Facility management — Vocabulary

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Foreword

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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 wide 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 reduce 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.