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**NATIONAL STANDARD OF THE  
PEOPLE'S REPUBLIC OF CHINA**

**GB/T 36688-2018**

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**Facility management -- Vocabulary  
(English Translation)**

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### Foreword

This standard was drafted in accordance with the rules given in GB/T 1.1-2009.

This standard uses the translation method equivalent to ISO 41011..2017 "Facilities Management Terminology".

This standard makes the following editorial changes to ISO 41011.2017.

--- "References" in the domestic documents to replace the corresponding international documents in the "references" of ISO 41011.2017.

--- Remove ISO and IEC maintain address information for the standardized technical database.

This standard is proposed and managed by the China Machinery Industry Federation.

This standard was drafted. China Machine Productivity Promotion Center, Tongji University, Shanghai Feizhe Facilities Management Consulting Co., Ltd., Microsoft (China)

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### Introduction

The National Standards for Facilities Management series describes the characteristics of facility management and can be applied to both the private and public sectors.

**Note:** In English, the terms "facilitymanagement" and "facilitiesmanagement" are used interchangeably.

In the process of formulating this series of standards, it has been identified through international cooperation that it can cross various market areas, organization types, and

The general practice of applicable activities and geographic locations, the implementation of these standards will help.

- Improve quality, productivity and financial performance;
- Enhance sustainability and reduce negative impacts on the environment;
- Develop a functional, incentive work environment;
- Maintain compliance and provide a safe workplace;
- Optimize life cycle performance and cost;
- Improve adaptability and relevance;
- More successful display of organizational identity and organizational image.

Facility management terminology

## 1 Scope

This standard defines the terms used in facility management standards.

## 2 Normative references

In this document, there are no normative references.

### 3.1 Terms related to facility management

#### 3.1.1

Facility management facilitymanagement; facilitiesmanagement; FM

Integrate people, places, processes (3.5.1) within the built environment (3.2.3) and improve the quality of life (3.7.1) and improve core business

(3.1.7) Organizational functions for the purpose of productivity.

#### 3.1.2

Internal service supply internalserviceprovision

Internal self-service supply in-houseserviceprovision

Delivery and management of services (3.5.3) completed by employees employed by the demand organization (3.3.1.1).

#### 3.1.3

Support service supportservice

Non-essential activities (3.5.2) delivered to support core business (3.1.7).

#### 3.1.3.1

Facility service facilityservice

Service provision by the internal supplier or external supplier to support the organization (3.3.1) basic activities (3.7.4).

#### 3.1.3.2

Facility process facilityprocess

Process of integration and management by facility management (3.1.1) (3.3.1) (3.5.1).

#### 3.1.4

Need need

Specific or abstract from the needs organization (3.3.1.1) necessary to drive the core objectives and key objectives (3.7.8)

Expectation.

#### 3.1.4.1

Request requirement

Explicit, usually implied or necessary (3.1.4) or expected.

**Note 1:** "Usually implied" refers to the practice or general practice of the organization (3.3.1) and related parties (3.3.3), and the needs or expectations considered are self-evident.

**Note 2:** The requirements are express requirements, such as those in documented information (3.7.7).