

HB 261

•GLOSSARY OF FACILITY MANAGEMENT TERMS•



Standards Australia



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Glossary Of Facility Management Terms

Facility Management Association of Australia



Second Edition

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PREFACE

Facility management (FM) is now recognised as a separate discipline in Australia. This has been greatly assisted by the formation of the Facility Management Association of Australia and the establishment of recognised post graduate FM degrees at several leading Australian Universities as the Accredited Facility Manager (AFM) qualification.

With these developments has come the growth of a body of knowledge that is in part unique to FM and the remainder is shared with a wider variety of other disciplines including property management, real estate management, building, interior design and space planning, furniture design and ergonomics, architecture and the various building service engineering disciplines. In turn this has led to a growing recognition that FM needs to develop its own "body of knowledge" and the glossary published by Standards Australia in 1997 was considered to be a useful starting point.

In deciding what to include and what to leave out, the following criteria were adopted:

1. Terms should be useful and relevant to practicing Facility Managers.
2. The Glossary should be primarily a listing of core FM terms.
3. It would include some other general industry terms commonly used by Managers.
4. Emerging FM terms and concepts were to be included.
5. The primary focus was to be at the facility management level rather than the operational level.
6. Terms unique to a particular facility type to be excluded.
7. Terms unique to other industries to be excluded.

This is the second edition, revised to ensure it remains a living document, relevant to the profession. New terms have been included relating to such rapidly evolving areas as environment, telecommunications and energy efficiency.

We hope you will find this glossary a useful tool for your role with facility management.

ACKNOWLEDGMENTS

Facility Management has much in common with a wide variety of other disciplines. Accordingly, it seemed sensible to ensure the definitions used were those most relevant to the industry and in many cases this has meant using definitions that have been developed by various participants in the field of the Built Environment.

Listed below are the organisations that have contributed terms where the definition of a term has been accepted as the most appropriate.

Australian Property Institute (API)

National Committee on Rationalisation of Building (NCRB)

New South Wales Department of Public Works and Services (NSWPWS)

Property Council of Australia (PCA)

Real Estate Institute of Australia (REIA)

Royal Australian Institute of Architects (RAIA)

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GLOSSARY OF TERMS

Term	Definition
Access Floor	A secondary floor made up of interchangeable floor panels supported by pedestals on the structural floor, with or without stringers. Access floors provide an accessible underfloor space for electrical, mechanical, computer and communication services, or for air distribution. (Source: NCRB/SA/SI)
Accreditation	The certification by a statutory or approved authority of the facilities, capabilities, objectivity, competence and integrity of an organisation or individual to provide a specified service and/or required operation. (Source: NCRB/SA/SI)
Activity Settings	Various types of work settings to suit individual or group activities such as a lounge area, desk work area, or conference area.
Adjacencies/ Proximities	A measure of the preferred location of an organisational unit relative to some or all of the other organisational units in that organisation. It is normally expressed in degrees such as <i>important, desirable, unimportant, undesirable</i> . It can also refer to the relationship of those business units or other specific functions to physical and external features such as the building core, structural zones, natural light, views or entry points.
Affinity Analysis	Affinity analysis is a tool that uses information about preferred adjacencies in matrix form to assist in planning the layout of business unit workspace.
Agreement	A contract between two or more parties, either written or oral. (Source: NCRB/SA/SI)
Air Diffuser	An air outlet device which distributes and diffuses air. (Source: NCRB/SA/SI)
Air Handling Unit	A unit that relates to any or all of the following functions: heating, cooling, humidification, dehumidification or filtration of mechanically circulated air. (Source: NCRB/SA/SI)
Alternative Officing	A mechanism to optimise the accommodation requirements of an organisation using non-traditional work place environments.