International Standard

ISO 41011

Facility management — Vocabulary

Facility management — Vocabulaire

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Foreword

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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 document 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).

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This document was prepared by Technical Committee ISO/TC 267, *Facility management*, in collaboration with the European Committee for Standardization (CEN) Technical Committee CEN/TC 348, *Facility Management,* in accordance with the Agreement on technical cooperation between ISO and CEN (Vienna Agreement).

This second edition cancels and replaces the first edition (ISO 41011:2017), which has been technically revised.

The main changes are as follows:

— categories of terms related to technology (3.9) and sustainability (3.10) have added to the document;

— the subclauses 0.1, 0.2 and 0.3 in the introduction have been updated;

— the following terms have been added: facility management organization (3.1.4), workspace (3.1.14), constructed asset (3.2.4), service life (3.2.8), communication plan (3.3.1), cross-cultural impact (3.3.3), responsibility assignment matrix (3.3.6), stakeholder impact assessment (3.3.8), co-sourcing (3.4.3), performance specification (3.4.11), procurement plan (3.4.13), self-delivery service (3.4.14), facility plan (3.5.6), life cycle assessment (3.5.7), outcome (3.5.9), output (3.5.10), post-occupancy evaluation (3.5.11), work stage (3.5.16), acquisition cost (3.6.1), circular economy (3.6.3), construction cost (3.6.4), cost-benefit analysis (3.6.5), end-of-life cost (3.6.6), maintenance cost (3.6.8), operation cost (3.6.10), renewal cost (3.6.11), whole-life cost (3.6.12), facility life cycle (3.7.8), facility management strategy (3.7.10), maintenance (3.7.11), operational level (3.7.14), resilience (3.7.17), strategic facility plan (3.7.19), indoor environmental quality (3.8.4) computer aided facility management (3.9.1), smart building (3.9.2) greenhouse gas (3.10.1), greenhouse gas emission (3.10.2), sustainable development (3.10.5) and well-being (3.10.6);

— the terms have been alphabetized in subclauses;

— the term "policy" has been changed to "facility management policy";

— the term "user" has become the preferred term and has replaced "end user";

— the terminological entry for "interested party" has been removed and this term has been added as an admitted term to the terminological entry for "stakeholder".

Any feedback or questions on this document should be directed to the user's national standards body. A complete listing of these bodies can be found at www.iso.org/members.html.

Introduction

0.1 Purpose

The International Standards developed by ISO/TC 267 describe the characteristics of facility management and are intended for use in both the private and public sectors.

0.2 Relationship with other standards

Common practices have been identified that can be applied across the build environment where people work, live and play. This includes a wide variety of market sectors, organizational types, process activities and geographies. Their implementation will help to:

— improve quality, productivity and financial performance;

— enhance sustainability and reduce negative environmental impact;

— develop functional and motivating built environments;

— maintain regulatory compliance and provide safe workplaces;

— optimize facility life cycle performance and costs;

— improve resilience and adaptability;

— project an organization's identity and image more successfully.

0.3 Target audience

This document is primarily intended for use by:

— those considering how to improve the value for their organization from their facility management base;

— those involved in the establishment, implementation, maintenance and improvement of a facility;

— those involved in the planning, design, implementation and review of facility management activities.

Facility management — Vocabulary

1 Scope

This document defines terms used in facility management.

2 Normative references

There are no normative references in this document.

3 Terms and definitions

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

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

— IEC Electropedia: available at https://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* (3.5.13) within the *built environment* (3.2.3) with the purpose of improving the quality of life of people and the productivity of the *core business* (3.1.2)

Note 1 to entry: The terms "facility management" and "facilities management" can be used interchangeably.

3.1.2
core business
entity (3.7.7) from which *needs* (3.1.8) are derived

3.1.3
demand
stated *requirement* (3.1.9) for a *service* (3.5.14) or a *product* (3.5.12) to be delivered

3.1.4
facility management organization
FM organization
organization (3.3.5) responsible for *facility management* (3.1.1)

3.1.5
facility process
process (3.5.13) which is integrated and managed by a *facility management organization* (3.1.4)

3.1.6
facility service
support provision to the *primary activities* (3.7.15) of an *organization* (3.3.5), delivered by an internal or external provider

3.1.7
internal service provision
in-house service provision
delivery and management of a *service* (3.5.14) by staff employed by the *demand organization* (3.3.5)

3.1.8
need
specific or abstract expectation from the *demand organization* (3.3.4) which is essential to enable the achievement of the core purpose and key *objectives* (3.7.13)

3.1.9
requirement
need (3.1.8) 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* (3.3.5) and *interested parties* (3.3.7) that the need or expectation under consideration is implied.

