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CFM Exam Study Guide Questions and Answers 100% Pass

What are the three most common types of flooding? ✓✓Riverine, Coastal, and Shallow Flooding

Which type of flooding has accounted for the most flood-related deaths? ✓✓Flash Flooding

A curve or turn in a river channel? ✓✓Meander

What is the major cause in coastal flooding? ✓✓Storm Surge

What causes a tsunami? ✓✓Underwater earthquakes or volcanoes

List the five types of special flood hazards covered in FEMA 480. ✓✓1. Closed Basin Lakes

2. Uncertain flow paths

3. Dam breaks

4. Ice jams

5. Mudflows

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Latest IFMA CFM Exam Answers & Pass CFM Exam

As the tech industry continues to evolve and adapt to new technologies, professionals who hold the Certified Facility Manager (CFM) certification are better equipped to navigate these changes and stay ahead of the curve, increasing their value to employers and clients. In today's fast-paced and ever-changing IFMA sector, having the IFMA CFM Certification has become a necessary requirement for individuals looking to advance their careers and stay competitive in the job market.

IFMA CFM Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"> • 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 2	<ul style="list-style-type: none"> • 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 3	<ul style="list-style-type: none"> • 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 4	<ul style="list-style-type: none"> • 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.
Topic 5	<ul style="list-style-type: none"> • 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.
Topic 6	<ul style="list-style-type: none"> • 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 7	<ul style="list-style-type: none"> • 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.

IFMA Certified Facility Manager Sample Questions (Q160-Q165):

NEW QUESTION # 160

What approach should be taken to accommodate sustainability and customer concerns about installing flow restrictors?

- A. Take no action. The WPM is guided by company sustainability initiatives and this program needs to be implemented.
- B. Install the flow restrictors and remove them without informing the WPM.
- C. Refuse to install the flow restrictors.
- D. Offer to place out the flow restrictors in a few designated restrooms to provide customer feedback on their performance. Agree to review and meet later with the WPM.

Answer: D

Explanation:

The IFMA Sustainability and Environmental Stewardship competency highlights the importance of pilot testing sustainability initiatives to ensure operational effectiveness.

* Option B (Correct): Testing restrictors in select restrooms allows for user feedback and potential adjustments.

* Option A (Implementing without review) may lead to negative customer experiences.

* Option C (Installing and removing without informing the WPM) is unethical and violates internal governance.

* Option D (Refusing installation outright) conflicts with sustainability initiatives.

Pilot programs balance sustainability goals with user experience.

NEW QUESTION # 161

When would an organization choose a lease with a purchase option?

- A. When it lacks the initial capital for the purchase.
- B. When it needs to partner with a developer.
- C. When it has long-term plans to develop the real estate.
- D. When tax rebates cannot be applied.

Answer: A

Explanation:

A lease with a purchase option is commonly chosen when an organization lacks the initial capital for an outright property purchase. This arrangement allows the organization to secure the use of a facility while deferring the financial burden of full ownership until later. Such an approach provides flexibility, preserves cash flow, and allows time to assess whether the location meets long-term strategic needs. Facility managers must consider factors like lease terms, maintenance obligations, and future financial impact before opting for this strategy.

NEW QUESTION # 162

A new department manager is not clear on the services provided by the facility management department and is often negative about facility management while at management meetings. How should a facility manager address the customer's expectations?

- A. Review the customer service level agreement to determine a mutually agreed performance standard.
- B. Request that the manager refrain from complaints at this meeting as it is not the appropriate venue.
- C. Request that the other managers have a discussion with him about office protocol.
- D. Request that he read his service level agreement.

Answer: A

Explanation:

The best approach is to review the customer service level agreement (SLA) (D), which ensures both parties align on expectations and performance standards.

* SLAs define service scope, response times, and quality benchmarks, allowing the facility manager to clarify deliverables and address concerns objectively.

* Why not other options?

* (A) Asking the manager to refrain from complaints does not resolve the issue.

* (B) Having other managers address the issue informally does not provide a structured resolution.

* (C) Simply asking the manager to read the SLA without discussion may not resolve misunderstandings.

NEW QUESTION # 163

What is churn in a building?

- A. The flow of fresh air through the office
- B. The method of deciding who occupies a given space or cubicle
- C. The term used for frequency of occupancy moves in a facility

Answer: C

Explanation:

Churn (Option A) refers to the frequency of personnel relocations within a facility.

Why Option A is Correct?

* Frequent office moves require space planning, furniture reconfigurations, and logistical management.

* IFMA's Operations & Maintenance Core Competency recognizes churn as a key factor in workspace management.

Why Other Options Are Incorrect?

* Option B (Fresh air flow): Churn is not related to ventilation.

* Option C (Occupancy decisions): Churn tracks move frequency, not decision-making.

NEW QUESTION # 164

How can facilities management improve the sustainability of the building envelope?

- A. Removing shading devices
- B. Ignore maintenance of the exterior surfaces subject to degradation
- C. Scheduling quarterly inspection of building exterior for structural defects
- D. Increasing efficiency of the central air conditioning chiller plant

Answer: C

Explanation:

The building envelope plays a crucial role in energy efficiency and sustainability. The correct answer is:

* Regular inspections help detect and prevent degradation, ensuring optimal insulation, sealing, and weatherproofing.

* Why the other options are incorrect:

* (B) Improving HVAC efficiency is important but does not directly enhance the envelope.

* (C) Ignoring maintenance leads to increased energy costs and structural issues.

* (D) Removing shading devices increases solar heat gain, reducing sustainability.

NEW QUESTION # 165

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