

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

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

---

| <b>Contents</b>   |  | <b>Page</b> |
|---|--|-------------|
| 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<br>(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          |

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