
Upravljanje z objekti in s storitvami – Izrazi in definicije

Facility Management – Terms and definitions

**iTeh STANDARD PREVIEW
(standards.iteh.ai)**

[oSIST prEN 15221:2005](https://standards.iteh.ai/catalog/standards/sist/9db22280-257c-4231-becc-a682b884e32e/osist-pren-15221-2005)

<https://standards.iteh.ai/catalog/standards/sist/9db22280-257c-4231-becc-a682b884e32e/osist-pren-15221-2005>

iTeh STANDARD PREVIEW
(standards.iteh.ai)

[oSIST prEN 15221:2005](#)

<https://standards.iteh.ai/catalog/standards/sist/9db22280-257c-4231-becca682b884e32e/osist-pren-15221-2005>

May 2005

ICS

English version

Facility Management - Terms and definitions

Facility Management - Begriffe

This draft European Standard is submitted to CEN members for enquiry. It has been drawn up by the Technical Committee CEN/TC 348.

If this draft becomes a European Standard, 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.

This draft European Standard was established by CEN 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 Management Centre has the same status as the official versions.

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

Warning : This document is not a European Standard. It is distributed for review and comments. It is subject to change without notice and shall not be referred to as a European Standard.

[oSIST prEN 15221:2005](https://standards.iteh.ai/catalog/standards/sist/9db22280-257c-4231-becca682b884e32e/osist-pren-15221-2005)

<https://standards.iteh.ai/catalog/standards/sist/9db22280-257c-4231-becca682b884e32e/osist-pren-15221-2005>



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

Management Centre: rue de Stassart, 36 B-1050 Brussels

Contents

Page

Foreword.....	3
Introduction	4
1 Scope	5
2 Normative references	5
3 General terms and definitions	5
4 Facility services structure	6
Annex A (informative) Facility Management model	8
Annex B (informative) Structure of terms	11
Annex C (informative) Structure/scope of services	12

iTeh STANDARD PREVIEW (standards.iteh.ai)

[oSIST prEN 15221:2005](https://standards.iteh.ai/catalog/standards/sist/9db22280-257c-4231-becca682b884e32e/osist-pren-15221-2005)

<https://standards.iteh.ai/catalog/standards/sist/9db22280-257c-4231-becca682b884e32e/osist-pren-15221-2005>

Foreword

This document (prEN 15221:2005) has been prepared by Technical Committee CEN/TC 348 “Facility Management”, the secretariat of which is held by NEN.

This document is currently submitted to the CEN Enquiry.

When published definitely, this European Standard should be given the status of a national standard, either by publication of an identical text or by endorsement and conflicting national standards should be withdrawn.

iTeh STANDARD PREVIEW (standards.iteh.ai)

[oSIST prEN 15221:2005](https://standards.iteh.ai/catalog/standards/sist/9db22280-257c-4231-becca682b884e32e/osist-pren-15221-2005)

<https://standards.iteh.ai/catalog/standards/sist/9db22280-257c-4231-becca682b884e32e/osist-pren-15221-2005>

Introduction

Facility Management is still developing in various European countries. Driven by certain historical and cultural circumstances, organizations and business areas have built different understandings and approaches. In general, all private, business and public organization use buildings, assets and services to support their primary activities. By coordinating these assets and services, by using management skills and by handling many changes in the organizations environment, Facility Management influences its ability, to act proactively and provides all necessary needs. This is done also to optimize the costs and performance of assets and services.

The main benefits of Facility Management approaches in organizations are:

- A clear and transparent communication between the demand side and the supply side by using dedicated persons as single points of contact for all services, which are defined in an Facility Management agreement.
- A simple and manageable concept of internal and external responsibilities for services, based on strategic decisions, which does lead to systematic insourcing or outsourcing procedures.
- An integration and coordination of all required support services.
- A reduction of conflicts between internal and external Service providers.
- A transparent knowledge and information to service levels and costs, which can be clearly communicated to the end users.
- A most effective use of synergies amongst different services, which will help to improve the costs and performance of an organization.

ITeH STANDARD PREVIEW
(standards.iteh.ai)
oSIST prEN 15221:2005
<https://standards.iteh.ai/catalog/standards/sist/9db22280-257c-4231-becc-a682b884e37c/sist-pr-en-15221-2005>

The market of Facility Management in Europe can only be estimated, but an overall volume of several hundred billion Euros shows clearly, that this field needs to be defined and described more clearly. The effects of optimizing Facility Management are related a broad and clear understanding of the interdependencies of the organisations processes and Facility Management processes. In order to have a common language, this standard aims to describe the basic functions of Facility Management and defines the relevant terms, which are needed to understand the context.

