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Australian STANDARD

# Facility Management — Vocabulary

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# Preface

This Standard was prepared by the Standards Australia Committee MB-022, Facilities management.

The objective of this Standard is to define terms used in facilities management standards.

This Standard is identical with, and has been reproduced from, ISO 41011:2017, *Facility management — Vocabulary*.

As this document has been reproduced from an International Standard, a full point substitutes for a comma when referring to a decimal marker.

Australian or Australian/New Zealand Standards that are identical adoptions of international normative references may be used interchangeably. Refer to the online catalogue for information on specific Standards.

The terms “normative” and “informative” are used in Standards to define the application of the appendices or annexes to which they apply. A “normative” appendix or annex is an integral part of a Standard, whereas an “informative” appendix or annex is only for information and guidance.

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# Contents

**Preface** ii
**Foreword** iv
**Introduction** v
**1 Scope** 1
**2 Normative references** 1
**3 Terms and definitions** 1
3.1 Terms related to facility management 1
3.2 Terms related to assets 2
3.3 Terms related to people 3
3.4 Terms related to sourcing 4
3.5 Terms related to process 5
3.6 Terms related to finance 6
3.7 Terms related to general business 6
3.8 Terms related to measurement 9
**Bibliography** 11
**Alphabetical index of terms** 12

# 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).

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).

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.

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

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# Introduction

The International Standards on facility management (FM) 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.

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.

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# Australian Standard®

# Facility Management — Vocabulary

## 1 Scope

This document defines terms used in facility management standards.

## 2 Normative references

There are no normative references in this document.

## 3 Terms and definitions

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

— ISO Online browsing platform: available at http://www.iso.org/obp

— IEC Electropedia: available at http://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* (3.5.1) within the *built environment* (3.2.3) with the purpose of improving the *quality* (3.7.1) of life of people and the productivity of the *core business* (3.1.7)

**3.1.2**
**internal service provision**
**in-house service provision**
delivery and management of a *service* (3.5.3) by staff employed by the *demand organization* (3.3.1.1)

**3.1.3**
**support service**
non-primary *activity* (3.5.2) delivered in support of *core business* (3.1.7)

**3.1.3.1**
**facility service**
support provision to the *primary activities* (3.7.4) of an *organization* (3.3.1), delivered by an internal or external provider

**3.1.3.2**
**facility process**
*process* (3.5.1) which is integrated and managed by a *facility management* (3.1.1) *organization* (3.3.1)

**3.1.4**
**need**
expectation, specific or abstract, from the *demand organization* (3.3.1.1) which is essential to enable the achievement of the core purpose and key *objectives* (3.7.8)

**3.1.4.1**
**requirement**
*need* (3.1.4) 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* (3.3.1) and *interested parties* (3.3.3) that the need or expectation under consideration is implied.

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