

Facility management - Vocabulary (ISO 41011:2024)

EESTI STANDARDI EESSÕNA

NATIONAL FOREWORD

<p>See Eesti standard EVS-EN ISO 41011:2024 sisaldab Euroopa standardi EN ISO 41011:2024 ingliskeelset teksti.</p> <p>Standard on jõustunud sellekohase teate avaldamisega EVS Teatajas.</p> <p>Euroopa standardimisorganisatsioonid on teinud Euroopa standardi rahvuslikele liikmetele kättesaadavaks 28.02.2024.</p> <p>Standard on kättesaadav Eesti Standardimis-ja Akrediteerimiskeskusest.</p>	<p>This Estonian standard EVS-EN ISO 41011:2024 consists of the English text of the European standard EN ISO 41011:2024.</p> <p>This standard has been endorsed with a notification published in the official bulletin of the Estonian Centre for Standardisation and Accreditation.</p> <p>Date of Availability of the European standard is 28.02.2024.</p> <p>The standard is available from the Estonian Centre for Standardisation and Accreditation.</p>
---	---

Tagasisidet standardi sisu kohta on võimalik edastada, kasutades EVS-i veebilehel asuvat tagasiside vormi või saates e-kirja meiliaadressile standardiosakond@evs.ee.

ICS 01.040.03, 03.080.10

Standardite reprodutseerimise ja levitamise õigus kuulub Eesti Standardimis- ja Akrediteerimiskeskusele. Andmete paljundamine, taastekitamine, kopeerimine, salvestamine elektroonsesse süsteemi või edastamine ükskõik millises vormis või millisel teel ilma Eesti Standardimis-ja Akrediteerimiskeskuse kirjaliku loata on keelatud.

Kui Teil on küsimusi standardite autorikaitse kohta, võtke palun ühendust Eesti Standardimis-ja Akrediteerimiskeskusega: Koduleht www.evs.ee; telefon 605 5050; e-post info@evs.ee.

The right to reproduce and distribute standards belongs to the Estonian Centre for Standardisation and Accreditation. No part of this publication may be reproduced or utilized in any form or by any means, electronic or mechanical, including photocopying, without a written permission from the Estonian Centre for Standardisation and Accreditation.

If you have any questions about copyright, please contact Estonian Centre for Standardisation and Accreditation: Homepage www.evs.ee; phone +372 605 5050; e-mail info@evs.ee.

English Version

Facility management - Vocabulary (ISO 41011:2024)

Facility management - Vocabulaire (ISO 41011:2024)

Facility Management - Begriffe (ISO 41011:2024)

This European Standard was approved by CEN on 6 February 2024.

CEN members are bound to comply with the CEN/CENELEC Internal Regulations which stipulate the conditions for giving this European Standard the status of a national standard without any alteration. Up-to-date lists and bibliographical references concerning such national standards may be obtained on application to the CEN-CENELEC Management Centre or to any CEN member.

This European Standard exists in three official versions (English, French, German). A version in any other language made by translation under the responsibility of a CEN member into its own language and notified to the CEN-CENELEC Management Centre has the same status as the official versions.

CEN members are the national standards bodies of Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Republic of North Macedonia, Romania, Serbia, Slovakia, Slovenia, Spain, Sweden, Switzerland, Türkiye and United Kingdom.



EUROPEAN COMMITTEE FOR STANDARDIZATION
COMITÉ EUROPÉEN DE NORMALISATION
EUROPÄISCHES KOMITEE FÜR NORMUNG

CEN-CENELEC Management Centre: Rue de la Science 23, B-1040 Brussels

European foreword

This document (EN ISO 41011:2024) has been prepared by Technical Committee ISO/TC 267 "Facility management" in collaboration with Technical Committee CEN/TC 348 "Facility Management" the secretariat of which is held by SN.

This European Standard shall be given the status of a national standard, either by publication of an identical text or by endorsement, at the latest by August 2024, and conflicting national standards shall be withdrawn at the latest by August 2024.

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. CEN shall not be held responsible for identifying any or all such patent rights.

This document supersedes EN ISO 41011:2018.

Any feedback and questions on this document should be directed to the users' national standards body/national committee. A complete listing of these bodies can be found on the CEN website.

According to the CEN-CENELEC Internal Regulations, the national standards organizations of the following countries are bound to implement this European Standard: Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Republic of North Macedonia, Romania, Serbia, Slovakia, Slovenia, Spain, Sweden, Switzerland, Türkiye and the United Kingdom.

Endorsement notice

The text of ISO 41011:2024 has been approved by CEN as EN ISO 41011:2024 without any modification.

Contents

	Page
Foreword.....	iv
Introduction.....	vi
1 Scope.....	1
2 Normative references.....	1
3 Terms and definitions.....	1
3.1 Terms related to facility management.....	1
3.2 Terms related to assets.....	3
3.3 Terms related to people.....	3
3.4 Terms related to sourcing.....	5
3.5 Terms related to process.....	6
3.6 Terms related to finance.....	8
3.7 Terms related to general business.....	10
3.8 Terms related to measurement.....	13
3.9 Terms related to technology.....	14
3.10 Terms related to sustainability.....	14
Bibliography.....	17
Index.....	18

Foreword

ISO (the International Organization for Standardization) is a worldwide federation of national standards bodies (ISO member bodies). The work of preparing International Standards is normally carried out through ISO technical committees. Each member body interested in a subject for which a technical committee has been established has the right to be represented on that committee. International organizations, governmental and non-governmental, in liaison with ISO, also take part in the work. ISO collaborates closely with the International Electrotechnical Commission (IEC) on all matters of electrotechnical standardization.

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).

ISO draws attention to the possibility that the implementation of this document may involve the use of (a) patent(s). ISO takes no position concerning the evidence, validity or applicability of any claimed patent rights in respect thereof. As of the date of publication of this document, ISO had not received notice of (a) patent(s) which may be required to implement this document. However, implementers are cautioned that this may not represent the latest information, which may be obtained from the patent database available at www.iso.org/patents. ISO shall not be held responsible for identifying any or all such patent rights.

Any trade name used in this document is information given for the convenience of users and does not constitute an endorsement.

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.

This document is a preview generated by EVS

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