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IFMA CFM Exam Syllabus Topics:

Topic	Details
Topic 1	<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 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"> • 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.

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IFMA Certified Facility Manager Sample Questions (Q180-Q185):

NEW QUESTION # 180

What tool can be used to help determine whether a specific change strategy will produce promised results?

- A. A feasibility study
- B. A customer survey
- C. A GAP analysis

Answer: A

Explanation:

A feasibility study (Option B) is used to assess whether a proposed change strategy is viable and likely to succeed.

Why Option B is Correct?

- * A feasibility study evaluates potential risks, costs, benefits, and implementation challenges before making changes.
- * It helps facility managers determine whether the change is practical and achievable.
- * IFMA's Leadership & Strategy Core Competency states that change initiatives should be assessed for feasibility before execution.

Why Other Options Are Incorrect?

- * Option A (GAP Analysis): A GAP analysis compares current performance against desired performance, but does not assess feasibility.
- * Option C (Customer Survey): Surveys collect feedback but do not analyze feasibility of a strategy.

NEW QUESTION # 181

What is the PRIMARY purpose of the Incident Command System (ICS)?

- A. Avoid duplication of efforts in any incident.
- B. Effectively respond to any incident.
- C. Respond to large incidents.
- D. Meet the needs of large operational staff.

Answer: B

Explanation:

The Incident Command System (ICS) is designed to manage any type of incident effectively, regardless of size. IFMA's Risk Management competency includes emergency preparedness and response coordination.

- * Option C is correct because ICS provides a standardized response structure adaptable to any situation.
- * Option A (Large Incidents Only) is incorrect because ICS applies to both small and large incidents.
- * Option B (Avoid Duplication) is a benefit but not the primary purpose.
- * Option D (Operational Staff Management) is a function but not the central goal.

ICS is widely used in disaster management, security incidents, and emergency response.

NEW QUESTION # 182

What is referenced when demonstrating how a facility management project is directly linked to a corporation's long-range plan, outlining its broad, high-level goals?

- A. Success criteria
- B. Project charter
- C. Strategic facility plan
- D. Real estate master plan

Answer: C

Explanation:

A Strategic Facility Plan (SFP) is the document that links facility management initiatives to a corporation's long-term vision and objectives. It ensures that infrastructure, assets, and services align with business goals by:

- * Establishing a framework for facility-related decisions in the context of corporate strategy.
- * Providing a long-term outlook (typically 5-15 years) on real estate, space planning, technology, and sustainability.
- * Integrating facility management with financial planning, operations, and human resources to optimize efficiency and cost-effectiveness.

The Project Charter (B) defines the scope and objectives of a specific project but does not necessarily link it to long-term corporate goals. The Real Estate Master Plan (D) focuses on property acquisition, disposition, and space planning but lacks the broader operational alignment found in an SFP. Success Criteria (A) are performance metrics used to evaluate project outcomes but do not establish strategic alignment.

NEW QUESTION # 183

You are assigned to manage a janitorial contract for a large facility, and a dispute has arisen over the method and frequency for cleaning the hallways. What is the most expedient strategy for resolving the dispute?

- **A. Negotiation**
- B. Litigation
- C. Arbitration
- D. Mediation

Answer: A

Explanation:

Negotiation (B) is the quickest and most cost-effective way to resolve disputes in a facility contract.

- * Negotiation fosters a direct dialogue to reach a mutual agreement before escalating to formal legal procedures.
- * Why not other options?
- * (A) Mediation involves a third party, which can prolong the process.
- * (C) Litigation is costly and time-consuming.
- * (D) Arbitration is binding and may remove flexibility in decision-making.

NEW QUESTION # 184

Office standards have been revised to reduce the overall square footage. Certain levels of management will receive more space, but the majority will see a significant reduction. The facility manager is tasked with presenting the information to management. Which is the BEST form of communication to deliver the information?

- **A. A meeting with managers and executives.**
- B. A written statement issued from HR with joint signatures.
- C. A meeting with executives.
- D. An email addressed to all managers and executives.

Answer: A

Explanation:

A meeting with managers and executives ensures direct communication, immediate clarification, and a structured discussion of concerns. The best approach:

- * Face-to-face interaction allows for addressing concerns and explaining the rationale.
- * Managers can ask questions and provide feedback on the impact.
- * Why the other options are incorrect:
- * (B) A written statement may lack engagement and clarity.
- * (C) Meeting only with executives excludes key decision-makers at the management level.
- * (D) An email is too impersonal for a significant change affecting employees.

Effective workplace communication ensures smooth transitions and employee buy-in.

NEW QUESTION # 185

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