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### IFMA CFM Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"> <li>• <b>Communication:</b> This domain assesses the abilities of Risk Managers in planning, delivering, and evaluating communication strategies within facility management. Effective communication is vital for ensuring that all stakeholders are informed and engaged.</li> </ul>
Topic 2	<ul style="list-style-type: none"> <li>• <b>Occupancy and Human Factors:</b> 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. <b>Operations and Maintenance:</b> 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.</li> </ul>

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

## IFMA Certified Facility Manager Sample Questions (Q164-Q169):

### NEW QUESTION # 164

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

- A. Include opportunity for the Contractor to respond to non-compliances.
- B. Explain the evaluation methodology based on the identified Key Performance Indicators.
- C. Ensure that all codes and regulations are met.
- 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 # 165

You have recommended developing an ISO 50001 energy manual. Leadership and staff want to know the benefits of the manual. How would you explain the benefits?

- A. It is a legal document created at the request of the organization's board or oversight committee.
- B. It compiles the information that regulatory agencies require, such as the scope and boundaries of the energy management system and the energy policy.
- C. It provides an overview or summary of the energy management system that is approved by top management. The energy manual serves as a tool to establish and communicate the energy management commitments of the organization.
- D. It provides a "roadmap" for stakeholders. The energy manual includes information on the components of the system, how those components interact, and key information on associated processes, procedures, and roles and responsibilities.

**Answer: C**

Explanation:

According to ISO 50001, an energy manual is a summary document that communicates an organization's energy management commitments.

- \* Option C is correct because it ensures top management approval and serves as a guiding document for energy performance improvements.
  - \* Option A is incorrect because an energy manual is not a legal document.
  - \* Option B is partially correct, but the manual's purpose is broader than just regulatory compliance.
  - \* Option D includes useful elements but focuses too much on process interactions rather than commitments.
- The ISO 50001 energy manual supports sustainability goals and ensures compliance with energy efficiency policies.

### NEW QUESTION # 166

In addition to vision, incentives, action plan, and resources, what is required for the process of change management to be effective?

- A. Skills
- B. Directives
- C. Experience

**Answer: A**

Explanation:

For change management to be effective, in addition to vision, incentives, action plan, and resources, skills (Option C) are required to ensure successful execution.

Why Option C is Correct?

- \* Skills enable leaders and employees to adapt to new processes, technologies, or structures in facility management.
- \* Change management is a structured approach that requires communication, conflict resolution, and leadership abilities to ensure smooth transitions.
- \* IFMA's Leadership & Strategy Core Competency emphasizes that FM professionals must have the skills to implement and sustain change initiatives successfully.

Why Other Options Are Incorrect?

- \* Option A (Directives): Simply issuing directives does not guarantee successful change-people must be trained and skilled to adapt to change.
- \* Option B (Experience): While experience helps, change management focuses on equipping people with new skills to handle evolving challenges.

### NEW QUESTION # 167

What action should be completed first when developing a real estate master plan?

- A. Perform an environmental review
- B. Perform highest and best use studies
- C. Meet with key stakeholders
- D. Review the strategic plan

**Answer: D**

Explanation:

The IFMA Real Estate and Property Management competency stresses that alignment with strategic objectives is the first step in planning.

- \* Reviewing the strategic plan (B) ensures real estate decisions support business goals.
  - \* Stakeholder meetings (C) come after initial alignment with strategy.
  - \* Environmental reviews (A) and best-use studies (D) are subsequent steps.
- A strategically aligned real estate master plan optimizes asset value, operational efficiency, and long-term growth.

### NEW QUESTION # 168

What is included in contract documents specified in owner and contractor agreements?

- A. Bidding requirements
- B. Notice to bidders
- C. Specifications
- D. Shop drawings

**Answer: C**

Explanation:

In owner-contractor agreements, contract documents outline the legal and technical expectations of a project. The correct answer is:

- \* Specifications detail the materials, workmanship, and performance criteria required for the project.
- \* Why the other options are incorrect:
- \* (A) Bidding requirements apply before contract execution and are not part of the agreement itself.
- \* (B) Notice to bidders is used in procurement but is not included in the formal contract.

