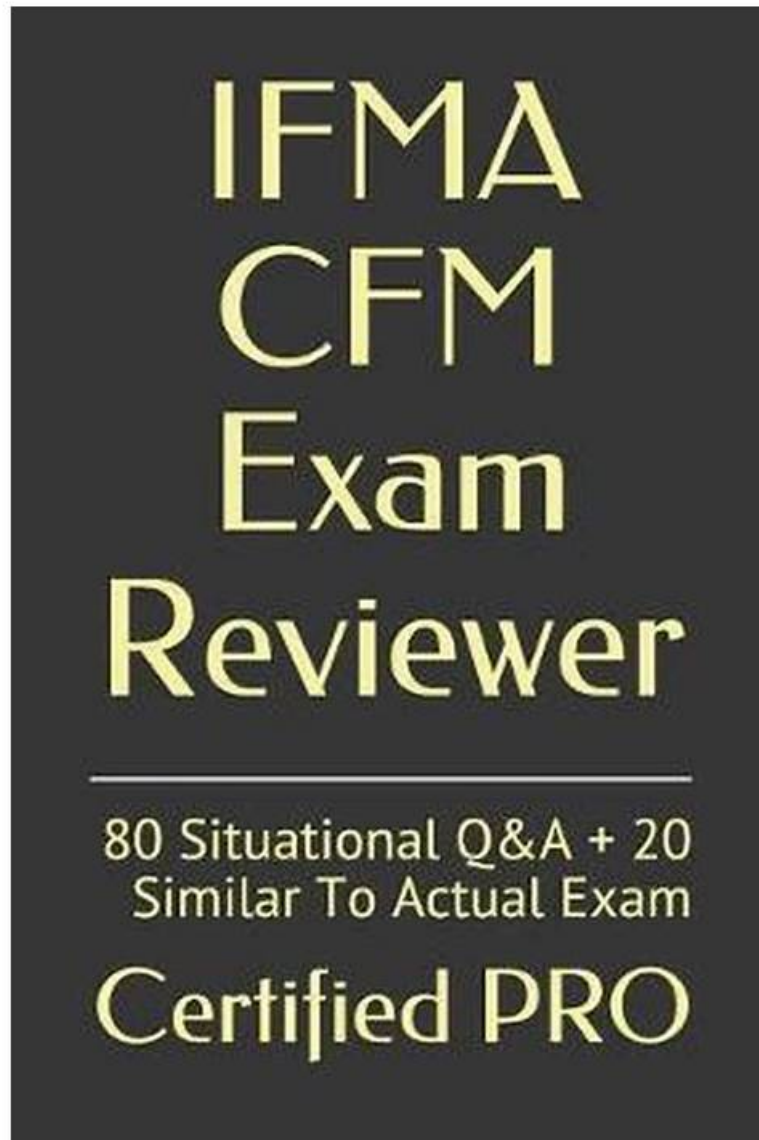


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IFMA CFM Exam Syllabus Topics:

Topic	Details
Topic 1	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 2	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.
Topic 3	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 4	Communication: 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.
Topic 5	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.
Topic 6	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 7	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 8	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.

IFMA Certified Facility Manager Sample Questions (Q187-Q192):

NEW QUESTION # 187

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

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

Answer: C

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 # 188

What is one way, as a Facility Manager, you can contribute to your company's ESG goals?

- A. Support continued education for your staff
- B. Implement quality control measurements in your operation
- C. Reduce spend by eliminating spare part inventories
- **D. Source materials and parts from companies that have fair pay and living wage standards**

Answer: D

Explanation:

The Sustainability and Environmental Stewardship competency in IFMA emphasizes responsible procurement and ethical sourcing.

* Sourcing fair-pay materials (C) aligns with social responsibility and sustainability goals under ESG.

* Education (A) is important but does not directly impact ESG targets.

* Quality control (B) ensures efficiency but is unrelated to ESG-specific goals.

* Eliminating spare parts (D) may reduce costs but could increase downtime and inefficiencies.

Facility managers play a key role in sustainable procurement, ensuring social, environmental, and governance compliance.

NEW QUESTION # 189

Which job strategy is most effective in encouraging job satisfaction according to Frederick Herzberg's theory?

- A. Job simplification.
- B. Job rotation.
- **C. Job enrichment.**
- D. Job enlargement.

Answer: C

Explanation:

According to Frederick Herzberg's Two-Factor Theory, job enrichment is the most effective way to increase job satisfaction. This strategy involves:

* Providing employees with meaningful work and decision-making responsibilities.

* Allowing autonomy, skill variety, and opportunities for personal growth.

* Why the other options are incorrect:

* (A) Job simplification reduces task complexity but may lead to dissatisfaction.

* (C) Job rotation increases skill variety but does not necessarily improve satisfaction.

* (D) Job enlargement expands duties but may not enhance motivation.

NEW QUESTION # 190

What is the MOST effective exposure control to prevent occupational hazards and protect workers?

- A. Engineering controls, where people are isolated from the hazard.
- **B. Elimination, where the hazard is physically eliminated.**
- C. Personal protective equipment, where the worker is protected.

- D. Administrative controls, which change the way people work.

Answer: B

Explanation:

The most effective exposure control for occupational hazards is elimination (A), as it removes the hazard completely from the environment.

- * Hierarchy of Controls (OSHA & ISO 45001):
- * Elimination (A)- Completely removes the hazard, eliminating risk.
- * Engineering Controls (C)- Creates barriers but does not eliminate the hazard.
- * Administrative Controls (D)- Reduces exposure through policies but does not remove the hazard.
- * Personal Protective Equipment (B)- A last resort; only protects the worker, not the hazard source.

NEW QUESTION # 191

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

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

Answer: B

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 # 192

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