

National Manual of Assets and Facilities Management

Volume 6, Chapter 3

Description and Definitions

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Description and Definitions

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Description and Definitions

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1.0 PURPOSE

The facilities management industry, which operates within the Kingdom and across all Entities, is closely aligned to the construction and maintenance industries.

Both industries have adopted, numerous terms to describe various principles, concepts and approaches relating to maintenance management within the built environment. It is not uncommon for similar terms to be used across different industries which, occasionally may have more than one meaning.

The purpose of this document is to provide the Entity with a consistent set of descriptions and definitions that they may adopt throughout their facility.

Consistency of terminology and their meaning will assist the Entity, and their contractors, supply chain, to strengthen their facilities management through continuous improvement through the development of a common language and understanding

2.0 SCOPE

The scope of this document is to provide a glossary of terms frequently used within the National Manual of Assets & Facilities Management. The document also provides a description of and discussion on the terms listed.

Implementation of the guidance given within this document will contribute to ensuring that maintenance operations are conducted through the application of 'Good Practice' in a more consistent and reliable manner.

The use of these descriptions and definitions should complement and respect the associated Reference sections within documents in other Volumes.

The guidance given is applicable across varying types of contracts and operating models, including multi-site contracts, different delivery models and specialist environments. It is applicable to all sectors within a hard and soft services maintenance environment.



3.0 DEFINITIONS

Definitions	Description
Asset Management Software (AMS)	A dedicated software application used to record and track an asset throughout its life cycle, from procurement to disposal
(Asset) Criticality	The relative risk of cost or disruption arising from a less than acceptable level of performance (or failure) of that asset where two or more Assets reside within a given financial control boundary
Asset Register	A list of Assets owned by an Entity. Specifically, relevant details about each maintainable Asset. The Register may identify the location, description, value, and age of the Asset
Atmosphere	The gaseous envelope surrounding the earth (outside conditions)
Authority	Government Entity
Basis of Design (BOD)	A mandatory pre-construction document based on American Society of Heating, Refrigerating and Air-Conditioning Engineers (ASHRAE), Leadership in Energy and Environmental Design (LEED), and National Fire Protection Association (NFPA) to prepare Mechanical, Electrical, and Plumbing (MEP) systems manual, and commissioning documents
Building Enclosure	Any part of a building that physically separates the external environment from the building interior. It is often referred to as the 'building envelope', although 'enclosure' is considered to be the more precise term
Building Fabric	Interior and exterior materials such as insulation, cladding and finishes but not limited to columns, walls, and beams
Building Non-Structural Components	Building components such as mechanical, electrical, and architectural elements which directly serve human needs and do not contribute to the performance of load bearing components
Building Structural Components	Elements that are load bearing within a building
Built Environment	Any structure that involves construction of any description, regardless of its purpose, design or materials, where the aim is to keep the building contents (of any description including people) under different conditions to those that would otherwise exist, if that structure had not been built
Campaign Maintenance	Maintenance of an asset, sub-system, or system that includes all disciplines (mechanical, electrical, control, and structural) simultaneously, with the intention of limiting outage duration, or frequency. Can also refer to a particular asset type that is numerous across an estate (lifts, pressure relief valves), motivated by availability of specialist contractor. Sometimes referred to as Lean Maintenance
Change Management	The process, tools and techniques to manage the people side of change to achieve the required business outcome.
Child Work Order (WO)	A Work Order (WO) created from another WO, as part of Corrective Maintenance



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Cleaning Horizontal/Vertical	Cleaning and maintenance activities involved with a facility comprising of: Horizontal – the surfaces and facilities accessible by staff and cleaning equipment from ground or surface levels Vertical – The cleaning of inaccessible areas requiring the use of specialist services or equipment (glazed external surfaces requiring use of Building Maintenance Units)
Condition Assessment	The collection of data about the condition of an asset, assessing this against a pre-defined standard to identify actions necessary to achieve and maintain a standard over a specified time horizon
Condition Based Maintenance (CBM)	A philosophy of planned maintenance interventions based on quantifiable asset condition rate of deterioration.
Construction Phase Plan CPP (taken from Construction Design and Management)	A document that is required for every maintenance project (referred to in CDM under 'construction'). It outlines the key Health and Safety (H+S) issues of the maintenance project and is used to ensure compliance with the law
Client	Single or multiple staff who are allotted as the Authority's appointed representative(s) to oversee the awarded contract delivery and authorized to execute payment or penalty options in accordance with that contract
Client Representative	An individual or organization as representative of the building or contract owner. See "Site Custodian". Interchangeable with "Facilities Manager", "Building Manager", or similar
Competence	The measure of ability to perform a specific task based on knowledge, experience and skill
Concealed Exterior	Concealed from view, or access and protected from weather conditions and physical contact by building occupants but subject to outdoor ambient temperatures
Concealed Interior	Concealed from view, or access and protected from physical contact by building occupants
Conditioned	Spaces directly provided with heating and cooling
Conditional Fields	Fields within a Personal Digital Assistant (PDA) that must be populated with information before the PDA operator can progress to the next step
Confined Space	A space permitting limited entry and egress due to restricted spatial geometry or potentially toxic air quality. Requiring special access arrangements
Consumable	Material resources that are required for planned maintenance and reasonably expected for unplanned maintenance and fall under the financial threshold of responsibility of the maintenance contractor.
Continuous Improvement	An ongoing effort to improve products, services or processes.
Contractor	Company (or companies) undertaking the maintenance activities on behalf of the Entity. May also be considered as Consultant providing advice, guidance, inspection services
Corrective Maintenance (CM)	Activities performed upon a system, equipment, structure resulting from a partial or material failure.



