

CFM Training Course



Course Introduction



Contents

- 1- Introduction to FM
- 2- building life cycle cost
- 3- Changes on CFM
- 4- FM Hero
- 5- Course Plan



1-Introduction to FM



مراقب
بواب واستشارات



Facilities Management

VS

مرافق
تدريب واستشارات

Operation and Maintenance



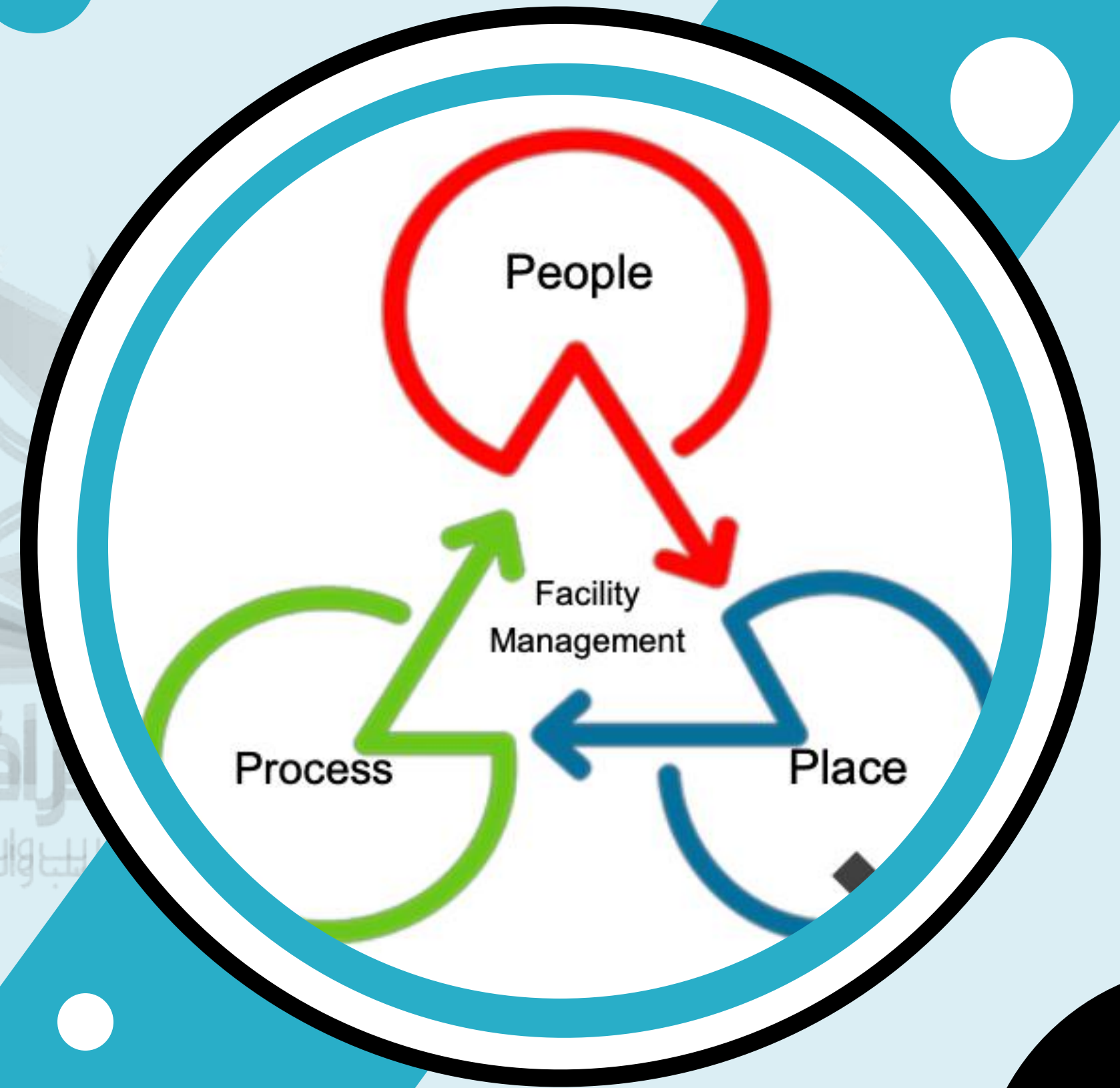
Facilities Management

Organizational function

Integrates people, place, process

Any Built environment

Enhances quality of life



FM Associations



FM History

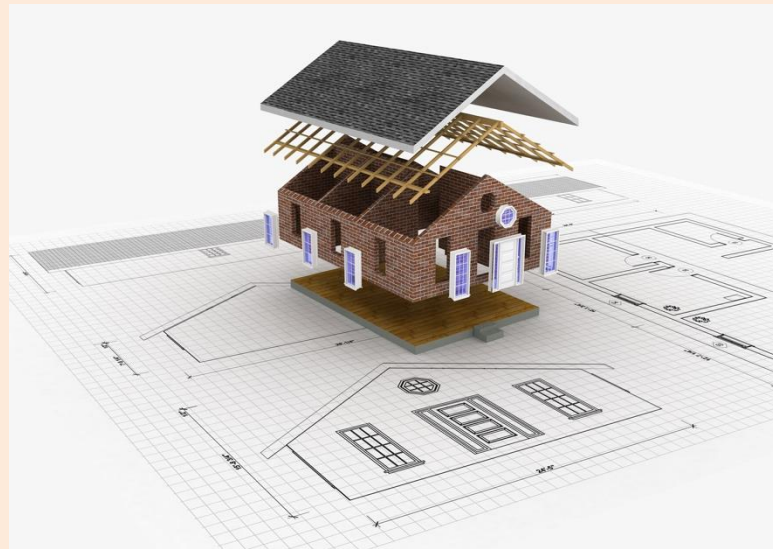
- 1-Began in 1970s as operations
- 2- IFMA founded in 1980 USA
- 3-IWFM founded 1993 in UK
- 4-Global FM launched in 2006
- 5-ISO 41001 released in 2018



