



# ITTEST

## QUESTION & ANSWER

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**Exam : CFM**

**Title : Certified Facility Manager**

**Version : DEMO**

1.Which standard would a facility manager use when assigning the floor area for occupant groups?

- A. Industry-specific standard
- B. Open Standards Consortium for Real Estate Standard
- C. Accessibility standard
- D. ASTM/IFMA standards

**Answer: D**

**Explanation:**

Facility managers use ASTM/IFMA standards when determining the assignment of floor area for occupant groups. The ASTM International (formerly American Society for Testing and Materials) and the International Facility Management Association (IFMA) have developed specific standards for space measurement and allocation to ensure consistency and efficiency in facility planning and management.

ASTM Standards: ASTM E1836 and ASTM E2570 provide guidelines for space measurement in commercial and office spaces, ensuring accurate calculations of usable and rentable areas.

IFMA Standards: IFMA offers benchmarking and space utilization metrics that help facility managers align space usage with organizational needs.

Comparison with Other Options:

Industry-specific standards (A): Varies by sector and does not provide a universally recognized standard for space allocation.

Open Standards Consortium for Real Estate Standard (B): Primarily focused on real estate data management rather than floor area assignment.

Accessibility standard (C): Primarily related to ADA compliance and does not specify space allocation for occupants.

Reference: ISO 41001:2018 Facility Management, ASTM E1836/E2570, IFMA Standards

2.A chargeback system for electrical power use is being proposed as a means to encourage reduced consumption and to lower utility costs.

What approach might be MOST equitable in attaining this goal?

- A. Charge departments based on net area occupied.
- B. Negotiate the individual chargeback rate with each department.
- C. Charge departments for their equipment based on their headcount as a percentage of total site headcount.
- D. Install sub-meters for each department as a basis for chargeback.

**Answer: D**

**Explanation:**

Installing sub-meters for each department (D) is the most equitable way to ensure accurate and fair distribution of electrical costs. Sub-metering provides real-time, precise measurement of energy consumption by each department, ensuring that they are only charged for what they actually use.

Advantages of sub-metering (D):

Encourages accountability and energy conservation.

Ensures fair and accurate billing.

Allows facility managers to monitor and optimize energy use.

Comparison with Other Options:

Net area occupied (A): Does not account for actual energy consumption—departments with energy-intensive equipment would be unfairly subsidized by those with lower usage.

Negotiating chargeback rates (B): Creates inconsistency and potential disputes; lacks transparency.

Headcount-based charging (C): Fails to consider that energy usage varies based on equipment, not just the number of people.

Reference: ISO 41001:2018 Facility Management, Strategic Facilities Management by RICS

3. Who defines quality within a facility?

- A. Facility manager
- B. Service contract provider
- C. Facility team
- D. Customer

**Answer: D**

**Explanation:**

Quality in a facility is ultimately defined by the customer (D). While facility managers and service providers establish service standards and operational efficiencies, the end-users' experience and satisfaction levels dictate whether a facility is meeting quality expectations.

IFMA Core Competency: Performance and Quality Management emphasizes that facility managers must align facility operations with customer expectations to ensure service excellence.

ISO 41001 and EN 15221-3 standards highlight that quality should be measured based on customer feedback, performance metrics, and compliance with service level agreements (SLAs).

Facility Manager's Role (A): Responsible for implementing and managing quality programs but does not independently define quality.

Service Contract Provider's Role (B): Ensures service delivery but follows predefined standards.

Facility Team's Role (C): Supports quality initiatives but does not solely determine the standard of quality.

Reference: IFMA Core Competencies – Performance and Quality, ISO 41001:2018

4. What is considered the point in an asset's life cycle where the total ownership costs are at the lowest?

- A. Ownership life
- B. Useful life
- C. End of life
- D. Economic life

**Answer: D**

**Explanation:**

The economic life of an asset is the period during which it remains cost-effective to operate and maintain, minimizing total ownership costs.

Economic life (D) is determined by evaluating operating expenses, maintenance costs, depreciation, and efficiency. At this stage, the asset provides maximum value before its costs exceed its benefits.

Ownership life (A) refers to the entire period of possession, which may extend beyond its optimal cost-effective period.

Useful life (B) is the estimated time an asset can be functionally used, but this does not always align with cost efficiency.

End of life (C) marks when an asset is no longer usable, often requiring costly disposal or replacement.

Reference: Strategic Facilities Management – Whole Life Costing

5. What is a good reason to get the facilities engineers involved early in the planning of a new building

design or major renovation?

- A. To create operational and energy usage benchmarks at the beginning of the project
- B. To ensure that the as-built drawings are accurate
- C. To ensure that the design optimizes the operations and maintenance of the proposed building systems
- D. To ensure that all punch list items have been adequately addressed

**Answer: C**

**Explanation:**

Involving facilities engineers early in planning ensures that the design optimizes operations and maintenance (C).

Early involvement allows engineers to recommend design choices that enhance energy efficiency, system reliability, and cost-effective maintenance. As-built drawings (B) are important but do not influence initial design decisions.

Operational benchmarks (A) can be developed later once the building is in use.

Punch list items (D) are addressed during final construction stages, not in the initial planning.

Reference: ISO 41001:2018 – Planning and Design Considerations