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**FACILITY MANAGEMENT - PART 1: TERMS
AND DEFINITIONS**

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Facilities management - Partie 1 : Termes et définitions

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Foreword

This document (EN 15221-1:2006) 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of an identical text or by endorsement, at the latest by April 2007, and conflicting national standards shall be withdrawn at the latest by April 2007

According to the CEN/CENELEC Internal Regulations, the national standards organizations of the following countries are bound to implement this European Standard: Austria, Belgium, 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 United Kingdom.

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Introduction

Facility Management is developing in various European countries. Driven by certain historical and cultural circumstances, organisations and business areas have built different understandings and approaches. In general, all organisations, whether public or private, use buildings, assets and services (facility services) to support their primary activities. By coordinating these assets and services, using management skills and handling many changes in the organisation's environment, Facility Management influences its ability to act proactively and meet all its requirements. This is also done to optimize the costs and performance of assets and services.

The main benefits of Facility Management approaches in organisations are:

- Clear and transparent communication between the demand side and the supply side by dedicating persons as single points of contact for all services, which are defined in a Facility Management agreement.
- Most effective use of synergies amongst different services, which will help to improve performance and reduce costs of an organisation.
- Simple and manageable concept of internal and external responsibilities for services, based on strategic decisions, which leads to systematic insourcing or outsourcing procedures.
- Reduction of conflicts between internal and external service providers.
- Integration and coordination of all required support services.
- Transparent knowledge and information on service levels and costs, which can be clearly communicated to the end users.
- Improvement of an organisation sustainability by implementing a life cycle analysis for the facilities.

The market of Facility Management (internal and external) in Europe with an estimated volume of several hundred billion Euros clearly shows that this field needs to be defined and described more clearly. Optimization of Facility Management requires a broad and clear understanding of the interdependencies of the organisation's processes and Facility Management processes. In order to have a common language, this standard aims to describe the basic functions of Facility Management and defines the relevant terms, which are needed to understand the context.

The purpose of this European standard is to define the terms in the area of Facility Management in order to:

- Improve communication between stakeholders.
- Improve effectiveness of primary activities and Facility Management processes, as well as the quality of their output.
- Develop tools and systems.

This European standard is a lead document in terms of standards in Facility Management that other initiatives should follow. Initiatives for other standards, guidelines and technical specifications cannot be made without reference to this lead document.

For better understanding of the terms and definitions used in this document, it is recommended to read the model and explanation in Annex A first. The Facility Management model is derived from several existing and highly developed solutions thus should not describe a status quo. The principles of developing the Facility Management model are also to keep it as simple as possible and also be adaptable to other specific tasks of organisations.

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