SLOVENSKI STANDARD
SIST EN ISO 41011:2024

01-maj-2024

Upravljanje objektov in storitev - Slovar (ISO 41011:2024)

Facility management - Vocabulary (ISO 41011:2024)

Facility Management - Begriffe (ISO 41011:2024)

Facility management - Vocabulaire (ISO 41011:2024)

Ta slovenski standard je istoveten z: **EN ISO 41011:2024**

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

SIST EN ISO 41011:2024   **en,fr,de**

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EUROPEAN STANDARD

NORME EUROPÉENNE

EUROPÄISCHE NORM

EN ISO 41011

February 2024

ICS 01.040.03; 03.080.10

English Version

Facility management - Vocabulary (ISO 41011:2024)

Facility management - Vocabulaire (ISO 41011:2024)

Facility Management - Begriffe (ISO 41011:2024)

This European Standard was approved by CEN on 6 February 2024.

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EUROPEAN COMMITTEE FOR STANDARDIZATION
COMITÉ EUROPÉEN DE NORMALISATION
EUROPÄISCHES KOMITEE FÜR NORMUNG

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European foreword

This document (EN ISO 41011:2024) 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of an identical text or by endorsement, at the latest by August 2024, and conflicting national standards shall be withdrawn at the latest by August 2024.

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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**International
Standard**

ISO 41011

Facility management — Vocabulary

Facility management — Vocabulaire

**Second edition
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Foreword

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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 document 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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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).

This second edition cancels and replaces the first edition (ISO 41011:2017), which has been technically revised.

The main changes are as follows:

— categories of terms related to technology (3.9) and sustainability (3.10) have added to the document;

— the subclauses 0.1, 0.2 and 0.3 in the introduction have been updated;

— the following terms have been added: facility management organization (3.1.4), workspace (3.1.14), constructed asset (3.2.4), service life (3.2.8), communication plan (3.3.1), cross-cultural impact (3.3.3), responsibility assignment matrix (3.3.6), stakeholder impact assessment (3.3.8), co-sourcing (3.4.3), performance specification (3.4.11), procurement plan (3.4.13), self-delivery service (3.4.14), facility plan (3.5.6), life cycle assessment (3.5.7), outcome (3.5.9), output (3.5.10), post-occupancy evaluation (3.5.11), work stage (3.5.16), acquisition cost (3.6.1), circular economy (3.6.3), construction cost (3.6.4), cost-benefit analysis (3.6.5), end-of-life cost (3.6.6), maintenance cost (3.6.8), operation cost (3.6.10), renewal cost (3.6.11), whole-life cost (3.6.12), facility life cycle (3.7.8), facility management strategy (3.7.10), maintenance (3.7.11), operational level (3.7.14), resilience (3.7.17), strategic facility plan (3.7.19), indoor environmental quality (3.8.4) computer aided facility management (3.9.1), smart building (3.9.2) greenhouse gas (3.10.1), greenhouse gas emission (3.10.2), sustainable development (3.10.5) and well-being (3.10.6);

— the terms have been alphabetized in subclauses;

— the term "policy" has been changed to "facility management policy";

— the term "user" has become the preferred term and has replaced "end user";

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— the terminological entry for "interested party" has been removed and this term has been added as an admitted term to the terminological entry for "stakeholder".

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