

The CFM Roundtable

Sponsored by the Greater Orlando
Chapter of IFMA

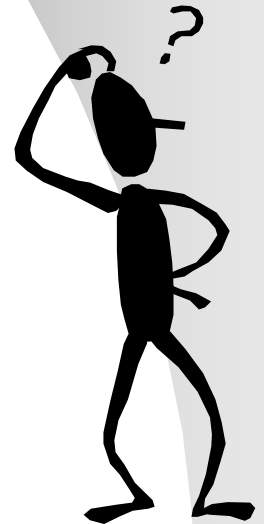


Today's Format

- Welcome and Introductions
- We have some slides/handouts
- Open, questions anytime
- Soft drinks & H²O available
- Info on IFMA membership
- Don't forget to eat your lunch

So, why do you want to take the CFM Exam?

- Another than it's a career maker
- Distinguish yourself
- Ensures your competency and professionalism
- Puts you ahead of the competition
- Its an investment in your future



Top Ten Reasons to be a CFM

- So my boss really knows I am smarter than him/her when it comes to FM stuff
- Being called a CFM is a whole lot nicer than the other three letters currently being used
- Last name is too short and figure this was the easiest way to add three more letters
- Need new business cards
- Get to wear fabulous CFM Apparel

Top Ten Reasons to be a CFM (cont')

- You get to eat a real breakfast at World Workplace
- You're able to hang a new Certificate on your office wall next to the softball team picture
- It's a great pick up line at Facility Trade Shows
- You're now able to justify your need to go to New Orleans for WWP

Top Ten Reasons to be a CFM (cont')

- Want to be the “BMOF/BWOF”



The Certified Facility Manager Exam

- How much education and/or work experiences do I need?
- Is there something I can read, watch a video, talk to someone, take a pill?
- What is the passing grade/score?
- How do you know if your are ready?

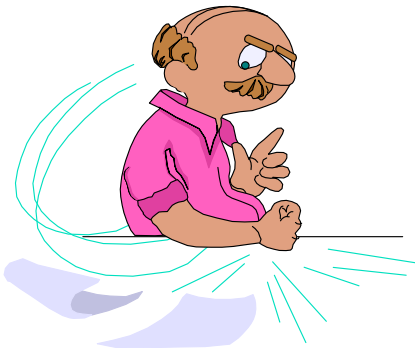


The Quals

- IFMA Recommends
 - Post secondary degree w/ >3 years of FM experiences
 - Some post secondary ed =/>5 years of FM experiences
 - 3-5 years of mid to senior level manager FM experiences

The Exam

- A competency-based exam
- Impossible to study for it the same way as a traditional knowledge-based exam
- Remember its all about the big FM picture
- So how am I going to pass this exam?

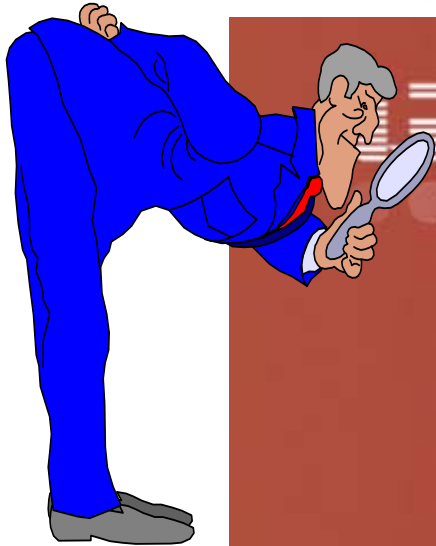


How to prepare

- CFM Review Course
- IFMA on-line assessment
- Study guides from IFMA
- IFMA competency conferences
- Books, magazines/online articles
- Study groups
- Trade shows
- Practice, practice, practice answering the sample questions



CFM Self-Assessment



CFM Self-Assessment Test

■ *Results Graph*

COMPETENCY	CORRECT	INCORRECT	TOTAL QUESTIONS
Operations and Maintenance	2	4	6
Real Estate	4	2	6
Human and Environmental Factors	3	3	6
Planning and Project Management	3	3	6
Leadership and Management	2	4	6
Finance	2	4	6
Quality Assessment and Innovation	4	2	6
Communications	5	1	6



You are doing well in this area (4-6 correct).



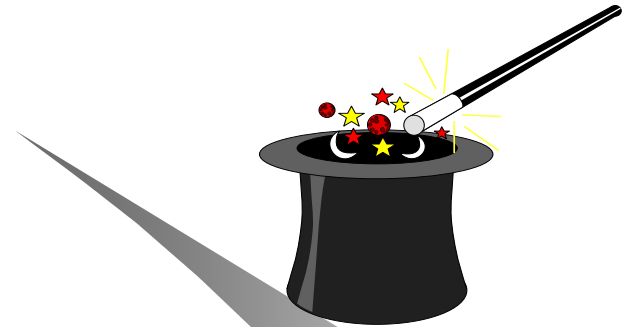
Moderate training in this area is suggested prior to taking the CFM exam (3 correct).



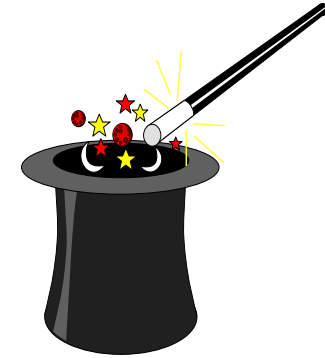
You should concentrate on this competency prior to taking the CFM exam (1-2 correct).

