

CFM/FMP Study

- Introductions
- Cover:
 - FMP
 - What is a CFM
 - IFMA Resources
 - CFM Exam
 - CFM Study web site



Facility Management Professional (FMP)

- New program through IFMA
- Early Candidacy for CFM
- Knowledge based vs. experiential
 - Coursework
 - Study
- For new or transitioning FM's
- Currently 53 in IFMA



FMP

Who Should Apply

- Facility management practitioners with less than five years of experience
- Transitioning professionals with significant experience in former related careers
- Partner practitioners such as architects, designers and safety engineers
- Associated corporate providers of FM products and services
- Students entering the profession from colleges, universities, certificate or technical programs



FMP Benefits

- Springboard for obtaining Certification
 - Builds professional expertise
 - Decreases requirements to qualify for CFM
- Can be completed in 12 months or less
- Training may be customized & integrated
 - Through IFMA on-line courses
 - Through approved providers
 - Through Advanced Placement



FMP Program

6 Credits

- 1. FM Fundamentals: Survey course or institute addressing nine FM competencies- (*The Business of FM*) 2 credits
- 2. Managing the Facility: Operations & Maintenance, Communication, Human & Environmental Factors, Emergency Preparedness, Sustainable FM ,Energy Management, Technology- 1 credit
- 3. Supporting the Business: Real Estate & Leasing, Finance, Project Management -1 credit
- 4. Leading the Organization: Leadership & Management, Quality & Innovation , Strategic Planning- 1 credit
- 5. FM Business Workshop: The Business & Value of FM, Current Issues in FM, mentored workplace-based project- 1 credit



FMP Application

- FMP Applications and Fees
- Download the appropriate online application form below. Candidates may print and fax or mail their completed applications to IFMA Headquarters.
- **Step One:**
[Registration Form](#) (to begin process of FMP)
- **Step Two:**
[Application for Designation](#)
[Application for Designation](#) (*IFMA Recognized Programs Graduates Only*)
- **Fee**
Member: [\\$149 \(U.S.\) application](#)
\$50 (U.S.) final review and designation (paid upon successful completion of the requirements)
- **Nonmember:** [\\$249 \(U.S.\) application](#)
\$75 (U.S.) final review and designation (paid upon successful completion of the requirements)
- **Non-Recognized Programs**
Coursework obtained through a college, university or training program not recognized by IFMA may be used toward requirements for the FMP. In order to maintain the quality and integrity of the FMP program, IFMA requires the candidate to submit a transcript, course materials and a contact at the institution. Once IFMA has determined if credit may be granted for the area in question, the candidate will be notified.
- **Review Fee:** a \$25 (U.S.) fee will be assessed (waived for IFMA Recognized Programs)



Educational Opportunities

- Credits also available for FM related College Level courses for FMP
- Find an approved provider
- Apply for Advanced Placement
- IFMA Foundation- Grants available for courses relating to both FMP & CFM



UCI Courses

Course Code Description	Satisfies FMP Area
• SOCECOL X499 Fundamentals of Facilities Management	Area 1
• SOCECOL X499.1 Fundamentals of Facilities Design	Area 2
• MGMT X442.7 Supervision for Facilities Professionals	Area 4
• ENGRMAE X429.1 Principles of HVAC	N/A
• ENGR X441.1 Interpreting and Analyzing Blueprints	Area 3
• ENGR X441 Uniform Building Codes	Area 3
• SOCECO X498.57 Organizational Emergency Preparedness	Area 2
• SOCECO X498.59 Emergency Preparedness: Business Continuity	Area 2
• SOCECO X498.34 Managing Indoor Air Quality	Area 2
• Civil and Environmental Engineering X469.5 Introduction to Industrial Commercial Fire Protection	Area 2
• Engineering X469.6 Fundamentals of Safety and Health in the Workplace	Area 2
• Engrece X490 Introduction to Communications and Networking	Area 4



FMP Recertification

- Every two years
- Criteria defined under following areas:
 - Networking
 - Business/workplace leadership
 - Participation in research activities through IFMA Headquarters
 - Continuing education
 - Career growth
 - Involvement in committees in workplace



What is a CFM?

