ISO 41001 Documentation Kit – Facility Management System

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ISO 41001:2018 Manual

Contents

DOCUMENT NO:	
REVISION NO:	
DATE OF REVISION:	
PREPARED BY:	
REVIEWED BY:	
APPROVED BY:	
SIGNATURE:	

5 Leadership

5.1 Leadership and Commitment

Organization Name's Top Management ensures that performance of FMS implementation and provides a commitment to developing an effective system to exhibit its leadership and commitment.

- The facility management policy and the objectives of the FMS should be established and matched to the direction of the company;
- To integrate FMS requirements into business processes of the Organization Name;
- To check for resources accessibility for the FMS;
- The FMS audit should be made or conducted to achieve its future result by proper evaluation and maintenance;
- An effectiveness of FMS is attained by direction and support to persons;
- Encouraging continual improvement;
- To establish leadership responsibility, support other relevant management roles in their areas.

5.2 Policy

Top Management is committed to maintaining high-quality facility standards in delivering prompt and cost-effective services or solutions to customers by continual improvement of business processes amongst all employees, and recognizing the integrity, confidentiality, and availability of information assets to relevant stakeholders including customers.

- It should be suitable to purpose and facility management of the Organization Name;
- Offers a framework to review and set up objectives of the FMS;
- Directs communications between external and internal;
- Guarantee continual improvement of the FMS;
- Directs to ensure capabilities needed for facility management.

5.3 Organizational Roles, Responsibilities and Authorities

Top Management provides evidence of its commitment to the establishment, implementation, operation, monitoring, review, maintenance, and improvement of the facility management system as defined in the roles and responsibilities.

Internal Audit Procedure

Contents

DOCUMENT NO:	
REVISION NO:	
DATE OF REVISION:	
PREPARED BY:	
REVIEWED BY:	
APPROVED BY:	
SIGNATURE:	

1 Purpose

To carry out related activities of the Facility Management System and to establish a system for internal audits of all operations is the purpose of this procedure which is also checked for its effectiveness and efficiency as it should be and whether any changes are needed.

2 Scope

To verify effective implementation of the system all the activities described and covered in the facility manual, supporting procedures and documents is audited by this procedure.

3 Responsibility

3.1 FMS Coordinator plans and implements the audit along with the assisting auditors, within the organization. Those are the persons who has been trained in the particular area but not necessary to work in the same area. If need arises, FMS Coordinator can employee auditors from outside.

3.2 Internal Auditors are responsible to execute audit as per plan and validate the efficiency of the implementation of the Facility management system.

4 Description of Activity

4.1 Audit Schedule

4.1.1 FMS Coordinator considers the month in which the audit is planned and the next month of the planned audit and schedules the audit plan which is prepared on the basis of the status and importance of the activity and the previous year's audit findings. All aspects of the Facility Management system are covered in the audit schedule.

4.2 Planning and Scheduling of Audits

The Internal Audit plan is prepared by the reference of next due audit and on the details given in the last audit plan and given to the concerned person by FMS Coordinator. He ensures the independency of the auditor for the area audited by him. The actual audit program is also recorded in the audit plan after its execution.

4.3 Frequency

Based on the status and importance internal audit is scheduled for the activity to be audited.

Generally, for each function / element the regularity of Internal audit is at least once in Six Months, in the beginning it could be done more frequently to firmly establish a system and later on also when it is noticed.

4.4 Audit Plan

Audit plan is circulated amongst the auditor, auditee and concerned persons which suits for different functional areas that amazingly suits to available competent and trained auditors or for any other reason. Any change in audit plan is communicated to auditee by auditor.

4.5 Selection of Auditors

The criteria for the selection of auditors are as follows:

4.5.1 Training in FMS auditing should be undergone by him/her.

4.5.2 He should be working in the other section / area of which audit is not being carried out.

4.6 Working Documents

Audit team is made available with these following documents:

1. The manual "Controlled" copy;
2. Procedures “Controlled” copy related to the activities to be audited;
3. Internal Audit previous reports;
4. IANCR reports;
5. Audit Review Report Document Wise and Clause Wise

4.7 Audit Execution

4.7.1 The relevant procedures and operating instructions for each function should be familiar to the auditor in the work area being audited. The audit is carried out as per a review of pre- determined audit questions and document-related questions to verify the implementation of the system

4.7.2 The auditors should be given full cooperation in conducting an audit by all the concerned persons (auditee). They are given access to all facilities, documents as required and their questions should be answered politely and truthfully.

4.8 Audit Report and Follow-Up

4.8.1 On completing the audit, if required to review findings and obtain clarifications auditor discusses with the auditee. IANCR report audit is prepared by the auditor.

Risk Management Procedure

Contents

DOCUMENT NO:	
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PREPARED BY:	
REVIEWED BY:	
APPROVED BY:	
SIGNATURE:	

1 Purpose

The external and internal issues faced by the organization are identified to understand the context of the organization relevant to facility management system. To address the risks and opportunities the actions are taken based on the issues determined.

2 Scope

Implementing risk-based thinking (RBT) approach is covered in this procedure including all internal and external issues having potential impact on the adaption of facility management operations processes and services. To implement this procedure FMS and their risks as well as opportunities is considered in all departments/process-wise activities.

3 Responsibility

FMS Coordinator has multiple responsibilities like preparing risk analysis, establishing system for risk evaluation, identifying risks arising from the company activities and recording services also identifying all issues (external and internal) after discussion with Functional Heads. He should also ensure to initiate actions as soon as it is realized to alleviate the risk.