Description and Definitions

	For instance, that reported to a maintenance facility such as defective lighting or blocked toilet.
Criticality	Typically, a 4-5 level ranking system that categorizes the importance of the component, asset, or maintenance task. Refer to the National Manual of Assets and Facilities Management: Volume 2 - Asset Management
Customer	The end user of a product or service
Data Point Schedule	A table format which shall show the monitoring and control points for the equipment and system. Points such as control and monitoring as I/O points (Input and Output point to and from the controller)
Deferred Maintenance	Maintenance that was not performed when it should have been or was scheduled to be and which, therefore, is put off or delayed for a future period.
Detailed/In-depth Inspection	A close-up inspection by one or more specialist members to identify any deficiencies not readily detectable using routine inspection procedures
Development	The activity that is carried out as a response to a need for change. Development is applied to an existing procedure
Development Matrix	A matrix of categories with specific entries used to structure and convey the development plan; a type of Action Plan
Ethylene Tetrafluoroethylene	'Teflon' like material used as a roof covering
Emergency Maintenance	Any (unplanned) maintenance activity that requires immediate repair due to potential/direct impact on public safety or business operation.
Emergency Operating Procedure (EOP)	A plan of actions to be conducted in a certain order or manner in response to a reasonably foreseeable emergency. Used to safely reinstate a system, or equipment into functional use following outage.
Entity	Government Entity, authority, or ministry responsible for the Operations & Maintenance (O&M) works
Envelope	The outer skin of the building starting with the outer walls and all externally placed components attached to or supported by the outer walls plus any external supports required by the outer walls of the stand-alone structure. May form part of the physical weather proofing structure (such as curtain walling systems)
Equipment	An item or items necessary or recommended, that enable or allow a task to be undertaken or made safer or easier (such as special tools/apparatus/gear used in the maintenance activity)
Exposed Exterior	Exposed to view outdoors or subject to outdoor ambient temperatures and weather conditions
Exposed Interior	Exposed to view indoors (not concealed)
Facilities Management (FM)	The organizational function which integrates people, place, and process within the built environment with the purpose of improving the quality of life of people and the productivity of the core business



Description and Definitions

Facility	Building(s) situated within a site, or complex, in which Entity services, processes, and plans are executed
Failure Class	Example failure classes are fail-safe, dangerous, catastrophic, consequential, and systematic
Fields	A pull-down menu, free text, or format-controlled entry box in a computerized system which prompts the user for required information
Finished Space	Space other than mechanical rooms, electrical rooms, furred spaces, pipe chases, unheated spaces immediately below roof, space above ceilings, unexcavated spaces, crawl spaces, tunnels, and interstitial spaces
Frequency (FQ)	Refers to a cyclic time period i.e. (weekly, monthly, quarterly...)
Indoors	Located inside the exterior walls and roof of the building
Infratech	The deployment or integration of digital technologies with physical infrastructure to deliver efficient, connected, resilient, and agile assets
Inspection	The evaluation of the condition of an asset(s) through a formally defined and controlled process. The process shall include all relevant information, site inspection surveys, and analytical assessments where required by this document or any other standard
Intelligent Maintenance	Maintenance system that utilizes the assets' historical collected data in order to optimize the maintenance operations between planned and unplanned activities (data-driven approach)
Load Bearing	Building components such as walls, columns, and beams that support the load or weight of the overlying parts of the building/structure
Long life Assets	An asset that is reasonably expected to have an economic life equal to its design life
Maintenance	The undertaking of preventive or corrective action or both, including repairs to ensure that the condition of asset continues to meet the required duty over the service life
Maintenance Levels	The complexity of maintenance activity. For example, level 1: reset, level 2: Predictive Maintenance, level 3: monthly related to the skillset/competence level, and experience of the operative. Sometimes referred to as Task Level
Maintenance Philosophy	A 'mix of strategies that ensure assets, sub-systems and systems operate as expected when needed'
Maintenance Program	An agreed and defined sequence of operations upon plant, equipment, structures to maintain an asset to a high level based upon recommendations from the manufacturer, installer or statutory compliance
Maintenance Strategy	Defines the rules for the selection and sequence of planned maintenance work
Maintenance-to-Replacement Ratio	The ratio of maintenance costs associated with an asset over its service life, the cost of replacing the asset at the end of its life
Maintenance Type	A grouping of variations or versions of maintenance, namely 'planned' and 'unplanned'.



