



ISO 55001 Asset Management

Client Guidebook





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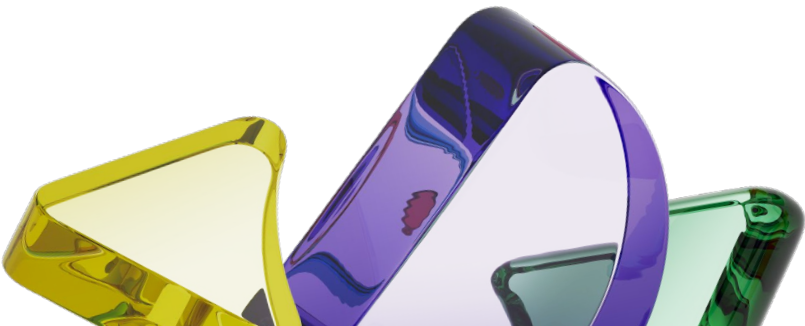
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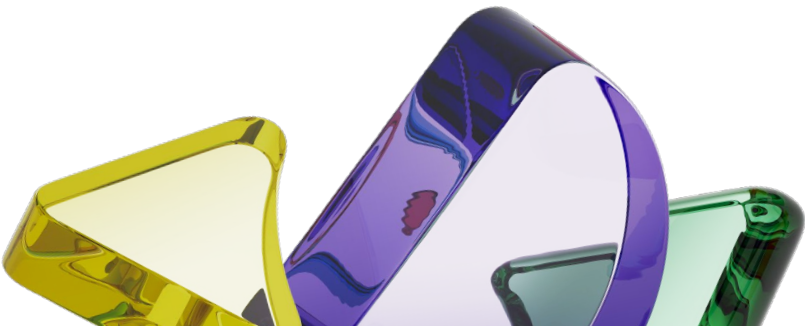
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Welcome

Thank you for choosing BSI as your Asset Management Certification Body, and welcome to the start of your certification journey. We will support you at every stage of your Asset Management certification.

1 Introduction

This client handbook is designed to assist your facility on the requirements for certification to the Asset Management ISO 55001:2014 and outlines the process that you will be following. This document also includes information on your obligations as a BSI client certified to Asset Management ISO 55001:2014.

This document forms part of your BSI contract.

2 Accreditation Status

BSI ANZ has achieved accreditation for this standard with JASANZ. BSI holds global accreditation for this standard with UKAS.

3 The BSI Asset Management ISO 55001:2014 Assessment Process

The following section outlines the steps that apply during the BSI certification process for the Asset Management ISO 55001:2014 certification.

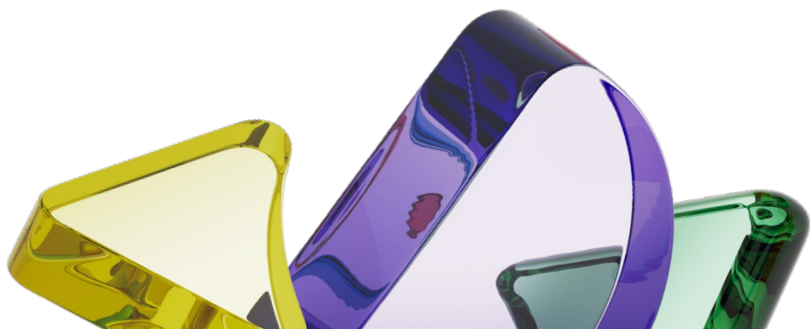
BSI reserves the right to provide its clients and those that request proposals with marketing and technical information relating to standards, training and compliance services.

3.1 Initial Inquiry

BSI will respond to expressions of interest from facilities interested in one or more of our programs. If your facility is located near one of BSI's offices, an advisory visit may be arranged to discuss your certification requirements and how BSI can help your facility achieve them.

Your initial inquiry will be handled by our sales team who will spend time with you to understand your requirements. From this information the salesperson will prepare a proposal that includes the details of the assessment duration, expected costs and the BSI Standard Terms and Conditions of Contract.

The proposal contains a section for you to sign and return to BSI.



3.2 Application for Certification and Assessment

Once we have received the signed proposal and the application fee your details and requirements will be entered into our database and a BSI Client Services Officer (CSO) will be appointed to look after you.

Your CSO will be your primary point of contact with BSI, and they are responsible for ensuring that our services are delivered to your facility in the most effective manner possible.

