ISO/TR 41013:2017-07 (E)

Facility management - Scope, key concepts and benefits

Contents

Page

Foreword iv

Introduction v

1 Scope 1

2 Normative references 1

3 Terms and definitions 1

4 Scope of FM 1

5 Business process background of FM 1
5.1 Business process 1
5.2 Core business/primary activities and separating the support processes 2
5.3 Assigning support processes to FM 2

6 Key concepts in FM 2
6.1 FM model 2
6.2 Broad scope of FM and facility services 3

7 Purpose and benefits of FM 3
7.1 General 3
7.2 Productivity 4
7.3 Impact on people 4
7.4 Risk mitigation 4
7.5 Sustainability 5
7.6 Identity 5
7.7 Cost and quality 5

Bibliography 7