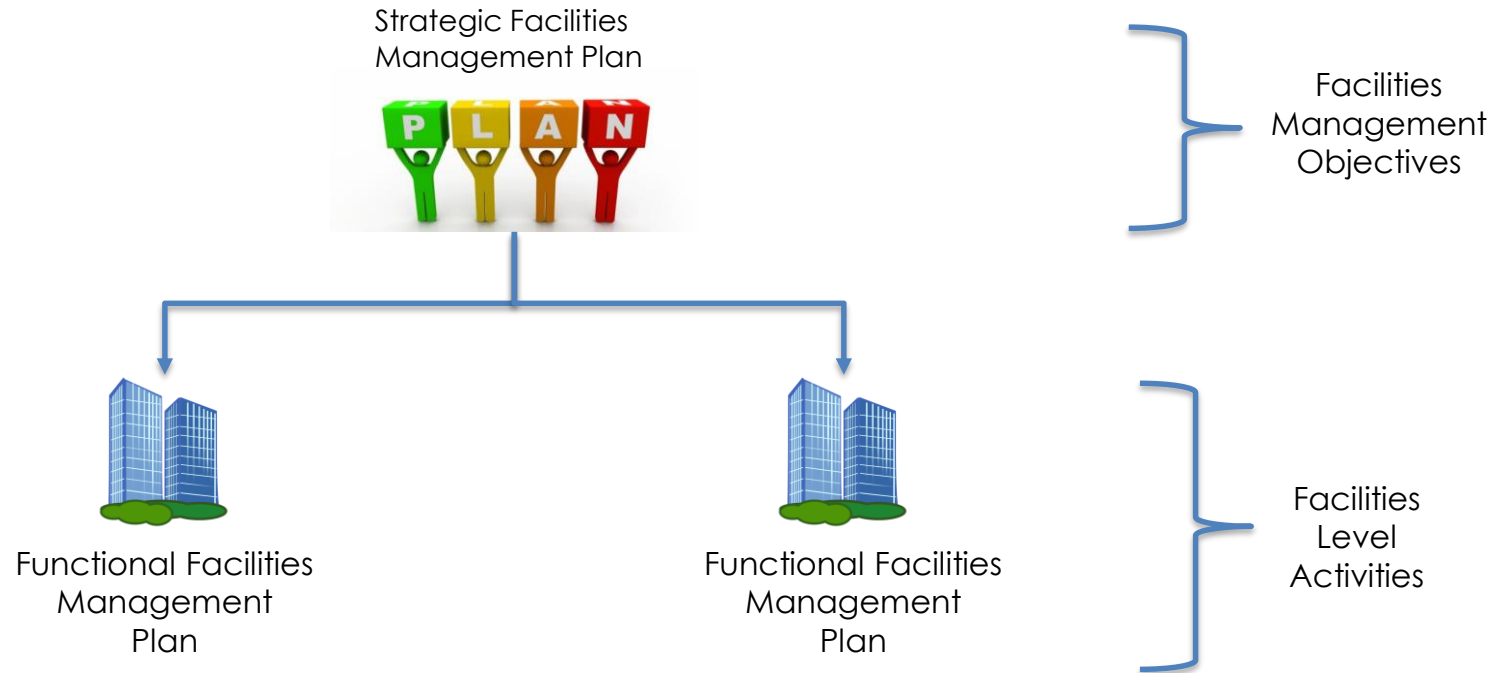
Ultimate Goal of the SFMS



FM Strategic Roadmap



The SFMP



Facility Lifecycle Activities



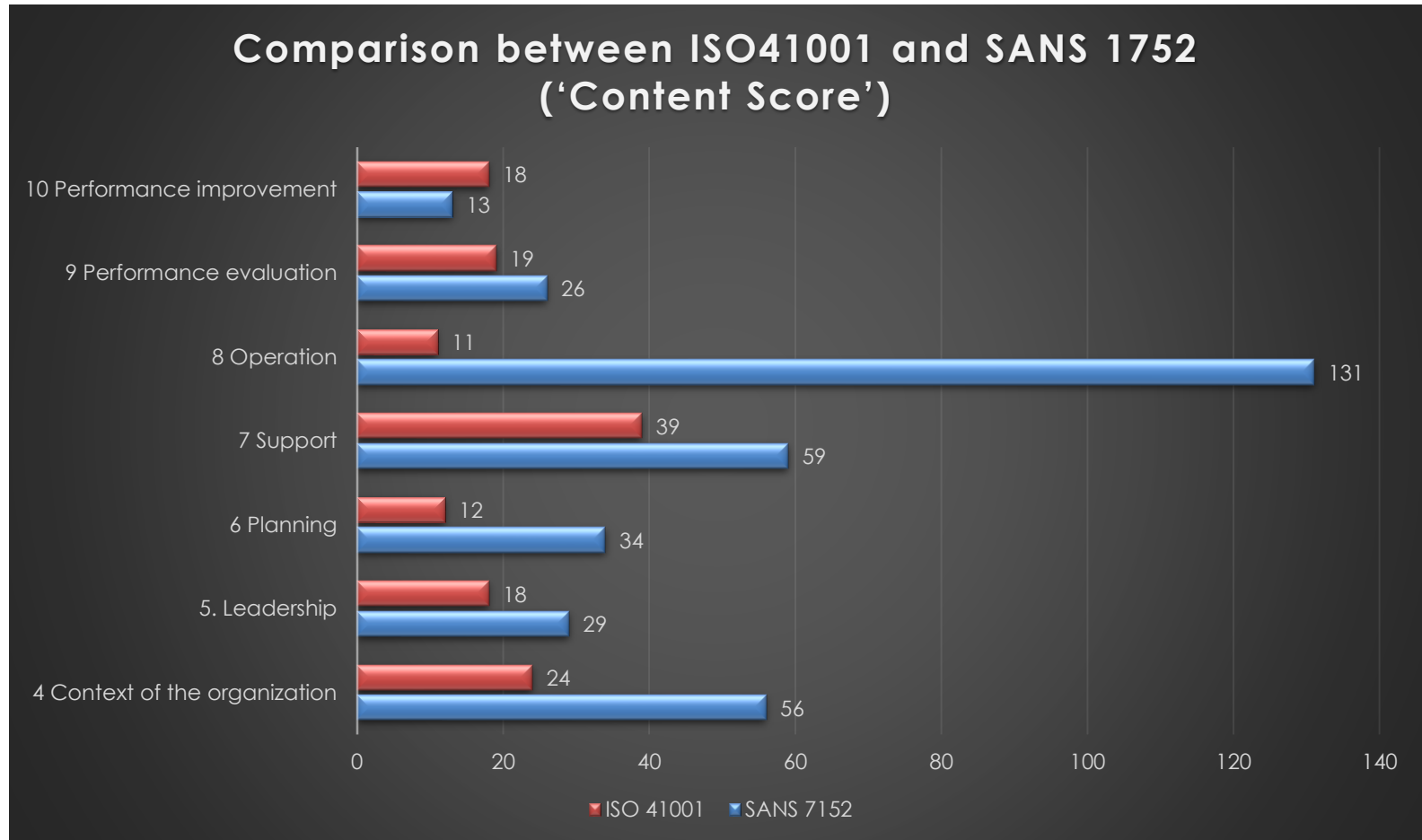
Derived from: SANS1752:2017 Figure 1 (page 5)

Comparison to ISO 41001

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Comparison



Comparison



SANS 1752

4.0 Context of the Organization

- 4.1 Understanding the organization and its SFMS
- 4.2 Understanding the organization and its context
- 4.3 Determining the scope of the SFMS
- 4.4 Determining the scope of facilities management

5.0 Leadership

- 5.1 Leadership and commitment
- 5.2 Management commitment
- 5.3 Policy
- 5.4 Organizational roles, responsibilities and authorities

6.0 Planning

- 6.1 The strategic management process
- 6.2 Planning horizons
- 6.3 Planning for competitive advantage
- 6.4 The Strategic Facilities Management Plan (SFMP)

7.0 Support

- 7.1 Resources
- 7.2 Competence
- 7.3 Awareness
- 7.4 Communication
- 7.5 Documented information



ISO 41001

4.0 Context of the Organization

- 4.1 Understanding the organization and its context
- 4.2 Understanding the needs and expectations of interested parties
- 4.3 Determining the scope of the FM system
- 4.4 FM system

5.0 Leadership

- 5.1 Leadership and commitment
- 5.2 Policy
- 5.3 Organizational roles, responsibilities and authorities

6.0 Planning

- 6.1 Actions to address risks and opportunities
- 6.2 FM objectives and planning to achieve them

7.0 Support

- 7.1 Resources
- 7.2 Competence
- 7.3 Awareness
- 7.4 Communication
- 7.5 Documented information
- 7.6 Organizational knowledge

