International Standard

ISO 41011

Facility management — Vocabulary

Facility management — Vocabulaire

Second edition
2024-02

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Foreword

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The procedures used to develop this document and those intended for its further maintenance are described in the ISO/IEC Directives, Part 1. In particular, the different approval criteria needed for the different types of ISO document should be noted. This document was drafted in accordance with the editorial rules of the ISO/IEC Directives, Part 2 (see www.iso.org/directives).

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For an explanation of the voluntary nature of standards, the meaning of ISO specific terms and expressions related to conformity assessment, as well as information about ISO's adherence to the World Trade Organization (WTO) principles in the Technical Barriers to Trade (TBT), see www.iso.org/iso/foreword.html.

This document was prepared by Technical Committee ISO/TC 267, *Facility management*, in collaboration with the European Committee for Standardization (CEN) Technical Committee CEN/TC 348, *Facility Management,* in accordance with the Agreement on technical cooperation between ISO and CEN (Vienna Agreement).

This second edition cancels and replaces the first edition (ISO 41011:2017), which has been technically revised.

The main changes are as follows:

— categories of terms related to technology (3.9) and sustainability (3.10) have added to the document;

— the subclauses 0.1, 0.2 and 0.3 in the introduction have been updated;

— the following terms have been added: facility management organization (3.1.4), workspace (3.1.14), constructed asset (3.2.4), service life (3.2.8), communication plan (3.3.1), cross-cultural impact (3.3.3), responsibility assignment matrix (3.3.6), stakeholder impact assessment (3.3.8), co-sourcing (3.4.3), performance specification (3.4.11), procurement plan (3.4.13), self-delivery service (3.4.14), facility plan (3.5.6), life cycle assessment (3.5.7), outcome (3.5.9), output (3.5.10), post-occupancy evaluation (3.5.11), work stage (3.5.16), acquisition cost (3.6.1), circular economy (3.6.3), construction cost (3.6.4), cost-benefit analysis (3.6.5), end-of-life cost (3.6.6), maintenance cost (3.6.8), operation cost (3.6.10), renewal cost (3.6.11), whole-life cost (3.6.12), facility life cycle (3.7.8), facility management strategy (3.7.10), maintenance (3.7.11), operational level (3.7.14), resilience (3.7.17), strategic facility plan (3.7.19), indoor environmental quality (3.8.4) computer aided facility management (3.9.1), smart building (3.9.2) greenhouse gas (3.10.1), greenhouse gas emission (3.10.2), sustainable development (3.10.5) and well-being (3.10.6);

— the terms have been alphabetized in subclauses;

— the term "policy" has been changed to "facility management policy";

— the term "user" has become the preferred term and has replaced "end user";

— the terminological entry for "interested party" has been removed and this term has been added as an admitted term to the terminological entry for "stakeholder".

Any feedback or questions on this document should be directed to the user's national standards body. A complete listing of these bodies can be found at www.iso.org/members.html.

Introduction

0.1 Purpose

The International Standards developed by ISO/TC 267 describe the characteristics of facility management and are intended for use in both the private and public sectors.

0.2 Relationship with other standards

Common practices have been identified that can be applied across the build environment where people work, live and play. This includes a wide variety of market sectors, organizational types, process activities and geographies. Their implementation will help to:

— improve quality, productivity and financial performance;

— enhance sustainability and reduce negative environmental impact;

— develop functional and motivating built environments;

— maintain regulatory compliance and provide safe workplaces;

— optimize facility life cycle performance and costs;

— improve resilience and adaptability;

— project an organization's identity and image more successfully.

0.3 Target audience

This document is primarily intended for use by:

— those considering how to improve the value for their organization from their facility management base;

— those involved in the establishment, implementation, maintenance and improvement of a facility;

— those involved in the planning, design, implementation and review of facility management activities.

Facility management — Vocabulary

1 Scope

This document defines terms used in facility management.

2 Normative references

There are no normative references in this document.

3 Terms and definitions

ISO and IEC maintain terminology databases for use in standardization at the following addresses:

— ISO Online browsing platform: available at https://www.iso.org/obp

— IEC Electropedia: available at https://www.electropedia.org/

3.1 Terms related to facility management

3.1.1
facility management
facilities management
FM
organizational function which integrates people, place and *process* (3.5.13) within the *built environment* (3.2.3) with the purpose of improving the quality of life of people and the productivity of the *core business* (3.1.2)

Note 1 to entry: The terms "facility management" and "facilities management" can be used interchangeably.

3.1.2
core business
entity (3.7.7) from which *needs* (3.1.8) are derived

3.1.3
demand
stated *requirement* (3.1.9) for a *service* (3.5.14) or a *product* (3.5.12) to be delivered

3.1.4
facility management organization
FM organization
organization (3.3.5) responsible for *facility management* (3.1.1)

3.1.5
facility process
process (3.5.13) which is integrated and managed by a *facility management organization* (3.1.4)

3.1.6
facility service
support provision to the *primary activities* (3.7.15) of an *organization* (3.3.5), delivered by an internal or external provider