Exam Format

- Nine Competencies
 - 24 Competency areas
 - 129 Performances
- Specific exam questions were developed and written by experienced facility managers
- Reviewed and tested by experts
- Only questions that pass this process are used



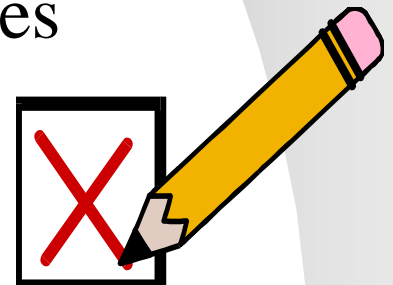
Exam Format (cont's)



- Three question types
 - Recall
 - Application
 - Development
- Emphasis on application
- The “Cut Score”
 - Pass/fail % is 70/30
 - Candidates lacking in two or more competencies, generally did not pass

Exam Parts

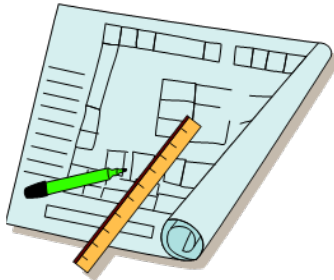
- Four Parts – 90 minutes each
 - Two 15 min breaks & lunch
- Part One
 - 50 Questions
 - Primarily technical documents
 - You can view tech docs in hard copy
 - Scenario questions & short case studies



Sample Quiz

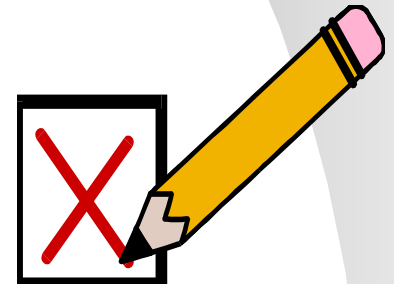


- What does CAD stand for?
- Cal cost/sf, present value
- Review an A/E floor plan, answer questions



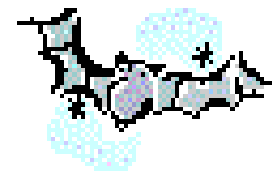
Exam Format (cont's)

- Parts two and four consist of 100 questions
- Part three consist of 50 questions regarding case studies
 - This part seems to be the most challenging



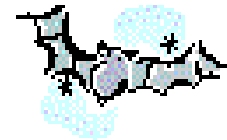
Quiz

- One afternoon, the VP calls you and informs you that bats were seen flying around in the board room. He wants to know what you are going to do about the situation!



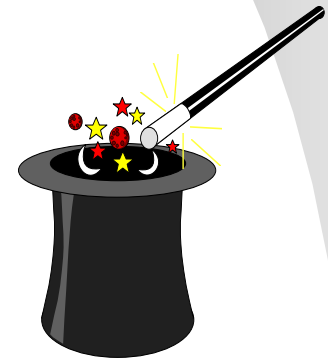
Your choices are:

- Call the TB Devil Rays equipment manager
- Post a sign on the board room door, informing everyone to wear a hat before entering
- Buy a butterfly net, offer the janitor a \$5/bat bounty, turn him loose in the board room
- Call Floyd Hanes



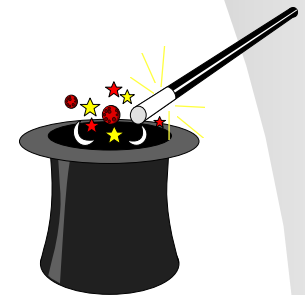
Exam Day Strategy

- Get plenty of rest
- Get your stuff ready ahead time
- Arrive at the testing center early
- Have ID's ready
- Ask to be seated so you're not disturbed
- Take the scheduled breaks



Exam Day Strategy (cont's)

- Read every question slowly and completely
- Use your first answer
- “Mark” your unsure answers
- You have plenty of time - @ 0.9-1.8min/question
- Do a last review, clear all “Marked” questions
- Hit the complete button
- When you have completed all of the exam, you will get this-





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The Letter

February 20, 2003

LARRY SIMMONS, CFM
2844 WILL-OTHE-GREEN ST
WINTER PARK, FL 32792-4338

Dear LARRY:

Congratulations! Initial scoring shows you received a passing score on the Certification Exam for Facility Managers.

As part of IFMA's testing standards, we verify all scores for accuracy. Therefore, your exam results will be double-checked by Prometric and forwarded to IFMA Headquarters for analysis and confirmation.

Once this process is complete, your certificate will be ordered. It will then be mailed to you, along with your new CFM pin and a certification maintenance package within 45 days.

Thank you for your patience and understanding. You are helping to maintain the highest standards of quality for the premier facility management certification program in the world.

Sincerely,

IFMA Certification

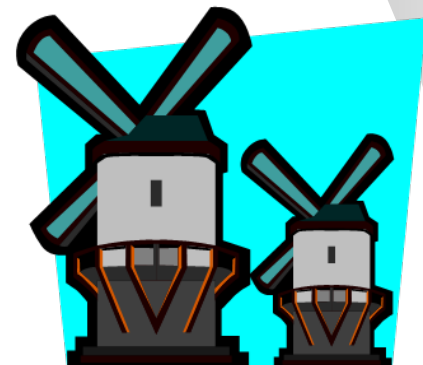


Other Prep Opinions

- Get a mentor
- Ask your boss if you could participate in mid/senior level management activities
- Attend Work Worldplace
- Join or start a study group
- Pursue the FMP
 - Knowledge base program

Summary

- So how do you know you are ready?
- You study hard, completed course training
- Confident in your knowledge of FM and
- Got the guts to lay out \$400
- You're Ready!



Q & A

- Review Samples Questions
- Candidate Assistance available on-line at IFMA
- CFM good for 3 years and must be maintained
- Questions/Comments?



CFM Roundtable – THE END

- Thank you for coming, hope we helped.
- This time next year we are going to see a whole new crop of CFM's!

