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de l'accréditation, de la sécurité et qualité
des produits et services

ILNAS-EN 15221-4:2011

**Facility Management - Part 4:
Taxonomy, Classification and
Structures in Facility Management**

Facility Management - Teil 4: Taxonomie,
Klassifikation und Strukturen im Facility
Management

Facilities management - Partie 4 :
Taxinomie, classification et structures en
facilities management

10/2011



National Foreword

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English Version

Facility Management - Part 4: Taxonomy, Classification and Structures in Facility Management

Facilities management - Partie 4 : Taxinomie, classification et structures en facilities management

Facility Management - Teil 4: Taxonomie, Klassifikation und Strukturen im Facility Management

This European Standard was approved by CEN on 8 July 2011.

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Foreword

This document (EN 15221-4:2011) has been prepared by Technical Committee CEN/TC 348 "Facility Management", the secretariat of which is held by NEN.

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of an identical text or by endorsement, at the latest by April 2012, and conflicting national standards shall be withdrawn at the latest by April 2012.

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. CEN [and/or CENELEC] shall not be held responsible for identifying any or all such patent rights.

This European Standard is one of the series EN 15221 "*Facility Management*" which consists of the following parts:

- *Part 1: Terms and definitions*
- *Part 2: Guidance on how to prepare Facility Management agreements*
- *Part 3: Guidance on quality in Facility Management*
- *Part 4: Taxonomy, Classification and Structures in Facility Management*
- *Part 5: Guidance on Facility Management processes*
- *Part 6: Area and Space Measurement in Facility Management*
- *Part 7: Performance Benchmarking*

According to the CEN/CENELEC Internal Regulations, the national standards organizations 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, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland and the United Kingdom.

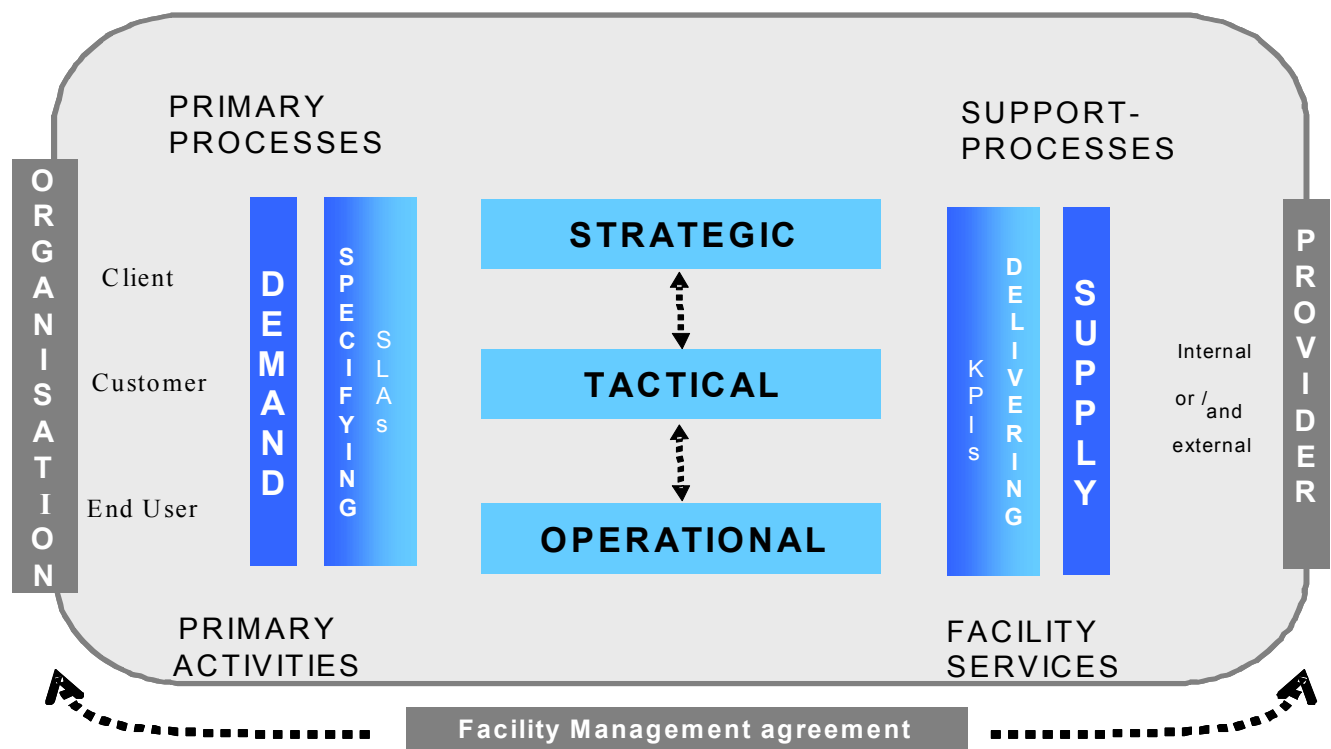
Common Introduction for the European Standards EN 15221-3, EN 15221-4, EN 15221-5 and EN 15221-6

