

# DIN EN 15331:2011-11 (E)

## Criteria for design, management and control of maintenance services for buildings

---

Contents		Page
Foreword .....		3
Introduction .....		4
1 Scope .....		5
2 Normative references .....		5
3 Terms and definitions .....		5
4 Basic data and requirements .....		8
4.1 General .....		8
4.1.1 Introduction .....		8
4.1.2 Preliminary data collection .....		8
4.1.3 Specific collection of information .....		9
4.2 Diagnostic methods and instruments for maintenance .....		9
5 Building and maintenance strategy .....		11
5.1 General .....		11
5.2 Building strategy .....		11
5.3 Maintenance policy .....		11
5.4 Maintenance strategies/maintenance types .....		12
5.4.1 Corrective maintenance .....		12
5.4.2 Preventive maintenance .....		12
6 Maintenance plan .....		13
6.1 General .....		13
6.2 Preparation of the plan .....		14
6.3 Budgeting .....		14
7 Information systems .....		14
7.1 General .....		14
7.2 Maintenance information system .....		14
7.3 General characteristics .....		15
7.4 Functions .....		15
8 Operational management of maintenance services .....		17
8.1 General .....		17
8.2 Financial resources .....		17
8.3 Human resources .....		17
8.4 Material .....		17
8.5 Support equipment and inspection .....		18
8.6 Programs and schedules .....		18
9 Monitoring .....		19
9.1 Technical monitoring .....		19
9.2 Financial monitoring .....		19
9.3 Performance monitoring .....		20
10 Feedback data .....		20

<b>Annex A (informative) Building classification as per Eurostat "Classification of Types of Construction" (CC) (1996) .....</b>	<b>21</b>
<b>Annex B (informative) Example of the formulation and inclusion into budget of a maintenance plan .....</b>	<b>22</b>
<b>Annex C (informative) Outline of the Reliability Centred Maintenance method .....</b>	<b>23</b>
<b>Bibliography .....</b>	<b>24</b>