The timing of the audit will consider the best demonstration of the full scope of the client activities, associated asset base and operational environment.

3.3 Client Contact

As soon as practicable after receipt of your signed proposal, a BSI Client Services Officer (CSO) will contact you. The CSO will seek to establish a working relationship between your organization and BSI, and they will confirm your certification requirements.

If you are working with a consultant, it is often useful for that person to be party to the communication process.

3.4 Gap Analysis (optional)

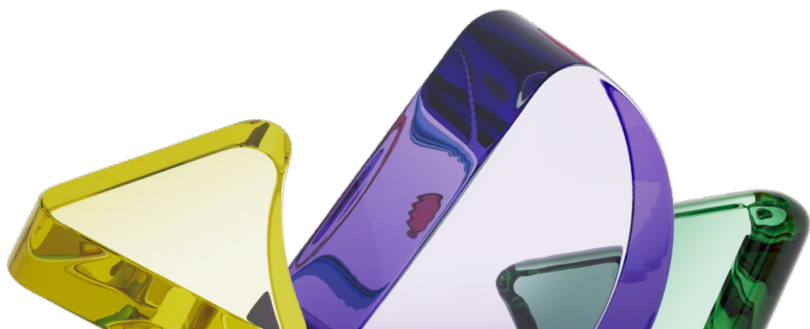
While you prepare for certification, BSI can carry out an optional Gap Analysis. During this assessment, the existing processes and procedures within your facility are compared with the requirements of the standard. This identifies any potential oversights or weaknesses so that you can take immediate action, ahead of the audit process.

You will receive a report which highlights any gaps in your documentation which will need to be addressed prior to your certification audit. The results of a Gap Analysis are not directly linked to or have any impact on subsequent audits.

3.5 Initial Audit (Stage 1 Audit)

The Asset Management Policy and the SAMP dates to be communicated to the BSI auditor prior to the audit.

This is a mandatory stage between application and initial assessment Stage 2 to ensure that your organisation is ready for the Stage 2 audit and that this audit is planned effectively. During the Stage 1 Assessment, your auditor will review the structure of your



Asset Management ISO 55001:2014 system and your readiness for full assessment at Stage 2. All findings will be discussed and summarized in an audit report to ensure that you will be prepared for Stage 2.

This audit covers the documentation related to the management system. Your facility will be required to provide the following information to the auditor for review.

- Any documented information for review.
- A copy of your Strategic Asset Management Plan (SAMP) one month prior to the audit
- Organization chart

Non-conformities are not raised at your Stage 1 assessment; however, a list of the findings will be provided that need to be addressed before the Stage 2 assessment.

You will receive a written report which outlines the readiness for the Certification Audit.

3.6 Certification Audit (Stage 2 Audit)

The Asset Management Policy and the SAMP dates to be communicated to the BSI auditor prior to the audit.

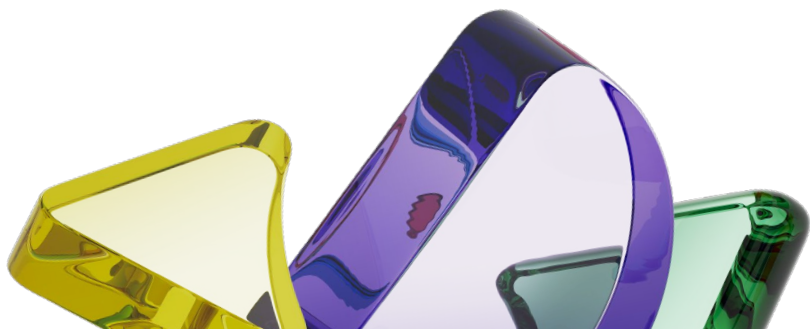
During the Stage 2 Assessment, your auditor will review the management system of your facility against the requirements of the standard. This Assessment will confirm if your Asset Management System conforms to the standard.

The Stage 2 audit needs to be conducted within six (6) months of the Stage 1 audit. If the Stage 2 audit is not conducted within this time the Stage 1 audit may need to be repeated.

3.7 Certification Audit Report

At the conclusion of the Stage 2 audit, your auditor will prepare a written report and will present any findings to you at the closing meeting.

