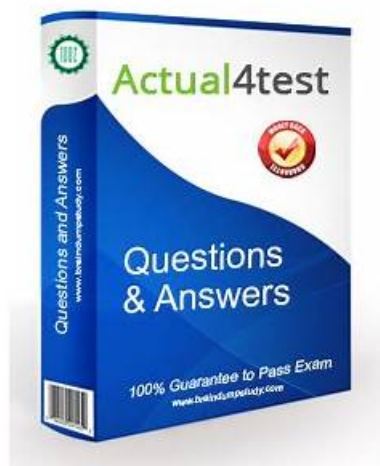


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IFMA Certified Facility Manager Sample Questions (Q15-Q20):

NEW QUESTION # 15

What should be considered when developing a strategic facility management plan?

- A. Obtaining a larger facility management budget.
- **B. The demand organization's business plan.**
- C. Reducing facility management cost.

Answer: B

Explanation:

A strategic facility management plan should align with the organization's business plan (Option A) to ensure that facility operations support overall business goals.

Why Option A is Correct?

* Facility Management (FM) must be integrated with the organization's objectives to enhance efficiency, productivity, and financial sustainability.

* IFMA's Leadership & Strategy Core Competency emphasizes that strategic facility planning must be in alignment with the organization's future needs and direction.

Why Other Options Are Incorrect?

* Option B (Reducing FM costs): Cost reduction is a factor, but not the main driver of strategic planning.

* Option C (Obtaining a larger budget): A budget increase may help, but a strategic plan must first justify business alignment before funding is considered.

NEW QUESTION # 16

You are planning a landscaping project in a densely populated area. What considerations are needed for the community outside your property?

- A. Provide security staff to walk the perimeter of your property, checking for damaged lights or other security issues while maintaining communication with a dispatcher for emergencies while keeping a low profile in the neighboring community.
- **B. Ensure that lights and basic security sounds (e.g., beeping noises at an outdoor security station) are not intrusive on daily living, but that they may also be used to alert the neighborhood, when such alerts are appropriate and of value (e.g., in an emergency).**
- C. Choose alternative energy sources to power outdoor lighting and security stations, decrease costs to your facility, and provide energy back to the grid, which will bring energy costs down to the neighboring community.
- D. Use the brightest possible lights and loudest sounds (e.g., sirens) to prevent security issues at night to support the community in decreasing crime in that area and announcing emergency situations.

Answer: B

Explanation:

Minimizing intrusion while maintaining security (B) is the best approach for a densely populated area to balance facility needs and community well-being.

* Considerations for urban landscaping projects:

* Avoid excessive noise/light pollution

* Maintain adequate security and emergency alert capabilities

* Why not other options?

* (A) Providing energy back to the grid is beneficial but not a primary landscaping concern.

* (C) Excessive lights/sirens disturb residents and are unnecessary.

* (D) Security patrols are important but should not interfere with community dynamics.

NEW QUESTION # 17

What should be the INITIAL driver when developing a facility management communications plan?

- A. Vision statement
- **B. Strategic plan**

- C. Email communication

Answer: B

Explanation:

A strategic plan (Option C) serves as the foundation for FM communications by aligning messaging with business objectives.

Why Option C is Correct?

- * The strategic plan defines the goals, priorities, and key messages that should be communicated.
- * It ensures FM communication efforts support organizational needs and objectives.
- * IFMA's Leadership & Strategy Core Competency states that FM professionals must develop communication plans that align with the strategic vision.

Why Other Options Are Incorrect?

- * Option A (Vision statement): Vision guides long-term goals but does not provide a structured communication approach.
- * Option B (Email communication): Email is a tool, not the foundation of a communication plan.

NEW QUESTION # 18

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

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

Answer: B

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 # 19

What is NOT typically included in service level agreements (SLAs)?

- A. Billing or chargeback procedures.
- B. Definition of services.
- **C. Request for proposal.**
- D. Problem management resolution procedures.

Answer: C

Explanation:

According to IFMA's Finance and Business competency, Service Level Agreements (SLAs) define service expectations and performance metrics.

- * Option D (Request for proposal - RFP) is part of procurement and is not included in SLAs.
- * Option A (Problem resolution procedures) ensures service consistency.
- * Option B (Billing or chargeback procedures) clarifies financial responsibilities.
- * Option C (Definition of services) sets expectations for deliverables.

SLAs focus on performance agreements, responsibilities, and metrics, while RFPs are used for vendor selection before an SLA is created.

NEW QUESTION # 20

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