



SLOVENSKI STANDARD
oSIST prEN ISO 41011:2018
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Upravljanje objektov in storitev - Slovar (ISO 41011:2017)

Facility management - Vocabulary (ISO 41011:2017)

Facility Management - Begriffe (ISO 41011:2017)

Facility management - Vocabulaire (ISO 41011:2017)

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Facility management — Vocabulary

Facility management — Vocabulaire

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ISO copyright office
Ch. de Blandonnet 8 • CP 401
CH-1214 Vernier, Geneva, Switzerland
Tel. +41 22 749 01 11
Fax +41 22 749 09 47
copyright@iso.org
www.iso.org

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ISO 41011:2017(E)

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

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*.

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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.

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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)

ISO 41011:2017(E)**3.1.4.1
requirement**

need (3.1.4) or expectation that is stated, generally implied or obligatory

Note 1 to entry: “Generally implied” means that it is custom or common practice for the *organization* (3.3.1) and *interested parties* (3.3.3) that the need or expectation under consideration is implied.

Note 2 to entry: A specified requirement is one that is stated, for example in *documented information* (3.7.7).

**3.1.4.2
demand**

stated *requirement* (3.1.4.1) for a *services* (3.5.3) or *products* (3.5.1.1) to be delivered

**3.1.4.3
service level**

complete description of *requirements* (3.1.4.1) of a *product* (3.5.1.1), *process* (3.5.1) or *system* (3.5.4) with their characteristics

**3.1.4.3.1
service level agreement**

SLA
document which has been agreed between the *demand organization* (3.3.1.1) and a *service provider* (3.1.5) on *performance* (3.8.3), *measurement* (3.8.1) and conditions of *service* (3.5.3) delivery

**3.1.5
service provider**

organization (3.3.1) that delivers one or more *facility services* (3.1.3.1)

Note 1 to entry: A service provider can be internal or external to the *demand organization* (3.3.1.1).

**3.1.6
workplace**

physical location where work is performed

**3.1.6.1
work station**

location containing furniture and supporting equipment (including telephony, IT and power connections), specifically designed or suitable for work-related *activities* (3.5.2) and is suitable for permanent use

**3.1.7
core business**

entity (3.7.11) from which *needs* (3.1.4) are derived

3.2 Terms related to assets**3.2.1
asset**

item, thing or *entity* (3.7.11) that has potential or actual value to an *organization* (3.3.1)

[SOURCE: ISO 55000:2014, 3.2.1, modified — Notes to entry have been removed.]

**3.2.1.1
asset management**

coordinated *activity* (3.5.2) of an *organization* (3.3.1) to realize value from *assets* (3.2.1)

[SOURCE: ISO 55000:2014, 3.3.1, modified — Notes to entry have been removed.]

**3.2.2
real estate**

immoveable property including structures, grounds and undeveloped land