The audit findings will be provided to you following each audit. Non-conformities will be discussed with your team during the auditor's visit and outlined at the exit meeting. If you are unclear regarding the meaning of anything in your report, please contact your



BSI auditor.

3.8 Non-Conformities at Certification Audit

All major non-conformities must be closed, and all minor non-conformities have an acceptable action plan prior to the awarding of certification to the facility.

It is your responsibility to respond to the non-conformities detailed in the audit report by the designated time frame. Failure to do so may result in starting the certification process all over again.

Specific audit findings are categorized as follows and are applicable during the certification and verification audit activities – Major and Minor non-conformities.

3.8.1 Major non-conformities

This is non-fulfilment of a requirement that does affect the capability of the management system to achieve intended results.

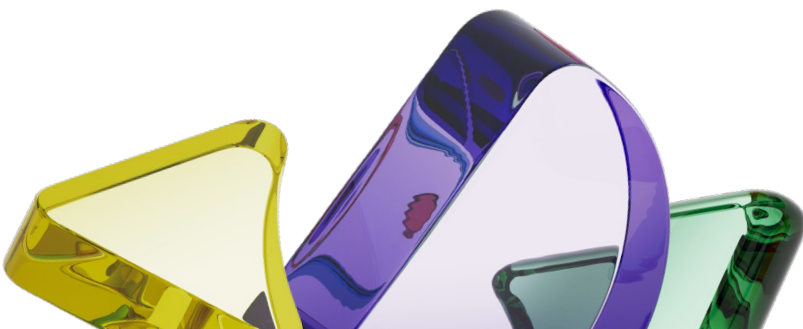
- If there is a significant doubt that effective process controls are in place, or that products or services will meet specified requirements.
- A number of minor non-conformities associated with the same requirement or issue could demonstrate a systematic failure and thus constitute a major non-conformity.

Major Non-conformances are audit findings that reveal that the integrity of the Asset Management System has been compromised and must be rectified before certification is granted. Agreed proposed corrective action plans (detailing correction, cause identification and long-term fix) must be received within two (2) weeks of the nonconformity being identified. A close out of a major non-conformity will be required within 30 days as an on-site visit to your facility.

3.8.2 Minor non-conformities

This is a non-fulfilment of a requirement that does not affect the capability of the management system to achieve the intended results.

Minor non-conformities are audit findings that reveal an isolated incident of non-conformity that has no direct impact on the integrity of the Asset Management



System. Agreed proposed corrective action plans (detailing correction, cause identification and long-term fix) must be received within two (2) weeks of the nonconformity being identified.

Generally, three or more minor non-conformities will result in a major non-conformity being raised (situation will be assessed on a case-by-case basis by the BSI Compliance and Risk team with the auditor).

3.8.3 Opportunity for Improvement

It is a statement of fact made by an assessor during an assessment, and substantiated by objective evidence, referring to a weakness or potential deficiency in a system which if not improved may lead to nonconformity in the future. We may provide generic information about industrial best practices, but no specific solution shall be provided as a part of an opportunity for improvement.

3.9 Certification Decision

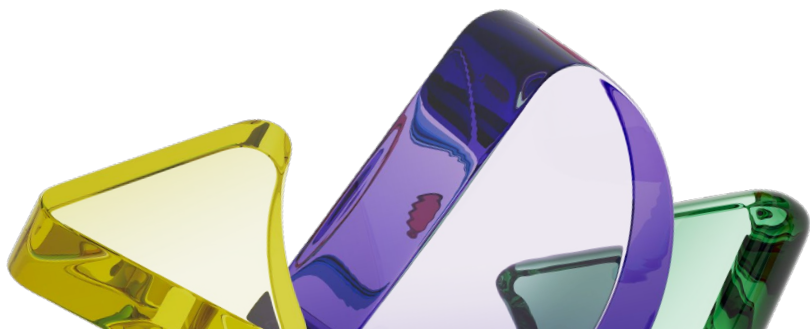
After confirmation that any necessary corrective actions have been taken, which may involve a follow up visit by the BSI auditor, the findings and recommendations made in the audit report are subject to an internal review process prior to certification being granted.

Following certification, BSI will then conduct verification audits of the certified facility management system at intervals in line with your audit plan.

3.10 Certificates

When your facility has achieved certification, BSI will provide you with a Certificate as a statement that you have achieved certification for your Asset Management System. The certificate will include important information such as names and addresses of all locations covered by the certification, your facilities' certification number, and the date of certification. The certificate should be displayed in entirety where it will be seen by customers and potential customers.