Note 2 to entry: A specified requirement is one that is stated, for example in *documented information* (3.7.4).

3.1.10
service level
complete description of *requirements* (3.1.9) of a *product* (3.5.12), *process* (3.5.13) or *system* (3.5.15) with their characteristics

3.1.11
service level agreement
SLA
document which has been agreed between the *demand organization* (3.3.4) and a *service provider* (3.1.12) on *performance* (3.8.8), *measurement* (3.8.6) and conditions of *service* (3.5.14) delivery

3.1.12
service provider
organization (3.3.5) that delivers one or more *facility services* (3.1.6)

Note 1 to entry: A service provider can be internal or external to the *demand organization* (3.3.4).

3.1.13
support service
non-primary *activity* (3.5.1) delivered in support of the *core business* (3.1.2)

3.1.14
workplace
work environment
physical location where work is performed

3.1.15
workspace
zone for completing a work task

Note 1 to entry: A workspace can include more than one *workplace* (3.1.14).

[SOURCE: ISO 6707-4:2021, 3.3.3]

3.1.16
work station
location containing furniture and supporting equipment (including telephony, information technology and power connections), specifically designed or suitable for work-related *activities* (3.5.1)

3.2 Terms related to assets

3.2.1
asset
item, thing or *entity* ([3.7.7](#)) that has potential or actual value to an *organization* ([3.3.5](#))

[SOURCE: ISO 55000:2014, 3.2.1, modified — Notes 1, 2 and 3 to entry have been deleted.]

3.2.2
asset management
coordinated *activity* ([3.5.1](#)) of an *organization* ([3.3.5](#)) to realize value from *assets* ([3.2.1](#))

[SOURCE: ISO 55000:2014, 3.3.1, modified — Notes 1, 2 and 3 to entry have been deleted.]

3.2.3
built environment
collection of buildings, external works (landscaped areas), *infrastructure* ([3.2.6](#)) and other construction works within an area

3.2.4
constructed asset
built asset
anything of value that is constructed or results from construction operations

[SOURCE: ISO/TR 15686-11:2014, 3.1.15, modified — the term "built asset" has been added.]

3.2.5
facility
collection of *assets* ([3.2.1](#)) which is constructed, installed or established to serve an *entity's* ([3.7.7](#)) *needs* ([3.1.8](#))

3.2.6
infrastructure
system ([3.5.15](#)) of *facilities* ([3.2.5](#)), equipment and *services* ([3.5.14](#)) needed for the operation of an *organization* ([3.3.5](#))

[SOURCE: ISO 9000:2015, 3.5.2, modified — the domain "<organization>" has been deleted.]

3.2.7
real estate
immoveable property including structures, grounds and undeveloped land

3.2.8
service life
period of time after installation during which a building or its parts meet(s) or exceed(s) the *performance* ([3.8.8](#)) *requirements* ([3.1.9](#))

[SOURCE: ISO/TR 15686-11:2014, 3.1.113.1]

3.3 Terms related to people

3.3.1
communication plan
documented description and communication *needs* ([3.1.8](#)) of *stakeholders* ([3.3.7](#))

3.3.2
competence
ability to apply knowledge and skills to achieve intended results

[SOURCE: ISO 9000:2015, 3.10.4, modified — Notes 1 and 2 to entry have been deleted.]

3.3.3
cross-cultural impact
effect on an individual, group or community when different cultures are combined

3.3.4
demand organization
entity (3.7.7) which has a *need* (3.1.8) and the authority to incur costs to have *requirements* (3.1.9) met

Note 1 to entry: This is typically an authorized representative within a functional unit of an *organization* (3.3.5).

