



# SLOVENSKI STANDARD

## SIST EN 15221-8:2026

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### Upravljanje objektov in storitev - 8. del: Načela in procesi

Facility Management - Part 8: Principles and processes

Facility Management - Teil 8 : Grundsätze und Prozesse

Facility Management - Partie 8 : Principes et processus

Ta slovenski standard je istoveten z: EN 15221-8:2025

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**Facility Management - Part 8: Principles and processes**

Facility Management - Partie 8 : Principes et processus

Facility Management - Teil 8 : Grundsätze und Prozesse

This European Standard was approved by CEN on 8 September 2025.

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This European Standard exists in three official versions (English, French, German). A version in any other language made by translation under the responsibility of a CEN member into its own language and notified to the CEN-CENELEC Management Centre has the same status as the official versions.

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EUROPEAN COMMITTEE FOR STANDARDIZATION  
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EUROPÄISCHES KOMITEE FÜR NORMUNG

**CEN-CENELEC Management Centre: Rue de la Science 23, B-1040 Brussels**

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**EN 15221-8:2025 (E)****European foreword**

This document (EN 15221-8:2025) has been prepared by 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of an identical text or by endorsement, at the latest by May 2026, and conflicting national standards shall be withdrawn at the latest by May 2026.

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.

This document supersedes EN 15221-3:2011 [2], EN 15221-4:2011 [3], EN 15221-5:2011 [4] and EN 15221-7:2012 [6].

EN 15221-8:2025 includes the following significant technical changes with respect to EN 15221-3:2011, EN 15221-4:2011, EN 15221-5:2011 and EN 15221-7:2012:

- New content on sustainability (see 5.3 and Annex H), competences (see Clause 6 and Annex F) and digitalisation and Building Information Modelling (BIM) (Clause 11) have been added.

Any feedback and questions on this document should be directed to the users’ national standards body. A complete listing of these bodies can be found on the CEN website.

According to the CEN-CENELEC Internal Regulations, the national standards organisations of the following countries are bound to implement this European Standard: Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Republic of North Macedonia, Romania, Serbia, Slovakia, Slovenia, Spain, Sweden, Switzerland, Türkiye and the United Kingdom.

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## Introduction

### 0.1 Facility Management (FM) standards

Facility Management (FM) ensures the functionality, comfort, safety, performance and efficiency of the built environment by integrating people, place, process, and technology. The European standards provide a coherent framework for defining, implementing, and improving FM practices across various organizational contexts, aligning with international best practices and evolving organizational or core business needs.

Developed by the European Committee for Standardization (CEN), the EN 15221 series aligns closely with the ISO 41000 series, ensuring consistency in terminology, processes, and methodologies. They are designed to support organizations in optimizing resource use, enhancing support service quality, and delivering value through effective FM. They reflect the collective expertise of professionals, industry stakeholders, and national standardization bodies, ensuring that it is both practical and adaptable to the dynamic nature of the FM sector.

The European standards on FM consist of two series:

- EN 15221
- EN ISO 41000

For an overview of published standards and ongoing work, see CEN Website: <https://www.cencenelec.eu/>

These series address a wide range of FM topics, including terminology, management system, service procurement, quality management, space planning and more.

Their purpose is to standardize practices and provide organizations with tools to align FM strategies with their broader business objectives. By offering a structured approach, the series serves as a foundation for organizations of all sizes to develop sustainable, resilient, and future-ready facilities that contribute to organizational success, and thus achieve greater performance, efficiency, sustainability, and stakeholder satisfaction.

### 0.2 FM standard on principles and processes

Every organization, be it private, commercial, public or non-profit, needs effective and efficient facilities and support services (facility services or other support services) to enable its business to function. Every organization is unique, and correspondingly, each implementation of FM is distinct. The responsibilities of the FM organization (function) within each organization are also uniquely defined.

The aim of this European FM document is to provide principles (in form of key messages, descriptions, graphics, examples, etc.) for FM organizations and to give guidance on the development and improvement of their FM processes to support and enable the delivery of the primary activities. It fosters organizational development, stimulates innovation, and encourages improvement, thereby laying a solid foundation for the continued professional development of FM. It shows the relevant processes on strategic, tactical and operational level to create the necessary outcomes (facility services) and to cope with permanent change.

This document is based on and replaces the European standards EN 15221-3:2011 [2], EN 15221-4:2011 [3], EN 15221-5:2011 [4] and EN 15221-7:2012 [6] (not EN 15221-6 about space measurement [5]) and is based on the EN ISO 41000 series of FM standards (see Clause 2 and Bibliography [8] to [14]). Table 1 gives an overview of the main corresponding processes in this document compared to the EN ISO 41000 series.