When copies or elements of the certificate are used in tenders or offered to potential or existing customers, the certificate should be provided in entirety and accompanied by the scope of certification document (if issued separately) as it is important for them to



understand the scope of activities for which certification has been granted.

Incorrect use of the certificate can result in a customer being misled as to the extent of your facilities' certification.

All original certificates remain the property of BSI Group ANZ Pty Ltd and must be returned on request.

The BSI reassessment cycle for Asset Management System program is 3 yearly.

Your facilities' scope of activities, detailed on your certificate must be clear, unambiguous and free of marketing jargon.

The certificates are issued for 3 years.

3.11 Scope of Certification

The scope of certification fully details the scope of your facilities' certification in terms of: Names and addresses of all locations covered by the certification.

- Achievement of certification to the relevant standard(s) and
- The capability statement (range of assets, products, services, and activities) for each location covered by the certification.

You are obliged to ensure that BSI has been formally briefed in a timely manner when any variations occur. You should not wait until the next scheduled assessment to notify BSI. Failure to do so may compromise the facility's certification status.

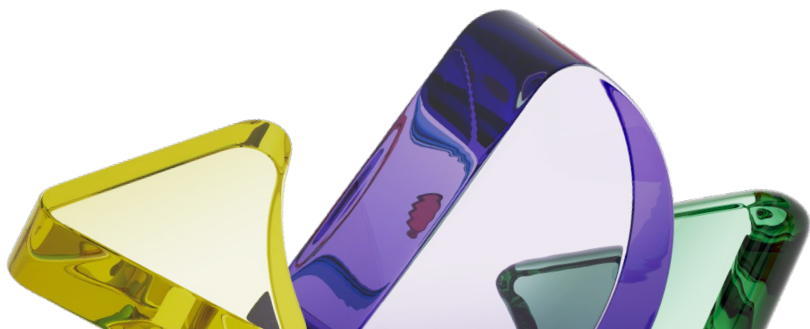
3.12 Refusal to Grant Certification/Recognition

In the event that your facility is unable to comply with the requirements of the relevant standard, BSI may refuse to grant certification. The decision to refuse certification, and the grounds for that decision, will be communicated to you in writing.

4 Post-Certification Activities

4.1 Surveillance/Verification Audits

The Asset Management Policy and the SAMP dates to be communicated to the BSI auditor prior to the audit.



Surveillance audits are conducted once a calendar year. The frequency of the assessments needs to keep in line with the expiry date.

4.2 Re-certification Audits

The Asset Management Policy and the SAMP dates to be communicated to the BSI auditor prior to the audit.

The re-certification audit must take place prior to the expiry date. Extensions on the re-certification dates are not permitted.

4.3 Temporary Refusal of Continued Certification/Re-certification

If continued certification/re-certification is refused you shall, for the period of refusal:

- Withdraw and cease to use any advertising or promotional material that promotes or advertises the fact that the facility is certified.
- Ensure that all copies of certificates and scopes of certification are removed from areas of public display; and

You are required to advise BSI in writing of action taken with respect to the requirements listed above.

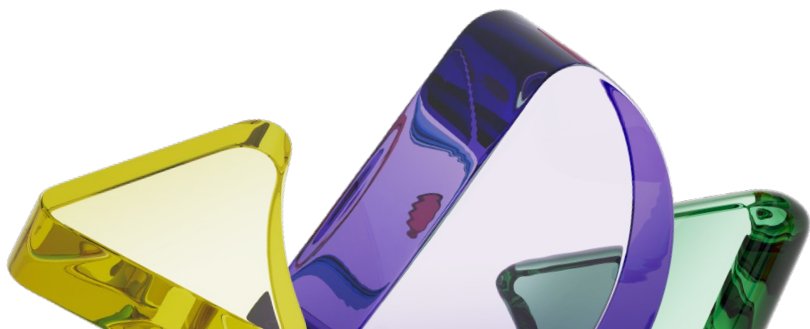
4.4 Variations to Certification

You are required to ensure that BSI has been formally notified of any significant changes (as mentioned below) to the certified facility or the product so that the certificate maintains current.

You are obliged to ensure that BSI has been formally briefed in a timely manner. You should not wait until the next scheduled assessment to notify BSI.