3.3.5
organization
person or group of people that has its own functions with responsibilities, authorities and relationships to achieve its *objectives* (3.7.13)

Note 1 to entry: The concept of organization includes, but is not limited to, sole-trader, company, corporation, firm, enterprise, authority, partnership, association, charity or institution, or part or combination thereof, whether incorporated or not, public or private.

Note 2 to entry: If the organization is part of a larger *entity* (3.7.7), the term "organization" refers only to the part of the larger entity that is within the scope of the facility *management system* (3.7.12).

[SOURCE: ISO 9000:2015, 3.2.1, modified — Note 2 to entry has been replaced.]

3.3.6
responsibility assignment matrix
documented structure that shows the allocation of delegated work responsibilities designated for the delivery of scope or benefits

EXAMPLE   RACI and RASCI where, typically: R = responsible, A = accountable, S = supported, C = consulted and I = informed.

3.3.7
stakeholder
interested party
person or *organization* (3.3.5) that can affect, be affected by, or perceive itself to be affected by a decision or an *activity* (3.5.1)

[SOURCE: ISO 9000:2015, 3.2.3, modified — Example and Note 1to entry have been deleted.]

3.3.8
stakeholder impact assessment
method for evaluating the influence or other attributes that *stakeholders* (3.3.7) possess in relation to an *organization* (3.3.5), *facility* (3.2.5) or project

3.3.9
top management
executive management
person or group of people who directs and controls an *organization* (3.3.5) at the highest level

Note 1 to entry: Top management has the power to delegate authority and provide resources within the organization.

Note 2 to entry: If the scope of the *management system* (3.7.12) covers only part of an organization, then top management refers to those who direct and control that part of the organization.

3.3.10
user
end user
person or *organization* (3.3.5) which uses *products* (3.5.12) or *services* (3.5.14) from a supplier

3.4 Terms related to sourcing

3.4.1
agreement
statement agreed between the *demand organization* (3.3.4) and the provider of *services* (3.5.14) or *products* (3.5.12)

Note 1 to entry: An agreement should be in the form of a written statement agreed between the demand organization and the provider of services or products setting out the *requirements* (3.1.9), conditions, costs, the level of resources and *outputs* (3.5.10) required.

Note 2 to entry: For complex multi-country or multi-service agreements, the type of documentation and content outlined in ISO 41012:2017, Annexes C and D, can be required. For small or single service agreements, a one-page document setting out the important terms and conditions can suffice.

3.4.2
contract
binding *agreement* (3.4.1)

[SOURCE: ISO 9000:2015, 3.4.7]

3.4.3
co-sourcing
combination of in-house and *outsourced* (3.4.9) service delivery

3.4.4
demobilization
phase to transfer *facility services* (3.1.6) back to the *demand organization* (3.3.5) or to a new *service provider* (3.1.12) as specified in the *facility management* (3.1.1) *agreement* (3.4.1)

3.4.5
due diligence
compilation, comprehensive appraisal and validation of information of a *facility* (3.2.5) or an *asset* (3.2.1) required for assessing adequacy and completeness of relevant documentation and the status of physical, functional, financial and environmental *performance* (3.8.8)

3.4.6
insourcing
arrangement of an external service within the organization

3.4.7
method statement
document in which the *service provider* (3.1.12) translates the *demands* (3.1.3) set out in the *specification* (3.4.16) and *service level agreement* (3.1.11) into a delivery plan with resources, allocations and methodologies

3.4.8
mobilization
phase to establish and implement all resources, *systems* (3.5.15), data and procedures prior to taking full responsibility for the *facility services* (3.1.6) to be delivered as specified in the *facility management* (3.1.1) *agreement* (3.4.1)

Note 1 to entry: The term "start up" can also be used in this context.

3.4.9
outsourcing
arrangement where an external organization performs part of an *organization's* (3.5.5) function or process

Note 1 to entry: An external organization is outside the scope of the management systems, although the outsources function or process is within the scope.

3.4.10
out-tasking
order of a single *service* (3.5.14) from an external *service provider* (3.1.12)

3.4.11
performance specification
document which specifies functional *requirements* ([3.1.9](#))

[SOURCE: HB 261:2001,[20] modified]

3.4.12
procurement
activity ([3.5.1](#)) of acquiring goods or *services* ([3.5.14](#)) from suppliers

Note 1 to entry: The procurement *process* ([3.5.13](#)) considers the whole cycle from identification of *needs* ([3.1.8](#)) through to the end of a services *contract* ([3.4.2](#)) or the end of the life of goods, including disposal.

