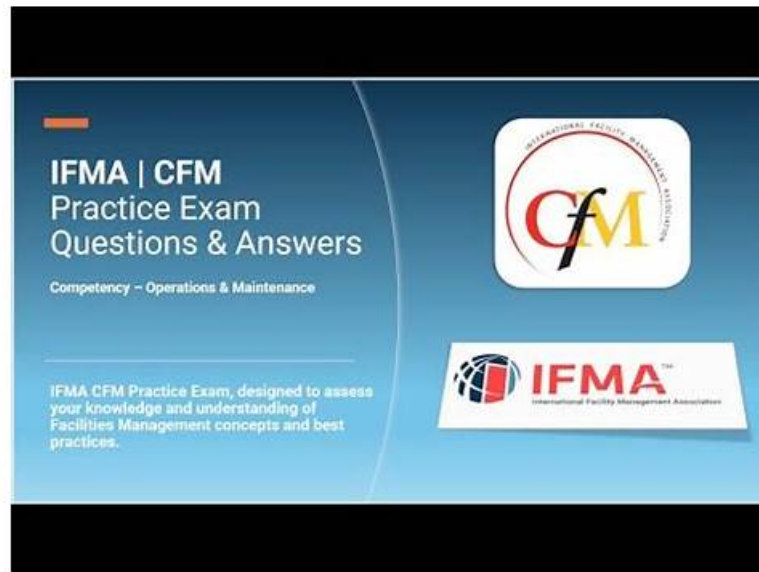


# Examinations IFMA CFM Actual Questions | CFM Reliable Exam Voucher



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## IFMA CFM Exam Syllabus Topics:

Topic	Details
Topic 1	<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 2	<ul style="list-style-type: none"><li>• 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.</li></ul>
Topic 3	<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 4	<ul style="list-style-type: none"><li>• 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.</li></ul>
Topic 5	<ul style="list-style-type: none"><li>• 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.</li></ul>

Topic 6	<ul style="list-style-type: none"> <li>• 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.</li> </ul>
Topic 7	<ul style="list-style-type: none"> <li>• 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.</li> </ul>
Topic 8	<ul style="list-style-type: none"> <li>• 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.</li> </ul>
Topic 9	<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>

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## IFMA Certified Facility Manager Sample Questions (Q36-Q41):

### NEW QUESTION # 36

What is one of the perspectives used by an organization when developing a balanced scorecard?

- A. Real Estate strategic plan
- **B. Financial**
- C. Management style
- D. Market trends

**Answer: B**

Explanation:

The Balanced Scorecard (BSC) is a strategic management tool that measures organizational performance from multiple perspectives. One of its core perspectives is "Financial" because:

- \* Financial performance metrics evaluate cost efficiency, profitability, and value for money.
- \* The four standard perspectives of the Balanced Scorecard include:
  - \* Financial- Measures cost control, revenue, and return on investment.
  - \* Customer & Stakeholder- Assesses customer satisfaction and stakeholder engagement.
  - \* Operational Excellence- Evaluates efficiency, productivity, and service quality.
  - \* Innovation & Learning- Focuses on continuous improvement and staff development.
- \* Why the other options are incorrect:
  - \* (B) Management style is not a formal BSC perspective.
  - \* (C) Market trends may influence strategic decisions but are not a standalone BSC category.
  - \* (D) Real Estate strategic plan is an operational consideration but does not replace financial performance as a key BSC metric.

### NEW QUESTION # 37

What process assesses physical entry points and specific business activities to determine who should be authorized to enter specific areas and the type of security system to use?

- A. A cyber security plan.
- **B. An access risk analysis.**
- C. A sustainability analysis.
- D. A lock hierarchy protocol.

**Answer: B**

Explanation:

An access risk analysis (D) is used to evaluate facility security needs, determine authorization levels, and select appropriate security systems.

\* Why is this important?

\* Protects sensitive areas

\* Ensures compliance with safety protocols

\* Prevents unauthorized access

\* Why not other options?

\* (A) A lock hierarchy protocol is a subset of access control but not a comprehensive risk assessment.

\* (B) Cyber security focuses on digital threats, not physical access.

\* (C) A sustainability analysis relates to environmental impact, not security.

### NEW QUESTION # 38

What is the BEST way to acknowledge acceptance of completed project deliverables?

- A. Scope definition
- B. Scope planning
- **C. Scope verification**
- D. Scope control

**Answer: C**

Explanation:

Scope verification is the formal process of reviewing and accepting completed project deliverables to ensure they meet the required specifications and objectives.

\* Scope verification includes:

\* Reviewing work against agreed-upon project criteria

\* Obtaining formal sign-off from stakeholders

\* Ensuring deliverables comply with the project scope statement

\* Documenting acceptance for final project closure

\* Why the other options are incorrect:

\* (A) Scope control is about managing changes to project scope, not verifying deliverables.

\* (B) Scope definition is the process of outlining project boundaries, not approving results.

\* (D) Scope planning is part of the initial planning phase, not the completion phase.

Scope verification ensures project deliverables are accepted, documented, and closed out properly, reducing disputes and ensuring compliance.

### NEW QUESTION # 39

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

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

**Answer: A**

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 # 40

Some new carpets can emit volatile organic compounds (VOCs) that can adversely affect occupants. How can the facility manager avoid this problem when purchasing new carpeting?

- **A. Research emissions data from carpet manufacturers.**
- B. Increase the air flow in the space.
- C. Treat carpeting during install.
- D. Allow at least one month for off-gassing before occupancy.

**Answer: A**

Explanation:

To minimize VOC emissions from new carpets, facility managers should research emissions data from carpet manufacturers before purchasing. Many manufacturers provide low-VOC or Green Label Plus- certified carpets, which meet indoor air quality standards.

- \* Increasing airflow (B) helps reduce VOC concentration but does not prevent emissions.
  - \* Allowing a month for off-gassing (C) can be impractical in time-sensitive projects.
  - \* Treating carpets during installation (D) does not eliminate VOCs at the source.
- Selecting low-emission materials aligns with best practices in sustainable facility management.

#### NEW QUESTION # 41

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