Comparison (Con't)



SANS 1752

8.0 Operations

- 8.1 Overview of operation
- 8.2 Operation planning and control
- 8.3 Process requirements
- 8.4 Process planning
- 8.5 Process implementation
- 8.6 Process control
- 8.7 Documented information
- 8.8 Demand organization requirements
- 8.9 Mobilization of services
- 8.10 Delivery and operations of facilities services
- 8.11 Sourcing and outsourcing
- 8.12 Risk management
- 8.13 Service delivery review

9.0 Performance Evaluation

- 9.1 Monitoring, measurement, analysis and evaluation
- 9.2 Internal audit
- 9.3 Management review

10.0 Performance Improvement

- 10.1 Non-conformity and corrective action
- 10.2 Continual improvement



ISO 41001

8.0 Operations

- 8.1 Operational planning and control
- 8.2 Coordination with interested parties
- 8.3 Integration of services



9.0 Performance Evaluation

- 9.1 Monitoring, measurement, analysis and evaluation
- 9.2 Internal audit
- 9.3 Management review

10.0 Performance Improvement

- 10.1 Nonconformity and corrective action
- 10.2 Continual improvement
- 10.3 Preventive actions

Comparison (Con't)

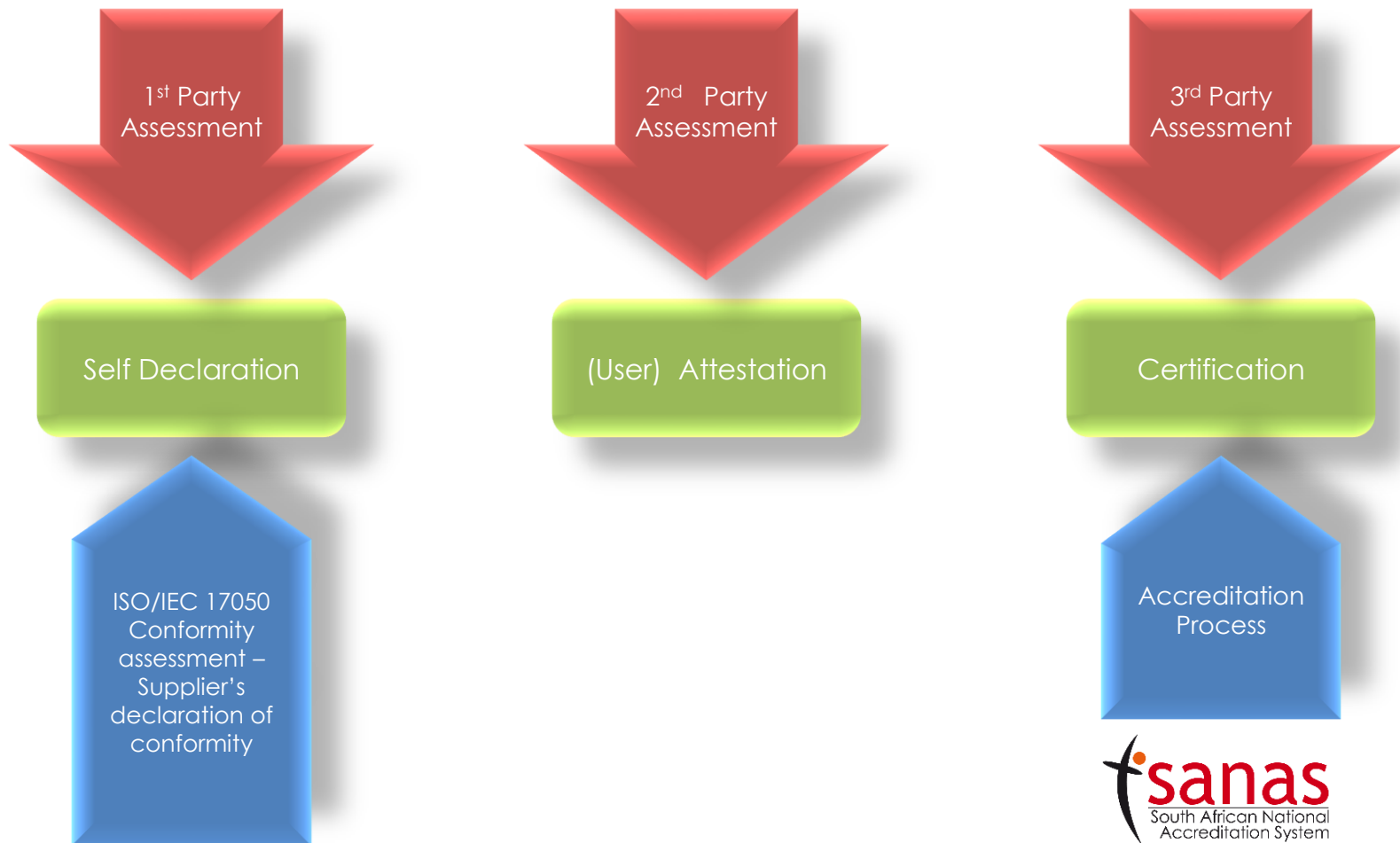
Category	 SANS 1752	 ISO 41001
Strategy & Planning	Detailed requirements	Basic requirements (may be covered under ISO 41014 – FM Strategy)
Functions & Responsibilities	Clear distinction between demand and delivery organization's functions & responsibilities (See clause 8.8).	Vague distinction – 'organization' used instead of 'delivery organization'.
Operations	Detailed requirements (13 sub-clauses).	Basic requirements (3 sub-clauses).
Terminology	Shall ("has the duty to") – 168 occurrences. Will ("Future Tense") - 25 occurrences.	Shall ("has the duty to") – 66 occurrences. Will ("Future Tense") - 57 occurrences.
Process Methodology	Plan-Do-Check-Act / Six pillars	Plan-Do-Check-Act

