



MANUAL

Facility Management System Manual

This manual describes, clause by clause, how [Company Name] establishes, implements, maintains and continually improves its facility management system in conformity with ISO 41001:2018, and provides traceability between the requirements of the standard and the documentation of the management system. It covers ISO 41001:2018 clauses 4 to 10.

DOCUMENT NO

MAN-01

REVISION

[Revision]

EFFECTIVE DATE

[Date]

OWNER

**[Designation
Here]**



2.4 The FM operating model

[Company Name] operates an integrated, self-delivered-and-managed facility management model. Core engineering, helpdesk, QHSE, procurement and management functions are delivered by direct employees, while specialist and volume services, such as lift and escalator maintenance, fire-system servicing, deep cleaning, security manpower, landscaping and pest control, are delivered by selected service providers under the organization's supervision. This blend lets the organization retain control of critical competence and client relationships while drawing on specialist capacity where it is more efficient to do so, and it makes the management of the supply chain a central part of the FM system.

Each managed asset has a site FM team led by a Site FM Manager who is the single point of accountability for that property and the day-to-day contact for the tenants and for the demand organization's on-site representatives. The site teams are supported by the central functions at head office, which set standards, provide specialist expertise, manage framework contracts, and consolidate performance reporting across the portfolio. This hub-and-site structure gives consistency across the portfolio while allowing each asset to be managed according to its own characteristics and tenant mix.

The relationship with the demand organization is governed by an FM service contract that defines the services, the service levels and the reporting, and is managed through a regular governance rhythm in which performance, risks and improvement opportunities are discussed. The facility management system described in this manual is the means by which [Company Name] delivers that contract reliably, demonstrates its performance transparently, and improves the service over the life of the relationship.

SECTION 3

Scope, normative references and terms

The boundaries of the FM system, the standards it references, and the terms it uses.

3.1 Scope of the FM system

The facility management system of [Company Name] covers the integrated hard and soft facility management services delivered to the demand organization's portfolio of shopping malls and commercial office towers, including the flagship Grand Central Mall, from the head office and the site-based FM teams. It covers all functions and locations engaged in planning, delivering, monitoring and improving those services. The boundaries, applicability and any exclusions are determined under QP-01 and stated in full on the FM System Scope Statement (QF-01-03), which is maintained as documented information as required by clause 4.3.

The design and construction of new buildings by the demand organization are excluded from the scope because [Company Name] does not perform them; where the organization supports fit-out or project works it does so under the operational control described in QP-09. No requirement of ISO 41001:2018 is excluded from the FM system.



PROCEDURE

Operational Planning, Control and Service Delivery

This procedure defines how [Company Name] plans, implements and controls the operational processes that deliver its facility management services, including planned maintenance, reactive works, soft services, supply-chain control and change control. Aligned to ISO 41001:2018 clause 8.1.

DOCUMENT NO	REVISION	EFFECTIVE DATE	OWNER
QP-09	[Revision]	[Date]	[Designation Here]



Document No	QP-09
Title	Operational Planning, Control and Service Delivery
Standard clause(s)	ISO 41001:2018, 8.1
Prepared by	ISO Consultant Panel
Reviewed by	[Name], [Designation Here]
Approved by	[Name], [Designation Here]
Revision	[Revision]
Effective date	[Date]
Next review	[Date]

Revision history

Version	Date	Description of change	Author	Approved
1	[Date]	First issue of the controlled document.	ISO Consultant Panel	[Name]

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SECTION 1

Purpose



FORM

Risk and Opportunity Assessment (Sample Completed)

Associated: QP-03 | [Company Name]

QF-03-01

Rev [Revision]

Issue [Date]

Assess FM risks and opportunities. Score risk as Likelihood x Consequence (1-25) using the embedded scale. Record treatment and re-score the residual risk.

