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**Upravljanje objektov in storitev - 1. del: Izrazi in definicije**

Facility Management - Part 1: Terms and definitions

Facility Management - Teil 1: Begriffe

Facilities management - Partie 1 : Termes et définitions

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**Ta slovenski standard je istoveten z: EN 15221-1:2006**

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**ICS:**

01.040.03	Storitve. Organizacija podjetja, vodenje in kakovost. Uprava. Transport. Sociologija. (Slovarji)	Services. Company organization, management and quality. Administration. Transport. Sociology. (Vocabularies)
03.080.99	Druge storitve	Other services
91.040.01	Stavbe na splošno	Buildings in general

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English Version

## Facility Management - Part 1: Terms and definitions

Facilities management - Partie 1 : Termes et définitions

Facility Management - Teil 1: Begriffe

This European Standard was approved by CEN on 18 September 2006.

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 Central Secretariat 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 Central Secretariat has the same status as the official versions.

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## Foreword

This document (EN 15221-1:2006) has been prepared 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of an identical text or by endorsement, at the latest by April 2007, and conflicting national standards shall be withdrawn at the latest by April 2007

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

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## Introduction

Facility Management is developing in various European countries. Driven by certain historical and cultural circumstances, organisations and business areas have built different understandings and approaches. In general, all organisations, whether public or private, use buildings, assets and services (facility services) to support their primary activities. By coordinating these assets and services, using management skills and handling many changes in the organisation's environment, Facility Management influences its ability to act proactively and meet all its requirements. This is also done to optimize the costs and performance of assets and services.

The main benefits of Facility Management approaches in organisations are:

- Clear and transparent communication between the demand side and the supply side by dedicating persons as single points of contact for all services, which are defined in a Facility Management agreement.
- Most effective use of synergies amongst different services, which will help to improve performance and reduce costs of an organisation.
- Simple and manageable concept of internal and external responsibilities for services, based on strategic decisions, which leads to systematic insourcing or outsourcing procedures.
- Reduction of conflicts between internal and external service providers.
- Integration and coordination of all required support services.
- Transparent knowledge and information on service levels and costs, which can be clearly communicated to the end users.
- Improvement of an organisation sustainability by implementing a life cycle analysis for the facilities.

The market of Facility Management (internal and external) in Europe with an estimated volume of several hundred billion Euros clearly shows that this field needs to be defined and described more clearly. Optimization of Facility Management requires a broad and clear understanding of the interdependencies of the organisation's 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 European standard is to define the terms in the area of Facility Management in order to:

- Improve communication between stakeholders.
- Improve effectiveness of primary activities and Facility Management processes, as well as the quality of their output.
- Develop tools and systems.

This European standard is a lead document in terms of standards in Facility Management that other initiatives should follow. Initiatives for other standards, guidelines and technical specifications cannot be made without reference to this lead document.

For better understanding of the 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 from several existing and highly developed solutions thus should not describe a status quo. The principles of developing the Facility Management model are also to keep it as simple as possible and also be adaptable to other specific tasks of organisations.

## 1 Scope

This European standard gives relevant terms and definitions in the area of Facility Management. It also provides insight into the scope of Facility Management.

## 2 Terms and definitions

For the purposes of this European Standard, the following terms and definitions apply.

NOTE More Facility Management related terms are defined in the specific Facility Management standards. In case of discrepancies this document is the ruling document.

### 2.1 benchmarking

process of measuring performance (including price) of facility services and comparing the results internally and/or externally

### 2.2 client

organisation that procures facility services by means of a Facility Management agreement

NOTE The client acts on a strategic level and has a general and/or key function in all stages of the relationship with the service provider. The customer specifies the facility services.

### 2.3 customer

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

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NOTE The customer acts on a tactical level.

### 2.4 end user

person receiving facility services

NOTE A visitor could also be an end user.

### 2.5 facilities management

facility management

integration of processes within an organisation to maintain and develop the agreed services which support and improve the effectiveness of its primary activities

### 2.6 facility

tangible asset that supports an organisation

### 2.7 facility management agreement

written or oral agreement stating the terms and conditions for provision of facility services between a client and an internal or external service provider

### 2.8 facility management contract

legally binding Facility Management agreement between different legal entities

**2.9  
facility management contractor**  
organisation that contracts to provide facility services and is the accountable for contract performance

**2.10  
facility management service provider**  
organisation that provides the client with a cohesive range of facility services within the terms and conditions of a Facility Management agreement

NOTE A Facility Management service provider can be internal or external to the client.

**2.11  
facility service**  
support provision to the primary activities of an organisation, delivered by an internal or external provider

NOTE Facility services are services related to Space & Infrastructure and to People & Organisation.

**2.12  
integrated facility services**  
set of facility services that interact with each other

**2.13  
key performance indicator (KPI)**  
measure that provides essential information about the performance of facility services delivery

**2.14  
primary activities**  
activities that constitute the distinctive and indispensable competencies 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.

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**2.15  
service level agreement (SLA)**  
agreement between the client or customer and the service provider on performance, measurement and conditions of services delivery

NOTE A Facility Management agreement consists of general clauses, applicable to the whole agreement, and SLA specific clauses, only applicable to a facility service. In a Facility Management agreement several SLAs are included.

**2.16  
service provider**  
organisation that is responsible for the delivery of one or more facility services

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

**2.17  
supplier**  
provider of a facility service or a product

### 3 Scope of Facility Management

Facility Management covers and integrates a very broad scope of processes, services, activities and facilities. The distinction between the primary activities and support services is decided by each organisation individually. Annex B illustrates the relation between facility services and other support services.

The field of Facility Management can be grouped around client demands, which can be summarised under two main headings:

- Space and Infrastructure;
- People and Organisation.

The intended focus on demand is to underline the client orientation of Facility Management. For each type of client demand, Annex B provides examples of services that respond to these demands to illustrate the scope of Facility Management. Due to the complexity and the changing markets, client demands are subject to change.

The basic concept of Facility Management is to provide integrated management on a strategic and tactical level to coordinate the provision of the agreed support services (facility services). This requires specific competencies and distinguishes Facility Management from the isolated provision of one or more services.

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