



**SLOVENSKI STANDARD**  
**oSIST prEN ISO 41011:2023**  
**01-marec-2023**

**Nadomešča:**  
**SIST EN ISO 41011:2018**

---

**Upravljanje objektov in storitev - Slovar (ISO/DIS 41011:2023)**

Facility management - Vocabulary (ISO/DIS 41011:2023)

Facility Management - Begriffe (ISO/DIS 41011:2023)

Facility management - Vocabulaire (ISO/DIS 41011:2023)

**Ta slovenski standard je istoveten z: prEN ISO 41011**

**ICS:**

01.040.03	Storitve. Organizacija podjetja, vodenje in kakovost. Uprava. Transport. Sociologija. (Slovarji)	Services. Company organization, management and quality. Administration. Transport. Sociology. (Vocabularies)
03.080.10	Vzdrževalne storitve. Upravljanje objektov	Maintenance services. Facilities management

**oSIST prEN ISO 41011:2023**

**en,fr,de**



# DRAFT INTERNATIONAL STANDARD

## ISO/DIS 41011

ISO/TC 267

Secretariat: **BSI**

Voting begins on:  
**2023-01-09**

Voting terminates on:  
**2023-04-03**

---

---

## Facility management — Vocabulary

*Facility management — Vocabulaire*

ICS: 01.040.03; 03.080.10

iTeh STANDARD PREVIEW  
(standards.iteh.ai)

[oSIST prEN ISO 41011:2023](https://standards.iteh.ai/catalog/standards/sist/8b9def26-9322-4f77-b071-3d5c803268c7/osist-pren-iso-41011-2023)

<https://standards.iteh.ai/catalog/standards/sist/8b9def26-9322-4f77-b071-3d5c803268c7/osist-pren-iso-41011-2023>

This document is circulated as received from the committee secretariat.

THIS DOCUMENT IS A DRAFT CIRCULATED FOR COMMENT AND APPROVAL. IT IS THEREFORE SUBJECT TO CHANGE AND MAY NOT BE REFERRED TO AS AN INTERNATIONAL STANDARD UNTIL PUBLISHED AS SUCH.

IN ADDITION TO THEIR EVALUATION AS BEING ACCEPTABLE FOR INDUSTRIAL, TECHNOLOGICAL, COMMERCIAL AND USER PURPOSES, DRAFT INTERNATIONAL STANDARDS MAY ON OCCASION HAVE TO BE CONSIDERED IN THE LIGHT OF THEIR POTENTIAL TO BECOME STANDARDS TO WHICH REFERENCE MAY BE MADE IN NATIONAL REGULATIONS.

RECIPIENTS OF THIS DRAFT ARE INVITED TO SUBMIT, WITH THEIR COMMENTS, NOTIFICATION OF ANY RELEVANT PATENT RIGHTS OF WHICH THEY ARE AWARE AND TO PROVIDE SUPPORTING DOCUMENTATION.

**ISO/CEN PARALLEL PROCESSING**



Reference number  
ISO/DIS 41011:2023(E)

© ISO 2023

# iTeh STANDARD PREVIEW (standards.iteh.ai)

[oSIST prEN ISO 41011:2023](https://standards.iteh.ai/catalog/standards/sist/8b9def26-9322-4f77-b071-3d5c803268c7/osist-pren-iso-41011-2023)

<https://standards.iteh.ai/catalog/standards/sist/8b9def26-9322-4f77-b071-3d5c803268c7/osist-pren-iso-41011-2023>



## **COPYRIGHT PROTECTED DOCUMENT**

© ISO 2023

All rights reserved. Unless otherwise specified, or required in the context of its implementation, 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  
CP 401 • Ch. de Blandonnet 8  
CH-1214 Vernier, Geneva  
Phone: +41 22 749 01 11  
Email: [copyright@iso.org](mailto:copyright@iso.org)  
Website: [www.iso.org](http://www.iso.org)

Published in Switzerland

# Contents

	Page
<b>Foreword</b> .....	<b>iv</b>
<b>Introduction</b> .....	<b>v</b>
<b>1 Scope</b> .....	<b>1</b>
<b>2 Normative references</b> .....	<b>1</b>
<b>3 Terms and definitions</b> .....	<b>1</b>
3.1 Terms related to facility management.....	1
3.2 Terms related to assets.....	3
3.3 Terms related to people.....	4
3.4 Terms related to sourcing.....	6
3.5 Terms related to process.....	9
3.6 Terms related to finance.....	11
3.7 Terms related to general business.....	12
3.8 Terms related to measurement.....	16
<b>Bibliography</b> .....	<b>19</b>
<b>Index</b> .....	<b>20</b>

## iTeh STANDARD PREVIEW (standards.iteh.ai)

[oSIST prEN ISO 41011:2023](https://standards.iteh.ai/catalog/standards/sist/8b9def26-9322-4f77-b071-3d5c803268c7/osist-pren-iso-41011-2023)

<https://standards.iteh.ai/catalog/standards/sist/8b9def26-9322-4f77-b071-3d5c803268c7/osist-pren-iso-41011-2023>

## ISO/DIS 41011:2022(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 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).

This document was prepared by Technical Committee ISO/TC 267, *Facility Management*.