Description and Definitions

Managing Party	Where an Entity devolves responsibility for the monitoring of activities to a managing Agent who has the authority to act by the Entity.
Mechanical Systems	Plant and equipment used to provide services to an Entity that rely upon, but not exclusively to cooling, ventilation, utilities or sewage.
Monitor/Head end Personal Computer (PC)	See engineering equipment's, systems' status for monitoring and control the operations
On-Hold	A CMMS work status, sometimes referred to as "Pending".
Operation	An active process, task, or discharge of a function
Operative	Final user/operator of the equipment
Parameter	The name of a unit or metric. For example, 'pressure', 'hertz', 'temperature'
Permit to Work (PTW)	A safety management system to ensure that activities are performed in a safe manner and controlled by an Entity to ensure stakeholders are aware and have a direct input prior to maintenance or activity, for permissions.
Personal Digital Assistant (PDA)	An electronic device that connects the Work Management Center (WMC) and other approved users with the Technician
Plan	A detailed proposal for doing or achieving something
Planned Maintenance (PM)	Scheduled maintenance routines, set out to ensure machinery, services and equipment are all maintained at regular intervals
Plant	General term that includes built environment assets and engineering systems equipment.
Point of Work Risk Assessment (POWRA)	A short checklist that operatives refer to at the 'location of' and immediately before carrying out a task
Predictive Maintenance (PdM)	Utilizes technology and devices in order to forecast the failures and/or when the maintenance should be performed.
Primary Structural System	The elements of a structure or building such as beams, columns, load bearing walls, and foundations, that provide load bearing capacity to the structure
Procedure	Documents which provide information about how to preform interdepartmental activities and processes consistently. Plans are used to manage and control activities such as tasks performed across different groups or functions such as engineering, procurement, and document control
Process and Instrumentation Diagram (PID)	A schematic presentation which shows the equipment field devices and input/output modules and Direct Digital Controller (DDC) to comprehend the functional logic of the equipment and system
Quality Assurance	Method by which to assess that quality standards are being met. Further details can be found within the principles of ISO 9001 Quality Management Systems
Quality Control	Quality Standards to be attained



Description and Definitions

Regime	The collective noun for the Maintenance Plan applied to an asset, system, facility, or building
Rehabilitation	Rehabilitation restores parking infrastructure to its usable condition and ceases the deterioration and ensures the safety of the public. Rehabilitation includes addressing the cause of the problem itself and rehabilitation lasts significantly longer
Repair	Repair techniques are used to restore the damaged portion of the parking asset/facility such as carrying out crack filling of asphalt, touchup painting of line markings or rectifying a defect of a parking meter
Restricted High Place (RHP)	Location(s) on site designated as requiring additional access control for operational or safety reasons; Different from Working at Height as working in RHP can mean working from a non-elevated surface
Run to Failure (RTF)	A maintenance strategy where the asset is deliberately not maintained but allowed to run until it fails
Safety Group	An internal organization of an Entity responsible for ensuring that activities are undertaken in a controlled and safe manner, that meets with a prescribed charter.
Secondary Structural System	The elements within a building such as heavy internal partitions, curtain wall framing systems, building ornaments, and precast panels
Sequence of Operation (SOO)	A written explanation and description on the MEP systems how the systems are intended to work
Service life	The service life of an asset, element or component is the total period during which the asset remains in use. Maintenance can extend service life of the asset
Single Point of Failure (SPOF)	A critical component which can stop an entire system from working in the event of its failure; Refers most commonly to a skillset but also applies to tangible resources such as vehicles, tools, technology, and systems
Site Custodian	Represents the client on site. May be a technical person or team or may refer to a non-technical 'Facilities Manager' type role. The Site Custodian is responsible for liaising with other stakeholders to ensure that the client's interests are represented and protected.
Skills Register	A database held by a contractor or client that contains information about persons considered competent to work on specific plant or system items, or locations with particular risks
Soft Services	Non-technical services that enable facilities to run efficiently
Spare part	Material resources required for planned and unplanned maintenance that are in excess of the financial threshold that the maintenance contractor is responsible for.
Stakeholder	An internal or external maintenance contractor that contributes to and may be impacted by an activity or action



