

Standard CFM Answers - Free CFM Sample

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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IFMA CFM Exam Syllabus Topics:

Topic	Details
Topic 1	• 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 2	• 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 3	• 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	• 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.
Topic 5	• 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	• 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 7	• 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.

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IFMA Certified Facility Manager Sample Questions (Q143-Q148):

NEW QUESTION # 143

During contractor evaluation, you discover their incident rate is below the industry average. What does this indicate?

- A. The contractor has a better reputation and focuses on customer satisfaction.
- B. The contractor has a safety program that focuses on reducing injuries and is followed in practice.
- C. The contractor has a robust financial balance sheet and is in good financial standing.

Answer: B

Explanation:

A low incident rate typically indicates a strong safety program (Option C).

Why Option C is Correct?

* Contractors with well-implemented safety programs minimize workplace accidents.

* IFMA's Risk Management Core Competency stresses the importance of evaluating vendor safety records.

NEW QUESTION # 144

What is the primary leadership goal for a Facility Manager?

- A. Help clients and customers succeed

- B. Be the go-to person for guidance on FM issues
- C. See the big picture

Answer: A

Explanation:

The primary leadership goal for a Facility Manager is to help clients and customers succeed (Option B).

Why Option B is Correct?

- * Facility Managers (FMs) play a strategic role in aligning facility operations with business success.
- * They must ensure the built environment supports productivity, safety, and efficiency for all stakeholders.
- * IFMA's Leadership & Strategy Core Competency states that FM professionals should focus on how facility management contributes to business and client success.

Why Other Options Are Incorrect?

- * Option A (See the big picture): While strategic thinking is important, the goal of leadership is to drive results for clients and stakeholders.
- * Option C (Be the go-to person for FM issues): Being a knowledge expert is valuable, but leadership extends beyond technical expertise to driving organizational success.

NEW QUESTION # 145

What process involves a skilled facilitator to reach a voluntary settlement in a dispute?

- A. Management escalation
- B. Arbitration
- **C. Mediation**

Answer: C

Explanation:

Mediation (Option A) is a voluntary dispute resolution process where a neutral third party helps parties reach a mutually agreeable settlement.

Why Option A is Correct?

- * A mediator does not impose a decision but guides discussions toward a resolution.
- * Mediation is widely used in workplace disputes, contract negotiations, and FM conflict resolution.
- * IFMA's Human Factors Core Competency highlights mediation as an essential skill in managing workplace and vendor disputes.

Why Other Options Are Incorrect?

- * Option B (Management escalation): Involves escalating the issue to higher-level decision-makers, rather than resolving it voluntarily.
- * Option C (Arbitration): A legally binding process where a neutral arbitrator makes a final decision, rather than facilitating a mutual agreement.

NEW QUESTION # 146

What does the effectiveness of infrastructure resilience rely on?

- A. Written incident response plans, training, management participation, employee adaptability.
- **B. Robustness, resourcefulness, rapid recovery, redundancy.**
- C. Back-up power, capital planning, supply chain, security.
- D. Finance, security, supply chain, communications.

Answer: B

Explanation:

Infrastructure resilience is the ability of a facility to anticipate, absorb, adapt to, and recover from disruptive events. The four key components of resilience are robustness (ability to withstand disruptions), resourcefulness (ability to identify and manage disruptions), rapid recovery (ability to restore functionality quickly), and redundancy (backup systems to prevent total failure). These factors ensure a facility can continue operations despite disasters or disruptions.

NEW QUESTION # 147

What approach best promotes indoor environmental quality and health?

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