Note 2 to entry: *Sourcing* ([3.4.15](#)) is a part of the procurement process that includes planning, defining *specifications* ([3.4.16](#)) and selecting suppliers.

[SOURCE: ISO 20400:2017, 3.18]

3.4.13
procurement plan
document defining the *process* ([3.5.13](#)) for acquiring goods and *services* ([3.5.14](#)) from internal or external suppliers or *service providers* ([3.1.12](#))

3.4.14
self-delivery service
service delivery based solely upon the *demand organization's* ([3.3.4](#)) own resources

3.4.15
sourcing
practice which identifies, evaluates and engages internal and external *service providers* ([3.1.12](#)) to deliver a *service* ([3.5.14](#)) or *products* ([3.5.12](#)) to meet a *specification* ([3.4.15](#))

3.4.16
specification
description of the *performance* ([3.8.8](#)) and/or technical *requirements* ([3.1.9](#)) for *services* ([3.5.14](#)) or *products* ([3.5.12](#)) and *processes* ([3.5.13](#))

Note 1 to entry: This is the documentary interface between the *needs* ([3.1.8](#)) of the *demand organization* ([3.3.4](#)) and the *activities* ([3.5.1](#)) of the *service provider* ([3.1.12](#)).

3.4.17
subcontracting
process ([3.5.13](#)) of engaging a *subcontractor* ([3.4.18](#))

3.4.18
subcontractor
organization ([3.3.5](#)) engaged by the *service provider* ([3.1.12](#)) to perform a specific portion of a *facility service* ([3.1.6](#))

3.4.19
supply chain
system ([3.5.15](#)) of *organizations* ([3.3.5](#)), people, *activities* ([3.5.1](#)), information and resources involved in delivering a *product* ([3.5.12](#)) or *service* ([3.5.14](#)) to a *user* ([3.3.10](#)) from a supplier

3.5   Terms related to process

3.5.1
activity
task or tasks that contribute to the completion of *deliverables* ([3.7.3](#))

3.5.2
baseline
minimum or starting point used for comparisons

3.5.3
conformity
fulfilment of a *requirement* (3.1.9)

[SOURCE: ISO 9000:2015, 3.6.11, modified — Notes 1 and 2 to entry have been deleted.]

3.5.4
continual improvement
recurring *activity* (3.5.1) to enhance *performance* (3.8.8)

[SOURCE: ISO 9000:2015, 3.3.2, modified — Notes 1 and 2 to entry have been deleted.]

3.5.5
corrective action
action to eliminate the cause of a *nonconformity* (3.5.8) and to prevent recurrence

[SOURCE: ISO 9000:2015, 3.12.2, modified — Notes 1, 2 and 3 to entry have been deleted.]

3.5.6
facility plan
process (3.5.13) of planning an organization's present and future operational directions and translating them into *facility* (3.2.5) *requirements* (3.1.9)

Note 1 to entry: Facility plan includes facility physical *assets* (3.2.1) (siteworks, substructure, superstructure, envelope/shell, interiors, building services and systems, furniture, fixtures and equipment, etc.).

[SOURCE: HB 261:2001,[20] modified]

3.5.7
life cycle assessment
compilation and evaluation of the inputs, *outputs* (3.5.10) and the potential environmental impacts of a *facility* (3.2.5) or *constructed asset* (3.2.4) throughout its life cycle

[SOURCE: ISO 14040:2006, 3.2, modified — the abbreviated term "LCA" has been deleted and "product system" has been replaced with "facility or constructed asset" in the definition.]

3.5.8
nonconformity
non-fulfilment of a *requirement* (3.1.9)

[SOURCE: ISO 9000:2015, 3.6.9, modified — Note 1 to entry has been deleted.]

3.5.9
outcome
final result or consequence of the *output* (3.5.10)

Note 1 to entry: The outputs and outcomes can affect each other through a circular process.

