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## Facility management — Vocabulary

*Facility management — Vocabulaire*

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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](http://www.iso.org/directives)).

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. ISO shall not be held responsible for identifying any or all such patent rights. Details of any patent rights identified during the development of the document will be in the Introduction and/or on the ISO list of patent declarations received (see [www.iso.org/patents](http://www.iso.org/patents)).

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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](http://www.iso.org/iso/foreword.html). (standards.iteh.ai)

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)

**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

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**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



**3.2.3****built environment**

collection of buildings, external works (landscaped areas), *infrastructure* (3.2.3.1) and other construction works within an area

**3.2.3.1****infrastructure**

*system* (3.5.4) of *facilities* (3.2.3.2), equipment and *services* (3.5.3) needed for the operation of an *organization* (3.3.1)

[SOURCE: ISO 9000:2015, 3.5.2]

**3.2.3.2****facility**

collection of *assets* (3.2.1) which is built, installed or established to serve an *entity's* (3.7.11) *needs* (3.1.4)

**3.3 Terms related to people****3.3.1****organization**

person or group of people that has its own functions with responsibilities, authorities and relationships to achieve its *objectives* (3.7.8)

Note 1 to entry: The concept of organization includes, but is not limited to sole-trader, company, corporation, firm, enterprise, authority, partnership, charity or institution, or part or combination thereof, whether incorporated or not, public or private.

**3.3.1.1****demand organization**

*entity* (3.7.11) which has a *need* (3.1.4) and the authority to incur costs to have *requirements* (3.1.4.1) met

Note 1 to entry: This is typically an authorized representative within a functional unit of an *organization* (3.3.1).

**3.3.2****top management****executive management**

person or group of people who directs and controls an *organization* (3.3.1) at the highest level

Note 1 to entry: Top management has the power to delegate authority and provide resources within the organization.

Note 2 to entry: If the scope of the *management system* (3.7.5) covers only part of an organization, then top management refers to those who direct and control that part of the organization.

**3.3.3****interested party****stakeholder**

person or *organization* (3.3.1) that can affect, be affected by, or perceive itself to be affected by a decision or *activity* (3.5.2)

**3.3.4****competence**

ability to apply knowledge and skills to achieve intended results

**3.3.5****end user**

person or *organization* (3.3.1) which uses *products* (3.5.1.1) or *services* (3.5.3) from a supplier

## 3.4 Terms related to sourcing

### 3.4.1 agreement

statement agreed between the *demand organization* (3.3.1.1) and the provider of *services* (3.5.3) or *products* (3.5.1.1)

Note 1 to entry: This should be in the form of a written statement agreed between the demand organization and the provider of services or products setting out the *requirements* (3.1.4.1), conditions, costs, the level of resources and outputs required.

Note 2 to entry: For complex multi-country or multi-service agreements, the type of documentation and content outlined in ISO 41012:2017, Annexes C and D, could be required. For small or single service agreements, a one page document setting out the important terms and conditions can suffice.

#### 3.4.1.1 contract

*agreement* (3.4.1) under which two parties undertake to exchange a *product* (3.5.1.1) for a payment

#### 3.4.1.2 specification

detailed description of the *essential performance* (3.8.3) and/or technical *requirements* (3.1.4.1) for *services* (3.5.3) or *products* (3.5.1.1) and *processes* (3.5.1) set out by the *demand organization* (3.3.1.1) to make clear to the *service provider* (3.1.5) the requirements to be fulfilled

Note 1 to entry: This is the documentary interface between the *needs* (3.1.4) of the demand organization and the *activities* (3.5.2) of the service provider.

#### 3.4.1.3 mobilization

phase to establish and implement all resources, *systems* (3.5.4), data and procedures prior to taking full responsibility for the *facility services* (3.1.3.1) to be delivered as specified in the *facility management* (3.1.1) *agreement* (3.4.1)

Note 1 to entry: Start up can also be used in this context.

#### 3.4.1.4 demobilization

phase to transfer *facility services* (3.1.3.1) back to the *demand organization* (3.3.1.1) or to a new *service provider* (3.1.5) as specified in the *facility management* (3.1.1) *agreement* (3.4.1)

### 3.4.2 subcontracting

*process* (3.5.1) of engaging a *subcontractor* (3.4.2.1)

#### 3.4.2.1 subcontractor

*organization* (3.3.1) engaged by the *service provider* (3.1.5) to perform a specific portion of a *facility service* (3.1.3.1)

### 3.4.3 sourcing

practice which identifies, evaluates and engages internal and external *service providers* (3.1.5) to deliver a *service* (3.5.3) or *products* (3.5.1.1) to meet a *specification* (3.4.1.2)

#### 3.4.3.1 procurement

*activity* (3.5.2) of acquiring goods or *services* (3.5.3) from suppliers

Note 1 to entry: The procurement *process* (3.5.1) considers the whole life cycle from identification of *needs* (3.1.4) through to the end of a *services contract* (3.4.1.1) or the end of the life of goods, including disposal.

Note 2 to entry: *Sourcing* (3.4.3) is a part of the procurement process that includes planning, defining *specifications* (3.4.1.2) and selecting suppliers.

[SOURCE: ISO 20400:2017, 3.1.8]

#### 3.4.3.2

##### supply chain

*system* (3.5.4) of *organizations* (3.3.1), people, *activities* (3.5.2), information, and resources involved in delivering a *product* (3.5.1.1) or *service* (3.5.3) to an *end user* (3.3.5) from a supplier

#### 3.4.3.3

##### outsource (verb)

make an arrangement where an external *organization* (3.3.1) performs part of an organization's function or *process* (3.5.1)

Note 1 to entry: An external organization is outside the scope of the *management system* (3.7.5), although the outsourced function or process is within the scope.

#### 3.4.3.4

##### out-task

provision of a single *service* (3.5.3) from an external *service provider* (3.1.5)

#### 3.4.3.5

##### insource (verb)

make an arrangement to move external *service* (3.5.3) provisions to *internal service provision* (3.1.2)

#### 3.4.4

##### due diligence

compilation, comprehensive appraisal and validation of information of an *organization* (3.3.1) required for assessing accuracy, commercial integrity, financial stability and functional *competence* (3.3.4) integrity at the appropriate stage of the *agreement* (3.4.1) *sourcing* (3.4.3) *process* (3.5.1)

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#### 3.4.5

##### method statement

document in which the *service provider* (3.1.5) translates the *demands* (3.1.4.2) set out in the *specification* (3.4.1.2) and *service level agreement* (3.1.4.3.1) into a delivery plan with resources, allocations and methodologies

### 3.5 Terms related to process

#### 3.5.1

##### process

set of interrelated or interacting *activities* (3.5.2) which transforms inputs into outputs

##### 3.5.1.1

##### product

result of a *process* (3.5.1)

Note 1 to entry: There are four generic product categories, as follows:

- *services* (3.5.3);
- software;
- hardware;
- processed materials.

Note 2 to entry: Products can be tangible or intangible.

[SOURCE: ISO/IEC 17065:2012, 3.4.2, modified – Notes to entry have been modified]