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Facility management - Scope, key concepts and benefits (ISO/TR 41013:2017)

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**Facility management - Scope, key concepts and benefits  
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clés et bénéfices (ISO/TR 41013:2017)Facility Management - Regelungsbereich, wichtige  
Konzepte und Nutzen (ISO/TR 41013:2017)

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**CEN ISO/TR 41013:2021 (E)**

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## **European foreword**

The text of ISO/TR 41013:2017 has been prepared by Technical Committee ISO/TC 267 "Facility management" of the International Organization for Standardization (ISO) and has been taken over as CEN ISO/TR 41013:2021 by Technical Committee CEN/TC 348 "Facility Management" the secretariat of which is held by SN.

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The text of ISO/TR 41013:2017 has been approved by CEN as CEN ISO/TR 41013:2021 without any modification.

# TECHNICAL REPORT

# ISO/TR 41013

First edition  
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## Facility management — Scope, key concepts and benefits

*Facility management — Domaine d'application, concepts clés et  
bénéfices*



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ISO/TR 41013:2017(E)

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**ISO/TR 41013:2017(E)****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](http://www.iso.org/directives)).

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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](http://www.iso.org/iso/foreword.html).

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



## 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 broad 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 reducing 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.

Without International Standards, the development of FM is market-driven, with the risk that developing nations and smaller organizations are either left to accept what they are offered, regardless of its suitability to their culture and needs, or otherwise subsumed by what the major supply side providers offer. At the same time, global providers are unable to compete as effectively as they could because of the absence of a single standard for the planning and description of FM and related support services. The development of the market for FM has been hampered by the absence of a common global structure with associated standards. In particular, small organizations, both buyers and suppliers, have been hindered in participating effectively in their respective markets. The sector needs standards against which FM, facility services and management systems can be assessed and measured.

This document makes use of concepts from other standards in the field of FM and introduces FM concepts which could be the subject of future standardization work.

# Facility management — Scope, key concepts and benefits

## 1 Scope

This document outlines the scope, key concepts and benefits of facility management (FM) and provides a context for the use and application of the terms defined in ISO 41011.

## 2 Normative references

The following documents are referred to in the text in such a way that some or all of their content constitutes requirements of this document. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

ISO 41011, *Facility management — Vocabulary*

**koniec náhľadu – text ďalej pokračuje v platenej verzii STN**