ASSET

Grand Central Mall

ASSESSMENT DATE

15 Mar 2026

ASSESSOR

QHSE Manager / Site FM Manager

NEXT REVIEW

15 Mar 2027

Rating thresholds (embedded)

Score	Rating	Response
1-6	Low	Manage by routine procedures; monitor
7-12	Medium	Treatment plan with owner and date
13-25	High	Immediate treatment; escalate to FM Director

1 ASSESSMENT

Ref	Risk / opportunity	L	C	Score	Rating	Existing controls	Treatment / action	Owner	Residual
R-07	Central chiller failure during summer peak	4	4	16	High	Standby chiller; PPM	Reduce+transfer: temp-cooling contract, insurance; replace units (OBJ-02)	Eng Mgr	8 (Med)
R-08	Lift entrapment	3	3	9	Med	PPM; remote monitoring	Reduce: increase inspection; 24/7 callout SLA	Eng Mgr	4 (Low)
R-09	Fire-system inspection overdue	2	5	10	Med	Contractor schedule	Reduce: CMMS-scheduled, contractor KPI	QHSE Mgr	5 (Low)
O-03	Sub-metering for energy savings	3	4	12	Med (opp)	-	Pursue: install metering (OBJ-03)	Energy Mgr	-

AUTHORIZATION

Prepared by	Reviewed by	Approved by
Name: [Name] Signature: [Signature] Date: [Date]	Name: [Name] Signature: [Signature] Date: [Date]	Name: [Name] Signature: [Signature] Date: [Date]



FORM

PPM Schedule / Planner (Sample Completed)

Associated: QP-09 / WI-09-01 | [Company Name]

QF-09-02

Rev [Revision]

Issue [Date]

Plan the year's planned preventive maintenance, levelled across months and never deferring statutory dates.

ASSET

Grand Central Mall

PREPARED BY

Engineering Manager

YEAR

2026

1 SCHEDULE

Asset / system	Task	Frequency	Statutory ?	Next due	Owner
Chiller plant	Major service	Annual	No	May	Eng team
Passenger lifts	Statutory inspection	6-monthly	Yes	Mar / Sep	Lift contractor
Fire detection	Test & inspection	Quarterly	Yes	Jan/Apr/Jul/Oct	Fire contractor
Escalators	Service	Monthly	Yes (annual)	Monthly	Lift contractor
AHUs	Filter & belt	Quarterly	No	Rolling	Eng team
Emergency lighting	Function test	Monthly	Yes	Monthly	Eng team

AUTHORIZATION

Prepared by	Reviewed by	Approved by
Name: [Name] Signature: [Signature] Date: [Date]	Name: [Name] Signature: [Signature] Date: [Date]	Name: [Name] Signature: [Signature] Date: [Date]

This documentation toolkit was developed by the consultant panel of isofolder.



FORM

Service Level Agreement (Sample Completed)

Associated: QP-09 | [Company Name]

QF-09-01

Rev [Revision]

Issue [Date]

Define the service, its standards, response and rectification times, measurement and reporting for a service provided to the demand organization or by a service provider.

SERVICE

Vertical transport maintenance

PARTIES

[Company Name] / demand organization

EFFECTIVE DATE

01 Apr 2026

REVIEW

Annual

1 SERVICE LEVELS

Service element	Standard	Response	Rectify	Measure
Lift/escalator PPM	Manufacturer & statutory	Per schedule	Per schedule	PPM completion %
Lift entrapment (P1)	Make safe	30 min	4 h	Helpdesk timestamps
Breakdown (P2)	Restore service	2 h	24 h	Availability %
Availability	In service	-	-	≥ 99% monthly

2 REPORTING

REPORTING FREQUENCY

Monthly

REPORT TO

FM Director / demand organization

AUTHORIZATION

Prepared by	Reviewed by	Approved by
Name: [Name] Signature: [Signature] Date: [Date]	Name: [Name] Signature: [Signature] Date: [Date]	Name: [Name] Signature: [Signature] Date: [Date]

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FORM

Permit to Work (Sample Completed)

Associated: QP-09 | [Company Name]

QF-09-07

Rev [Revision]

Issue [Date]

Required before any hazardous task. Confirms hazards assessed, controls in place, person competent, work isolated and made safe.

