
Facility management — Vocabulary

Facility management — Vocabulaire

iTeh Standards
(<https://standards.iteh.ai>)
Document Preview

ISO 41011:2017

<https://standards.iteh.ai/catalog/standards/iso/8724c777-eed6-4eca-9f63-047b157750c8/iso-41011-2017>



iTeh Standards
(<https://standards.iteh.ai>)
Document Preview

ISO 41011:2017

<https://standards.iteh.ai/catalog/standards/iso/8724c777-eed6-4eca-9f63-047b157750c8/iso-41011-2017>



COPYRIGHT PROTECTED DOCUMENT

© ISO 2017, Published in Switzerland

All rights reserved. Unless otherwise specified, no part of this publication may be reproduced or utilized otherwise in any form or by any means, electronic or mechanical, including photocopying, or posting on the internet or an intranet, without prior written permission. Permission can be requested from either ISO at the address below or ISO's member body in the country of the requester.

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

Contents

	Page
Foreword	iv
Introduction	v
1 Scope	1
2 Normative references	1
3 Terms and definitions	1
3.1 Terms related to facility management	1
3.2 Terms related to assets	2
3.3 Terms related to people	3
3.4 Terms related to sourcing	4
3.5 Terms related to process	5
3.6 Terms related to finance	6
3.7 Terms related to general business	6
3.8 Terms related to measurement	9
Bibliography	11
Alphabetical index of terms	12

iTeh Standards
(<https://standards.itih.ai>)
Document Preview

[ISO 41011:2017](https://standards.itih.ai/catalog/standards/iso/8724c777-eed6-4eca-9f63-047b157750c8/iso-41011-2017)

<https://standards.itih.ai/catalog/standards/iso/8724c777-eed6-4eca-9f63-047b157750c8/iso-41011-2017>

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).

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).

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*.

ISO 41011:2017

<https://standards.iteh.ai/catalog/standards/iso/8724c777-eed6-4eca-9f63-047b157750c8/iso-41011-2017>

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.

iTeh Standards
(<https://standards.iteh.ai>)
Document Preview

[ISO 41011:2017](https://standards.iteh.ai/catalog/standards/iso/8724c777-eed6-4eca-9f63-047b157750c8/iso-41011-2017)

<https://standards.iteh.ai/catalog/standards/iso/8724c777-eed6-4eca-9f63-047b157750c8/iso-41011-2017>

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

**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.