

ISO/TR 41030:2024-07 (E)

Facility management - Existing performance management in facility management organizations - State of the industry

| Contents | | Page |
|---|--|-------------|
| Foreword | | iv |
| Introduction | | v |
| 1 | Scope | 1 |
| 2 | Normative references | 1 |
| 3 | Terms and definitions | 1 |
| 4 | Context | 1 |
| 4.1 | History | 1 |
| 4.2 | Impact of FM on the world | 3 |
| 4.3 | State of the industry | 3 |
| 4.4 | Industry survey | 3 |
| 5 | Challenges | 4 |
| 6 | Opportunities | 6 |
| Annex A (informative) State of the industry highlights | | 8 |
| Bibliography | | 17 |