2-Facility Life Cycle Cost



Total Cost of Ownership



Design



construction



Facility Management



Disposal

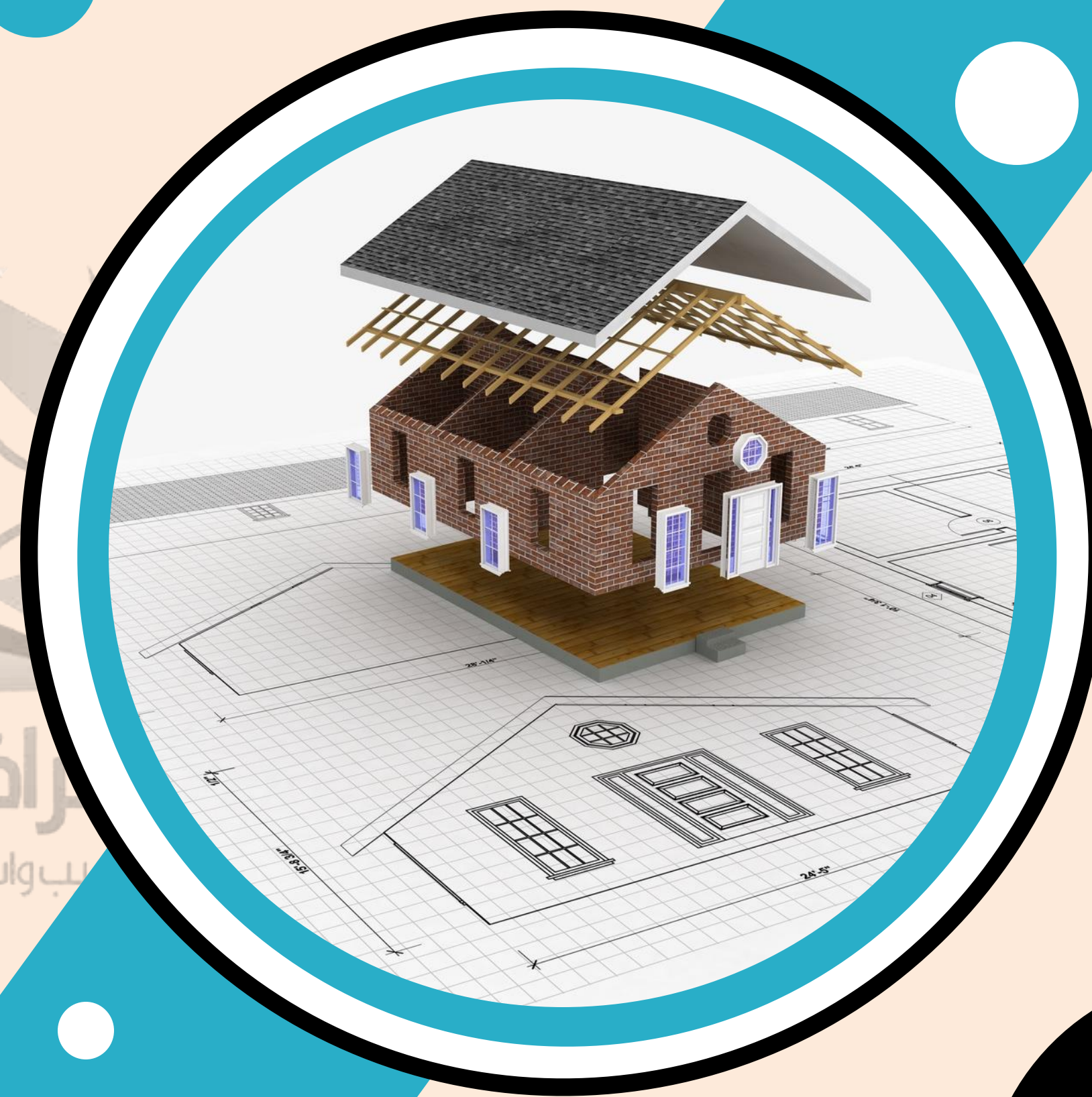
Design Phase

1 - 2 Years

6% to 7%



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Construction

1 - 5 Years

20% to 40%



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Facility Management

50 - 80 Years

60% to 80%



Disposal

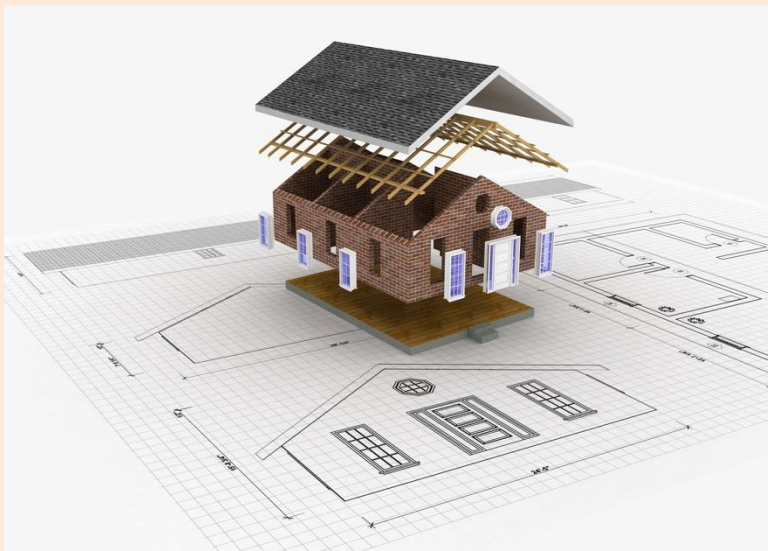
0 - 1 Year

3% to 4%



Total Cost of Ownership

6% to 7%



Design

1 - 2 Years

20% to 40%



construction

1 - 5 Years

60% to 80%



Facility Management

50 - 80 Years

6% to 7%

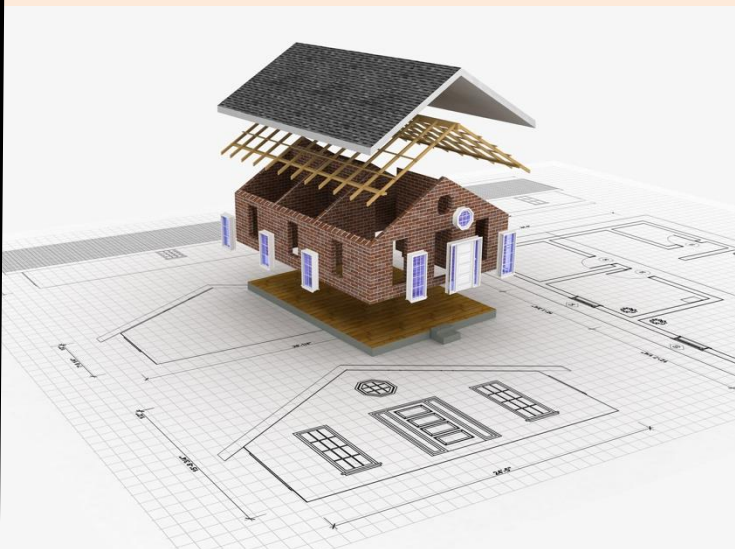


Disposal

1- 2 Year

Total Cost of Ownership

6% to 7%



Design

1 - 2 Years

20% to 40%



construction

1 - 5 Years

60% to 80%



Facility Management

50 - 80 Years

6% to 7%



Disposal

1- 2 Year

FM

4-Changes on CFM Questions



Exam on Center Not Onile

Multiple Choice



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Old Exam Questions

- 1- 11 competencies
- 2- Every Question, 4 Choices
- 3- 60% to 70% Scenario Questions
- 4- 180 Questions in 4 Hours



Current Exam Questions