3.5.10
output
end *product* (3.5.12) or *service* (3.5.14) of a *process* (3.5.13)

Note 1 to entry: The outputs and *outcomes* (3.5.9) can affect each other through a circular process.

3.5.11
post-occupancy evaluation
process (3.5.13) of analysing how functional and comfortable a building is after *users* (3.3.10) have been occupying it for some time

3.5.12
product
output (3.5.10) of an *organization* (3.3.5) that can be produced without any transaction taking place between the organization and the customer

Note 1 to entry: Hardware is tangible, and its amount is a countable characteristic (e.g. tyres). Processed materials are tangible, and their amount is a continuous characteristic (e.g. fuel and soft drinks). Hardware and processed materials are often referred to as goods. Software consists of information regardless of delivery medium (e.g. computer program, mobile phone app, instruction manual, dictionary content, musical composition copyright, driver's licence).

[SOURCE: ISO 9000:2015, 3.7.6, modified —Notes 1 and 2 to entry have been deleted.]

3.5.13
process
set of interrelated or interacting *activities* (3.5.1) which transforms inputs into *outputs* (3.5.10)

3.5.14
service
time-perishable, intangible *activity* (3.5.1) performed for an *entity* (3.7.7)

3.5.15
system
contained set of interrelated *processes* (3.5.13), technologies and/or procedures

3.5.16
work stage
division of a standardized *process* (3.5.13) for the delivery and operation of a *facility* (3.2.5)

3.6 Terms related to finance

3.6.1
acquisition cost
costs included in acquiring an *asset* (3.2.1) by purchase/lease or construction *procurement* (3.4.12) route, excluding costs during the occupancy and use or end-of-life phases of the life cycle of the *constructed asset* (3.2.4)

[SOURCE: ISO/TR 15686-11:2014, 3.1.2, modified — "all" deleted before "costs", "occupancy" replaced "occupation".]

3.6.2
business case
document which summarizes the scope, benefits, costs and *risks* (3.7.18) of a proposed solution to a business *need* (3.1.8)

3.6.3
circular economy
economy that is restorative and regenerative by design, and which aims to keep *products* (3.5.12), components and materials at their highest utility and value at all times, distinguishing between technical and biological cycles

[SOURCE: ISO 20400:2017, 3.1]

3.6.4
construction cost
expenditures incurred as a direct result of construction by a *demand organization* (3.3.4)

3.6.5
cost-benefit analysis
analysis contributing to decision-making on whether to adopt a project or a plan by quantifying and comparing its costs and benefits

3.6.6
end-of-life cost
net cost or fee for disposing of an *asset* ([3.2.1](#)) at the end of its *service life* ([3.2.8](#)) or interest period, including costs resulting from decommissioning, deconstruction and demolition of a *facility* ([3.2.5](#)) or building, recycling, making environmentally safe and recovery and disposal of components and materials, and transport and regulatory costs

[SOURCE: ISO/TR 15686-11:2014, 3.1.29, modified — "facility or" added.]

3.6.7
life cycle cost
total cost (in present-value terms) expected to be spent on an *asset* ([3.2.1](#)) during its operational existence

3.6.8
maintenance cost
total cost of labour, material and other related costs to retain a *facility* ([3.2.5](#)) or *constructed asset* ([3.2.4](#)) or its parts so that it can perform its required functions

[SOURCE: ISO/TR 15686-11:2014, 3.1.66, modified — "cost of labour" has replaced "of necessarily incurred labour", "to retain a facility or constructed asset" has replaced "incurred to retain a building" and "so that" has replaced "in a state in which" in the definition, and Note 1 to entry has been deleted.]

3.6.9
open book
transparent exchange of relevant information (especially cost) between the *facility management* ([3.1.1](#)) *service provider* ([3.1.12](#)) and the *demand organization* ([3.3.4](#))

3.6.10
operation cost
costs incurred in running and managing the *facility* ([3.2.5](#)) or *built environment* ([3.2.3](#)), including administrative *support services* ([3.1.13](#))

Note 1 to entry: Operation costs can include rent, rates, insurances, energy and other environmental/regulatory inspection costs, local fees and charges.

