Information sheet “ETUC STANDardisation” project
Fact sheet on the CEN/TC 319 «Maintenance Services»

0. Background

As a horizontal discipline, maintenance may be applied in different activity sectors, both civil, and industrial (industrial plants, buildings, machines and devices, infrastructures, etc.). In one Word, maintenance must be referred to all complex systems which have to operate satisfying specific needs and in consideration of today sustainable development principles. Therefore, CEN/TC 319 studies and develops standards considering all the mentioned aspects.

The following political, economic, technical, regulatory, legal, societal and/or international dynamics may significantly influence how the standards development processes are conducted and the content of the resulting standards:

- Social, safety, health, environmental or cultural issues related to the industry sector, products, materials, disciplines or practices addressed by maintenance;
- State of the art in the maintenance field;
- Strengthening of ICT systems; recent or expected technological changes and major innovations, e.g. the use of Internet as a common tool to help all maintenance activities;
- Categories of relevant stakeholders (industry, government, public interest groups, investors, lending institutions, employees, customers, suppliers, contractors, media, consumers, local communities, insurances);
- Concerns and objectives of relevant stakeholders;
- New perception of sustainability criteria (economical, technological, ambiental and human).

Over the past few years, social, economic and environmental factors caused a major shift in public opinion. If in the past things were such that resources were deemed limitless and that environmental impacts could go on uncontrolled, it is now considered necessary to monitor closely human and productive processes. Thus, from the view of a world infinitely large we changed to an awareness of its finiteness and of the need to plan for its development, in keeping with the idea of sustainability and a growing attention to conservation in every phase of physical asset lifecycles (it should be remembered that there is also standardisation work in progress in this area, e.g. in ISO TC 59 Building construction, SC17 “Sustainability in building and civil engineering works”.

To this end, in many quarters, maintenance is increasingly regarded as a basic discipline in training technical figures and as a sector of activity inevitably headed for a significant development over the next few years. Maintenance, then, has undergone substantial evolution in both the civil, industrial and infrastructure fields. From a set of activities to support production in industrial companies, and an endeavour intended to repair buildings, to prevent their deterioration and improve their lifecycle it enlarged its scope to become a set of orderly actions, characterised by a varying degree of complexity and included in specific environmental contexts, with special emphasis on their extent, efficiency and effectiveness. Besides, often maintenance is called upon when, from the design and engineering stage of each physical asset, there arises the need to plan for the maintenance actions that must be carried out.
There is also a strong link with the elaboration of standards on “Facility Management”. This is done in CEN/TC 348 “Facility Management”.

1. Work in Progress

The Technical Committee was created in the early 1990's, with UNI (Italy) as TC secretariat. The first set of European maintenance standards were published in the year 2007. Several were re-confirmed later.

In total, there are 7 European Standards published.

An up-to-date list of publications can be consulted here: https://standards.cen.eu/dyn/www/f?p=204:32:0:::FSP_ORG_ID,FSP_LANG_ID:6300,25&cs=11A36D18FDEBC4C3943F208DED3027C90

To develop these standards, there are nine active working groups i.e.

- CEN/TC 319/WG 10 Maintenance within physical asset management
- CEN/TC 319/WG 11 Condition assessment methodologies
- CEN/TC 319/WG 12 Risk based inspection framework (RBIF)
- CEN/TC 319/WG 13 Maintenance process
- CEN/TC 319/WG 4 Terminology
- CEN/TC 319/WG 6 Maintenance performance and indicators
- CEN/TC 319/WG 7 Maintenance of buildings
- CEN/TC 319/WG 8 Maintenance functions and maintenance management
- CEN/TC 319/WG 9 Qualification of personnel


ETUC actively participates in the CEN/Technical Committee, and some of its most relevant Working Groups.

2. Stakeholders

The Italian Standardisation institute (UNI) ensures the Technical Committee secretariat, since its very creation in the early nineties.

The active countries participating are Finland, Portugal, Norway, France, Italy, Netherlands and Sweden. The additional country participation has varied over the years.

Maintenance is a very wide area of activity, many performed by SMEs and some major companies. Although this covers a wide area of the economic spectrum, the actual standards writing process is done by a core people of specialists. An extension of the drafting process is welcomed. There are two categories of stakeholders:

### Some standards under development:

<table>
<thead>
<tr>
<th>Standard Code</th>
<th>Code Value</th>
<th>Title</th>
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<tbody>
<tr>
<td>EN 13306</td>
<td>WI=00319023</td>
<td>Maintenance - Maintenance terminology</td>
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<td>prEN 15341</td>
<td>WI=00319018</td>
<td>Maintenance - Maintenance Key Performance Indicators</td>
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<td>prEN 16991</td>
<td>WI=00319020</td>
<td>Risk based inspection framework (RBIF)</td>
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<tr>
<td>prEN 17007</td>
<td>WI=00319022</td>
<td>Maintenance process and associated indicators</td>
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</tbody>
</table>
Offering parties:
- services enterprises;
- facility management enterprises.

Commitments parties:
- industrial enterprises and enterprises which have to manage complex systems and complex services (manufacturing, transportation, health, etc.);
- public and private commitments which manage buildings, plants and infrastructures.

3. Calendar
The next CEN/Technical Committee meeting is planned on to take place in September/October 2017.

4. Relevance for Trade Unions
The participation of ETUC in this committee is relevant for trade unions because:
- The «Labour» component in the provision of maintenance services is of key importance
- The “quality” of the maintenance depends – to a large extent – on competence and training of the workers.
- By actively participating in the drafting process of the standards (i.e. in the Working Groups), Trade unions can effectively influence the content of the standards
- The "maintenance standards“ are mainly written by Academic people, with many years of experience. A workers “hands-on” approach, is welcome

Bruno Melckmans
G. De Jongh
/..December 2016