The purpose of this draft European standard is to define the general in the area of Facility Management and specific terms used in Facility Management agreements in order to:

- Improve communication between stakeholders.
- Improve effectiveness of primary and Facility Management processes.
- Quality improvement of output.
- Develop new tools and systems.

This standard is a lead document that other initiatives should follow. Initiatives for other standards, guidelines and technical specifications cannot be made without reference to the lead document.

For understanding terms and definitions used in this document, it is recommended to read the model and explanation in Annex A first. The Facility Management model is derived of several existing and highly developed examples in the United Kingdom, Germany and Sweden, thus should not describe a status quo. The principles of developing the model are also, to keep it as simple as possible and also be adaptable to other specific tasks of organizations.

1 Scope

This draft European standard gives relevant terms and definitions in the area of Facility Management. It also provides a structure of facility services.

2 Normative references

The following referenced documents are indispensable for the application of this document. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

prEN 15222:2004, Facility Management – Guidance on how to prepare Facility Management agreements

3 General terms and definitions

3.1

customer

organisational unit that specifies and orders the delivery of facility services within the conditions of a Facility Management agreement

3.2

client

organisation that specifies needs and procures facility services by means of a Facility Management agreement.

NOTE The client has a general and/or key function in all stages of the relationship with the service provider.

3.3

end users

persons receiving facility services in a permanent or temporary way

3.4

facilities management

this term is used synonymously with Facility Management

3.5

facility

a tangible asset that supports an organisation

3.6

facility management

an integrated process to support and improve the effectiveness of the primary activities of an organisation by the management and delivery of agreed support services for the appropriate environment that is needed to achieve its changing objectives

3.7

facility management agreement

document and/or agreement stating the conditions for provision of facility services between clients and external service providers as well as internal service providers

3.8

facility service

a support provision to the primary activities of an organisation, delivered by internal or external providers

NOTE Facility services are services related to space & infrastructure and/or to people & organisation.

**3.9
primary activities**

activities that constitute the distinctive and indispensable competence of an organisation in its value chain.

NOTE The distinction between the primary activities and support services is decided by each organisation individually; this distinction has to be continuously updated.

**3.10
service level agreement (SLA)**

agreement between the client/customer and the service provider on performance and conditions of facility services delivery

**3.11
service provider**

organisation that manages and/or delivers facility services as specified in a Facility Management agreement

NOTE A service provider can be internal or external to the client's organisation.

**3.12
sourcing**

deciding upon the source of the delivery of facility services from resources within or outside the organisation

More specific Facility Management agreement related terms are defined in prEN 15222.

iTeh STANDARD PREVIEW

4 Facility services structure (standards.iteh.ai)

Facility Management covers and integrates a very broad scope of processes, services, activities and facilities. The field of Facility Management can be structured in two sections, corresponding to two generic types of client's demands:

1. Demand related to Space & infrastructure;
2. Demand related to the people & organisation.

Each section is divided up in subsections. The intention of the focus on demand is to underline the client orientation of Facility Management.

For each type of clients demands Annex C provides a list of examples of services/activities and facilities that respond to these demands to illustrate the structure and scope of services. Due to the complexity and the changing markets the list is not complete or exhaustive. Depending on the organisational situation of the client, some services/activities or facilities can fall into different subsections. An adaptation to client's demands will often be necessary.

The examples for services/activities are listed together as there is no clear rule or exact definition to classify them so far. Some terms can either stand for a single activity or a complete service, depending on the situation.

Together with service providing, which includes a tactical component, it is the basic concept of Facility Management to provide integrated management on tactical and strategical level to coordinate the provision of the services/activities and facilities. This requires Facility Management specific competencies and distinguishes Facility Management from the isolated provision of one or several services. The integrated management is an integral part of Facility Management, but can also match a client's demand.

