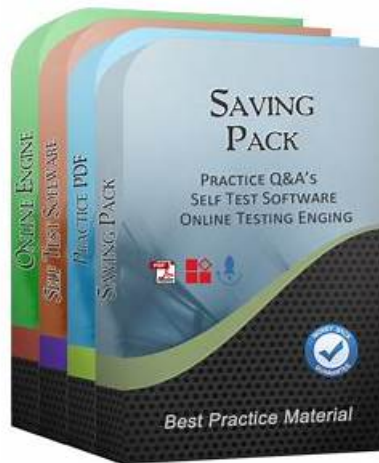


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IFMA CFM Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none">Performance and Quality: This section evaluates the skills of the target audience in quality management and performance management. It emphasizes the importance of maintaining high standards in facility operations to ensure efficiency and effectiveness.
Topic 2	<ul style="list-style-type: none">Communication: This domain assesses the abilities of Risk Managers in planning, delivering, and evaluating communication strategies within facility management. Effective communication is vital for ensuring that all stakeholders are informed and engaged.
Topic 3	<ul style="list-style-type: none">Leadership and Strategy: This domain focuses on the competencies of Facility Managers in strategic planning and alignment with organizational demands. It covers policies, procedures, compliance issues, individual and team management, leadership qualities, relationship management, change management, corporate social responsibility, and understanding external factors affecting facility management.

Topic 4	<ul style="list-style-type: none"> • Project Management: This section focuses on the planning and design phases of projects. It includes execution and delivery processes along with evaluation techniques to ensure successful project outcomes within facility management contexts.
Topic 5	<ul style="list-style-type: none"> • Occupancy and Human Factors: This section measures the skills of Facility Managers and covers the workplace environment, occupant services, and occupant health, safety, and security. Understanding these factors is essential for creating a conducive and safe work environment for all occupants. Operations and Maintenance: This domain assesses the capabilities of Operations Managers in managing buildings, systems, infrastructure, and grounds. It includes overseeing furniture, fixtures, and equipment, ensuring physical safety and security, and implementing effective operations and maintenance processes. Knowledge of work management support systems and handling renewals and renovations is also critical.
Topic 6	<ul style="list-style-type: none"> • Finance and Business: This section measures the skills of Financial Managers in operational and capital budgeting processes. It includes evidence-based decision-making processes, procurement strategies, contracting practices, financial analysis, and reporting to ensure sound financial management within facilities.
Topic 7	<ul style="list-style-type: none"> • Risk Management: This section measures the skills of Risk Managers in planning for risk management. It includes emergency preparedness, response, recovery strategies, facility resilience, and business continuity planning to mitigate potential risks associated with facility operations.
Topic 8	<ul style="list-style-type: none"> • Sustainability: This section evaluates the skills of the target audience in managing sustainability initiatives. It covers energy management, water management, materials and consumables management, waste management, and workplace site management to promote environmentally responsible practices within facilities.

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IFMA Certified Facility Manager Sample Questions (Q167-Q172):

NEW QUESTION # 167

A company's CFO has instituted a new accounting system, whereby part of the facility management funding is distributed to each department. The facility manager will assess each department for rent, utilities, and services. What is the billing of these expenses called?

- A. Allocation budgeting
- **B. Chargeback**
- C. Departmental distribution
- D. Distribution costing

Answer: B

Explanation:

Chargeback (C) is the method of distributing facility management costs among departments based on usage.

- * Why use chargeback?
- * Encourages accountability for resource consumption.
- * Help track departmental expenses efficiently.
- * Why not other options?
- * (A) Departmental distribution is a broader term.
- * (B) Allocation budgeting refers to pre-determined budget distribution, not based on use.

* (D) Distribution costing applies more to supply chain cost allocations.

NEW QUESTION # 168

What tool can be used to help determine whether a specific change strategy will produce promised results?

- A. A GAP analysis
- **B. A feasibility study**
- C. A customer survey

Answer: B

Explanation:

A feasibility study (Option B) is used to assess whether a proposed change strategy is viable and likely to succeed.

Why Option B is Correct?

* A feasibility study evaluates potential risks, costs, benefits, and implementation challenges before making changes.

* It helps facility managers determine whether the change is practical and achievable.

* IFMA's Leadership & Strategy Core Competency states that change initiatives should be assessed for feasibility before execution.

Why Other Options Are Incorrect?

* Option A (GAP Analysis): A GAP analysis compares current performance against desired performance, but does not assess feasibility.

* Option C (Customer Survey): Surveys collect feedback but do not analyze feasibility of a strategy.

NEW QUESTION # 169

There has been a recent increase in complaints of items stolen from people's desks within a facility. What is the facility manager's initial step regarding the security of the staff and facility?

- A. Turn the matter over to a professional security company to lead an investigation.
- **B. Investigate each case and remind staff to ensure all valuables are locked.**
- C. Update your security procedures to ensure that staff maintain a secure desk.
- D. Install security cameras throughout the facility to ensure you capture future incidents.

Answer: B

Explanation:

When addressing security issues, facility managers must first conduct a thorough investigation to understand the scope and nature of the problem before implementing any new measures. The logical first step is to investigate each reported case, gather facts, and remind staff about securing their belongings.

* Investigating each case ensures that management is aware of the extent of the issue and can identify any patterns (e.g., specific areas targeted or peak times of theft).

* Educating staff about securing their valuables (e.g., locking drawers, not leaving items unattended) is a quick and effective preventive measure.

* Security cameras (Option A) should be considered after initial fact-finding, as installing cameras may require budget approval and privacy considerations.

* Updating security procedures (Option B) should follow after assessing the investigation's findings to ensure targeted improvements.

* Engaging a professional security company (Option D) may be necessary if theft continues or if internal resources are insufficient.

NEW QUESTION # 170

What are the three parts of a security program?

- A. Law enforcement, personnel, and physical devices
- B. Law enforcement, physical devices, and procedures
- **C. Personnel, physical devices, and procedures**
- D. Procedures, physical devices, and executive management engagement

Answer: C

Explanation:

A comprehensive security program consists of personnel, physical devices, and procedures (D).

- * Personnel: Security staff, employees trained in safety protocols.
- * Physical devices: Cameras, alarms, access control.
- * Procedures: Policies, response plans, emergency drills.
- * Why not other options?
- * (A) Law enforcement is external, not an internal part of the security program.
- * (B) Similar issue-law enforcement is not directly managed by facilities.
- * (C) Executive management engagement is important but not a core security element.

NEW QUESTION # 171

What are the four methods a project manager should use to prove project requirements are met?

- A. Analysis, reporting, measurement, and permit sign-off
- B. Interviewing, observing, inspecting, and reporting
- C. Planning, specifying, negotiating, and payment
- **D. Testing, analysis, inspection, and interpolation**

Answer: D

Explanation:

The IFMA Project Management competency highlights that ensuring project requirements are met involves testing, analysis, inspection, and verification methods.

- * Testing: Conducting controlled experiments or trials to validate performance.
- * Analysis: Evaluating results to ensure compliance with design and functional specifications.
- * Inspection: Physically examining equipment or processes for adherence to standards.
- * Interpolation: Utilizing data from tests to predict performance in similar conditions.

This method ensures that all aspects of project requirements are validated before project completion. Other options, such as negotiation (A) or interviewing (C), are more related to stakeholder communication rather than verification.

NEW QUESTION # 172

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