Failure to comply with the requirements listed above may compromise your facilities'

- certification status.
- Variations to certification may originate from:
- Variations to the scope of certified product/ Change of certification scope
- Voluntary withdrawals



- Changes in Business activity/ies, scope of certification (Assets, Products and Processes)
- System Management Number of significant assets
- Change of ownership
- Change of key management responsibilities
- Major management system changes and capability information
- Change of company name (Business name (Legal entity) and Trading Name (where applicable))
- Change of address (refer to Section 4.4.1)
- Change of ABN
- Change of Billing Details
- Change of Contact Details

The Asset Management Policy and the SAMP dates to be communicated to the BSI auditor prior to the audit.

If you require a change to the scope of certification, you are required to notify BSI. An audit will be required to re-certify the facility.

4.4.1 Facility Relocation Requirements

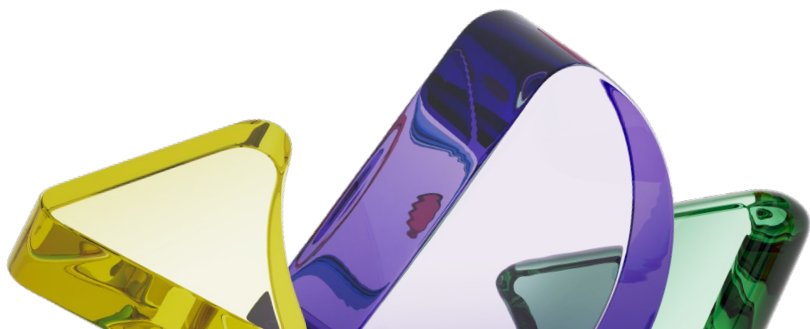
In the event that your facility moves you are required to.

- Advise BSI prior to the relocation
- BSI will determine if additional audits are required at the new site

4.4.2 Reduction in Scope of Certification

When a facilities' scope of certification is reduced, BSI will issue revised certificates and scopes of certification as appropriate, and the certified facility shall:

- Return all superseded certificates.
- Ensure that use of the certification mark is adjusted to reflect the reduced scope of certification.
- Ensure that all advertising and promotional activities and materials are adjusted to reflect the reduced scope of certification; and



- Pay any fees that are applicable for the facilitation of this activity.

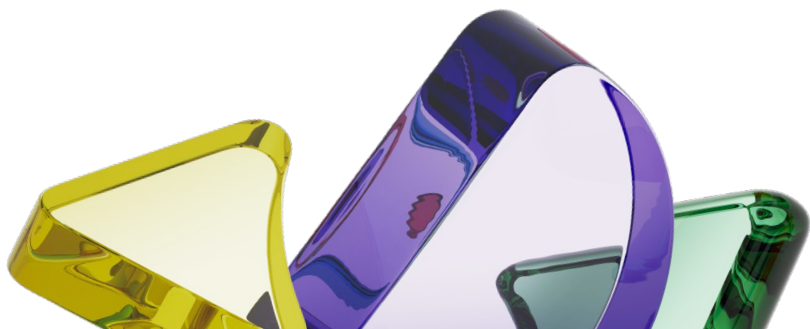
4.5 Obligations of Certified Facilities

Following certification, there are a number of managerial responsibilities, which you will need to observe to maintain ISO 55001 Asset Management System certification. These include:

- Compliance with the certification agreement i.e. BSI Standard Commercial Terms and Conditions and obligations as specified in this document, as well as other guidance documentation that may be specifically provided from time-to-time
- Ensuring that your facility and products always remain compliant with the scheme requirements at and the conditions of certification
- Notification to BSI of any alterations, amendments, or corrections to the Management System or Strategic Asset Management Plan (SAMP) that may affect compliance with the requirements of ISO 55001 Asset Management System certification. These shall be submitted in writing to BSI
- Complying with all relevant legislation, standard, safety codes or licensing applicable to the State or Territory in which the ISO 55001 Asset Management System certification is being established
- Conduct of regular internal reviews of your system, with appropriate documentation of such reviews and of any subsequent corrective actions
- Identifying and providing appropriate employees to assist the BSI during audits
- Notification to BSI of any significant changes in the structure (key responsibilities and management system), ownership and operations of your facility to enable the impact of such changes on the certified ownership system to be evaluated
- Notification to BSI of any litigation or serious events or matters that relate to the scope of your certification
- Implement appropriate changes as communicated by BSI in a time appropriate manner

4.6 Ongoing Audit and Review Activities

If your facility is already certified and the audit outcome indicates that your facility is



unable to comply with the requirements of the ISO 55001 Asset Management System certification or a major non-conformity is detected your certification may be suspended.