What next for SANS 1752?

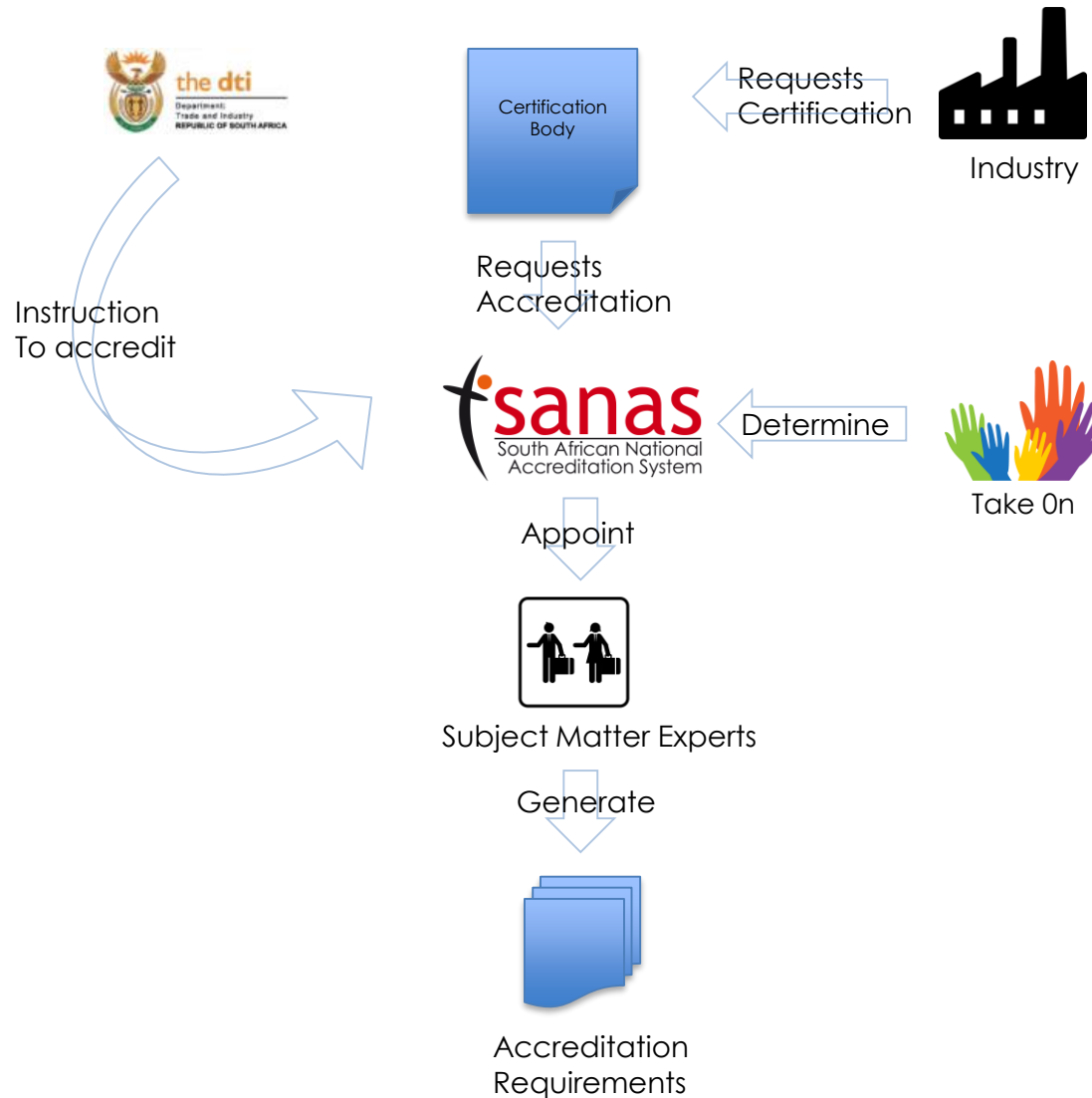
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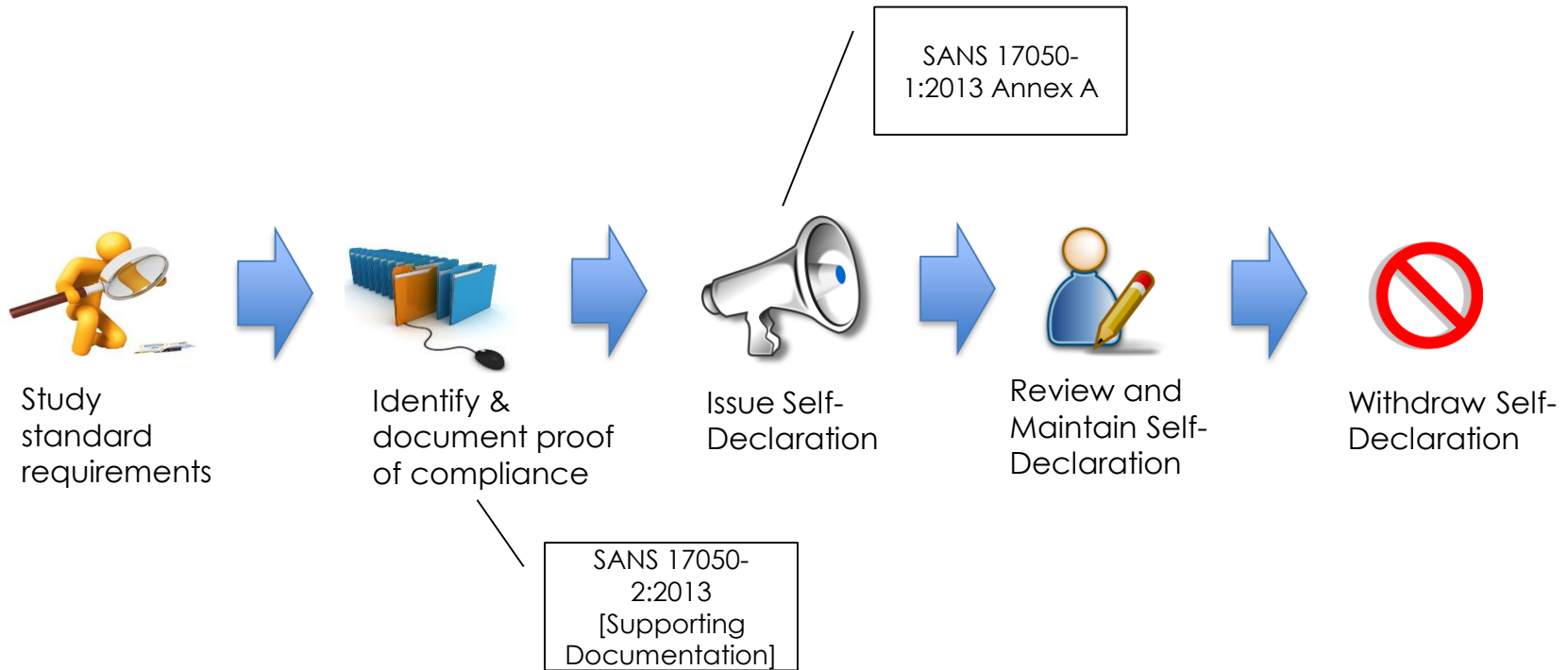
Conformity Assessment



SANAS Accreditation Process



Self-Declaration Process



Derived from: SANS 17050 parts 1 & 2

Questions?

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Thank You

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