



# SLOVENSKI STANDARD SIST EN ISO 41015:2023

01-junij-2023

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## Upravljanje objektov in storitev - Vplivanje na organizacijsko vedenje za izboljšanje rezultatov objektov (ISO 41015:2023)

Facility management - Influencing organizational behaviours for improved facility outcomes (ISO 41015:2023)

Facility Management - Beeinflussung des Verhaltens zur Verbesserung der Ergebnisse von Einrichtungen und der Benutzererfahrung (ISO 41015:2023)

Facility management - Influencer les comportements organisationnels pour obtenir de meilleurs résultats en matière d'installations (ISO 41015:2023)

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**Ta slovenski standard je istoveten z: EN ISO 41015:2023**

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### **ICS:**

03.080.10	Vzdrževalne storitve. Upravljanje objektov	Maintenance services. Facilities management
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EN ISO 41015

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April 2023

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## Facility management - Influencing organizational behaviours for improved facility outcomes (ISO 41015:2023)

Facility management - Influencer les comportements organisationnels pour obtenir de meilleurs résultats en matière d'installations (ISO 41015:2023)

Facility Management - Beeinflussung des Verhaltens zur Verbesserung der Ergebnisse von Einrichtungen und der Benutzererfahrung (ISO 41015:2023)

This European Standard was approved by CEN on 4 April 2023.

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## European foreword

This document (EN ISO 41015:2023) has been prepared by Technical Committee ISO/TC 267 "Facility management" in collaboration with Technical Committee CEN/TC 348 "Facility Management" the secretariat of which is held by SN.

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of an identical text or by endorsement, at the latest by October 2023, and conflicting national standards shall be withdrawn at the latest by October 2023.

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. CEN shall not be held responsible for identifying any or all such patent rights.

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**Facility management — Influencing  
organizational behaviours for  
improved facility outcomes**

*Facility management — Influencer les comportements  
organisationnels pour obtenir de meilleurs résultats en matière  
d'installations*

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## ISO 41015:2023(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](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)).

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

For an explanation of 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 [www.iso.org/iso/foreword.html](http://www.iso.org/iso/foreword.html).

This document was prepared by Technical Committee ISO/TC 267, *Facility management*, in collaboration with the European Committee for Standardization (CEN) Technical Committee CEN/TC 348, *Facility Management*, in accordance with the Agreement on technical cooperation between ISO and CEN (Vienna Agreement).

Any feedback or questions on this document should be directed to the user's national standards body. A complete listing of these bodies can be found at [www.iso.org/members.html](http://www.iso.org/members.html).

## Introduction

This document is intended for owners, operators and service providers (internal and/or external) at a facility. It identifies the different ways in which facility improvements can positively influence behaviours which can increase the contribution of the facility to the demand organization. While behaviours are subjective, guidance on how these can be clearly specified and measured will enable a collective, collaborative and common objective to be reached by all parties. Influencing behaviour should be seen in the context of the ways in which individuals act or conduct themselves.

Efficient and effective facility management (FM) will ultimately fulfil the demand organization's requirement for optimal performance and allow for a more agile organizational approach. The organization should be able to determine the potential impact that its approaches have on meeting the demand organization's mission so that the organization can align and deliver its services accordingly. This document provides guidance on the appropriate operation of the facility so that its contribution to meeting the demand organization's mission and goals can be clearly specified and measured.

[Annex A](#) provides examples and more guidance related to the specific clauses.

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