This second edition of ISO 41011 cancels and replaces ISO 41011:2017, which has been technically revised.

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

## 0.1 Purpose

The International Standards 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.

## 0.2 Relationship with other standards

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.

## 0.3 Target audience

This International Standard is primarily intended for use by:

- those considering how to improve the value for their organization from their facility management base
- those involved in the establishment, implementation, maintenance and improvement of a facility
- those involved in the planning, design, implementation and review of facility management activities





# Facility management — Vocabulary

## 1 Scope

This document defines terms used in facility management standards.

This document is intended to be used by but not limited to those:

- engaged in facility management,
- who are involved in activities of ISO and CEN, and
- responsible for national or sector-specific standards, guides, and processes relating to facility management.

These terms are expected to be used in standards under development in accordance with the approved work plan of ISO/TC 267.

## 2 Normative references

There are no normative references in this document.

## 3 Terms and definitions

ISO and IEC maintain terminology databases for use in standardization at the following addresses:

- ISO Online browsing platform: available at <https://www.iso.org/obp>
- IEC Electropedia: available at <https://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* (3.5.13) within the *built environment* (3.2.3) with the purpose of improving the *quality* (3.7.16) of life of people and the productivity of the *core business* (3.1.2)

[SOURCE: ISO 41011:2017, 3.1.1]

#### 3.1.2

#### **core business**

*entity* (3.7.7) from which *needs* (3.1.8) are derived

[SOURCE: ISO 41011:2017, 3.1.7]

#### 3.1.3

#### **demand**

stated *requirement* (3.1.9) for a *services* (3.5.14) or *products* (3.5.12) to be delivered

[SOURCE: ISO 41011:2017, 3.1.4.2]

## ISO/DIS 41011:2022(E)

## 3.1.4

**facility management organization****FM organization**

entity responsible for *facility management* (3.1.1)

[SOURCE: ISO 41014:2020, 3.1.2]

## 3.1.5

**facility process**

*process* (3.5.13) which is integrated and managed by a *facility management* (3.1.1) *organization* (3.3.6)

[SOURCE: ISO 41011:2017, 3.1.3.2]

## 3.1.6

**facility service**

support provision to the *primary activities* (3.7.15) of an *organization* (3.3.6), delivered by an internal or external provider

[SOURCE: ISO 6707-4:2021, 3.5.31]

## 3.1.7

**internal service provision****in-house service provision**

delivery and management of a *service* (3.5.14) by staff employed by the *demand organization* (3.3.4)

[SOURCE: ISO 41011:2017, 3.1.2]

## 3.1.8

**need**

expectation, specific or abstract, from the *demand organization* (3.3.4) which is essential to enable the achievement of the core purpose and key *objectives* (3.7.14)

[SOURCE: ISO 41011:2017, 3.1.4]

## 3.1.9

**requirement**

*need* (3.1.8) 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* (3.3.6) and *interested parties* (3.3.6) that the *need* (3.1.8) or expectation under consideration is implied.

Note 2 to entry: A specified *requirement* (3.1.9) is one that is stated, for example in *documented information* (3.7.4).

[SOURCE: ISO 6707: 2021, 3.1.10]

## 3.1.10

**service level**

complete description of *requirements* (3.1.9) of a *product* (3.5.12), *process* (3.5.13) or *system* (3.5.15) with their characteristics

[SOURCE: ISO 41011:2017, 3.1.4.3]

## 3.1.11

**service level agreement****SLA**

document which has been agreed between the *demand organization* (3.3.4) and a *service provider* (3.1.12) on *performance* (3.8.11), *measurement* (3.8.9) and conditions of *service* (3.5.14) delivery

[SOURCE: ISO 41011:2017, 3.1.4.31]

**3.1.12****service provider**

*organization* (3.3.6) that delivers one or more *facility services* (3.1.6)

Note 1 to entry: A *service provider* can be internal or external to the *demand organization* (3.3.4).

[SOURCE: ISO 41011:2017, 3.1.5]

**3.1.13****smart building**

building that maximises the efficiency of its occupants while at the same time allowing effective management of resources with optimized *life-cycle costs* (3.6.7)

[SOURCE: Standards, Australia: HB 261, modified]

**3.1.14****support service**

non-primary *activity* (3.5.1) delivered in support of *core business* (3.1.2)

[SOURCE: ISO 41011:2017, 3.1.3]

**3.1.15****workplace****work environment**

physical location where work is performed

[SOURCE: ISO 9000:2015, 3.5.4, Modified]

**3.1.16****workspace**

zone for completing a work task

Note 1 to entry: A *workspace* can include more than one *workplace* (3.1.15)

[SOURCE: ISO 6707-4:2021, 3.3.3]

**3.1.17****work station**

location containing furniture and supporting equipment (including telephony, IT and power connections), specifically designed or suitable for work-related *activities* (3.5.1)

[SOURCE: ISO 41011:2017, 3.3.4, modified]

**3.2 Terms related to assets****3.2.1****asset**

item, thing or *entity* (3.7.7) that has potential or actual value to an *organization* (3.3.6)

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

**3.2.2****asset management**

coordinated *activity* (3.5.1) of an *organization* (3.3.6) to realize value from *assets* (3.2.1)

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