



SLOVENSKI STANDARD SIST EN ISO 41002:2026

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Upravljanje objektov - Razvoj organizacije za upravljanje objektov (ISO 41002:2026)

Facility management - Development of the facility management organization (ISO 41002:2026)

Facility Management - Entwicklung der Facility Management Organisation (ISO 41002:2026)

Facility management - Élaboration d'un organisme de facility management (ISO 41002:2026)

Ta slovenski standard je istoveten z: EN ISO 41002:2026

ICS:

03.080.10	Vzdrževalne storitve. Upravljanje objektov	Maintenance services. Facilities management
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EUROPEAN STANDARD
NORME EUROPÉENNE
EUROPÄISCHE NORM

EN ISO 41002

July 2026

ICS 03.080.10

English Version

**Facility management - Development of the facility
management organization (ISO 41002:2026)**

Facility management - Élaboration d'un organisme de
facility management (ISO 41002:2026)

Facility Management - Entwicklung der Facility
Management Organisation (ISO 41002:2026)

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European foreword

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**International
Standard**

ISO 41002

**Facility management —
Development of the facility
management organization**

*Facility management — Élaboration d'un organisme de facility
management*

**First edition
2026-06**

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ISO 41002:2026(en)

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ISO copyright office
CP 401 • Ch. de Blandonnet 8
CH-1214 Vernier, Geneva
Phone: +41 22 749 01 11
Email: copyright@iso.org
Website: www.iso.org

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Foreword

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Introduction

0.1 General

Facility management (FM) integrates multiple disciplines in order to have an influence on the efficiency and productivity of economies of societies, communities and organizations, as well as the manner in which individuals interact with the built environment. FM affects the safety, well-being and quality of life of much of the world's societies and population through the services it manages and delivers (see ISO 41001).

ISO 41001 makes reference to the demand organization and to the organization responsible for FM, including the delivery of facility services. A distinction is necessary because of the variable nature in which FM is organized and where facility services can be delivered through personnel within the demand organization, through external service providers or a combination of the two. If FM is efficient and effective, the users of a facility can expect the same quality of service regardless of whether the FM organization is internal or external to the demand organization.

This document is based upon the simple premise that a demand organization requires an arrangement internally, externally or through a combination of the two, to take responsibility for FM, including the delivery of facility services.

The benefits of having a formal FM organization include:

- a ready source of skills, knowledge and experience in FM on the strategic, tactical and operational management levels;
- an efficient, responsive and cost-effective function in support of the demand organization's business objectives, strategy and plans;
- a function for managing compliance with statutory and demand organization requirements affecting the operation of the facility, including the health, safety, security and well-being of users;
- a function for implementing measures to minimize the impact of climate change on the facility and for contributing to goals and targets consistent with sustainable development.

NOTE The word "business" in conjunction with terms such as objectives, strategies and plans is intended in a general sense to apply to all organizations irrespective of their sector (e.g. private, not-for-profit and public).

The guidance in this document applies to both an internal and external FM organization.

0.2 Process approach

This document underscores a leadership- and management-based approach to FM, including the delivery of facility services of whatever kind. It is explicit in the definition of an FM organization that it is able to function on all three management levels: strategic, tactical and operational. The ability of the FM organization to provide an efficient, responsive and effective function in support of the demand organization's business objectives, strategy and plans necessitates processes that ensure continuity of purpose through all three management levels.

The document emphasizes the mutual interdependence between the demand organization and its FM organization. The former's success depends on the latter and the reverse. For this relationship to succeed and thrive well into the future, top management in the demand organization is tasked with the purposeful application of the guidance in this document. Where the FM organization is external, this task is for the service provider's top management.

The context for an external service provider acting as the FM organization is different to that of an internal (or in-house) service provider. An external service provider acting as the FM organization, and operating on all three management levels, is likely to be serving the needs of multiple demand organizations simultaneously; whereas the internal service provider has one demand organization to satisfy. In many countries, the market for FM comprises few large service providers but many more smaller service providers. Not all of the latter are expected to operate fully on all three management levels, although they can aspire to do so.