4 Description of Activity

4.1 Context of the Organization

4.1.1 As a part of context, the intended results of Facility Management System is achieved by the external and internal issues that are relevantly determined to the purpose and strategic direction of the organization.

4.1.2 FMS Coordinator monitors and reviews the information on the external and internal issues after discussing with the Functional Heads.

4.2 Identification of Issues

The internal and external issues of the organization are determined by the points considered below:

- Relate to purpose of the Company
- Strategic direction of management, and
- Achievement of objectives and desired results that affected by factors

4.3 Identification of Risks and Opportunities

The information about internal and external issue risks considering the product, process and facility management system is collected by FMS Coordinator, on discussion with the Functional Heads.

Risk Criteria Includes:

1. Relationship of stakeholder, critical activities, functions, services and products;
2. When operating environment and inherent uncertainty operates in weakened governance or rule of law environments;
3. Disruptive or undesirable events potential impact;
4. The organization subscribes to legal and regulatory requirements and other requirements (e.g. contractual obligations, human rights commitments);

4.4 Risk Evaluation (Magnitude of Risk)

4.4.1 The main factors by which risks are evaluated:

- A = Occurrence of an issue in the period of span.
- B = Severity of identified risk against the identified issue.
- C = Applicability of legal requirements to the activity / process / issue / service, etc.

4.4.2 Category in risk magnitude is below:

High – (Above 60): Take necessary action to reduce the risk if magnitude of risk (multiplication of A*B*C) is more than 60; If total is 5 mitigation action needs to be taken considering risk as high. The analysis sheet is recorded with mitigation plan.

Medium – (45 to 60): Monitor and consider risk as medium if magnitude of risk (multiplication of A*B*C) is more than 45. The analysis sheet is recorded with the present controls.

Low – (Below 45): The risk level is low and no action required if magnitude of risk (multiplication of A*B*C) is less than 45.

4.5 Actions to Implement the Risk and Opportunities

As described below, a plan in risk analysis sheet is made including actions to address risks and opportunities by the company.

SOP for FMS Disciplinary Action

Contents

DOCUMENT NO:	
REVISION NO:	
DATE OF REVISION:	
PREPARED BY:	
REVIEWED BY:	
APPROVED BY:	
SIGNATURE:	

1 Introduction

To maintain discipline in the organization broad guidelines for follow–up of the actions is given in this SOP.

2 Objective

The objective of this disciplinary procedure is to deliver high quality health service to all employees to obey to high standards of work performance conduct and attendance also to identify and achieve necessary improvements ensure that all employees obey to the required standards by making them aware of any shortcomings. The key objective is not to impose penalties but should assist the employee to maintain the required standards.

3 Scope

3.1 This SOP is should be followed by all employees working in the organization. Disciplinary action is taken for the below conducts:

- Poor timekeeping persistently
- Inadequate attendance record
- Poor work values
- Health and safety rules violation

4 References

4.1 Policy for FMS.

5 Definition

5.1 **Discipline**: Training people to obey rules or organization code behaviors, by punishing to correct disobedience.

6 Responsibility.

6.1 Administration Head follows this SOP and disciplinary action is taken upon identification from FMS Coordinator

6.2 FMS Coordinator in consultation with concerned Facility Owner takes disciplinary actions on personnel identified and the same is submitted for actions taken by Administration Head.

Internal Audit Non-Conformity Report

<table>
<tr><th colspan="6">FMS INTERNAL AUDIT NON-CONFORMITY REPORT</th></tr>
<tr><td colspan="3">NC Report No:</td><td colspan="3">Date:</td></tr>
<tr><td colspan="3">Department / Area:</td><td colspan="3">Document Ref:</td></tr>
<tr><td colspan="3">Auditor:</td><td colspan="3">ISO 41001 Clause No:</td></tr>
<tr><td colspan="3">Audit Criteria:</td><td colspan="3">Control #:</td></tr>
<tr><td colspan="6">Description of Non–Conformity:</td></tr>
<tr><td colspan="6">Person Responsible:</td></tr>
<tr><td colspan="2">Date of Completion</td><td colspan="2">Planned:</td><td colspan="2">Actual:</td></tr>
<tr><td colspan="3">Auditee:

Signature</td><td colspan="3">Auditor:

Signature</td></tr>
<tr><td colspan="6">Root Cause of Non–Conformity:</td></tr>
<tr><td colspan="6">Action Taken to Resolve the Non–Conformities:</td></tr>
<tr><td colspan="6">Corrective Action Taken:</td></tr>
<tr><td colspan="3" rowspan="3">Review of Action Taken:</td><td>Status:</td><td>Closed</td><td>Open</td></tr>
<tr><td>Signature:</td><td colspan="2"></td></tr>
<tr><td>Date:</td><td colspan="2"></td></tr>
<tr><td colspan="3">Planned Date for Reviewing Effectiveness:</td><td colspan="3"></td></tr>
<tr><td colspan="6">Review of Effectiveness of Action Taken (Next Audit):</td></tr>
<tr><td colspan="2">Effectiveness Checked On</td><td colspan="2">Date:</td><td colspan="2">Sign:</td></tr>
</table>

Building Maintenance Card

BUILDING MAINTENANCE CARD				
Sr. No:			Date:	
Department / Area:			Distributed to:	
Job Requirement				
Date	Reported By	Description of Work	Job Number	Priority
Done By: FMS Coordinator		Reviewed By: FMS Head	Approved By: FMS Head	