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European foreword

This document (EN 17948:2024) has been prepared by Technical Committee CEN/TC 319 "Maintenance", the secretariat of which is held by UNI.

This European Standard shall be given the status of a national standard, either by publication of an identical text or by endorsement, at the latest by May 2025, and conflicting national standards shall be withdrawn at the latest by May 2025.

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. CEN shall not be held responsible for identifying any or all such patent rights.

Any feedback and questions on this document should be directed to the users' national standards body. A complete listing of these bodies can be found on the CEN website.

According to the CEN-CENELEC Internal Regulations, the national standards organisations of the following countries are bound to implement this European Standard: Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Republic of North Macedonia, Romania, Serbia, Slovakia, Slovenia, Spain, Sweden, Switzerland, Türkiye and the United Kingdom.

Introduction

This document is part of a set of maintenance standards produced by CEN/TC 319 where it holds a central place because it introduces maintenance, its organization and management and establishes close links with the other standards of CEN/TC 319. Annex A presents the framework and an overview of the available CEN/TC 319 maintenance standards divided into four groups: Common basis, Management, Methodologies, and Resources. This document belongs to the Management group.

Maintenance is a set of activities that requires effective management able to anticipate, react quickly to events, and adapt to business changes. It has an essential role in controlling plant safety and occupational and environmental risks as well as ensuring the competitiveness and the durability of organisations and companies.

Therefore, the importance of effective maintenance management is major, and this document gives guidelines for maintenance managers to develop a process contributing to the success factors defined by the managing board. It is based on the existing European standards, and particularly those which describe the role of maintenance within asset management, the maintenance processes and their inter-relationships, the maintenance of buildings and infrastructures, maintenance key performance indicators, maintenance support processes such as documentation, contracts, qualification of maintenance personnel, etc.

This document is intended to help maintenance managers develop the maintenance management process in its various aspects (maintenance policy, maintenance objectives, maintenance strategy, internal/ outsourced activities, organization of functions, job profiles and responsibilities, budgets, supervision of maintenance activities, communication, and continuous improvement).

Annex A presents a summary of other standards for maintenance which have been prepared by CEN/TC 319

Annex B describes examples of levels of maintenance.

1 Scope

This document specifies the main content of maintenance management and the main activities for which maintenance management is responsible.

This document is applicable to maintenance managers and asset managers in the industry sector and for infrastructure and buildings in order to achieve the success factors of the organization.

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.

EN 13306:2017, *Maintenance - Maintenance terminology*

EN 17007:2017, *Maintenance process and associated indicators*

3 Terms and definitions

For the purposes of this document, the following terms and definitions apply.

ISO and IEC maintain terminology databases for use in standardization at the following addresses:

— ISO Online browsing platform: available at https://www.iso.org/obp/

— IEC Electropedia: available at https://www.electropedia.org/

3.1
item
part, component, device, subsystem, functional unit, equipment or system that can be individually described and considered

Note 1 to entry: A number of items e.g. a population of items, or a sample, may itself be considered as an item.

Note 2 to entry: An item may consist of hardware, software or both.

Note 3 to entry: Software consists of programs, procedures, rules, documentation, and data of an information processing system.

[SOURCE: EN 13306:2017, definition 3.1]

3.2
physical asset
item that has potential or actual value to an organization

Note 1 to entry: Examples of physical assets are components, machines, plants, buildings, infrastructures, etc.

[SOURCE: EN 13306:2017, definition 3.2]