Note 2 to entry: Operation costs include all applicable costs related to any preventive, predictive, proactive and corrective *maintenance* ([3.7.11](#)), as well as repairs and other asset-related operational costs. Operational costs shall include applicable custodial, grounds, security, pest control and other direct asset operational costs. This cost represents cumulative costs assigned to the specific *asset* ([3.2.1](#)).

[SOURCE: ISO/TR 15686-11:2014, 3.1.77, modified — Note 2 to entry has been added.]

3.6.11
renewal cost
costs of replacing a *facility* ([3.2.5](#)) or *constructed asset* ([3.2.4](#)) and/or major components once they reach the end of their life, and that is decided by the *demand organization* ([3.3.4](#))

Note 1 to entry: Renewal costs include major repairs, asset replacement and renewal, improvements and other unique capital asset costs.

3.6.12
whole-life cost
significant and relevant initial and future costs and benefits of an *asset* ([3.2.1](#)), throughout its life cycle, while fulfilling the *performance* ([3.8.8](#)) *requirements* ([3.1.9](#))

Note 1 to entry: The projected costs or benefits can include external costs (e.g. finance business costs from land sale or user costs).

[SOURCE: ISO/TR 15686-11:2014, 3.1.133, modified — the abbreviated term "WLC" has been deleted, "all" has been deleted before "significant" in the definition and Note 1 to entry has been added.]

3.6.13
zero-based budget
methodology which uses detailed *asset* (3.2.1) lists and engineering and *performance* (3.8.8) standards to assess resource *needs* (3.1.8), and market unit costs to create a total budget without reference to previous expenditure levels

3.7   Terms related to general business

3.7.1
best practice
documented *process* (3.5.13) or *product* (3.5.12) developed by the user community, consisting of suppliers and *users* (3.3.10), working together for the purpose of establishing industry guidelines

[SOURCE: ISO 20121:2012, 3.29, modified — "customers" has been replaced with "users" and "teaming" has been replaced with "working together".]

3.7.2
business continuity
capability of an *organization* (3.3.5) to continue the delivery of *products* (3.5.12) and *services* (3.5.14) within acceptable time frames at a predefined capacity during a disruption

[SOURCE: ISO 22300:2021, 3.1.19]

3.7.3
deliverable
measurable and verifiable *outcome* (3.5.9), result or item to be produced within a specific timeframe to complete a project or part of a project

[SOURCE: ISO 22128:2008, 3.2, modified — "any" at the beginning of the definition and Note 1 to entry have been deleted.]

3.7.4
documented information
information required to be controlled and maintained by an *organization* (3.3.5) and the medium on which it is contained

Note 1 to entry: Documented information can be in any format and media and from any source.

Note 2 to entry: Documented information can refer to:

— the *management system* (3.7.12), including related *processes* (3.5.13);

— information created in order for the organization to operate (documentation);

— evidence of results achieved [e.g. records, *key performance indicators* (3.8.5)].

[SOURCE: ISO 55000:2014, 3.1.6]

3.7.5
effectiveness
extent to which planned *activities* (3.5.1) are realized and planned results achieved

Note 1 to entry: In the context of *facility management* (3.1.1), it is important that results are achieved within planned budgets.

[SOURCE: ISO 55000:2014, 3.1.7, modified, — Note 1 to entry has been added.]

3.7.6
emergency preparedness
capability to take actions that will effectively mitigate the consequences of an emergency

3.7.7
entity
organization (3.3.5) or business that has its own separate legal and financial existence

3.7.8
facility life cycle
consecutive and interlinked stages of a *facility* (3.2.5) over time

3.7.9
facility management policy
FM policy
course or principle of action adopted or proposed that is intended to achieve defined *outcomes* (3.5.9)

EXAMPLE   Net zero carbon operations, *workplace* (3.1.14) *well-being* (3.10.6), zero incidents and minimal *whole-life cost* (3.6.12).

3.7.10
facility management strategy
FM strategy
plan that addresses the analysed *needs* (3.1.8) of the *demand organization* (3.3.4) by proposing *facility management* (3.1.1) solution(s) and outlining the steps for implementation

3.7.11
maintenance
combination of all technical and associated administrative actions intended to retain an item at or restore it to a state in which it can perform its required function and address *stakeholder* (3.3.7) *needs* (3.1.8)

[SOURCE: ISO 17665-1:2006, 3.22, modified — "and address *stakeholder* (3.3.7) *needs* (3.1.8)" has been added to the definition.]

