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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"> • 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 3	<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 4	<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 5	<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 6	<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 7	<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 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.
Topic 9	<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.

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IFMA Certified Facility Manager Sample Questions (Q53-Q58):

NEW QUESTION # 53

A facility manager wants to reduce their dependence on electricity supplied by a natural gas power plant and reduce overall greenhouse gas emissions. Which project should the facility manager pursue?

- A. Purchase program to buy electricity from a coal power plant
- **B. Purchase green credits from your utility company**
- C. Implement a lights-out policy at night

Answer: B

Explanation:

To reduce reliance on natural gas power and lower greenhouse gas emissions, the best strategy is to purchase green energy credits (Option A).

Why Option A is Correct?

* Green energy credits (RECs - Renewable Energy Certificates) allow organizations to offset their energy consumption by supporting renewable energy production.

* This approach directly contributes to reducing carbon footprints while ensuring the facility remains operational.

* IFMA's Environmental Stewardship & Sustainability Core Competency emphasizes the importance of renewable energy adoption to achieve sustainability goals.

Why Other Options Are Incorrect?

* Option B (Lights-out policy at night): While reducing energy use helps, it does not significantly reduce dependence on fossil-fuel power sources.

* Option C (Buy electricity from a coal power plant): Coal power plants produce higher emissions than natural gas, making this option counterproductive.

NEW QUESTION # 54

What is a characteristic of hazardous waste?

- A. Color.
- **B. Toxicity.**
- C. Origin.
- D. Odor.

Answer: B

Explanation:

Hazardous waste is primarily identified based on toxicity, reactivity, ignitability, and corrosivity as defined by environmental regulations. While color and odor might be present in some hazardous materials, they are not consistent indicators of hazardous classification. The toxicity characteristic is a key determinant because it refers to a substance's ability to cause harm to human health or the environment. Facility managers must ensure compliance with hazardous waste management protocols to mitigate risks.

NEW QUESTION # 55

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

Answer: D

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 # 56

After completing a renovation of a wing of an older building, what actions will a Facility Manager do prior to occupancy to remove pollutants from the newly installed finishes?

- A. Adjust the HVAC.
- B. Run the building's air conditioning for a legally required period.
- **C. Bring 100% fresh air into the area.**

Answer: C

Explanation:

Before occupying a renovated space, the best practice to remove pollutants, volatile organic compounds (VOCs), and airborne contaminants is to bring 100% fresh air into the area (Option C).

Why Option C is Correct?

* Newly installed finishes, adhesives, paints, carpets, and furniture can off-gas harmful chemicals, including VOCs, which contribute to indoor air pollution.

* Introducing 100% fresh air into the space flushes out pollutants, improves indoor air quality, and ensures the space is safe for occupants.

* ASHRAE (American Society of Heating, Refrigerating and Air-Conditioning Engineers) standards recommend an air purge period before occupancy after renovations to remove airborne contaminants.

* According to IFMA's Environmental Stewardship & Sustainability competency, FM professionals must ensure proper ventilation and air quality measures post-renovation.

Why Other Options Are Incorrect?

* Option A (Adjust the HVAC): Adjusting the HVAC may help regulate temperature and airflow, but it does not specifically ensure removal of pollutants.

* Option B (Run the building's air conditioning for a legally required period): While regulations may mandate specific ventilation requirements, simply running the air conditioning does not guarantee pollutant removal. Fresh air introduction is necessary for effective air exchange.

NEW QUESTION # 57

An organization is considering relocating from leased building #1 into leased building #2. Leased building #1 is 55,000 sq. ft. costing \$1,100,000 annually. Leased building #2 is 50,000 sq. ft. costing \$1,100,000 annually.

Building #1 can house 500 people and building #2 can house 580 people. The company's benchmark is \$2,000.00 per person per year for leased space. What is the MOST important reason to know what the company's benchmarks are?

- A. It simplifies the budgeting process.
- B. It structures your recommendations in a method your managers require.
- C. It provides a quantitative measure to support your recommendations and decisions.
- D. It allows other organizations to measure against your results.

Answer: C

Explanation:

Knowing company benchmarks provides a quantitative measure (C) that supports informed decision-making in real estate and facility planning.

* Benchmarking allows for comparisons of space efficiency and cost-effectiveness.

* Why not other options?

* (A) External comparisons are secondary to internal decision-making.

* (B) Structuring recommendations is beneficial but not the primary reason.

* (D) While benchmarks aid budgeting, they primarily validate decisions.

NEW QUESTION # 58

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