ISO 41001 Lead Auditor for Facility Management Systems Training Course



23 - 27 Nov 2026

Kuala Lumpur

5200 € (Per Person)

Ref: #ISO3508_117032

Course Introduction / Overview:

This comprehensive training course provides a deep dive into the principles and practices of auditing Facility Management Systems (FMS) based on the ISO 41001:2018 standard. It is meticulously designed to equip participants with the knowledge and skills required to conduct first, second, and third-party audits of FMS against ISO 41001, in accordance with the guidelines of ISO 19011 and ISO/IEC 17021. The curriculum moves beyond theoretical understanding, focusing on the practical application of auditing techniques to drive organizational improvement and operational excellence. As emphasized by facility management expert David G. Cotts in his works, a strategic approach to facility management is crucial for business success, a principle embedded in the ISO 41001 framework. This course explores how to verify that an FMS is not just compliant, but also effectively integrated with an organization's strategic objectives. Participants will learn to plan, conduct, report, and follow up on an FMS audit, developing the confidence to lead an audit team and manage the entire audit process. BIG BEN Training Center delivers this program to cultivate competent lead auditors who can add significant value by identifying opportunities for continual improvement and ensuring the FMS achieves its intended outcomes.

Target Audience / This training course is suitable for:

- Facility Managers and Directors.
- Quality Assurance Managers and Professionals.
- Internal and External Auditors.
- Management System Consultants and Advisors.
- Operations Managers and Supervisors.
- Compliance and Risk Managers.
- Individuals aspiring to become certified FMS lead auditors.
- Procurement and Supply Chain Managers involved with outsourced facility services.
- Health, Safety, and Environment (HSE) Managers.

Target Sectors and Industries:

- Real Estate and Property Management.
- Healthcare and Hospital Facilities.
- Corporate and Commercial Office Buildings.
- Manufacturing and Industrial Plants.
- Governmental and Public Sector Agencies.
- Educational Institutions, including Universities and Schools.
- Hospitality, including Hotels and Resorts.
- Transportation and Logistics Hubs.
- Information Technology and Data Centers.

Target Organizations Departments:

- Facility Management and Corporate Real Estate.
- Operations and Production.
- Quality Assurance and Quality Control.
- Internal Audit and Compliance.
- Health, Safety, and Environment (HSE).
- Procurement and Contract Management.
- Strategic Planning and Business Development.
- Risk Management.

Course Offerings:

By the end of this course, the participants will have able to:

- Interpret the requirements of ISO 41001:2018 within the context of an audit.
- Understand the roles and responsibilities of a lead auditor in managing an FMS audit.
- Apply the auditing principles and guidelines of ISO 19011 to an FMS audit.
- Plan and prepare for an FMS audit, including developing audit plans and checklists.
- Lead an audit team to conduct effective opening and closing meetings.
- Gather objective evidence through interviews, observation, and document review.
- Evaluate audit findings and determine conformity, nonconformity, and opportunities for improvement.
- Write clear, concise, and value-adding audit reports.
- Manage the post-audit activities, including corrective action verification.
- Develop the skills needed to lead a third-party certification audit.

Course Methodology:

The training methodology at BIG BEN Training Center is designed to be highly interactive and experiential, ensuring participants gain practical skills alongside theoretical knowledge. This course utilizes a blend of expert-led presentations, group discussions, and collaborative workshops to explore the complexities of ISO 41001 and auditing techniques. A significant portion of the training is dedicated to practical exercises and role-playing scenarios that simulate real-world audit situations, from planning and team briefing to conducting interviews and reporting findings. Participants will work on detailed case studies based on various industries, allowing them to apply learned concepts to tangible problems. This hands-on approach builds confidence and competence in a controlled learning environment. Our instructors facilitate a dynamic atmosphere where questions are encouraged, and peer-to-peer learning is valued. Continuous feedback is provided throughout the course to guide participant development, ensuring they leave with the ability to effectively plan, conduct, and lead an ISO 41001 FMS audit from start to finish. The focus is on competency development, not just knowledge transfer, preparing attendees for immediate application in their professional roles.

Course Agenda (Course Units):

Unit One: Fundamentals of Facility Management and ISO 41001

- Introduction to Facility Management (FM) concepts and its strategic importance.
- Overview of the ISO 41000 family of standards.
- Understanding the structure and framework of ISO 41001:2018.
- The Plan-Do-Check-Act (PDCA) cycle in an FMS context.
- Benefits of implementing an ISO 41001 compliant FMS.
- Key terminology and definitions used in the standard.
- Integration of FMS with other management systems.

Unit Two: Deep Dive into ISO 41001:2018 Requirements

- Clause 4: Context of the organization and stakeholder needs.
- Clause 5: Leadership, commitment, policy, and roles.
- Clause 6: Planning for the FMS, addressing risks and opportunities.
- Clause 7: Support, resources, competence, and communication.
- Clause 8: Operational planning, control, and service delivery.
- Clause 9: Performance evaluation, monitoring, and internal audit.
- Clause 10: Improvement, nonconformity, and corrective action.

Unit Three: Audit Principles and Planning the FMS Audit

- Introduction to management system auditing and ISO 19011:2018 guidelines.
- Principles of auditing: integrity, fair presentation, due professional care.
- Roles and responsibilities of the auditor, lead auditor, and audit team.
- Managing an audit program and initiating the audit.
- Conducting the Stage 1 audit (document review).
- Planning the Stage 2 (on-site) audit.
- Preparing the audit plan and work documents, including checklists.

Unit Four: Conducting the On-Site FMS Audit

- Conducting the opening meeting with the auditee.
- The process of gathering objective audit evidence.
- Effective communication and interviewing techniques.
- Observation, sampling methods, and reviewing records.
- Evaluating audit evidence against audit criteria.
- Generating audit findings: conformity, nonconformity, and observations.
- Preparing for the closing meeting and presenting findings.

Unit Five: Audit Reporting, Follow-up, and Certification

- Conducting the closing meeting effectively.
- Writing and distributing the formal audit report.
- Categorizing nonconformities (major and minor).
- The corrective action process and auditee responsibilities.
- Audit follow-up activities and verification of corrective actions.
- The ISO certification process and surveillance audits.
- Code of conduct and professional development for lead auditors.

FAQ:

Qualifications required for registering to this course?

There are no requirements.

How long is each daily session, and what is the total number of training hours for the course?

This training course spans five days, with daily sessions ranging between 4 to 5 hours, including breaks and interactive activities, bringing the total duration to 20 - 25 training hours.

Something to think about:

Beyond compliance, how can the strategic implementation of ISO 41001 fundamentally transform an organization's relationship with its physical assets and workplace environment?

What unique qualities does this course offer compared to other courses?

This course distinguishes itself by moving beyond a simple clause-by-clause interpretation of the ISO 41001 standard. Its core focus is on cultivating the strategic mindset of a lead auditor, emphasizing how to assess the effectiveness and efficiency of a Facility Management System in achieving an organization's overarching business objectives. While other courses may focus on compliance, our curriculum delves into the "why" behind the requirements, teaching participants to audit for value and continual improvement. We utilize a competency-based learning model, where practical application is paramount. Through extensive, realistic case studies and immersive role-playing audit scenarios, participants don't just learn the theory; they practice and refine the skills of planning, leading, interviewing, and reporting in a supportive, expert-guided environment. The program is designed to build critical thinking skills, enabling auditors to analyze complex operational situations, identify systemic risks and opportunities, and provide insights that drive meaningful organizational change. The emphasis is on developing auditors who are seen as strategic partners rather than mere inspectors, capable of evaluating how well the FMS supports the core mission of the business.