- FM who has achieved a “Masters” level in the profession
- Most respected global credential in Facility Management
- Recognizes competency & high performance
- Identifies FMs who have the proven skills & knowledge acquired by experience and continuing education
- Demonstrated by qualifying for & successful completion of CFM Exam



CFM

- CFM is not a designation-it is earned
- CFMJ- Reciprocal with Japan
- In IFMA-3,500 of 18,148 (19.4%)
- In SFV-10 of 97 (9.7%)



Value Of CFM Certificate

- Industry recognition
- Association Support
- FM Expertise
- Credibility
- Dollars



CERTIFIED FACILITY MANAGER

- Established to Assure Professional competence
- Establish standards for professional practice
- Increase recognition for the profession in the organization & community
- Influence the future direction of the profession.



CFM RESPONSIBILITIES

- Marketing of experience & value of CFM
- Leadership-as top percent of profession
- Ethics- Lead by example
- Company value- CFM equal to an MBA
- Mentoring- sharing experience & knowledge with other FMs.
- Must earn respect



Competency Areas

- Communications
- Leadership & Management
- Finance
- Human & Environmental Factors
- Operations & Maintenance
- Planning & Project Management
- Quality Assessment & Innovation
- Real Estate
- Technology



CFM Requirements (to take exam)

- FM Masters Degree- 3 years
- Related bachelor's degree- 4 years
- Non-related BA/BS or AA degree -5 years
- Some post-secondary education- 8 years
- Continuing Education within past 5 years



CFM Requirements (With FMP)

- FM Masters Degree- 3 years
- Related Bachelors Degree- 3 years
- IFMA Recognized Degree Program- 3 years
- Non-related BA/AA or Certificate Program
-4 Years
- Some post-secondary- 5 Years



CFM RECERTIFICATION

- Certification is good for three years.
- CFMs must earn a set number of points in at least two of the following categories:
- Practice
- Continuing Education
- Professional Involvement
- Development of the Profession



Resources at IFMA

- Books
- On-Line Self Study
- Classes
- FM Edge audio seminar series
- CFM Self-Assessment-on line



IFMA Bookstore

- New CFM Study Guide
- Each competency (based on courses)
- Reference books (Cotts, Rondeau, Teicholz)



Online Self Study

- Nine competencies & 3rd party courses
- Modules: 1-3 hours in length
- Will help:
 - CFM Candidates
 - FMP participants
 - All FM Professionals



Seven On-Line Classes Available Now

- Real Estate
- Quality Assessment & Innovation
- Technology
- Finance
- Leadership & Management
- Planning & Project Mgmt.
- Operations & Maintenance
- Communications/Human & Environmental
Factors due in December



Classes

- Nine competencies
- The Business of FM (new)
- CFM Review
- Each class runs 2-4 days
- Usually offered around WWP
- Can be offered by individual Chapters



FM Edge Audio Seminars

- Offered every 2-4 weeks (excepting October & December)
- 90 minute sessions
- Expert speakers
- 1-800 dial-in to listen
- Access to view presentation on line
- Live & on line Q&A
- Session handouts



The CFM Exam

- IFMA Exam is a performance based multiple-choice test.
- Emphasis is on application of appropriate principles to the task of managing a facility.
- The test consists of four sections. Each section contains 50-100 multiple-choice items.
- The items are standard style with four alternatives.
- New test coming-End of year
- Beta test will be late Summer/early Fall



TYPICAL FM

- Average of 7 years experience
- Manages an average of 300,000 square feet
- Small staff with wide spread responsibilities
- Out-tasks the majority of the major work.
- Leases 60%-70% of buildings
- Owns 30%-40% of buildings
- Usually 2-3 buildings including corporate headquarters



Four Sections

- Section 1- Technical drawings & interpretations (50 Q's)
- Section 2- General (100 Q's)
- Section 3- Scenarios-Application & Development (50 Q's)
- Section 4- General (100 Q's)
- Each section is 1.5 hours. Breaks in between.
- 1 Hour Lunch
- 6 hour test, 8 hour day



RECALL

- This is the first level. It asks respondents to remember an answer. (What does HVAC stand for?)
- Level One items are very poor predictors of success in a process or a profession.
- Tests ability to remember facts, make comparisons or discriminate among remembered data.
- Level One skills are enablers; allows higher performance
- An apprentice in a trade or craft can be said to be able to perform at Level One.



