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Edition 1

SOUTH AFRICAN NATIONAL STANDARD

Strategic Facilities Management System — Requirements

WARNING

**This document references other
documents normatively.**

Published by SABS Standards Division
1 Dr Lategan Road Groenkloof ☒ Private Bag X191 Pretoria 0001
Tel: +27 12 428 7911 Fax: +27 12 344 1568

www.sabs.co.za

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Table of changes

Change No.	Date	Scope

Foreword

This South African standard was prepared by National Committee SABS/TC 267, *Facilities management*, in accordance with procedures of the SABS, in compliance with annex 3 of the WTO/TBT agreement.

This document was approved for publication in March 2017.

Compliance with this document cannot confer immunity from legal obligations.

Introduction

0.1 General

The adoption of a Strategic Facilities Management System (SFMS) is a strategic decision of an organization. The design and implementation of the SFMS of an organization is influenced by

- a) the environment of the organization, changes in that environment, and the risks associated with the environment,
- b) the varying needs of the organization,
- c) the particular objectives of the organization,
- d) the processes that the organization employs,
- e) the size and structure of the organization.

It is not the intent of this standard to imply uniformity in the structure of an SFMS or uniformity of documentation. The SFMS requirements specified in this standard are complementary to requirements for FM services.

This standard can be used by the internal and external parties of an organization, including certification bodies, to assess the ability of the organization to comply with customer requirements applicable to the services, and the requirements of the organization itself.

0.2 Process approach

This standard promotes the adoption of a process approach when the effectiveness of an SFMS is being developed and implemented.

For an organization to function effectively, it has to determine and manage numerous linked activities. An activity or set of activities that uses and manages resources in order to enable the transformation of inputs into outputs can be considered a process. Often the output from one process directly forms the input to the next.

The application of a system of processes within an organization, together with the identification, interactions of these processes, and their management to produce the desired outcome, can be referred to as the "process approach".

An advantage of the process approach is the ongoing control that it provides over the linkage between the individual processes within the system of processes, as well as over their combination and interaction.

When used within an SFMS, such an approach emphasizes the importance of

- a) understanding and complying with the requirements of the demand organization through integrated organization and FM planning processes,
- b) a relationship between the integrated planning process and the six pillars of the MSS (Management System Standard),
- c) the documentation associated with the six pillars of MSS that are subject to certification assessments,

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Introduction *(continued)*

- d) all aspects mentioned in (a), (b) and (c) in the context of strategic, tactical and operational management levels, and
- e) continual improvement of processes based on objective measurement.




To preview the SFMS, the core process starts with leadership (see clause 5) and planning (see clause 6) and develops into to strategic objectives and ensuring requisite support (see clause 7).

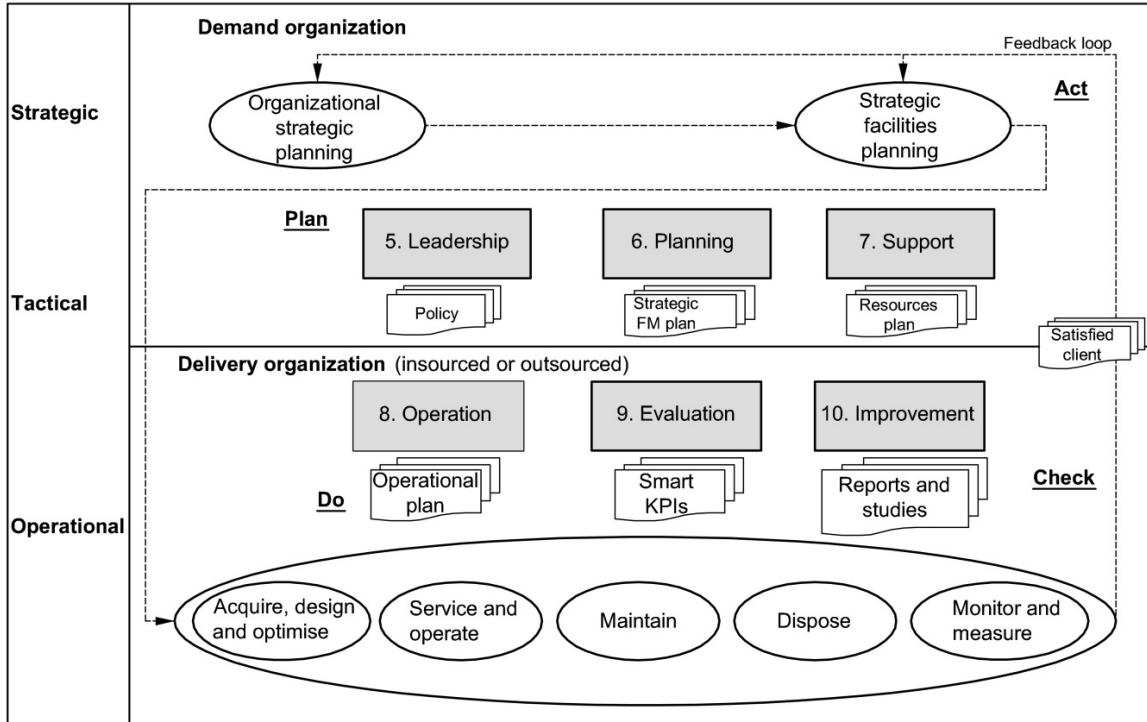
With the first three strategic pillars in place, the organization can implement and control the operation (see clause 8) and processes to deliver the varied service lines in an integrated manner. Performance evaluation (see clause 9) is used to monitor and ensure targets are being met. To complete the performance improvement cycle (see clause 10), a review, which comprises stakeholder surveys, facility studies and benchmarking, is undertaken to identify and implement improvement initiatives.

NOTE The methodology known as "Plan-Do-Check-Act" (PDCA) has been applied in figure 1. PDCA can be briefly described as follows:

- a) Plan: establish the objectives and processes that are necessary to deliver results in accordance with customer requirements and the policies of the organization;
- b) Do: implement the processes;
- c) Check: monitor and measure processes and product against policies, objectives, requirements for the product and report the results; and
- d) Act: take actions to continually improve process performance.

Introduction (concluded)

-  Integrated organizational and FM activities
-  Six pillars of the MSS
-  Certification documentation



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Figure 1 — Process-based SFMS overview