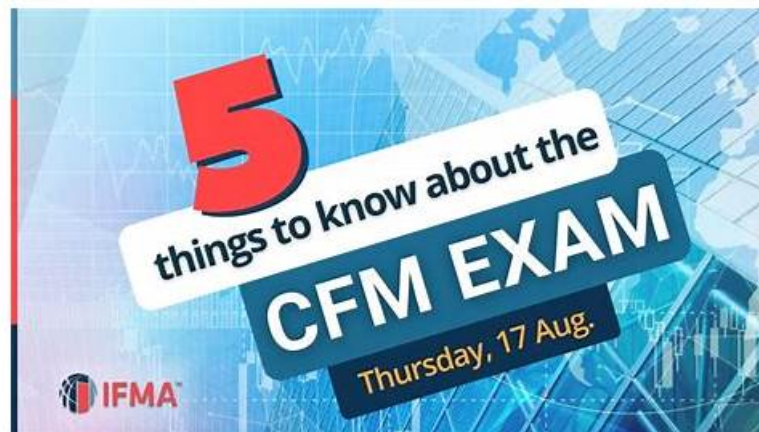


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## IFMA CFM Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"><li>• 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.</li></ul>
Topic 2	<ul style="list-style-type: none"><li>• 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.</li></ul>
Topic 3	<ul style="list-style-type: none"><li>• 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.</li></ul>
Topic 4	<ul style="list-style-type: none"><li>• 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.</li></ul>
Topic 5	<ul style="list-style-type: none"><li>• 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.</li></ul>

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## IFMA Certified Facility Manager Sample Questions (Q121-Q126):

### NEW QUESTION # 121

You work for a facilities management service provider that wants to improve its service delivery processes and has decided to analyze its performance data. What advice would you offer regarding the data analysis exercise?

- A. Have an independent consultant analyze the data.
- B. Only analyze data that is less than twelve months old.
- C. Only analyze data that relates to subpar performance.
- D. Use the data that is valid and relevant.

**Answer: D**

Explanation:

The best practice is to use data that is valid and relevant (D) to ensure meaningful analysis and decision-making.

\* Effective performance management depends on accurate, comprehensive data covering both successes and failures.

\* Why not other options?

\* (A) Hiring an independent consultant may be unnecessary and costly if internal resources can conduct the analysis.

\* (B) Focusing only on subpar performance ignores opportunities for overall improvement.

\* (C) Restricting analysis to 12 months may exclude valuable long-term trends.

### NEW QUESTION # 122

During regular preventive maintenance activities, you notice green algae and scaling on the interior walls of the cooling tower. What action should you take to resolve the concerns?

- A. Perform a building occupant health survey to determine any adverse effects, and then adjust the injection levels of balancing chemicals.
- B. Drain the tower and then complete a fresh-water flush using warm water, and add new balancing chemicals.
- C. Test the cooling tower water, adjust the frequency of chemical balancing, and flush if needed.
- D. Shutdown the tower, allow surfaces to dry, and scrape biological growth from interior walls before returning the tower to operation.

**Answer: C**

Explanation:

Testing the cooling tower water and adjusting the frequency of chemical balancing (C) is the correct action, ensuring proper water treatment to prevent biological growth.

\* Regular monitoring and chemical treatment prevent Legionella and other microbial growth.

\* Why not other options?

\* (A) Scraping the walls does not address the root cause.

\* (C) Conducting a health survey is not an immediate maintenance action.

\* (D) Draining and flushing with warm water is excessive and not always necessary.

### NEW QUESTION # 123

When during a major design project is the best time to provide your changes to the design team?

- A. During the Schematic or Design Development phase when the documents are still fluid and changing.
- B. During the Construction Documents phase when the designers are finalizing the drawing and the specifications.
- C. During the early stages of Construction Phase when the contractor has had time to review the design documents.

**Answer: A**

Explanation:

The best time to make changes (Option A) is during the Schematic or Design Development phase, when the design is still flexible.

Why Option B is Correct?

- \* Changes during this phase are less costly and disruptive.
- \* It ensures that input is incorporated before detailed construction drawings are finalized.
- \* IFMA's Project Management Core Competency highlights that early-stage design input minimizes costly revisions during construction.

Why Other Options Are Incorrect?

- \* Option A (Construction Documents phase): Changes at this stage require major redesign work and increase costs.
- \* Option C (Early Construction phase): Changing the design after construction starts leads to significant delays and budget overruns.

#### NEW QUESTION # 124

What budgeting method requires a facility manager to use historical budget data?

- A. Incremental budgeting
- B. Activity-based budgeting
- C. Revenue-based budgeting

**Answer: A**

Explanation:

Incremental budgeting (Option B) relies on historical budget data and makes adjustments based on prior financial performance.

Why Option B is Correct?

- \* Incremental budgeting takes previous years' budgets and applies incremental increases or decreases based on inflation, cost changes, and expected needs.
- \* It is one of the most commonly used methods in facility management, as FM professionals often base budgets on past expenditures and adjust for expected operational costs.
- \* IFMA's Finance & Business Core Competency highlights historical budget analysis as a key practice in incremental budgeting.

Why Other Options Are Incorrect?

- \* Option A (Activity-based budgeting): This method allocates budget based on specific activities and cost drivers, rather than historical data.
- \* Option C (Revenue-based budgeting): Revenue-based budgeting ties expenses to projected revenue rather than historical spending trends.

#### NEW QUESTION # 125

An organization has determined the number of employees the facility will require in three to five years.

Which procedure is MOST thorough to identify space requirements?

- A. Survey of affected managers
- B. Ergonomic study
- C. Cost/benefit analysis
- D. Work space analysis

**Answer: D**

Explanation:

Work space analysis (A) is the most comprehensive method to determine future space requirements based on employee growth, space utilization, and workflow efficiency.

- \* It includes occupancy metrics, space efficiency studies, and strategic planning for future needs.
- \* Why not other options?
- \* (B) Manager surveys provide input but are not a full analysis.
- \* (C) Cost/benefit analysis evaluates financial feasibility, not space needs.
- \* (D) Ergonomic studies focus on individual workstation design, not overall space planning.

#### NEW QUESTION # 126

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