



**International  
Standard**

**ISO 41011**

**Facility management — Vocabulary**

*Facility management — Vocabulaire*

**Second edition  
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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 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](http://www.iso.org/directives)).

ISO draws attention to the possibility that the implementation of this document may involve the use of (a) patent(s). ISO takes no position concerning the evidence, validity or applicability of any claimed patent rights in respect thereof. As of the date of publication of this document, ISO had not received notice of (a) patent(s) which may be required to implement this document. However, implementers are cautioned that this may not represent the latest information, which may be obtained from the patent database available at [www.iso.org/patents](http://www.iso.org/patents). ISO shall not be held responsible for identifying any or all such patent rights.

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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).

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”;

## ISO 41011:2024(en)

- 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”.

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).

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## 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.

### 0.2 Relationship with other standards

Common practices have been identified that can be applied across the build environment where people work, live and play. This includes a wide variety of market sectors, organizational types, process activities and geographies. Their implementation will help to:

- improve quality, productivity and financial performance;
- enhance sustainability and reduce negative environmental impact;
- develop functional and motivating built environments;
- maintain regulatory compliance and provide safe workplaces;
- optimize facility life cycle performance and costs;
- improve resilience and adaptability;
- project an organization's identity and image more successfully.

### 0.3 Target audience

This document 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.

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# Facility management — Vocabulary

## 1 Scope

This document defines terms used in facility management.

## 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 of life of people and the productivity of the *core business* (3.1.2)

Note 1 to entry: The terms “facility management” and “facilities management” can be used interchangeably. 2024

#### 3.1.2

##### **core business**

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

#### 3.1.3

##### **demand**

stated *requirement* (3.1.9) for a *service* (3.5.14) or a *product* (3.5.12) to be delivered

#### 3.1.4

##### **facility management organization**

FM organization

*organization* (3.3.5) responsible for *facility management* (3.1.1)

#### 3.1.5

##### **facility process**

*process* (3.5.13) which is integrated and managed by a *facility management organization* (3.1.4)

#### 3.1.6

##### **facility service**

support provision to the *primary activities* (3.7.15) of an *organization* (3.3.5), delivered by an internal or external provider

### 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* (3.3.5)

### 3.1.8

#### **need**

specific or abstract expectation from the *demand organization* (3.3.4) which is essential to enable the achievement of the core purpose and key *objectives* (3.7.13)

### 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* (3.3.5) and *interested parties* (3.3.7) 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* (3.7.4).

### 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

### 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* (3.8.8), *measurement* (3.8.6) and conditions of *service* (3.5.14) delivery

### 3.1.12

#### **service provider**

*organization* (3.3.5) 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).

### 3.1.13

#### **support service**

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

### 3.1.14

#### **workplace**

work environment

physical location where work is performed

### 3.1.15

#### **workspace**

zone for completing a work task

Note 1 to entry: A workspace can include more than one *workplace* (3.1.14).

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

### 3.1.16

#### **work station**

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

## 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* (3.3.5)

[SOURCE: ISO 55000:2014, 3.2.1, modified — Notes 1, 2 and 3 to entry have been deleted.]

### 3.2.2

#### **asset management**

coordinated *activity* (3.5.1) of an *organization* (3.3.5) to realize value from *assets* (3.2.1)

[SOURCE: ISO 55000:2014, 3.3.1, modified — Notes 1, 2 and 3 to entry have been deleted.]

### 3.2.3

#### **built environment**

collection of buildings, external works (landscaped areas), *infrastructure* (3.2.6) and other construction works within an area

### 3.2.4

#### **constructed asset**

built asset

anything of value that is constructed or results from construction operations

[SOURCE: ISO/TR 15686-11:2014, 3.1.15, modified — the term “built asset” has been added.]

### 3.2.5

#### **facility**

collection of *assets* (3.2.1) which is constructed, installed or established to serve an *entity's* (3.7.7) *needs* (3.1.8)

### 3.2.6

#### **infrastructure**

*system* (3.5.15) of *facilities* (3.2.5), equipment and *services* (3.5.14) needed for the operation of an *organization* (3.3.5)

[SOURCE: ISO 9000:2015, 3.5.2, modified — the domain “<organization>” has been deleted.]

### 3.2.7

#### **real estate**

immoveable property including structures, grounds and undeveloped land

### 3.2.8

#### **service life**

period of time after installation during which a building or its parts meet(s) or exceed(s) the *performance* (3.8.8) *requirements* (3.1.9)

[SOURCE: ISO/TR 15686-11:2014, 3.1.113.1]

## 3.3 Terms related to people

### 3.3.1

#### **communication plan**

documented description and communication *needs* (3.1.8) of *stakeholders* (3.3.7)

### 3.3.2

#### **competence**

ability to apply knowledge and skills to achieve intended results

[SOURCE: ISO 9000:2015, 3.10.4, modified — Notes 1 and 2 to entry have been deleted.]

### 3.3.3

#### **cross-cultural impact**

effect on an individual, group or community when different cultures are combined

### 3.3.4

#### **demand organization**

entity (3.7.7) which has a *need* (3.1.8) and the authority to incur costs to have *requirements* (3.1.9) met

Note 1 to entry: This is typically an authorized representative within a functional unit of an *organization* (3.3.5).

### 3.3.5

#### **organization**

person or group of people that has its own functions with responsibilities, authorities and relationships to achieve its *objectives* (3.7.13)

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

Note 2 to entry: If the organization is part of a larger *entity* (3.7.7), the term “organization” refers only to the part of the larger entity that is within the scope of the *facility management system* (3.7.12).

[SOURCE: ISO 9000:2015, 3.2.1, modified — Note 2 to entry has been replaced.]

### 3.3.6

#### **responsibility assignment matrix**

documented structure that shows the allocation of delegated work responsibilities designated for the delivery of scope or benefits

EXAMPLE RACI and RASCI where, typically: R = responsible, A = accountable, S = supported, C = consulted and I = informed.

### 3.3.7

#### **stakeholder**

interested party

person or *organization* (3.3.5) that can affect, be affected by, or perceive itself to be affected by a decision or an *activity* (3.5.1)

[SOURCE: ISO 9000:2015, 3.2.3, modified — Example and Note 1 to entry have been deleted.]

### 3.3.8

#### **stakeholder impact assessment**

method for evaluating the influence or other attributes that *stakeholders* (3.3.7) possess in relation to an *organization* (3.3.5), *facility* (3.2.5) or project

### 3.3.9

#### **top management**

executive management

person or group of people who directs and controls an *organization* (3.3.5) 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* (3.7.12) covers only part of an organization, then top management refers to those who direct and control that part of the organization.

### 3.3.10

#### **user**

end user

person or *organization* (3.3.5) which uses *products* (3.5.12) or *services* (3.5.14) from a supplier