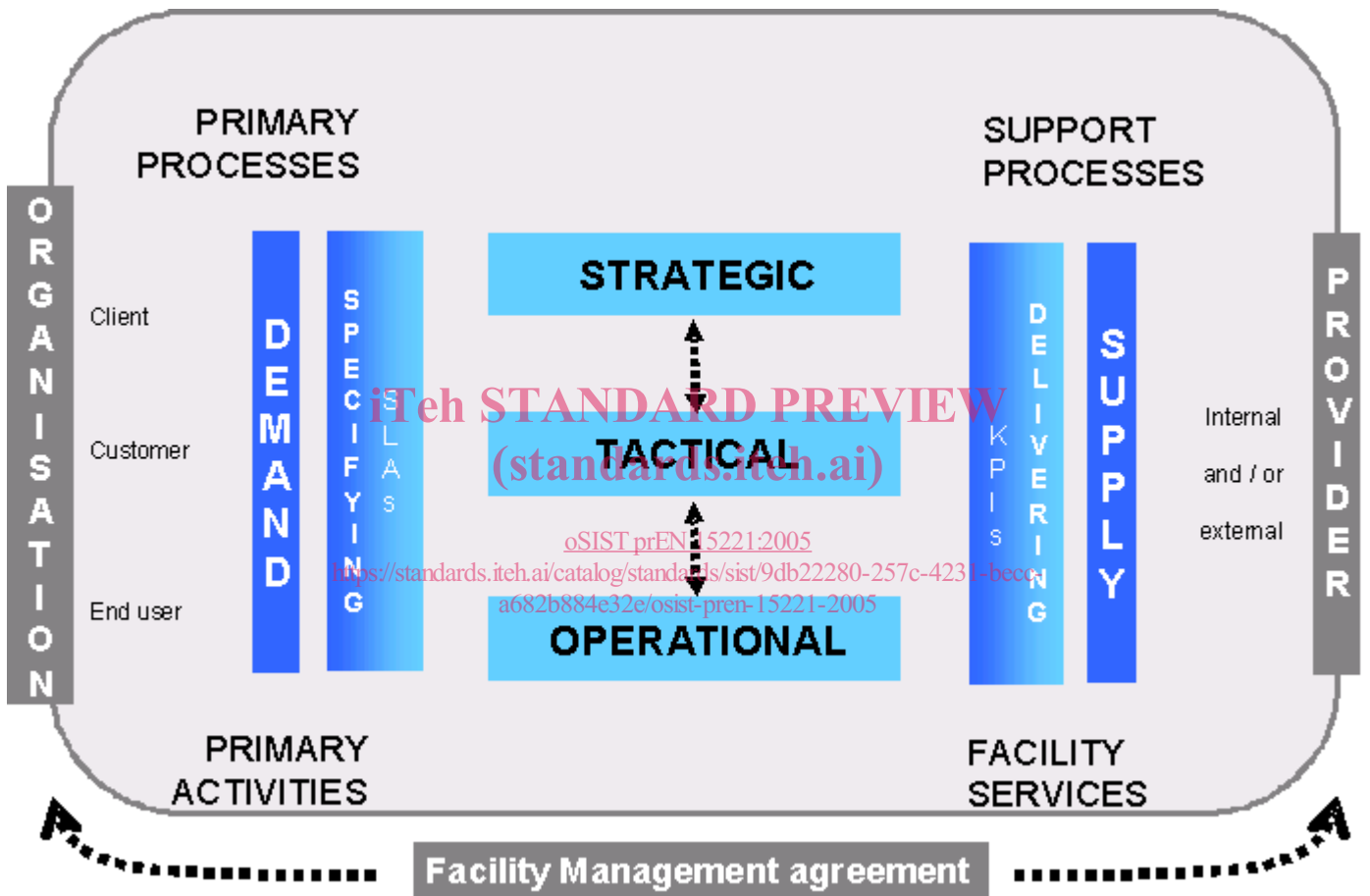
The structure can be organised as follows:

Structure of client's demands and scope of services		
1.	Space & Infrastructure	
	1.1	Demand for space
	1.2	Demand for technical infrastructure
	1.3	Demand for cleaning
	1.4	Demand related to outdoor space
	1.5	Workplace related demand
	1.6	Specific demand related to space and infrastructure
2.	People & Organisation	
	2.1	Demand for health, safety and security
	2.2	Hospitality demand
	2.3	Demand for information & communication
	2.4	Demand for logistics https://standards.iteh.ai/catalog/standards/sist/9db22280-257c-4231-becc-a682b884e32e/osist-pr-en-15221-2005
	2.5	Demand for integrated management, consultancy and administrative support
	2.6	Specific demand of the organisation

Annex A (informative)

Facility Management model

Annex A presents the Facility Management model, which provides an integrated framework describing how Facility Management supports the primary activities of an organisation. It deals with the demand and supply relationship and presents the different levels of possible Facility Management interaction.



Organisation

An organisation relies on its primary processes in order to achieve its strategic objectives. Changing market forces and developments coming from legislation, technology, mergers, etc influence these processes constantly. These changes must be managed and structured in strategic, tactical and operational levels, in order to remain viable and compliant.

The support processes, which can be a part of the organisation or be delivered by external service providers, have a direct impact on the efficiency and effectiveness of the primary activities. The distinction between the primary activities and support services is decided by each organisation individually; this distinction has to be continuously updated.

The organisation is made up of client (corporate level), customer (business unit level) and end users. It's the task of the client, to specify needs and to procure the required facility services, where as the customer specifies and orders the delivery of these services within the conditions of a Facility Management agreement. On operational level the end users receive these support services where appropriate.