3.7.12
management system
set of interrelated or interacting elements of an *organization* (3.3.5) to establish policies and *objectives* (3.7.13), and *processes* (3.5.13) to achieve those objectives

Note 1 to entry: A management system can address a single discipline or several disciplines.

Note 2 to entry: The *system* (3.5.15) elements include the organization's structure, roles and responsibilities, and planning and operation.

Note 3 to entry: The scope of a management system can include the whole of the organization, specific and identified functions of the organization, specific and identified sections of the organization, or one or more functions across a group of organizations.

[SOURCE: ISO 9000:2015, 3.5.3, modified — the examples in Note 1 to entry have been deleted, Note 2 to entry has been replaced and Note 4 to entry has been deleted.]

3.7.13
objective
result to be achieved

Note 1 to entry: An objective can be strategic, tactical or operational.

Note 2 to entry: Objectives can relate to different disciplines (such as financial, health and safety and environmental objectives) and can apply at different levels [such as strategic, organization-wide, project, *product* (3.5.12) and *process* (3.5.13)].

Note 3 to entry: An objective can be expressed in other ways, for example as an intended *outcome* (3.5.9), a purpose, an operational criterion, as a *facility management* (3.1.1) objective, or by the use of other words with similar meaning (e.g. aim, goal or target).

Note 4 to entry: In the context of facility *management systems* (3.7.12), facility management objectives are set by the *organization* (3.3.5), consistent with the facility management *policy* (3.7.9), to achieve specific results.

[SOURCE: ISO 9000:2015, 3.7.1, modified — "quality" has been replaced with "facility management" in Notes 3 and 4 to entry, and Note 5 to entry has been deleted.]

3.7.14
operational level
level at which *activities* (3.5.1) are performed in a routine way to support an *organization's* (3.3.5) functions

3.7.15
primary activity
activity (3.5.1) that constitutes the distinctive and indispensable *competencies* (3.3.2) of an *organization* (3.3.6) in its value chain

Note 1 to entry: The distinction between the primary activities and *support services* (3.1.13) is decided by each organization individually; this distinction should be continuously updated.

3.7.16
quality
degree to which a set of inherent characteristics of an object fulfils *requirements* (3.1.9)

[SOURCE: ISO 9000:2015, 3.6.2, modified — Notes 1 and 2 to entry have been deleted.]

3.7.17
resilience
adaptive capacity in a complex and changing environment

[SOURCE: ISO Guide 73:2009, 3.8.1.7, modified — "of an organization as" has been replaced with "in" in the definition.]

3.7.18
risk
effect of uncertainty on *objectives* (3.7.13)

Note 1 to entry: An effect is a deviation from the expected; it can be positive or negative.

Note 2 to entry: Uncertainty is the state (even partial) of deficiency of

— information related to, or

— understanding or knowledge of

an event, its consequence or its likelihood of occurring.

Note 3 to entry: Risk is often characterized by reference to potential "events" (as defined in ISO Guide 73:2009, 3.5.1.3) and "consequences" (as defined in ISO Guide 73:2009, 3.6.1.3), or a combination of these.

Note 4 to entry: Risk is often expressed in terms of a combination of the consequences of an event (including changes in circumstances) and the associated "likelihood" (as defined in ISO Guide 73:2009, 3.6.1.1) of its occurrence.

3.7.19
strategic facility plan
plan that identifies the type, quantity and location of spaces required to fully support the *demand organization's* (3.3.4) *objectives* (3.7.13) and is framed within the *organization's* (3.3.5) *vision* (3.7.22)

Note 1 to entry: A strategic facility plan includes three key components:

a) an understanding of the demand organization's culture and core values and an analysis of how existing and new *facilities* (3.2.5) manifest these within the physical space or support their change;

b) an in-depth analysis of existing facilities, including location, capability, utilization and condition;

c) a facility cost plan that translates the goals of the business plan into an appropriate facility response.