Description and Definitions

Standard Operating Procedure (SOP)	A set of written instructions that document a routine or repetitive activity followed by an organization.
Statutory Inspection	The mandatory periodic inspection that shall be carried out by the employer, service providers, or contractor of any equipment in a building which can result in dangerous situations. This is a legal requirements as per legislations
Strengthening and Renewal work	Strengthening and Renewal work shall be corrective action to address life-expired assets or elements in accordance with the supplier's program for lifecycle management or a change in use, function or duty of the asset or element
Success Factor	An element that is necessary for an organization or project to achieve its mission
Substantial Damage	The damage to a structure caused by natural disaster such as flooding or an earthquake, resulting in repair costs of more than 50% of the net present value of the asset immediately prior to the disaster. The percentage is based on generic rule-of-thumb which can vary among jurisdictions
Temporary Works	Site installations, not forming part of the permanent works that are necessary for the progress of the work in safety
Test	Verifying by means of observation or measurement that the system meets the expected and/or acceptable requirements against predefined standard or requirement
Threshold	Numerical value of a parameter at which a decision is made
Total Maintenance Costs	The sum of Unplanned Maintenance Costs and Planned Maintenance Costs based solely on maintenance costs (not business interruption impact costs)
Unplanned Work	Any piece of work that requires emergency or urgent response, or that is prompted when a 'Quick Work' opportunity arises. May include defects associated with reported failures.
Visual Inspection	Close inspection of all components of the parking infrastructure carried out within touching distance
Work Control	Work Control of operations and maintenance activities refers to the management of planning and execution of resources to meet the needs of planned and unplanned contractual and customer requirements.
Work Management Center (WMC)	Team/office responsible for the management of planning and execution of resources to meet the needs of planned and unplanned contractual and customer requirements. Refer to Volume 7 for more details.
Work Order (WO)	Formal, uniquely identifiable, documented instruction to work



Description and Definitions

Abbreviations	
ACH	Air Change per Hour
ACI	American Concrete Institute
ACOP	Approved Code Of Practice
ACR	Asset Condition Reporting
ACS	Access Control System
AISC	American Institute of Steel Construction
AMS	Asset Management System
ANSI	American National Standards Institute
ASCE	American Society of Civil Engineers
AE	Authorizing Engineer
AE (V)	Authorized Engineer (Ventilation)
AHJ	Authority Having Jurisdiction
AHRI	Air-Conditioning Heating and Refrigeration Institute
AHU	Air Handling Units
AM	Asset Management
ANPR	Automatic Number Plate Recognition
ANSI	American National Standards Institute
AP	Authorized Person
AP (V)	Authorized Person (Ventilation)
ASME	American Society of Mechanical Engineers
ASPE	American Society of Plumbing Engineers
ASSE	American Society of Sanitary Engineers
ASTM	American Society for Testing and Materials
ASHRAE	American Society of Heating, Refrigeration, and Air-Conditioning Engineers
ATS	Auto Transfer Switch
BACNet	Building Automation and Control networks
BESA	Building Engineering Services Association
BIFM	British Institute of Facilities Management
BIM	Building Information Modelling
BMS	Building Management System
BOD	Basis of Design
BOM	Bill of Materials
BREEAM	Building Research Establishment's Environmental Assessment Method
BS	British Standard
CAFM	Computer-Aided Facility Management
CAPEX	Capital Expenditure
CAS	Condition Assessment Survey
CAV	Constant Air Volume
CB	Capacitor bank
CBAHI	Saudi Central Board for Accreditation of Healthcare Institutions
CBS	Central Battery System
CCTV	Closed-Circuit Television
CE	Civil Engineer
CIBSE	Chartered Institution of Building Service Engineers
CIM	Continuous Improvement Model
CM	Corrective Maintenance
CMS	Competence Management System
CMMS	Computerized Maintenance Management System
CO ₂	Carbon dioxide
CO	Carbon monoxide
COSHH	Control of Substances Hazardous to Health
COTS	Commercial off-the-Shelf
CP	Competent Person