PERMIT NO

PTW-2026-231

ASSET / LOCATION

Grand Central Mall - HV room

TASK

HV switching for chiller isolation

DATE

15 May 2026

Permit type:

☐ Hot work ☐ Work at height ☒ High voltage ☐ Confined space ☐ Isolation

1 CONTROLS CONFIRMED

Hazards assessed and controls in place:

☒ Yes ☐ No

Person competent / authorised:

☒ Yes ☐ No

Isolation applied and verified:

☒ Yes ☐ No

2 ISSUE AND CLOSE

ISSUED BY

[Name], Authorised Person

ACCEPTED BY

J. Smith

CLOSED / AREA SAFE

Yes, 15:40

AUTHORIZATION

Prepared by	Reviewed by	Approved by
Name: [Name] Signature: [Signature] Date: [Date]	Name: [Name] Signature: [Signature] Date: [Date]	Name: [Name] Signature: [Signature] Date: [Date]

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FORM

Work Order / Job Card (Sample Completed)

Associated: QP-09 | [Company Name]

QF-09-03

Rev [Revision]

Issue [Date]

Issued for each planned or reactive task with method, acceptance criteria and the record required.

WORK ORDER NO

WO-2026-04812

ASSET

Grand Central Mall - Chiller 2

TYPE

PPM

ASSIGNED TO

J. Smith

1 TASK**TASK / METHOD**

Annual chiller service per manufacturer schedule
Rev C

ACCEPTANCE CRITERIA

All checks pass; no alarms; log readings

Permit required:

☒ Yes ☐ No

2 COMPLETION**RESULT**

Completed; readings within range

DEFECTS FOUND

Minor refrigerant top-up done

TIME TAKEN

6 h

COMPLETED / CLOSED

Closed in CMMS 15 May

AUTHORIZATION**Prepared by**

Name: [Name]

Signature: [Signature]

Date: [Date]

Reviewed by

Name: [Name]

Signature: [Signature]

Date: [Date]

Approved by

Name: [Name]

Signature: [Signature]

Date: [Date]

This documentation toolkit was developed by the consultant panel of isofolder.



This procedure defines how [Company Name] plans, implements and controls the operational processes needed to meet requirements and to implement the actions determined in the planning clauses, so that facility management services are delivered safely, reliably and to the agreed standards across the managed portfolio. It is the operating heart of the facility management system: the clauses that precede it determine what must be done and why, and this procedure determines how it is actually delivered day to day. It covers the establishment of operating criteria, planned preventive maintenance, reactive works and the helpdesk, soft services, service level agreements and capacity planning, the control of the supply chain, permits and safe systems of work, and the control of planned and unintended change.

2 Scope

This procedure applies to the delivery of all facility management services within the FM system scope, across the head office and all managed assets, and to all employees and service providers who deliver those services under the control of [Company Name]. It covers hard services, including the maintenance of building services and life-safety systems, and soft services, including cleaning, security, waste, landscaping and pest control, together with the helpdesk, the supply chain and operational change.

3 References

ISO 41001:2018 clause 8.1. QP-03 Risk, Opportunity, Business Continuity and Emergency Preparedness. QP-04 FM Objectives and Planning. QP-10 Coordination with Interested Parties and Integration of Services. QP-11 Monitoring, Measurement, Analysis and Evaluation. WI-09-01 PPM Scheduling and Execution. WI-09-02 Reactive Works and Helpdesk Response. WI-09-03 Service Provider Selection and Monitoring. Forms QF-09-01 to QF-09-07.

4 Responsibilities

Role	Responsibility & authority in this process
FM Director	Owns operational control across the portfolio and approves the service delivery model and the supply-chain strategy.
Site FM Managers	Own service delivery at their assets, control planned and reactive works, supervise service providers, and authorise operational change.
Engineering Manager	Sets maintenance standards and technical criteria, and provides technical control of hard-service delivery.
Helpdesk Lead	Operates the helpdesk, logs and dispatches reactive requests against priority response times, and monitors closure.
Procurement Manager	Selects and contracts service providers and manages the framework agreements.
Service providers	Deliver contracted services to the agreed standards and service levels under supervision and permit control.