3.7.20
strategic level
level at which an *organization* ([3.3.5](#)) defines its *objectives* ([3.7.13](#)), policies and plans, and assesses how to achieve its goals

3.7.21
tactical level
level at which an *organization* ([3.3.5](#)) plans and manages the specific mechanisms and resources for operational delivery of *products* ([3.5.12](#))

3.7.22
vision
aspiration of what an *organization* ([3.3.5](#)) would like to become as expressed by *top management* ([3.3.9](#))

[SOURCE: ISO 9000:2015, 3.5.10, modified — the domain "organization" has been deleted.]

3.8 Terms related to measurement

3.8.1
audit
systematic, independent and documented *process* ([3.5.13](#)) for obtaining audit evidence and evaluating it objectively to determine the extent to which the audit criteria are fulfilled

Note 1 to entry: An audit can be an internal audit (first party) or an external audit (second party or third party), and it can be a combined audit (combining two or more disciplines).

Note 2 to entry: An internal audit is conducted by the *organization* ([3.3.5](#)) itself, or by an external party on its behalf.

Note 3 to entry: "Audit evidence" and "audit criteria" are defined in ISO 19011.

[SOURCE: ISO 55000:2014, 3.1.1, modified — Note 2 to entry has been added.]

3.8.2
benchmark
reference point or metric against which *process* ([3.5.13](#)), *performance* ([3.8.8](#)) and/or *quality* ([3.7.16](#)) can be measured

3.8.3
benchmarking
process ([3.5.13](#)) of comparing processes, *performances* ([3.8.8](#)) and/or *quality* ([3.7.16](#)) against practices of the same nature, under the same circumstances and with similar measures

3.8.4
indoor environmental quality
IEQ
quality ([3.7.16](#)) of a building's internal environment in relation to the health, comfort and *well-being* ([3.10.6](#)) of those who use space within it

Note 1 to entry: Indoor environmental quality includes indoor air quality (IAQ).

[SOURCE: ISO 6707-3:2022, 3.1.13, modified — "measure" has been replaced with "quality" in the definition and Note 1 to entry has been added.]

3.8.5
key performance indicator
KPI
measure that provides essential information about *performance* ([3.8.8](#))

3.8.6
measurement
process (3.5.13) to determine a value

[SOURCE: ISO 9000:2015, 3.11.4, modified — Notes 1and 2 to entry have been deleted.]

3.8.7
monitoring
determining the status of a *system* (3.5.15), a *process* (3.5.13) or an *activity* (3.5.1)

Note 1 to entry: For the determination of the status, there can be a *need* (3.1.8) to check, supervise or critically observe.

[SOURCE: ISO 9000:2015, 3.11.3, modified — "a product, a service" has been deleted from the definition and Notes 2 and 3 to entry have been deleted.]

3.8.8
performance
measurable result

Note 1 to entry: Performance can relate either to quantitative or qualitative findings.

Note 2 to entry: Performance can relate to the management of *activities* (3.5.1), *processes* (3.5.13), *products* (3.5.12) (including *services* (3.5.14)), *systems* (3.5.15) or *organizations* (3.3.5).

[SOURCE: ISO 9000:2015, 3.7.8, modified — "products, services" has been replaced with "products (including services)," in Note 2 to entry and Note 3 to entry has been deleted.]

3.8.9
volume
total *output* (3.5.10) of a measurable *activity* (3.5.1) over a period of time

3.9   Terms related to technology

3.9.1
computer aided facility management
CAFM
Integrated Work Management System
IWMS
management of large amounts of *facility* (3.2.5)-related information using computer-assisted methodologies

3.9.2
smart building
building that maximizes the efficiency of its occupants while at the same time allowing effective management of resources with optimized *life cycle costs* (3.6.7)

Note 1 to entry: Smart buildings utilize integrated technologies to optimize *performance* (3.8.8).

[SOURCE: HB 261:2001,[20] modified — Note 1 to entry has been added.]

3.10 Terms related to sustainability

3.10.1
greenhouse gas
GHG
gaseous constituent of the atmosphere, both natural and anthropogenic (resulting from or caused by human activity), that absorbs and emits radiation at specific wavelengths within the spectrum of infrared radiation emitted by the Earth's surface, the atmosphere and clouds

Note 1 to entry: For a list of GHGs, refer to the latest Intergovernmental Panel on Climate Change (IPCC) assessment report.