The actions following the identification of Major non-conformities the actions that will occur include.

- An agreed proposed corrective action plans (detailing correction, cause identification and long-term fix) must be received within two (2) weeks of the nonconformity being identified.
- A close out of a major non-conformity will be required within 30 days as an on-site visit to your facility.

At the discretion of the auditor, there is a possibility of revoking your organisation's certification immediately.

4.7 Cancellation or Revocation of Certificate

When a facility's certification is revoked, you shall immediately:

- Cease all use of the BSI and JAS-ANZ certification marks
- Cease any advertising and promotional activities that promote the fact that the facility holds certification
- Withdraw and cease to use any advertising and promotional material that promotes the fact that the facility holds certification
- Cease to use relevant certification marks in any way to promote the fact that the facility holds certification; and
- Return all certificates and pay outstanding fees

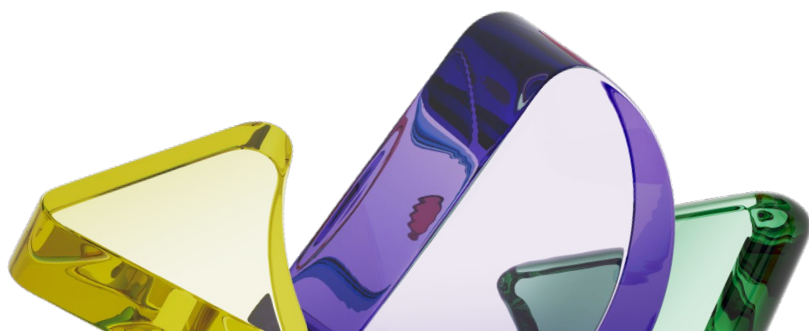
5 Use of the BSI Certification Mark

You are entitled to use the appropriate BSI 'Kitemark' and the JAS-ANZ logo whilst you maintain certification to this program with BSI.

Use of the logo is subject to Condition and rules of its application.

6 Use of the JAS-ANZ Accreditation Symbol

Facilities that have been granted certification with JAS-ANZ accreditation are entitled to



use the JAS- ANZ Accreditation Symbol. The rules for the use of this mark are governed by JAS-ANZ. The JAS-ANZ Accreditation Symbol may be used in conjunction with BSI Accreditation marks.

The specifications and use of the JAS-ANZ Accreditation Symbol is described in the following hyperlink:

<https://www.bsigroup.com/globalassets/localfiles/en-gb/product-certification/resources/marks-of-trust-client-facing-guidelines.pdf>

7 Confidentiality

BSI will treat all information in accordance with the Privacy Amendment (Enhancing Privacy Protection) Act 2012.

8 Other Additional Obligations

8.1 Strategic Asset Management Plan (SAMP) and Asset Policy

You are required to notify BSI at least one month prior to each scheduled audit of any significant changes to the Asset Policy and/or the Strategic Asset Management Plan (SAMP) to enable appropriate planning for the pending audit.

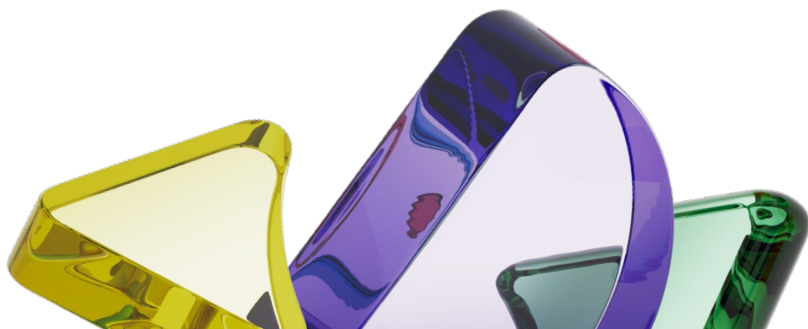
8.2 Assessment Scheduling

You are required to make all necessary arrangements to allow the evaluation and surveillance activities to take place. This includes but is not limited to, Equipment, Product, Locations, Personnel and Sub- contractors.

