

Contents

Page

Foreword	3
1 Scope	7
2 Normative references	7
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 Facility Management Processes	17
4.4.2 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	64
B.1 Reference to the FM model and interaction with organisation	64
B.2 Product FM – Facility Management - Strategic Integration	65
B.3 Product 1000 Tactical Integration (Space & Infrastructure) and 2000 Tactical Integration (People & Organisation)	65
B.4 Product 9100 Sustainability	67
B.5 Product 9200 Quality	67
B.6 Product 1100 Space	67
B.7 Product 1110 Building initial performance	69
B.8 Products 1120 Asset Replacement & Refurbishment and 1160 Maintenance & Operation	71
B.9 Product 1170 Utilities	72
Annex C (informative) Graphic Representation of FM Process Matrix	73
C.1 FM Process matrix	73
Annex D (informative) Structures	76
D.1 Description of facilities and activities	76
D.2 Physical structure – facility product structure	78
Annex E (informative) Cost and revenue considerations in Facility Management	79
E.1 Facility Management cycle	79
E.2 Model of FM as a cost centre providing facility products	80
E.3 Representation of Facility Management in accounting systems	81
E.4 From standardised facility products to ‘individual’ facility services	84