

# ISO 41011:2024-02 (E)

## Facility management - Vocabulary

---

<b>Contents</b>		<b>Page</b>
Foreword .....		iv
Introduction .....		vi
<b>1</b>	<b>Scope .....</b>	<b>1</b>
<b>2</b>	<b>Normative references .....</b>	<b>1</b>
<b>3</b>	<b>Terms and definitions .....</b>	<b>1</b>
<b>3.1</b>	<b>Terms related to facility management .....</b>	<b>1</b>
<b>3.2</b>	<b>Terms related to assets .....</b>	<b>3</b>
<b>3.3</b>	<b>Terms related to people .....</b>	<b>3</b>
<b>3.4</b>	<b>Terms related to sourcing .....</b>	<b>5</b>
<b>3.5</b>	<b>Terms related to process .....</b>	<b>6</b>
<b>3.6</b>	<b>Terms related to finance .....</b>	<b>8</b>
<b>3.7</b>	<b>Terms related to general business .....</b>	<b>10</b>
<b>3.8</b>	<b>Terms related to measurement .....</b>	<b>13</b>
<b>3.9</b>	<b>Terms related to technology .....</b>	<b>14</b>
<b>3.10</b>	<b>Terms related to sustainability .....</b>	<b>14</b>
	<b>Bibliography .....</b>	<b>17</b>
	<b>Index .....</b>	<b>18</b>