8.3 Misleading Statements

You are not permitted to use certification in a manner that could bring the BSI into disrepute. This includes making misleading or unauthorized statements. If you are unsure if a statement could be misleading, you are advised to contact BSI prior to making the statement. Statements include but are not limited to the use of the logo on non-certified facility, advertising (including your website) and internal communication.

If you are required to provide copies of certification documents these must be reproduced in its entirety. Failure to do so may be misleading to the recipient as to the scope of certification.



8.4 Observers

From time-to-time BSI requires an Observer to attend an audit. This may be related to training of new staff and witness assessment of existing staff. It is a requirement of certification that you allow these activities to occur.

Failure to allow this activity to occur may result in cancellation of your certification.

BSI will, at all times, ensure that the use of observers is kept to a minimum and you will be advised prior to the assessment activity.

The Observer does not take an active part in an assessment.

9 Complaints and Appeals against BSI

Appeals against certification decisions and / or complaints against service delivery levels may be raised with your auditor. If you remain dissatisfied, contact Technical & Operations team in writing. Appeals and complaints will be handled in accordance with global processes.

All complaints will be investigated, and the originator of a complaint will be advised of the outcomes, as appropriate.

If your application for certification has been refused; or your certified facility's certification has been withdrawn, or reduced in scope, you may appeal against the decision.

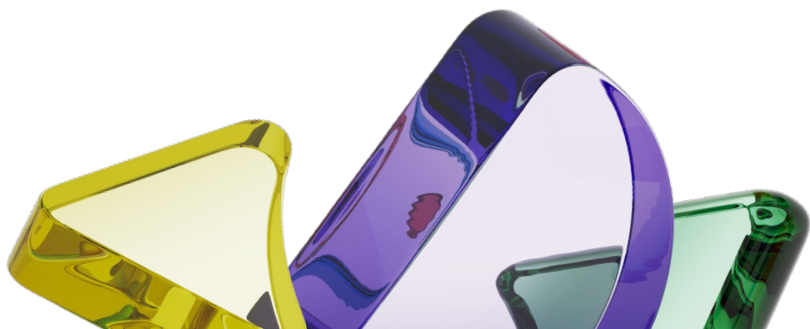
Appeals relating to the reconsideration of a decision made by BSI shall be considered if received within 21 calendar days of the decision or, for an audit, the closing meeting.

For all audits, the start date of the 21-day appeal timeframe is the date of the closing meeting of the audit and is not 21-days from the date of issuance of the audit report to the client.

To raise a complaint or appeal against the service delivery by BSI or audit outcome please notify -

Technical & Operations ANZ

Email: technical.anz@bsigroup.com



10 Normative Reference

10.1 Clarification of requirements for the application of ISO 55001

The normative requirements provided in this section refers to specific clauses, or parts of clauses of ISO 55002 and ISO 55000 which are indispensable for the consistent application of ISO 55001.

The term “should” is used in this section to indicate that your organisation shall fully consider the potential application of these clauses and demonstrate to BSI that this section has been fully considered for adoption, where considered applicable.

10.2 Table 1 - Clarification of requirements for the application of ISO 55001

Clauses of ISO 55001	Clauses of ISO 55002	Title
4.1	4.1.2	To evaluate the organization’s external context, the evaluation should include, but not be limited to issues such as 4.1.2, a) to c).
	4.1.3	To evaluate the organization’s internal context, the evaluation should include, but not be limited to issues such as 4.1. 3, a) to q).
4.2	4.2.2	In determining the internal stakeholders that are relevant to the asset management system, the organization should consider the relevance of 4.2.2, a) to c).
	4.2.3	In determining the external stakeholders that are relevant to the asset management system, the organization should consider the relevance of 4.2.3, a) to i).
4.4	4.4.2	Asset capability and performance, as well as the outputs from asset management activities [e.g. the asset management plan(s)], can be key inputs into establishing realistic and achievable organizational objectives. There should be a “two-way” linkage between the organizational plan and SAMP, and they should be developed through an iterative process. For example, the organizational objectives should not be developed in isolation from the organization’s asset management activities.
6.1	6.1	The organization should implement a process to evaluate the effectiveness of the actions taken to manage the risks and opportunities (see ISO 55001:2014, 8.1 and 9.1). Of particular importance are