Description and Definitions

CP (V)	Competent Person (Ventilation)
CPMS	Central Parking Management System
CPU	Central Processing Unit
CRAC	Computer Room Air-Conditioning Unit
CRAH	Computer Room Air Handling Unit
CSSD	Central Sterile Services Department
D/S	Downstream
DB	Distribution Board
DCP	District Cooling Plant
DIS	Door Intercom System
DSP	Distribution Service Provider (electrical generation entity)
DSRP	Dam Safety Review Panel
DVR	Digital Video Recorder
DX	Direct Expansion
EAP	Emergency Action Plan
ECRA	Electricity & Co-Generation Regulatory Authority
ECV	Exhaust Control Volume
EDA	Energy Dissipation Arrangement
EE	Electrical Engineer
ELV	Extra Low Voltage (classified as below 50V)
ELV	Extra Low Voltage
EMP	Emergency Management Plan
EN	European Norms
EPA	Environmental Protection Agency
EPDS	Emergency Power Distribution System
EPS	Emergency Power System
EPSS	Emergency Power Supply System
ESS	Electronic Security Systems
ETFE	Ethylene Tetrafluoroethylene
EV	Electric Vehicle
FCU	Fan Coil Unit
FDD	Fault Detection and Diagnostics
FEMA	Federal Emergency Management Agency
FIST	Facilities Instructions, Standards and Techniques
FM	Facilities Manager
FMC	Facilities Management Company
FOC	Facility Operating Company
FOM	Facilities Operations Management
FQ	Frequency
GUI	Graphical User Interface
H+S	Health and Safety
HBN	Health Building Note
HC	Healthcare
HF	Harmonic Filter
HSE	Health and Safety Executive
HTM	Health Technical Memorandum
HV	High Voltage {classified as above 13.8KV (an allowable variance of between 13.1kV to 14.5kV is applicable)}
HVAC	Heating, Ventilation, and Air Conditioning
IAHSS	International Association for Healthcare Security and Safety
IBC	International Building Code
IC	Instrumentation and Control Engineer
ICC	International Code Council
ICODS	Interagency Committee on Dam Safety
ID	Identity



Description and Definitions

IDS	Intruder Detection System
IEC	International Electric Code
IEEE	Institute of Electrical and Electronic Engineers
IET	Institution of Engineering & Technology
IFC	International Fire Code
IMC	International Mechanical Code
I/O	Input/output
IP	Internet Protocol
IPS	Isolated Power Supply
ISO	International Organization of Standardization
IT	Information Technology
JHA	Job Hazard Analysis (see Point of Work Risk Assessment (POWRA))
KPI	Key Performance Indicators
LEED	Leadership in Energy and Environmental Design
LED	Light Emitting Diode
LEV	Local Exhaust Ventilation
LMR	Lift Motor Room
LOTO	Lock Out Tag Out
LPHW	Low Pressure Hot Water
LV	Low Voltage (classified as being above 50V and below 600V)
MC	Maintenance Contractor
MDB	Main Distribution Boards
ME	Mechanical Engineer
MEP	Mechanical, Electrical, and Plumbing
MEWP	Mobile Equipment Work Platform (Scissor/Boom Lift)
MGCP	Medical Gas control panels
MHOR	The Manual Handling Operations Regulations
MHSWR	The Management of Health and Safety at Work Regulations (1999)
MOF	Ministry of Finance
MOT	Ministry of Transportation
MRL	Machine-Room-Less
MRR	Maintenance-to-Replacement Ratio
MS	Method Statement
MSDS	Materials Safety Data Sheet
MV	Medium Voltage (classified as being above 600V and below 13.8KV)
MVS	Medium Voltage Substation
MVSN	Medium Voltage Supply Network
NAE	Network Automation Engine
NCLOM	National Committee for Legislation and Standardization of Operation and Maintenance
NCP	Nurse Call Panels
NEMA	National Electrical Manufacturers Association
NFPA	National Fire Protection Association
NIST	National Institute of Standards and Technology
NMA & FM	National Manual of Assets and Facilities Management
NSF	National Standards Foundation
O&M	Operations and Maintenance
OE	Operations Engineer
OEM	Original Equipment Manufacturer
OOH	Out of Hours
OSHA	Occupational Safety and Health Administration
P&ID	Process and Instrument Design
PAR	Periodic Automatic Replenishment
PARCS	Parking Access and Revenue Control System
PAT	Portable Appliance Test



