



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

## ILNAS-EN ISO 41011:2024

### Facility management - Vocabulary (ISO 41011:2024)

Facility Management - Begriffe (ISO  
41011:2024)

Facility management - Vocabulaire (ISO  
41011:2024)

02/2024



## National Foreword

This European Standard EN ISO 41011:2024 was adopted as Luxembourgish Standard ILNAS-EN ISO 41011:2024.

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 41011:2024

EUROPEAN STANDARD **EN ISO 41011**

NORME EUROPÉENNE

EUROPÄISCHE NORM

February 2024

ICS 01.040.03; 03.080.10

Supersedes EN ISO 41011:2018

English Version

## Facility management - Vocabulary (ISO 41011:2024)

Facility management - Vocabulaire (ISO 41011:2024)

Facility Management - Begriffe (ISO 41011:2024)

This European Standard was approved by CEN on 6 February 2024.

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, 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 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    |

ILNAS-EN ISO 41011:2024 - Preview only Copy via ILNAS e-Shop

## European foreword

This document (EN ISO 41011:2024) has been prepared by Technical Committee ISO/TC 267 "Facility management" in collaboration with 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 August 2024, and conflicting national standards shall be withdrawn at the latest by August 2024.

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 ISO 41011:2018.

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

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, Republic of North Macedonia, Romania, Serbia, Slovakia, Slovenia, Spain, Sweden, Switzerland, Türkiye and the United Kingdom.

## Endorsement notice

The text of ISO 41011:2024 has been approved by CEN as EN ISO 41011:2024 without any modification.



ILNAS-EN ISO 41011:2024

# International Standard

**ISO 41011**

## **Facility management — Vocabulary**

*Facility management — Vocabulaire*

**Second edition  
2024-02**



## **COPYRIGHT PROTECTED DOCUMENT**

© ISO 2024

All rights reserved. Unless otherwise specified, or required in the context of its implementation, 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  
CP 401 • Ch. de Blandonnet 8  
CH-1214 Vernier, Geneva  
Phone: +41 22 749 01 11  
Email: [copyright@iso.org](mailto:copyright@iso.org)  
Website: [www.iso.org](http://www.iso.org)

Published in Switzerland

Contents

Page

Foreword.....iv

Introduction.....vi

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.....3

3.3 Terms related to people.....3

3.4 Terms related to sourcing.....5

3.5 Terms related to process.....6

3.6 Terms related to finance.....8

3.7 Terms related to general business.....10

3.8 Terms related to measurement.....13

3.9 Terms related to technology.....14

3.10 Terms related to sustainability.....14

Bibliography.....17

Index.....18