APPLICATION

- The second level; asks the respondent to apply knowledge or a skill to a situation or problem
- Level two items test ability to apply a principle or process.
- Generally it's using knowledge and skill to accomplish a task.
- Application items are the best kind to use to discriminate between those who can perform from those who can not.
- They are preferred for performance or competency examinations.



DEVELOPMENTAL

- Level three items move beyond the ordinary into the realms of what may be.
- Although most people must be able to solve problems to do well in their work, the kind of problem solving called for is usually innovative or creative in nature.
- These items often ask respondents to develop unique or insightful ideas about the content.
- All the alternatives in a Level three item should be correct.
- Respondents are asked to select the best correct answer depending on the circumstances described.



CFM Study- Home Page

www.cfmstudy.net

- Home
- FMP
- CFM Exam
- CFM Writing
- CFM/FMP Honor Roll-OC
- Books
- Recertification
- Competencies
- Archives



FMP

- Application Process
- List of Courses (IFMA & UCI)
- Mentor List
- Case Studies
- Other helpful hints



CFM Study- Home- Welcome

- Outline of Study Process
- Vision statement/Goals& Objectives
- Need to be IFMA member
- CFM Requirements
- Roles & Responsibilities
- Link to self Assessment test (IFMA)
- Info (IFMA link) to join
- Check out CFM & FMP
- Email links (Anita & Bill)



CFM Lectures (In Archives Section)

- Introduction to CFM Overview
- Nine Competencies by sessions
- Introduction to Competency
- Questions & Answers
- In Archive Section
- Will be adding a lesson on FMP



Competencies

- There is a link to IFMAs Web Site detailing:
 - Leadership & Management
 - Real Estate
 - Quality Assessment & Innovation
 - Communication
 - Planning & Project management
 - Operations & Maintenance
 - Finance
 - Human & Environmental Factors
 - Technology



CFM Writing

- Definitions
- Explanations
- Recall
- Application
- Developmental



News, Articles & Testimonials

- IFMA-News on CFM
- From Past students
- From Current CFMs



Additional Pages

- CFM Honor Roll (Orange County)
- Bibliography (helpful books)
- Calendar
- Archives
- Recertification Process



What is the most important task of a facility manager in his or her organization?

- a. Plan for new space, facility, equipment and related environmental elements.
- b. Operate and maintain the facility as directed by corporate.
- c. Coordinate the operations with total organization.
- d. Protect organization assets and use them wisely.



What is the most important role of a facility manager in his or her community?

- a. Insure a healthy environment.
- b. Participate in community activities.
- c. Nothing more than any other citizen.
- d. Provide a positive public image.



What is the best way for facility managers to develop good relationships with the rest of the organization?

- a. Communicate with all levels of management.
- b. Get people at the top to recognize the importance of facility management
- c. Understand the organization's vision and objectives
- d. Anticipate client needs and be proactive.



What is a basic element of good service for your customers and clients?

- a. Must know customer wants and needs.
- b. Have to be as responsive as possible.
- c. Should meet with customers to define needs.
- d. Must make an effort to communicate with them.



What management skill area is most important to facility managers?

- a. Effective presentation.
- b. Human relations.
- c. Project management.
- d. Decision making.



What knowledge is most important for a facility manager?

- a. Basic technical knowledge.
- b. Understanding of vendor marketplace.
- c. Understanding of the work force.
- d. Priorities of senior management



What is a facility manager's chief responsibility in forecasting or planning ?

- a. Strategic or tactical planning.
- b. Forecasting and developing contingency plans.
- c. Coordinating plans with corporate.
- d. Space planning and construction.



Additional Contact Info

Bill Conley, CFM, CFMJ, LEED AP

bill@cfm2.net

Anita Ciminesi, FMP

anitac@cfm2.net

CFM Study Web Site

www.cfmstudy.net