Description and Definitions

PAVA	Public Address and Voice Alarm
PC	Personal Computer
PCN	Procedure Change Notice
PDA	Personal Digital Assistant
PDCA	Plan-Do-Check-Act
PdM	Predictive Maintenance
PDS	Pneumatic Delivery Station
PF	Power Factor
PGIS	Parking Guiding and Information System
PIR	Passive Infrared
PM	Planned Maintenance
PME	Plant, Machinery and Equipment
PMP	Preventive Maintenance Plan
PMT	Post Maintenance Testing
POE	Power Over Ethernet
POWRA	Point of Work Risk Assessment
PPE	Personal Protective Equipment
PPEWR	Personal Protective Equipment at Work Regulations (1992)
PRB	Procedure Review Board
PTAC	Packaged Terminal Air-Conditioning unit
PTW	Permit to Work
PTZ	Pan, Tilt, and Zoom
PUWER	Provision and Use of Work Equipment Regulations (1998)
QA	Quality Assurance
QC	Quality Control
QPM	Quarterly Preventive Maintenance
RA	Risk Assessment
RAMS	Risk Assessment & Method Statement
RCA	Root Cause Analysis
RFID	Radio-Frequency Identification
RFP	Request for Proposal
RH	Relative Humidity
RHP	Restricted High Place
RICS	Royal Institute of Chartered Surveyors
RIDDOR	Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (2013)
RMU	Ring Main Unit
RO	Reverse Osmosis
RP	Responsible Person
RTF	Run to Failure
RTU	Roof Top Units
SASO	Saudi Standards, Metrology and Quality Organization
SBC	Saudi Building Code
SC	Statutory Compliance
SE	Specialist Engineer
SEC	Saudi Electrical Company
SEI	Structural Engineering Institute
SFG	Services and Facilities Group
SG	Safety Group
SLA	Service Level Agreement
SMC	Saudi Mechanical Code
SMDB	Sub-Main Distribution Board
SOO	Sequence of Operation
SOP	Standard Operating Procedure



Description and Definitions

SPOF	Single Point of Failure
SS	Substation
STP	Sewage Treatment Plant
TMS	The Masonry Society
TR	Transformers
UL	Underwriters Laboratories, Inc.
UM	Unplanned Maintenance
UPS	Uninterruptible Power Supply
US	United States
UV	Ultra Violet
VAV	Variable Air Volume
VCV	Volume Controlled Ventilation
VDU	Visual Display Unit
VESDA	Very Early Smoke Detection Apparatus
VFD	Variable Frequency Drive
VMS	Variable Message Signs
VRF	Variable-Refrigerant Flow
WHSWR	The Workplace (Health, Safety and Welfare) Regulations (1992)
WMC	Work Management Center
WO	Work Order
WTS	Water Treatment Systems

4.0 REFERENCES

- International Facilities Management Association (IFMA)
- EPM-KPP-PR-000001 White Book Volume 7, Chapter 4: Project Planning and Scheduling Definitions and Concepts Procedure
- EPM-KE0-GL-000011 White Book Volume 6, Chapter 2: Definitions and References
- ENT-E00-GL-000001 Expro Definitions and Acronyms Guideline

5.0 RESPONSIBILITIES

Role	Description
Authorizing Engineer	A Chartered Engineer or Incorporated Electrical Engineer with appropriate experience and the necessary degree of independence from local management who is appointed in writing by office facility management to implement, administer and monitor the safety arrangements for low voltage electrical supply and distribution systems. This appointed individual shall be responsible for ensuring compliance and assessing the suitability of candidates to be Authorized Persons
Authorized Person (AP)	A person who has been appointed by the Authorizing Engineer (AE) (or by an authorizing body within the entity); who is trained, competent, skilled, experienced, responsible, and has gained the necessary site knowledge, to operate and maintain the system in a controlled and safe manner. The AP is responsible for work or testing carried out on the system
Bid Writer	Responsible for ensuring that the content of the bid meets the requirements of the client.
BMS Operator	An authorized individual who operates BMS/EMCS
Operations and Maintenance Person (BMS)	A member of engineering staff, BMS manufacturer or operations maintenance organization employed by management to carry out BMS/EMCS related duties



Description and Definitions

Control Room Staff Closed-Circuit Television (CCTV)/Access Control Operators	Are responsible for the issuing of ID badges, cards, and security passes. Monitoring of Access control and Intruder Detection Systems (IDSs). Reporting and back up of the security system databases and production equipment
Competent Person (CP)	A person with the necessary training, and who has been appointed by an Authorized Person (AP) (or by an authorizing body within The Entity), after conformation of competence, knowledge, skill, and experience. The CP can execute the required actions within a PTW and or other directional document as may be assigned to him
Contracts Manager	will likely have key responsibility for presenting the required responses to the Entity/client. The Contracts Manager will likely rely on the Work Management Center for the provision of evidence to support the responses.
Duty Holder	A person on whom the Electricity at Work Regulations impose a duty in connection with safety
The Responsible Person (Director of Facilities)	The Responsible Person is employed directly by the Entity and is the “Duty Holder” of the Engineering systems and the staff who operate those systems and is overall responsible and accountable for their design, installation, Operation and Maintenance (O&M), and ensuring control of those systems. The Responsible Person has a legal responsibility for ensuring that the Entity has complied with the relevant legal regulations pertaining to those engineering systems and the staff involved. The Responsible Person shall ensure that the systems are kept up to date with the latest relevant legal regulations. The Responsible Person should not be the Authorizing Engineer (AE).
Designated Responsible Person Multi-disciplines	<p>The Responsible Person is employed directly by the Entity/FOC and is the “Duty Holder” of the engineering systems and is responsible and accountable for their design, installation, operations, maintenance and ensuring control of those systems.</p> <p>The Responsible Person has a legal responsibility (within the UK) for ensuring that the Entity has complied with the relevant legal regulations / decree pertaining to those engineering systems.</p> <p>The Responsible Person shall ensure that the systems are kept up to date with the latest relevant legal regulations / decrees.</p>
Designated Person (Electrical)	An individual who has overall authority and responsibility for the premises containing the electrical supply and distribution system within office facilities and has a duty to prepare and issue a general policy statement on health and safety at work
Electrical Safety Group	<p>Committee appointed by and representing the Facilities Operating Client</p> <p>The requirement for this committee is not mandated other than under the HTMs' for Healthcare, but should be considered as “best practice”</p> <p>See the National Manual of Assets and Facilities Management volume 6 Chapter 21</p>
Mechanical Safety Group	Under the Health Technical Memorandum (HTM), there is a requirement for a Mechanical Safety Group. The role of the group is to discuss current issues, solutions and forthcoming potential problems (i.e. with new projects or dealing with new legislation), to assist in avoiding project clashes, outages, and taking formulating mitigating actions.
Chief Executive of Entity (Facilities Operating Client or FOC)	Chief Executive of the Entity having overall management of the facility



