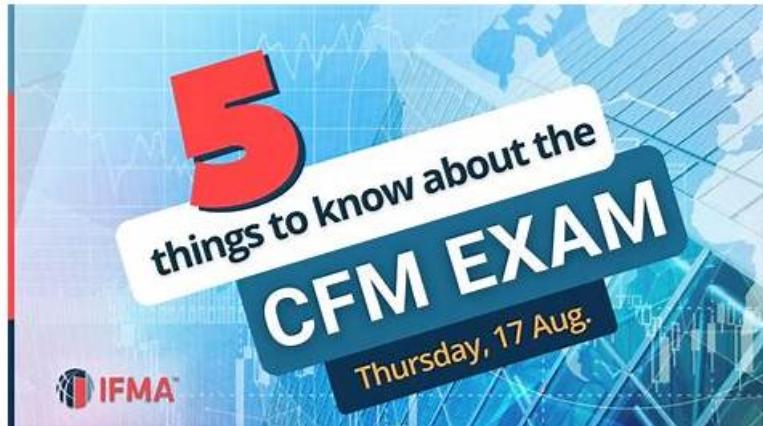


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## IFMA CFM Exam Syllabus Topics:

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>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 3	<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 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>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.</li> <li>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 6	<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 7	<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 8	<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 (Q100-Q105):

### NEW QUESTION # 100

There has been a recent increase in complaints of items stolen from people's desks within a facility. What is the facility manager's initial step regarding the security of the staff and facility?

- A. Investigate each case and remind staff to ensure all valuables are locked.**
- B. Update your security procedures to ensure that staff maintain a secure desk.
- C. Install security cameras throughout the facility to ensure you capture future incidents.
- D. Turn the matter over to a professional security company to lead an investigation.

### Answer: A

#### Explanation:

When addressing security issues, facility managers must first conduct a thorough investigation to understand the scope and nature of the problem before implementing any new measures. The logical first step is to investigate each reported case, gather facts, and remind staff about securing their belongings.

\* Investigating each case ensures that management is aware of the extent of the issue and can identify any patterns (e.g., specific areas targeted or peak times of theft).

\* Educating staff about securing their valuables (e.g., locking drawers, not leaving items unattended) is a quick and effective preventive measure.

\* Security cameras (Option A) should be considered after initial fact-finding, as installing cameras may require budget approval and privacy considerations.

\* Updating security procedures (Option B) should follow after assessing the investigation's findings to ensure targeted improvements.

\* Engaging a professional security company (Option D) may be necessary if theft continues or if internal resources are insufficient.

### NEW QUESTION # 101

What is the BEST course of action for a facility manager to take when an engineer continues to lag behind other engineers in productivity?

- A. Give the engineer a chance to correct his deficiencies on his own.
- B. Report the engineer to Human Resources.

- C. Use the engineer as an example of how not to perform to other engineers.
- D. Develop a performance improvement plan with the engineer.

**Answer: D**

Explanation:

Developing a performance improvement plan (PIP) is the best approach as it aligns with IFMA's core competency in Leadership and Strategy, which emphasizes employee development, motivation, and productivity improvement.

\* Performance Evaluation: Facility managers must assess performance issues objectively and identify specific areas where improvement is needed.

\* Coaching and Training: Providing support, mentorship, and training ensures employees have the necessary tools to succeed.

\* Action Plan: A structured PIP outlines clear expectations, performance metrics, and a timeline for improvement.

A, using the engineer as a negative example, is unprofessional and can damage team morale. B, reporting to HR, should only be considered if there is a behavioral issue or policy violation. D, allowing the employee to correct deficiencies independently, does not provide sufficient managerial oversight.

By developing a performance improvement plan, the facility manager fosters a supportive and productive work environment, ensuring alignment with both employee development and business objectives.

**NEW QUESTION # 102**

A research lab is moving into a newly-leased facility. Their last move was three years ago. They most recently shared a building with other functions, and the facility manager needs to determine whether they have any special facility requirements. How can the facility manager best identify any special needs?

- A. Ask the facility service management to identify the needs.
- B. Survey only management of the research lab.
- C. Meet with the research lab management.
- D. Study the requirements as stated for the previous move.

**Answer: C**

Explanation:

Meeting with research lab management is the most effective approach because laboratory facilities often have unique requirements such as ventilation, chemical storage, and biohazard disposal that may not have been applicable in their previous location. Relying solely on past records or surveying only a subset of stakeholders may overlook updated safety regulations or operational needs. A direct consultation ensures that current technical and safety standards are met, aligning with best practices in strategic facilities management.

**NEW QUESTION # 103**

You are the Facility Manager for an international internet technology company. You are charged with retrofitting an old warehouse space on your corporate campus to office space for software designers. What basic features for the new office space would you recommend the architect include in the retrofit design?

- A. Minimal employee traffic flow; increased employee density ratio; and close proximity to food services.
- B. Minimal decorative elements; increased employee density ratio; and close proximity to public transportation.
- C. Maximum open and colorful meeting space; redundant internet connectivity; and increased security measures.
- D. Maximum number of private and secure offices; minimum exterior window openings; and increased security measures.

**Answer: C**

Explanation:

For a technology-focused office retrofit, the design must enhance collaboration, connectivity, and security.

The correct answer includes:

\* Open, colorful meeting spaces to foster creativity and teamwork.

\* Redundant internet connectivity to ensure reliability for high-performance computing.

\* Increased security measures to protect intellectual property.

\* Why the other options are incorrect:

\* (A) Minimal traffic flow and density considerations do not prioritize tech work needs.

\* (B) Private offices with minimal windows restrict collaboration and natural lighting.

\* (D) Public transportation is valuable, but minimal decor and high density are not key priorities for a software workspace.

## NEW QUESTION # 104

In relation to establishing a level of acceptable risk, what should you include in your Business Continuity Plan (BCP) to help measure the plan's expected level of success against that level of risk?

- A. Business analysis
- B. Lessons learned
- C. Contracted support
- D. Performance metrics

**Answer: D**

### Explanation:

Performance metrics in a Business Continuity Plan (BCP) help quantify success and assess risk management effectiveness. The correct answer is:

\* Performance metrics ensure that response strategies align with risk tolerance levels and provide measurable indicators of recovery speed, downtime, and business impact.

\* Why the other options are incorrect:

\* (A) Contracted support ensures resources but does not measure success.

\* (B) Lessons learned contribute to future improvements but do not track current success.

\* (C) Business analysis helps identify risks but does not measure performance against risk levels.

### NEW QUESTION # 105

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