

ILNAS

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

ILNAS-EN ISO 41011:2018

**Facility management - Vocabulary (ISO
41011:2017)**

Facility management - Vocabulaire (ISO
41011:2017)

Facility Management - Begriffe (ISO
41011:2017)

05/2018



National Foreword

This European Standard EN ISO 41011:2018 was adopted as Luxembourgish Standard ILNAS-EN ISO 41011:2018.

Every interested party, which is member of an organization based in Luxembourg, can participate for FREE in the development of Luxembourgish (ILNAS), European (CEN, CENELEC) and International (ISO, IEC) standards:

- Participate in the design of standards
- Foresee future developments
- Participate in technical committee meetings

<https://portail-qualite.public.lu/fr/normes-normalisation/participer-normalisation.html>

THIS PUBLICATION IS COPYRIGHT PROTECTED

Nothing from this publication may be reproduced or utilized in any form or by any mean - electronic, mechanical, photocopying or any other data carries without prior permission!

ILNAS-EN ISO 41011:2018

EUROPEAN STANDARD **EN ISO 41011**

NORME EUROPÉENNE

EUROPÄISCHE NORM

May 2018

ICS 01.040.03; 03.080.10

Supersedes EN 15221-1:2006

English Version

Facility management - Vocabulary (ISO 41011:2017)

Facility management - Vocabulaire (ISO 41011:2017)

Facility Management - Begriffe (ISO 41011:2017)

This European Standard was approved by CEN on 6 April 2018.

CEN members are bound to comply with the CEN/CENELEC Internal Regulations which stipulate the conditions for giving this European Standard the status of a national standard without any alteration. Up-to-date lists and bibliographical references concerning such national standards may be obtained on application to the CEN-CENELEC Management Centre or to any CEN member.

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.

CEN members are the national standards bodies of Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, Former Yugoslav Republic of Macedonia, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Serbia, Slovakia, Slovenia, Spain, Sweden, Switzerland, Turkey and United Kingdom.



EUROPEAN COMMITTEE FOR STANDARDIZATION
COMITÉ EUROPÉEN DE NORMALISATION
EUROPÄISCHES KOMITEE FÜR NORMUNG

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

Contents	Page
European foreword.....	3

European foreword

The text of ISO 41011:2017 has been prepared by Technical Committee ISO/TC 267 “Facility management” of the International Organization for Standardization (ISO) and has been taken over as EN ISO 41011:2018 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 November 2018, and conflicting national standards shall be withdrawn at the latest by November 2018.

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 15221-1:2006.

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, Former Yugoslav Republic of Macedonia, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Serbia, Slovakia, Slovenia, Spain, Sweden, Switzerland, Turkey and the United Kingdom.

Endorsement notice

The text of ISO 41011:2017 has been approved by CEN as EN ISO 41011:2018 without any modification.

ILNAS-EN-ISO 41011:2018
**INTERNATIONAL
STANDARD**

**ISO
41011**

First edition
2017-04

Facility management — Vocabulary

Facility management — Vocabulaire





COPYRIGHT PROTECTED DOCUMENT

© ISO 2017, Published in Switzerland

All rights reserved. Unless otherwise specified, no part of this publication may be reproduced or utilized otherwise in any form or by any means, electronic or mechanical, including photocopying, or posting on the internet or an intranet, without prior written permission. Permission can be requested from either ISO at the address below or ISO's member body in the country of the requester.

ISO copyright office
Ch. de Blandonnet 8 • CP 401
CH-1214 Vernier, Geneva, Switzerland
Tel. +41 22 749 01 11
Fax +41 22 749 09 47
copyright@iso.org
www.iso.org

Contents

	Page
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