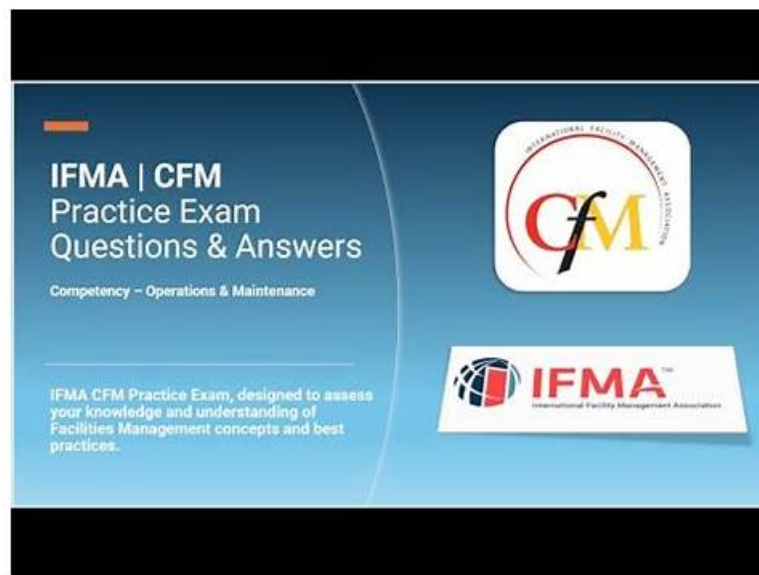


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IFMA CFM Exam Syllabus Topics:

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"> • 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"> • 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 5	<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 6	<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.

IFMA Certified Facility Manager Sample Questions (Q171-Q176):

NEW QUESTION # 171

You are tasked with building four conference rooms with standard conference features. The project scope and schedule are clearly defined. To minimize risk to the organization, what type of contract should be used to procure the needed services?

- A. Cost-Reimbursable Contract
- **B. Fixed-Price Contract**
- C. Cost-Plus-Fee Contract
- D. Time and Material Contract

Answer: B

Explanation:

A Fixed-Price Contract is the best option for a project with a well-defined scope and schedule because:

- * It minimizes financial risk by setting a predetermined cost.
- * The contractor bears the risk of cost overruns, ensuring budget predictability.
- * Why the other options are incorrect:
- * (A) Cost-Plus-Fee contracts allow for cost adjustments, increasing financial risk.
- * (B) Cost-Reimbursable contracts can lead to higher costs with no guarantee of a fixed budget.
- * (D) Time and Material contracts are used for uncertain scopes and do not provide cost stability.

NEW QUESTION # 172

Company management is concerned about losing many of its high-tech workers. All department heads are asked to make suggestions to help with retention and recruitment. What is the most important contribution that the facility manager can make to recruitment and retention?

- **A. Provide a safe, clean, and pleasant environment.**
- B. Add collaborative workspaces to the building.
- C. Purchase new furniture and equipment.
- D. Create childcare and recreation areas for workers.

Answer: A

Explanation:

A safe, clean, and pleasant environment is critical for employee satisfaction, productivity, and retention.

Facility managers contribute by:

- * Ensuring workplace safety and ergonomic comfort.
- * Providing a well-maintained and aesthetically pleasing environment.
- * Improving air quality, lighting, and noise control.

* Why the other options are incorrect:

- * (A) Childcare and recreation areas are beneficial but may not be feasible for every company.
- * (B) Collaborative workspaces are useful but do not address core environmental concerns.
- * (D) New furniture and equipment enhance comfort but do not guarantee better retention.

NEW QUESTION # 173

You are selecting a contractor or vendor for a project. You are concerned about project risk due to the technical nature of the project. What selection criteria will you use to reduce risk?

- **A. Contractor understands project requirements and possesses required skills and knowledge**
- B. Contractor provides warranties that meet your specific time period
- C. Contractor uses a project management approach that ensures a successful project

Answer: A

Explanation:

The best way to reduce project risk is to select a contractor who fully understands project requirements and possesses the required technical skills (Option B).

Why Option B is Correct?

- * Technical expertise minimizes risks related to design flaws, delays, and cost overruns.
- * A contractor with proven experience and skills can anticipate and address project challenges.
- * IFMA's Project Management Core Competency emphasizes that vendor selection should prioritize technical capability to ensure project success.

Why Other Options Are Incorrect?

- * Option A (Warranties): Warranties only cover defects after completion, not risks during execution.
- * Option C (Project management approach): A good approach helps, but the contractor's technical skills are the most important risk factor.

NEW QUESTION # 174

Following a workplace accident, what is the MOST appropriate risk management action for a facility manager?

- **A. Retrain staff in existing risk assessments and safe work practices.**
- B. Identify who knew of the risk of an accident and discipline them.
- C. Review existing risk assessments and update within six months.

Answer: A

Explanation:

The most appropriate response to a workplace accident is to retrain staff in existing risk assessments and safe work practices (Option B).

Why Option B is Correct?

- * Immediate retraining ensures employees understand and follow safety procedures to prevent future incidents.
- * It demonstrates proactive risk management and compliance with workplace safety standards.
- * IFMA's Risk Management & Emergency Preparedness Core Competency emphasizes ongoing training and reinforcement of safety protocols.

Why Other Options Are Incorrect?

- * Option A (Review risk assessments in six months): Too slow-risk management should be immediate.
- * Option C (Disciplining those aware of the risk): Risk management focuses on prevention and correction, not blame.

NEW QUESTION # 175

Recently, an organization has flattened its structure versus that of a typical pyramid structure. As part of the restructure, the existing office building will be renovated. What type of design elements should a facility manager consider in the renovation?

- A. Team areas, bigger workstations for files, offices for senior management, and fewer meeting rooms
- **B. Space for employee interaction, team areas, smaller workstations, and shorter panels**
- C. Offices for management, teaming areas, shorter workstation panels, and large conference rooms

Answer: B

Explanation:

A flattened organizational structure promotes collaboration, open communication, and teamwork. To support this shift, a facility manager should implement an open-office design (Option C) with:

- * Smaller workstations and shorter panels to encourage transparency and communication.
- * Team areas for group collaboration to replace traditional management offices.
- * Space for employee interaction to enhance workplace engagement and informal discussions.

Why Option C is Correct?

- * A flatter structure removes hierarchical barriers, necessitating open workspaces and teamwork- focused design.
- * IFMA's Human Factors Core Competency emphasizes the importance of workspace design in supporting organizational culture and efficiency.

Why Other Options Are Incorrect?

- * Option A (Large conference rooms and management offices): Does not align with flattened structures, which emphasize collaboration over hierarchy.
- * Option B (Bigger workstations for files, fewer meeting rooms): Contradicts modern trends toward shared digital storage and team spaces.

NEW QUESTION # 176

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Learning knowledge is not only to increase the knowledge reserve, but also to understand how to apply it, and to carry out the theories and principles that have been learned into the specific answer environment. Studying for attending Certified Facility Manager exam pays attention to the method. The good method often can bring the result with half the effort, therefore we in the examination time, and also should know some test-taking skill. The CFM Quiz guide on the basis of summarizing the past years, found that many of the questions, the answers have certain rules can be found, either subjective or objective questions, we can find in the corresponding module of similar things in common.

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