

DIN EN 15221-4:2011-12 (E)

Facility Management - Part 4: Taxonomy, Classification and Structures in Facility Management

Contents		Page
Foreword		4
.....		5
Introduction to Taxonomy, Classification and Structures in Facility Management		7
1 Scope		8
2 Normative references		8
3 Terms and definitions		8
3.1 General taxonomy of Facility Management related terms and definitions		8
3.2 Financial and administrative terms and definitions		10
3.3 Definitions of main facility products		11
4 Derivation of Facility Products and Relationship Model		13
4.1 General		13
4.2 The generic structures needed to describe a facility product		13
4.3 Facility Management relationship model		15
4.4 Processes		17
4.4.1 General		17
4.4.2 Facility Management Processes		17
4.4.3 Classification of facility products		17
4.5 The quality cycle in the FM relationship model		18
4.6 Client perspective and national customs		19
5 Description of the Standardised Facility Products		21
Annex A (informative) Graphic representation of the Facility Product Map		55
Annex B (informative) Additional comments to specific Facility Products		61
B.1 Reference to the FM model and interaction with organisation		61
B.2 Product FM - Facility Management - Strategic Integration		62
B.3 Product 1000 Tactical Integration (Space & Infrastructure) and 2000 Tactical Integration (People & Organisation)		62
B.3.1 General		62
B.3.2 Roles		62
B.3.3 Space & Infrastructure products - organisational role model		63
B.3.4 People & Organisation products - organisational role model		64
B.4 Product 9100 Sustainability		64
B.5 Product 9200 Quality		64
B.6 Product 1100 Space		65
B.7 Product 1110 Building initial performance		66
B.8 Products 1120 Asset Replacement & Refurbishment and 1160 Maintenance & Operation		68
B.9 Product 1170 Utilities		69
Annex C (informative) Graphic Representation of FM Process Matrix		70
C.1 FM Process matrix		70

Annex D (informative) Structures	73
D.1 Description of facilities and activities	73
D.1.1 General	73
D.1.2 Facilities (e.g. space, equipment, consumables)	73
D.1.3 Activities	74
D.2 Physical structure - facility product structure	75
Annex E (informative) Cost and revenue considerations in Facility Management	76
EN15221-6	
E.1 Facility Management cycle	76
E.2 Model of FM as a cost centre providing facility products	77
E.3 Representation of Facility Management in accounting systems	78
E.4 From standardised facility products to 'individual' facility services	80
Bibliography	82