

**TR ISO/TR 41013:2024**  
**ISO/TR 41013:2017, IDT**  
(ICS 03.080.10)

**TECHNICAL REFERENCE**

# **Facility management – Scope, key concepts and benefits**

**TR ISO/TR 41013:2024**  
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**Facility management – Scope, key concepts and  
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## National Foreword

This Technical Reference (TR) was prepared by the Working Group on Facility Management set up by the Technical Committee on Building Maintenance and Management under the purview of the Building and Construction Standards Committee.

This TR is an identical adoption of ISO/TR 41013:2017, “Facility management – Scope, key concepts and benefits”, published by the International Organization for Standardization.

This TR is a provisional standard made available for application over a period of three years. The aim is to use the experience gained to update the TR so that it can be adopted as a Singapore Standard. Users of the TR are invited to provide feedback on its technical content, clarity and ease of use. Feedback can be submitted using the form provided in the TR. At the end of the three years, the TR will be reviewed, taking into account any feedback or other considerations, to further its development into a Singapore Standard if found suitable.

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## **Facility management — Scope, key concepts and benefits**

*Facility management — Domaine d'application, concepts clés et  
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# Contents

Page

<b>Foreword</b> .....	<b>iv</b>
<b>Introduction</b> .....	<b>v</b>
<b>1 Scope</b> .....	<b>1</b>
<b>2 Normative references</b> .....	<b>1</b>
<b>3 Terms and definitions</b> .....	<b>1</b>
<b>4 Scope of FM</b> .....	<b>1</b>
<b>5 Business process background of FM</b> .....	<b>1</b>
5.1 Business process .....	1
5.2 Core business/primary activities and separating the support processes .....	2
5.3 Assigning support processes to FM .....	2
<b>6 Key concepts in FM</b> .....	<b>2</b>
6.1 FM model .....	2
6.2 Broad scope of FM and facility services .....	3
<b>7 Purpose and benefits of FM</b> .....	<b>3</b>
7.1 General .....	3
7.2 Productivity .....	4
7.3 Impact on people .....	4
7.4 Risk mitigation .....	4
7.5 Sustainability .....	5
7.6 Identity .....	5
7.7 Cost and quality .....	5
<b>Bibliography</b> .....	<b>7</b>

## Foreword

ISO (the International Organization for Standardization) is a worldwide federation of national standards bodies (ISO member bodies). The work of preparing International Standards is normally carried out through ISO technical committees. Each member body interested in a subject for which a technical committee has been established has the right to be represented on that committee. International organizations, governmental and non-governmental, in liaison with ISO, also take part in the work. ISO collaborates closely with the International Electrotechnical Commission (IEC) on all matters of electrotechnical standardization.

The procedures used to develop this document and those intended for its further maintenance are described in the ISO/IEC Directives, Part 1. In particular the different approval criteria needed for the different types of ISO documents should be noted. This document was drafted in accordance with the editorial rules of the ISO/IEC Directives, Part 2 (see [www.iso.org/directives](http://www.iso.org/directives)).

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Any trade name used in this document is information given for the convenience of users and does not constitute an endorsement.

For an explanation on the voluntary nature of standards, the meaning of ISO specific terms and expressions related to conformity assessment, as well as information about ISO's adherence to the World Trade Organization (WTO) principles in the Technical Barriers to Trade (TBT) see the following URL: [www.iso.org/iso/foreword.html](http://www.iso.org/iso/foreword.html).

This document was prepared by Technical Committee ISO/TC 267, *Facility management*.

## Introduction

The International Standards on facility management (FM) developed by ISO/TC 267 describe the characteristics of facility management and are intended for use in both the private and public sectors.

NOTE The terms “facility management” and “facilities management” can be used interchangeably.

International cooperation in the preparation of these International Standards has identified common practices that can be applied across a broad variety of market sectors, organizational types, process activities and geographies, and their implementation will help to:

- improve quality, productivity and financial performance;
- enhance sustainability and reducing negative environmental impact;
- develop functional and motivating work environments;
- maintain regulatory compliance and provide safe workplaces;
- optimize life cycle performance and costs;
- improve resilience and relevance;
- project an organization’s identity and image more successfully.

Without International Standards, the development of FM is market-driven, with the risk that developing nations and smaller organizations are either left to accept what they are offered, regardless of its suitability to their culture and needs, or otherwise subsumed by what the major supply side providers offer. At the same time, global providers are unable to compete as effectively as they could because of the absence of a single standard for the planning and description of FM and related support services. The development of the market for FM has been hampered by the absence of a common global structure with associated standards. In particular, small organizations, both buyers and suppliers, have been hindered in participating effectively in their respective markets. The sector needs standards against which FM, facility services and management systems can be assessed and measured.

This document makes use of concepts from other standards in the field of FM and introduces FM concepts which could be the subject of future standardization work.





# Facility management — Scope, key concepts and benefits

## 1 Scope

This document outlines the scope, key concepts and benefits of facility management (FM) and provides a context for the use and application of the terms defined in ISO 41011.

## 2 Normative references

The following documents are referred to in the text in such a way that some or all of their content constitutes requirements of this document. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

ISO 41011, *Facility management — Vocabulary*