

bsi.

Reaching new heights.
BSI facility management certification leads to 10% growth for Al Shirawi FM.



Al Shirawi FM is a leading Integrated Facilities Management (FM) Provider in UAE, committed to providing customers with world-class facility services. Working with BSI, Al Shirawi FM take the lead with ISO 41001, a new international framework developed to support FM providers globally to deliver a consistent, sustainable workplace.

The strategic approach introduced by ISO 41001 has enabled a step-change for Al Shirawi FM. It encourages a proactive approach to boost maintenance performance and relationship management. By better understanding the client's needs - their objectives and plans – Al Shirawi FM identified potential risks if the current contract remains. This has meant successful contract extension with a number of key accounts, delivering 8-10% revenue growth. Proactively working on their future requirements is already a proven success.

ISO 41001 has also enabled Al Shirawi FM to instil a culture of monitoring and measurement; real-data performance is now measured and drives decisions, particularly around sustainable initiatives that will drive greater efficiencies and support the UAE vision.



Find out more: [bsigroup.com](https://www.bsigroup.com)





“BSI is our partner to understand standards. Working with them, helps drive us towards managing resilience in our organization. Certification to ISO 41001 is critical to elevating the practice of FM and making our customer feel the difference we have vowed to provide.”

Krishna Kumar, General Manager-
QHSE & Business Excellence

Client challenge

The FM industry is growing, however it operates based on low margins and high overheads. This means a less reactive, long-term perspective that focuses on sustainable cost savings is critical. Al Shirawi FM strive to not only help clients gain efficiency, but support the development of a more smart and sustainable UAE.

BSI Solution

Al Shirawi FM took interest in the new standard and decided to learn by booking BSI implementation training. This helped the team to understand the requirements and gain the skills to implement an FM system across the business.

It quickly became clear that ISO 41001 provides Al Shirawi FM with a robust framework to proactively manage clients through one-to-one discussions.

After their stage one audit the team were able to base delivery on the clients' needs, not just on Al Shirawi FM's own objectives. This is what makes ISO 41001 a game changer in FM – it brings the client relationship to the forefront and ensures both organizations have strategies that align. As a result customer satisfaction increases and costs are reduced.



Why BSI?

BSI deliver value. As the people who define the standard, Al Shirawi FM have confidence in what's offered. There is great support from the team, who are always sharing the latest developments in the standards world, reinforcing their knowledge and expertise.