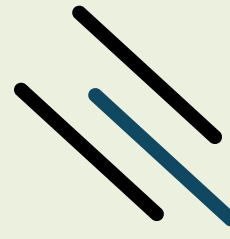
- 1- 11 competencies
- 2- Every Question, 3 Choices
- 3- 60% to 70% Scenario Questions
- 4- 180 Questions in 4 Hours

Before October 7, 2025



1. Occupancy and Human Factors	14
A. Workplace environment	5
B. Occupant services	4
C. Occupant health, safety, and security	5
2. Operations and Maintenance	25
A. Buildings, building systems, infrastructure, and grounds	5
B. Furniture, fixtures, and equipment	3
C. Physical safety and security	4
D. Operations and maintenance processes	5
E. Work management support systems	4
F. Renewals and renovations	4
3. Sustainability	16
A. Energy management	3
B. Water management	3
C. Materials and consumables management	3
D. Waste management	3
E. Workplace and site management	4
4. Facility Information Management and Technology Management	9
A. Data collection and information management	3
B. Information protection and cyber-security	2
C. Technology needs assessment and implementation	2
D. Maintenance and upgrade of technology systems	2

5. Risk Management	11
A. Risk management planning	3
B. Emergency preparedness, response, and recovery	4
C. Facility resilience and business continuity	4
6. Communication	6
A. Planning	2
B. Delivery	2
C. Evaluation	2
7. Performance and Quality	8
A. Quality management	4
B. Performance management	4
8. Leadership and Strategy	28
A. Strategic planning and alignment with the demand organization	5
B. Policies, procedures, and compliance	4
C. Individual and team management	3
D. Leadership	4
E. Relationship and conflict management	4
F. Change management	4
G. Corporate social responsibility	2
H. Political, social, economic, and industry factors affecting facility management	2

9. Finance and Business	18
A. Operational and capital budgeting	4
B. Evidence-based decision-making process (e.g., business case)	4
C. Procurement (e.g., purchasing, sourcing of goods and services)	3
D. Contracting	4
E. Financial analysis and reporting	3
10. Real Estate	14
A. Real estate strategies	3
B. Real estate assessment, acquisition, and disposal	2
C. Real estate asset management	2
D. Space management	3
E. Major projects and new construction	4
11. Project Management	11
A. Planning and design	4
B. Execution and delivery	4
C. Evaluation	3
Total	160

New Exam Questions

- 1- 10 competencies
- 2- Every Question, 3 Choices
- 3- 60% to 70% Scenario Questions
- 4- 180 Questions in 4 Hours

