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Facility management - Vocabulary (ISO 41011:2017)

EESTI STANDARDI EESSÕNA

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EUROPEAN STANDARD

EN ISO 41011

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English Version

Facility management - Vocabulary (ISO 41011:2017)

Facility management - Vocabulaire (ISO 41011:2017)

Facility Management - Begriffe (ISO 41011:2017)

This European Standard was approved by CEN on 6 April 2018.

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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

The text of ISO 41011:2017 has been prepared by Technical Committee ISO/TC 267 “Facility management” of the International Organization for Standardization (ISO) and has been taken over as EN ISO 41011:2018 by Technical Committee CEN/TC 348 “Facility Management” the secretariat of which is held by NEN.

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of an identical text or by endorsement, at the latest by November 2018, and conflicting national standards shall be withdrawn at the latest by November 2018.

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.

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Endorsement notice

The text of ISO 41011:2017 has been approved by CEN as EN ISO 41011:2018 without any modification.

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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 documents 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 on 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 the following URL: www.iso.org/iso/foreword.html.

This document was prepared by Technical Committee ISO/TC 267, *Facility management*.

Introduction

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

NOTE The terms “facility management” and “facilities management” can be used interchangeably.

International cooperation in the preparation of these International Standards has identified common practices that can be applied across a wide variety of market sectors, organizational types, process activities and geographies, and their implementation will help to:

- improve quality, productivity and financial performance;
- enhance sustainability and reduce negative environmental impact;
- develop functional and motivating work environments;
- maintain regulatory compliance and provide safe workplaces;
- optimize life cycle performance and costs;
- improve resilience and relevance;
- project an organization’s identity and image more successfully.

Facility management — Vocabulary

1 Scope

This document defines terms used in facility management standards.

2 Normative references

There are no normative references in this document.

3 Terms and definitions

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

- ISO Online browsing platform: available at <http://www.iso.org/obp>
- IEC Electropedia: available at <http://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* (3.5.1) within the *built environment* (3.2.3) with the purpose of improving the *quality* (3.7.1) of life of people and the productivity of the *core business* (3.1.7)

3.1.2

internal service provision
in-house service provision

delivery and management of a *service* (3.5.3) by staff employed by the *demand organization* (3.3.1.1)

3.1.3

support service

non-primary *activity* (3.5.2) delivered in support of *core business* (3.1.7)

3.1.3.1

facility service

support provision to the *primary activities* (3.7.4) of an *organization* (3.3.1), delivered by an internal or external provider

3.1.3.2

facility process

process (3.5.1) which is integrated and managed by a *facility management* (3.1.1) *organization* (3.3.1)

3.1.4

need

expectation, specific or abstract, from the *demand organization* (3.3.1.1) which is essential to enable the achievement of the core purpose and key *objectives* (3.7.8)