DIN EN 15221-1:2007-01 (E)

Facility Management - Part 1: Terms and definitions

Contents

Page

Foreword 3

Introduction 4

1 Scope 5

2 Terms and definitions 5

3 Scope of Facility Management 7

Annex A (informative) Facility Management model 8

A.1 General 8
A.2 Organisation 8
A.3 Demand and supply 9
A.4 Levels of interaction (strategic, tactical, operational) 9
A.5 Conclusion 10

Annex B (informative) Scope of Facility Management 11

B.1 General 11
B.2 Space & Infrastructure 12
B.3 People & Organisation 14