Description and Definitions

Entity	Governmental Entity having Jurisdiction over the Municipal Facility
Entity Representative (Facilities Operating Client or FOC)	Entity Representative having overall management of the facility
Entity client	A senior manager responsible for delivering cost effective, contract compliant facilities management. This person is knowledgeable and competent in the technical and contractual aspects of the maintenance contract and senior enough to provide awareness to the most senior level of management within the client organization.
Ministry	Governmental Entity having Jurisdiction for the region. Setting Governing Standards
Maintenance Contractor (MC)	The MC is the individual or organization responsible for the supply of the equipment, its installation, and maintenance
Facilities Operations Management (FOM)	Discipline Certified Managers and Engineers appointed by FOC to oversee any appointed Facilities Management Company (FMC) activities
Facilities Management Company (FMC)	The FMC is an appointed Client representative who in collaboration with the client controls the Maintenance Engineering departments; and who is responsible and accountable for the APs and CPs as well as the site Engineering systems, Maintenance, and ensuring control of those systems is in line with the Client Standard Operating Procedure (SOP) for the maintenance activities
HSE Manager	Has responsibilities for the performance assurance management of key parts of the maintenance operation from a Health, Safety and Environmental perspective.
Quality Assurance Manager	Will have key responsibilities for ensuring that the required and presented information is complete, compliant, correct and effective.
HV Qualified Person	A FOC Approved Persons. Certified HV specialist service provider/operative who is qualified, competent and experienced. Has the necessary site knowledge to formulate the necessary client SOP documentation? Oversees the FMC's activities on behalf of the FOC
LV Qualified Person	A FOC Approved Persons. Certified LV specialist service provider/operative who is qualified, competent and experienced. Has the necessary site knowledge to formulate the necessary client SOP documentation? Oversees the FMC's activities on behalf of the FOC
MV Qualified Person	A FOC Approved Persons. Certified MV specialist service provider/operative who is qualified, competent and experienced. Has the necessary site knowledge to formulate the necessary client SOP documentation? Oversees the FMC's activities on behalf of the FOC
Qualified Person MV / LV / ELV Electrical	A FOC/FMC Approved Persons. Certified, competent and experienced. Possess the necessary site knowledge to formulate and or follow the necessary FOC SOP documentation. Oversees the FMC's activities
Qualified Person Mechanical / HVAC / Plumbing	A FOC/FMC Approved Persons. Certified, competent and experienced. Possess the necessary site knowledge to formulate and or follow the necessary FOC SOP documentation. Oversees the FMC's activities



Description and Definitions

System Security Manager/Officer	The individual responsible for the Entities overall security strategy
Security Manager	The local appointed representative for the day to day operation of the security systems in place
Security Supervisor	The individual responsible for monitoring and reporting occurrences and ensuring operators follow the Standard Operating Procedures (SOPs) and Issue of Identity (ID) cards
Security Maintenance Supervisor	An individual engaged in the maintenance and ongoing repairs to the security system and is responsible for the control and supervision of site staff. This may be a 3 rd part specialist service provider company or Maintenance Supervisor holds essential knowledge and experience in Extra Low Voltage (ELV) systems

6.0 PROCESS

6.1 Introduction

The National Manual of Assets and Facilities Management recommends the adoption of terms being harmonized and used consistently across each Entity and all their stakeholders. Expro recommends the adoption of terms quoted by the International Facilities Management Organization (IFMA). The IFMA sometimes adopts definitions created by other international organizations, many of which are based in the United States of America.