Clauses of ISO 55001	Clauses of ISO 55002	Title
6.2.2	6.2.2.2	When developing or reviewing asset management plan(s), the organization should consider 6.2.2.2, a) to n).
7.1	7.1	When determining the resources needed to establish, implement, maintain and continually improve the asset management plan, the organization should consider 7.1, the entire clause.
7.2	7.2.1 7.2.2	When determining the necessary competence of persons, the organization should consider 7.2.1 and 7.2.2, the entire clauses.
8.2	8.2.1 8.2.2	The management of the risks associated with changes should include a review of the consequences associated with both planned and unplanned changes and include taking the necessary actions to mitigate any foreseen adverse effects. Changes that should be considered include 8.2.2, a) to h).
9.1	9.1.3	The organization should conduct evaluations of its asset portfolio, asset management and asset management system in order to ensure their continuing suitability, adequacy and effectiveness.
9.3	9.3	The management review should cover the asset portfolio, scope of the asset management system and the asset management activity and evaluate the organization's adherence to the asset management fundamentals as defined in ISO 55000. Management reviews should allow the organization to consider whether the asset management policy and objectives continue to be appropriate for the organization's purpose.
10.2	10.2.1	The organization should establish, implement and maintain processes and (as applicable) procedures for the handling and investigation of nonconformities, failures (functional and physical) and incidents associated with asset portfolio, asset management and the asset management system. In doing so the organization should consider clauses 10.2.2 to 10.2.4.

Clauses of ISO 55001	Clauses of ISO 55002	Title
	10.2.5	The organization should establish, implement and maintain processes for implementing corrective actions. In doing so the organization should consider clause 10.2.5.
10.4	10.4.1	In considering opportunities for improvement, the organization should consider clause 10.4.1.

11 Asset Management Assessment Report

Content

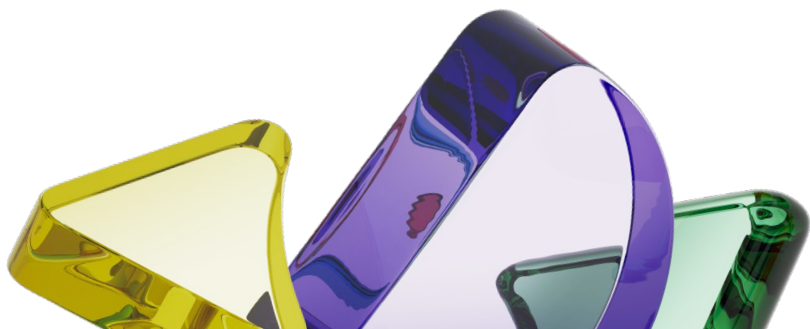
Executive Summary

The Executive Summary should be no more than 2-3 pages in length. It should be balanced in providing commentary on exceptionally good processes and practices as much as on non-compliances and the need for improvement.

Key items that should be addressed are noted below, but this list should not be considered exhaustive. A key function of the audit is to provide assurance to Top Management (both those who provide 'governance' or oversight, as well as those who provide explicit direction and control at the highest level) that the Asset Management System, being in conformance with the Strategic Asset Management Plan and the requirements of ISO 55001.

The items identified below are fundamental to Top Management being adequately informed in their leadership, decision making and performance management as part of the asset management system:

- System performance
- Information management
- Decision making and deviation of value
- Top management's fulfilment of specified requirements and effectiveness of meeting obligations
- Strengths of the system



- Situations with negative impact
- Any other significant findings that are relevant to the audit conclusion – positive or negative
- Recommendation/formal audit conclusion

Audit Findings

The audit findings will be documented in the eReport under the relevant process headings, as determined by the auditor. The audit findings must take into consideration the following elements of the Asset Management System under the relevant process headings:

- Changes since the last audit
- Adequacy of the scope
- Stakeholder engagement methodology and effectiveness, including complaints handling
- Risk management methodology, integrity, reliability and reporting result to top management
- Assessment of compliance with legal, statutory, regulatory and other requirements, and communication of these requirements throughout the organization
- Asset related incidents or potential situations for emergency response planning or business continuity planning
- Internal audits & Management review
- Opportunities for continual improvement
- Use of the BSI logo and trademarks and Sampling.

Revision history

Revision No	Date	Author	Approved By	Changes
3	February 2025	Jim Riddle	Craig Miller	Updated complaints/appeals process