In 2002 the initiative was taken to establish a European Standard for Facility Management benchmarking purposes. It was soon recognized that to reach this objective, preliminary standards had to be elaborated and published. The first result of that process was the standards EN 15221-1:2006 and EN 15221-2:2006. Based on the discussions in the development of those two standards the decision was made to develop four new European Standards for Quality, Taxonomy, Processes and Measurement.

After the realization of those six standards it was possible to pursue developing a European Standard for Benchmarking prEN 15221-7.

The standards, EN 15221-3, EN 15221-4, EN 15221-5 and EN 15221-6 have been developed, adopted and agreed as a set of principles, underlying the Facility Management approach on EN 15221-1, to ensure consistency. These are incorporated in the basic principles of a process-based management system, upon which these standards are founded.

The FM-model of EN 15221-1 is shown below.



Model EN 15221-1:2006

These standards also build on widely accepted management principles, in particular value chain (Porter, M E, (1985), "Competitive Advantage: creating and sustaining superior performance", Free Press, New York) and quality control (PDCA. Deming, W E (1986), "Out of the Crisis", MIT, Cambridge). Reference to ISO 10014:2006, *Quality management – Guidelines for realizing financial and economic benefits*.

The principles of the Deming cycle (PDCA) underpin all of the standards but are applied to a different extent and depth in each. In fact, there are different types of PDCA cycles depending of the term (e.g. long term, short term).

These standards align to EN ISO 9000 family of standards for Quality Management Systems and apply specific guidance on the concepts and use of a process-based approach to management systems to the field of Facility Management.

The term "facility services" is used as a generic description in the standards. The term "standardized facility products" refers to the "standardized facility services" defined and described in EN 15221-4, *Facility Management — Part 4: Taxonomy, Classification and Structures in Facility Management*.

Countries can decide to substitute the term "product" into "service", when they consider that it is important for a good acceptance and use of the standards in their own country.

The aim of all the standards is to provide guidance to Facility Management (FM) organizations on the development and improvement of their FM processes to support the primary activities. This will support organizational development, innovation and improvement and will form a foundation for the further professional development of FM and its advancement in Europe. Therefore, generic examples are provided in the standard to assist organizations.

These standards lay the foundation of the work that has to be done further more in developing Facility Management, for example, benchmark standards prEN 15221-7.

Introduction to Taxonomy, Classification and Structures in Facility Management

In the European Standard EN 15221-1 Facility Management is defined as the integration of processes that support the primary business of an organisation. Facility Management (FM) according to this definition envisages a business model that encourages an organisation to optimise its support services. The key focus is to improve the effectiveness of the primary activities of an organisation by streamlining the service provision and interaction of the parties.

Accessibility to the resources necessary to facilitate knowledge development, innovation and business improvement are important in a global market where leading edge practices are maintaining or improving competitive advantage as key objectives of a successful business or governmental organisation. Taxonomy provides a framework within which knowledge is able to be identified and categorised for ease of access by practitioners.

Based on various definitions, the most evident conclusion is that taxonomy is a classification system for improved information management, which contributes to improving the capability of users to sustain and improve the operations of their business. The key concept relates to how the use of taxonomy will improve the operations of the business. In this regard, the structure of taxonomy should be closely aligned to business processes so that the user's access to information is intuitively driven.

EN 15221-4 provides a taxonomy with a relationship model which integrates the FM-model, the process matrix, the product/service structure and a classification system. These are essential contributions to the removal of barriers to harmonisation and cross border trade.

This standard uses the term product in accordance with EN ISO 9000 which defines a product as the result of a process. In the context of FM, a product is a result of a process and the respective activities / facilities.

The standardised (classified) facility products are a well defined (commodified) and hierarchically organised set of facility services. They have been selected from the countless number of individual (customised) facility services to provide a basis for standardisation in the field of process definition, cost allocation, standardised tendering etc. They have been selected from a client perspective and attempt to integrate different European customs and practices.