The level of success in applying this Procedure to the maintenance operation is determined by the attention to detail when observing and removing the use of non-Expro terms from all documentation and communications.

In writing the National Manual of Assets and Facilities Management, Expro recommends a structure and range of terms that is rationalized and published in this document from the plethora of terms used by the various institutions and organizations across the world. In writing the National Manual of Assets and Facilities Management, Expro acknowledge that there may be duplication of terms used within other Expro publications, specifically the references in Section 4. These duplications are considered not to present a concern because the context that any would be used in would clarify any potential misunderstanding that could arise from the use of the term. Section 3 and 4 of the associated chapter should be used as the reference for the terms used within the document and associated guidance, as this will be specific to the subject matter contained therein.

6.2 Maintenance Type definitions

The Expro recommended structure and range of terms is summarized here:

PLANNED MAINTENANCE

- Preventive
- Predictive

UNPLANNED MAINTENANCE

- Corrective
- Emergency

The boundaries and relationship of the above terms with others not uncommonly used and referred to at an international and national level is also discussed in this chapter.

6.2.1 Expro Maintenance Definitions

6.2.1.1 PLANNED MAINTENANCE



Description and Definitions

- Preventive Maintenance: An asset maintenance type based on preplanned programmed/scheduled maintenance at fixed time intervals.
- Predictive maintenance: Utilizes technology and devices in order to forecast the failures and/or when the maintenance should be performed.

6.2.1.2 UNPLANNED MAINTENANCE

Unplanned Maintenance may also include the terms of Reactive, Corrective and emergency. Moreover, both Reactive and Corrective terms serve the same purpose in general, which is any maintenance activity that is required to correct an unanticipated failure. The terms refer to the following activities:

- Corrective Maintenance: Activities performed upon a system, equipment, structure resulting from a partial or material failure. For instance, that reported to a maintenance facility such as defective lighting or blocked toilet.
- Emergency Maintenance: Any (unplanned) maintenance activity that requires immediate repair due to potential/direct impact on public safety or business operation.

6.2.1.3 INTELLIGENT MAINTENANCE

Intelligent Maintenance, a Expro endorsed term and maintenance philosophy, is defined as 'Maintenance system that utilizes the assets' historical collected data in order to optimize the maintenance operations between planned and unplanned activities (data-driven approach)'.

Maintenance philosophy can be defined as a 'mix of strategies that ensure assets, sub-systems, and systems operate as expected'.

The goal is to achieve Intelligent Maintenance. A secondary aim is for the Entity client and maintenance contractor to work together to achieve an agreed maintenance philosophy and shared vision that is sustainable long term.

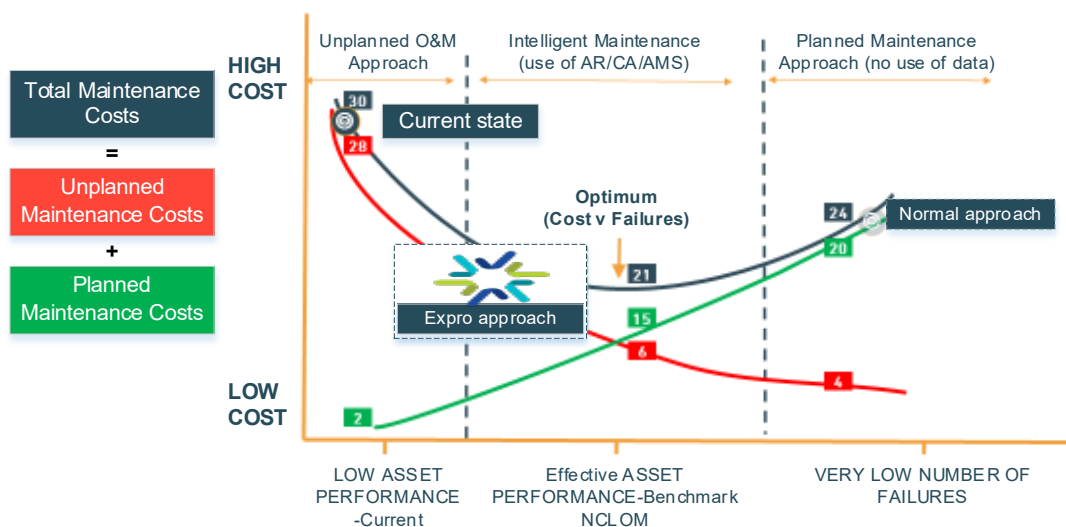


Figure 1: Intelligent Maintenance Philosophy

Figure 1 (above) illustrates the relationship between planned and unplanned maintenance and the Expro Intelligent Maintenance Philosophy.