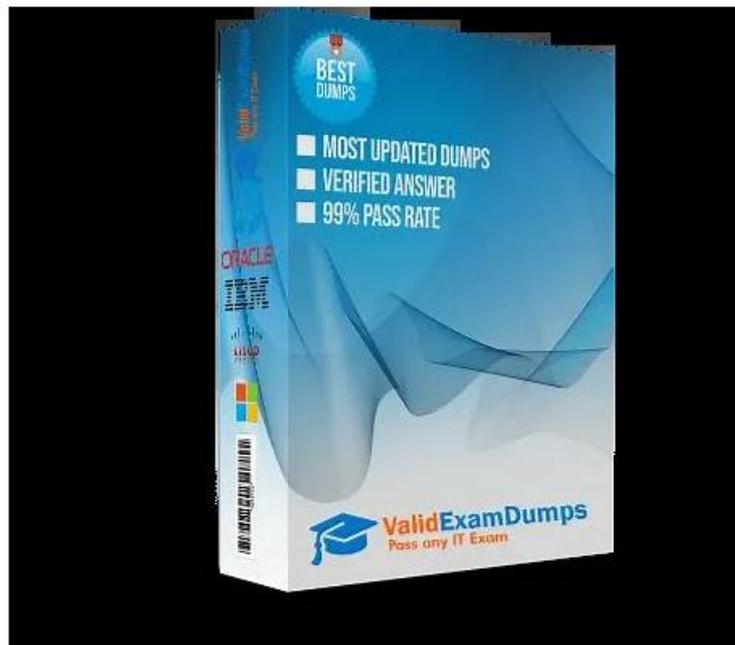


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IFMA CFM Exam Syllabus Topics:

Topic	Details
Topic 1	<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 2	<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 3	<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 4	<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 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"> • 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 7	<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 8	<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.

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IFMA Certified Facility Manager Sample Questions (Q181-Q186):

NEW QUESTION # 181

The facility manager has been asked to provide a listing of all properties owned and leased by the organization. In which system does the information typically reside?

- A. Building Automation System
- B. Computerized Maintenance Management System
- **C. Computer Aided Facility Management System**
- D. Building Information Modeling System

Answer: C

Explanation:

A Computer-Aided Facility Management (CAFM) System is designed to manage real estate portfolios, space planning, and asset tracking. It provides centralized data on owned and leased properties, making it easier for facility managers to track leases, maintenance, and space utilization. This system supports strategic decision-making regarding property management.

NEW QUESTION # 182

What steps should be taken to create a risk assessment and risk plan?

- A. Utilize project tools. PERT or Gantt charts, work breakdown structures to identify risk, track issues, and mitigation risks.
- B. Add additional days to activity durations to build in a cushion. Identify areas in the project that can be cut out, if necessary.
- **C. Identify the risks. Determine the probability and severity of each risk. Develop contingency plans to ameliorate each risk.**
- D. Communicate the risks to stakeholders. Request additional funds to cover contingencies on the most important risks.

Answer: C

Explanation:

A proper risk assessment and plan (A) requires:

- * Identifying risks- Recognizing potential threats.
- * Assessing probability and severity- Evaluating impact likelihood.
- * Developing contingency plans- Creating strategies to mitigate identified risks.
- * Stakeholder communication (B) is important but does not constitute a complete risk plan.
- * Adding extra time (C) does not directly address risk sources.
- * Project tools (D) help manage risk but do not replace systematic risk analysis.

NEW QUESTION # 183

What advantages can you gain by capturing and applying lessons learned in a multi-phased project?

- A. Since every phase is different, the only advantage of moving solutions forward is to know what has already been tried as learned from a previous situation.
- **B. Documenting lessons learned provides a way to pass on and usefully apply knowledge gained in one project to other projects. This saves time and money by preventing mistakes, streamlining work processes, and freeing staff to deal with unique aspects of later phases.**
- C. Purchases made in earlier phases can be reused in later phases, saving money through efficient management of resources and negotiation of discounts with vendors as project managers learn to work with vendors.
- D. People learn what works and how to get along with their peers and leaders. As a result, teams can be organized so conflicts can be avoided since interpersonal relationships have already been tested.

Answer: B

Explanation:

Capturing and applying lessons learned is a best practice in project management that improves efficiency, reduces errors, and enhances resource allocation. The IFMA Project Management competency highlights that structured documentation and application of previous experiences lead to cost and time savings.

- * Option A is correct because documenting lessons ensures continuous improvement and best practice adoption.
- * Option B (Reusing purchases) is helpful but not always feasible for all project types.
- * Option C (Only knowing past solutions) ignores the strategic application of lessons learned.
- * Option D (Managing interpersonal relationships) is beneficial but not the primary advantage.

This approach supports process standardization, reduces errors, and enhances project execution.

NEW QUESTION # 184

What is the relationship between position power and personal influence?

- **A. Personal influence and position power come from different sources**
- B. Personal influence cannot be attained without first having a position of power
- C. Position power can create personal influence
- D. Position power alone is sufficient for effective leadership

Answer: A

Explanation:

Position power and personal influence are distinct concepts that originate from different sources:

- * Position Power refers to authority derived from a formal role or title within an organization (e.g., facility manager, director, or executive). It allows individuals to make decisions, allocate resources, and enforce policies.
- * Personal Influence stems from an individual's expertise, communication skills, emotional intelligence, and ability to inspire and motivate others. It is not dependent on rank but on relationships and credibility.

While position power can enhance personal influence, it does not guarantee it. Conversely, personal influence can exist without formal authority, as seen in subject matter experts or influential team members. Effective facility managers leverage both to drive strategic initiatives and foster a positive work culture.

NEW QUESTION # 185

What is an example of adaptive change?

