

DIN EN 15221-5:2011-12 (E)

Facility Management - Part 5: Guidance on Facility Management processes

Contents		Page
Foreword		3
.....		4
Introduction to Guidance on Facility Management Processes		6
1 Scope		7
2 Normative references		7
3 Terms and definitions		7
4 Principles of Facility Management processes		9
4.1 General		9
4.2 Summary		9
4.3 Basic principles		10
4.4 Facility management processes		11
4.5 Structure of FM Processes		11
5 Developing Facility Management Processes		15
5.1 Introduction		15
5.2 The importance of Facility Management processes		16
5.3 Facility Management processes at a strategic level		17
5.4 Facility Management processes at a tactical level		23
5.5 Facility Management processes at operational level		30
6 Assessing Facility Management processes		33
6.1 Introduction		33
6.2 Principles of FM organisation		33
6.3 Step 1: Check the alignment of FM processes with the organisations strategy		34
6.4 Step 2: Check the connections between the FM processes		34
6.5 Step 3: Check the used data / information		35
6.6 Step 4: Check the workflows		35
6.7 Step 5: Check the controlling of FM processes		36
Annex A (informative) Examples of generic processes		37
Annex B (informative) Checklist		42
Bibliography		43
EN 15221-6