

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

## Facility Management - Part 5: Guidance on Facility Management processes

---

<b>Contents</b>		<b>Page</b>
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 .....		.....