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## IFMA Certified Facility Manager Sample Questions (Q242-Q247):

### NEW QUESTION # 242

As part of your communication strategy, you publish a quarterly newsletter that includes information such as upcoming projects as well as any information about changes to any of the business units. What is your purpose for this communication?

- A. To show that the number of complaints to the call center diminishes significantly when they are aware of the work being done
- B. To demonstrate that facilities support team building, as this is part of the organization's vision
- C. To demonstrate your work to senior management so that they will support your budget request
- D. To keep the organization informed about how the facility management department meets the needs of occupants

**Answer: D**

Explanation:

Facility management communication strategies, such as newsletters, play a key role in keeping occupants informed about operations, upcoming changes, and ongoing projects. The correct answer is:

- \* Providing updates on facilities services ensures transparency and helps users understand how their needs are being met.
- \* Why the other options are incorrect:
  - \* (A) Tracking complaints is useful, but the primary goal of communication is not just reducing call center complaints.
  - \* (B) Team building is a side effect, not the main objective.
  - \* (C) Demonstrating work to senior management is important, but newsletters serve a broader audience.

**NEW QUESTION # 243**

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 # 244**

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

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

**Answer: D**

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 # 245**

What functionality enables a Building Automation System (BAS) to support energy management during peak demand periods?

- A. Thermal coupling
- B. Capacity management
- **C. Load shedding**
- D. Cycle management

**Answer: C**

Explanation:

Load shedding (C) is the primary function of a BAS that supports energy management by reducing electrical demand during peak periods.

- \* How does it work?
- \* BAS automatically adjusts or turns off non-essential loads to avoid high peak charges.
- \* Reduces strain on the grid and lowers operating costs.
- \* Why not other options?
- \* (A) Thermal coupling deals with heat transfer, not peak demand control.
- \* (B) Capacity management optimizes energy use but does not actively reduce peak loads.
- \* (D) Cycle management refers to operational sequences, not energy reduction.

**NEW QUESTION # 246**

A recently installed speed bump that slows traffic for pedestrian safety in the facility parking lot is diverting water runoff away from the drain and toward an adjacent property. What factors should the facility manager consider when fixing the drainage problem?

- A. Use water runoff as an irrigation source and control parking lot traffic.
- B. The facility manager's responsibility ends at the property line, and no decision is necessary.
- **C. Ensure pedestrian safety and resolve stormwater runoff issues.**
- D. Pedestrian safety supersedes stormwater runoff issues, and no decision is necessary.

**Answer: C**

Explanation:

A facility manager must balance safety and environmental responsibility. The correct action is to:

- \* Maintain pedestrian safety while addressing drainage issues to prevent flooding or property damage.
- \* Comply with environmental regulations regarding stormwater runoff.
- \* Why the other options are incorrect:
- \* (A) Ignoring the issue can lead to legal liability.
- \* (B) Using runoff for irrigation is beneficial but does not solve the drainage problem.
- \* (C) Safety is important, but water management cannot be ignored.

**NEW QUESTION # 247**

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