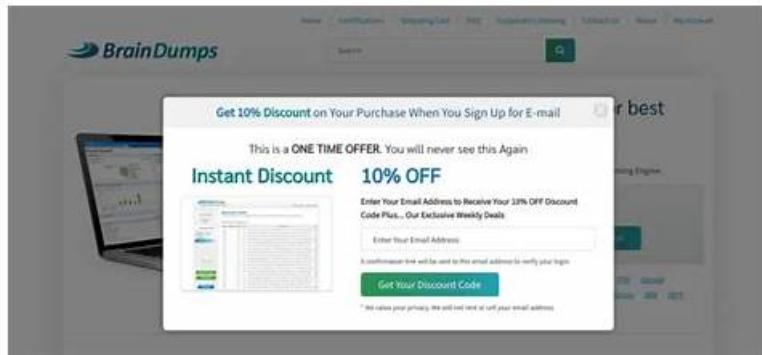


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IFMA CFM Exam Syllabus Topics:

Topic	Details
Topic 1	<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 2	<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 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">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 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">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 7	<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 8	<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.
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IFMA Certified Facility Manager Sample Questions (Q55-Q60):

NEW QUESTION # 55

What should the FM department do in the ongoing monitoring of a newly outsourced Property Management contract?

- A. Ensure that all codes and regulations are met.
- B. Explain the evaluation methodology based on the identified Key Performance Indicators.
- C. Include opportunity for the Contractor to respond to non-compliances.
- D. Create an incentive program for innovative work.

Answer: B

Explanation:

Key Performance Indicators (KPIs) are critical for evaluating service quality and contract compliance in outsourced property management. The IFMA Finance and Business competency highlights that KPIs should be pre-defined and monitored to ensure alignment with service agreements.

- * Option A (KPIs) is correct because it ensures measurable service performance and accountability.
- * Option B (Non-compliance response) is important but secondary to setting clear KPIs.
- * Option C (Regulatory compliance) is a legal necessity, but not the primary focus of contract monitoring.
- * Option D (Incentives for innovation) is optional and not part of standard contract evaluation.

KPIs drive service efficiency, quality assurance, and contract compliance.

NEW QUESTION # 56

When considering location alternatives, what should the facility management professional know?

- A. Market and available workforce.
- B. New construction activity.
- C. Executive preferences and drivers.
- D. Retail and competitor locations.

Answer: A

Explanation:

Market and available workforce (B) are critical for location decisions as they impact operational efficiency, hiring potential, and overall business success.

- * Key considerations for facility location:
- * Proximity to labor force
- * Market accessibility
- * Infrastructure and operational costs
- * Why not other options?
- * (A) Executive preferences may matter but should not override operational needs.
- * (C) Construction activity is a minor factor.
- * (D) Retail/competitor locations are more relevant to commercial businesses than facility management.

NEW QUESTION # 57

A new department manager is not clear on the services provided by the facility management department and is often negative about facility management while at management meetings. How should a facility manager address the customer's expectations?

- A. Request that he read his service level agreement.
- **B. Review the customer service level agreement to determine a mutually agreed performance standard.**
- C. Request that the other managers have a discussion with him about office protocol.
- D. Request that the manager refrain from complaints at this meeting as it is not the appropriate venue.

Answer: B

Explanation:

The best approach is to review the customer service level agreement (SLA) (D), which ensures both parties align on expectations and performance standards.

- * SLAs define service scope, response times, and quality benchmarks, allowing the facility manager to clarify deliverables and address concerns objectively.
- * Why not other options?
- * (A) Asking the manager to refrain from complaints does not resolve the issue.
- * (B) Having other managers address the issue informally does not provide a structured resolution.
- * (C) Simply asking the manager to read the SLA without discussion may not resolve misunderstandings.

NEW QUESTION # 58

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. Offices for management, teaming areas, shorter workstation panels, and large conference rooms
- **C. Space for employee interaction, team areas, smaller workstations, and shorter panels**

Answer: C

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 # 59

The facility manager is managing an office renovation. The entire renovated area is to be re-carpeted with synthetic roll carpet over the weekend. What should be done prior to installation?

- A. Wrap the carpet in plastic to minimize the release of vapors before the weekend
- **B. Ask the dealer to off-gas the carpet off-site**
- C. Send an email to all staff to open all the windows

Answer: B

Explanation:

Off-gassing the carpet off-site (Option C) is the best approach to reduce indoor air quality (IAQ) issues caused by volatile organic compounds (VOCs).

Why Option C is Correct?

- * New carpets release VOCs, which can cause headaches, respiratory issues, and poor indoor air quality.
- * Off-gassing before installation reduces exposure to occupants.
- * IFMA's Environmental Stewardship & Sustainability Core Competency emphasizes proactive indoor air quality management.

Why Other Options Are Incorrect?

- * Option A (Wrapping carpet in plastic): Trapping carpet in plastic may intensify VOC buildup and does not remove harmful chemicals.
- * Option B (Opening windows): While ventilation helps, off-gassing before installation is the most effective solution.

NEW QUESTION # 60

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