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IFMA CFM Exam Syllabus Topics:

Topic	Details

Topic 1	<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 2	<ul style="list-style-type: none"> Facility Information Management and Technology Management: This domain focuses on the skills of Information Technology Managers in data collection and information management. It includes information protection and cybersecurity, technology needs assessment and implementation, and maintenance and upgrades of technology systems to ensure efficient operations.
Topic 3	<ul style="list-style-type: none"> Real Estate: This domain assesses the skills of the target audience in developing real estate strategies. It covers real estate assessment, acquisition, disposal processes, asset management, space management, major projects, and new construction to optimize facility use.
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"> 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.
Topic 7	<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 8	<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 9	<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.

IFMA Certified Facility Manager Sample Questions (Q25-Q30):

NEW QUESTION # 25

You are planning a landscaping project in a densely populated area. What considerations are needed for the community outside your property?

- A. Ensure that lights and basic security sounds (e.g., beeping noises at an outdoor security station) are not intrusive on daily living, but that they may also be used to alert the neighborhood, when such alerts are appropriate and of value (e.g., in an emergency).
- B. Choose alternative energy sources to power outdoor lighting and security stations, decrease costs to your facility, and provide energy back to the grid, which will bring energy costs down to the neighboring community.
- C. Use the brightest possible lights and loudest sounds (e.g., sirens) to prevent security issues at night to support the community in decreasing crime in that area and announcing emergency situations.
- D. Provide security staff to walk the perimeter of your property, checking for damaged lights or other security issues while

maintaining communication with a dispatcher for emergencies while keeping a low profile in the neighboring community.

Answer: A

Explanation:

Minimizing intrusion while maintaining security (B) is the best approach for a densely populated area to balance facility needs and community well-being.

- * Considerations for urban landscaping projects:
- * Avoid excessive noise/light pollution
- * Maintain adequate security and emergency alert capabilities
- * Why not other options?
- * (A) Providing energy back to the grid is beneficial but not a primary landscaping concern.
- * (C) Excessive lights/sirens disturb residents and are unnecessary.
- * (D) Security patrols are important but should not interfere with community dynamics.

NEW QUESTION # 26

What is the FIRST priority when allocating facility management resources?

- A. Customer satisfaction
- B. Criticality
- C. Dollar value
- D. Urgency

Answer: B

Explanation:

Criticality is the first priority when allocating facility management resources to ensure business continuity and operational stability. The IFMA Operations and Maintenance competency states that resource allocation should be based on system criticality and impact on core functions.

- * Option D (Criticality) is correct because resources must first be allocated to the most essential systems (e.g., life safety, security, HVAC).
- * Option A (Urgency) is important but should be considered within the context of criticality.
- * Option B (Dollar Value) is a financial consideration but should not dictate priority over critical systems.
- * Option C (Customer Satisfaction) is important but secondary to operational and safety priorities.

Prioritizing critical systems reduces downtime, maintains compliance, and ensures safety.

NEW QUESTION # 27

What is the definition of physical vacancy?

- A. Spaces occupied but in delinquencies
- B. Leasable space that is used for other purposes or is otherwise impossible to lease
- C. Percentage of units that are occupied but are not producing income
- D. Percentage of units that are unoccupied and available for lease

Answer: D

Explanation:

Physical vacancy (A) is defined as the percentage of units that are unoccupied and available for lease.

- * Facility managers track vacancy rates to measure space utilization and rental potential.
- * Why not other options?
- * (B) Spaces occupied but in delinquencies relate to financial issues, not physical vacancy.
- * (C) Occupied but non-revenue-producing spaces refer to economic vacancy.
- * (D) Leasable but unusable space is classified as "non-leaseable inventory."

NEW QUESTION # 28

What is the MOST effective exposure control to prevent occupational hazards and protect workers?

- A. Elimination, where the hazard is physically eliminated.

- B. Administrative controls, which change the way people work.
- C. Engineering controls, where people are isolated from the hazard.
- D. Personal protective equipment, where the worker is protected.

Answer: A

Explanation:

The most effective exposure control for occupational hazards is elimination (A), as it removes the hazard completely from the environment.

- * Hierarchy of Controls (OSHA & ISO 45001):
- * Elimination (A)- Completely removes the hazard, eliminating risk.
- * Engineering Controls (C)- Creates barriers but does not eliminate the hazard.
- * Administrative Controls (D)- Reduces exposure through policies but does not remove the hazard.
- * Personal Protective Equipment (B)- A last resort; only protects the worker, not the hazard source.

NEW QUESTION # 29

What is an effective way to engage your staff in generating ideas that support the organization's goal?

- A. Obtain feedback from staff and implement those ideas with positive feedback.
- B. Roll out to the organization those processes which you believe are effective.
- C. Consider only those ideas of select staff.
- **D. Develop an open-door policy and dialogue with staff on how the team may help the organization achieve its goals.**

Answer: D

Explanation:

An open-door policy and dialogue foster collaboration and encourage innovation by:

- * Allowing employees to voice concerns and propose improvements.
- * Creating a culture of continuous improvement and engagement.
- * Ensuring alignment between employee contributions and organizational goals.
- * Why the other options are incorrect:
 - * (A) Limiting ideas to select staff discourages participation and innovation.
 - * (B) Rolling out predetermined processes ignores valuable input from employees.
 - * (C) Implementing only ideas with positive feedback may overlook beneficial but initially unpopular ideas.

NEW QUESTION # 30

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