After October 8, 2025



A. Leadership & Strategy**10**

- A.1 Strategic planning and alignment with the demand organization
- A.2 Leadership
- A.3 Change management
- A.4 Relationship management and conflict management
- A.5 Individual and team leadership management
- A.6 Political, social, economic, and industry factors affecting facility management

B. Facility Operations**10**

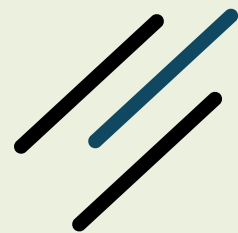
- B.1 Buildings, Building Systems, and Infrastructure and Grounds
- B.2 Maintenance Processes
- B.3 Opextures and equipment (FF&E)
- B.6 Occupant Health, Safety, and Security
- B.7 Work management systems

C. Risk Management**10**

- C.1 Facility resilience and business continuity
- C.2 Risk management planning
- C.3 Emergency preparedness, response and recovery

D. Finance & Business**10**

- D.1 Operational and Capital Budgeting
- D.2 Procurement and Contracting Strategies
- D.3 Financial Analysis and Reporting



E. Sustainability		10
E.1	Sustainable facility management	
E.2	Energy	
E.3	Water	
E.4	Measure and Monitor	
E.5	Materials and Consumables	
E.6	Waste	
E.7	Wellness	
E.8	Site management	
F. Communication		10
F.1.	Communication skills	
F.2	Communication management	
G. Quality		10
G.1	Quality management	
G.2	Quality improvement	
H. Real Estate		10
H.1	Master planning	
H.2	Real estate management	
H.3	Functional Programming/Planning	
I. Facility Technology and Data Management		10
I.1	Data strategy and information management	
I.2	Facility Technology	
I.3	Information protection & cyber-security	
J. Project Management		10
J.1	Planning & Design	
J.2	Execution & Delivery	
J.3	Project Closeout	
Total		100



Eligibility Requirements

Option 1: No Bsc or Master in FM

- 1- 5 Yrs on Facilities Management
- 2- Experience (6 competencies)
- 3- Any university education



Eligibility Requirements

Option 2: Bsc or Master in FM

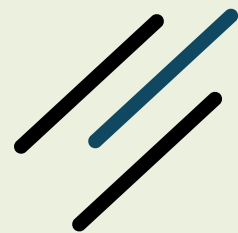
- 1- 3 Yrs on Facilities Management
- 2- Experience (6 competencies)
- 3- Any university education



CFM Exams Fees



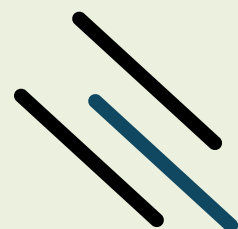
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\$595 Member

\$880 non-Member

\$200 - \$300 Membership



TIER	APPLICATION FEE IN USD		RECERTIFICATION FEE IN USD	
1	\$595 member / \$880 non- Member		\$290 member / \$365 non- member	
2	\$476 member / \$704 non- Member		\$232 member / \$292 non- member	
3	\$369 member / \$546 non- Member		\$180 member / \$227 non- member	
GSA*	\$575		\$280	
TIER 1		TIER 2	TIER 3	
Australia		Bahrain	Algeria	
Austria		Botswana	Argentina	
Bahamas		Brunei	Bangladesh	
Belgium		Bulgaria	Barbados	
Bermuda		Chile	Bosnia and Herzegovina	
Canada		Colombia	Brazil	
Cayman Island		Costa Rica	Burma	
Denmark		Curacao	China	
Finland		Cyprus (Greek area)	Croatia	
France		Estonia	Czech Republic	
Germany		Faeroe Islands	Dominican Republic	
Holland		Greece	Ecuador	
Hong Kong		Israel	Egypt, Arab Rep.	
Iceland		Lebanon	Fiji Island	
Ireland		Mauritius	Ghana	
Italy		Portugal	Guinea	
Japan		Puerto Rico	Guinea-Bissau	
Kuwait		Republic of Macedonia	Guyana	
Liechtenstein		Romania	Haiti	
Luxembourg		Saint Lucia	Hungary	
New Zealand		Slovak Republic	India	
Norway		Spain	Indonesia	
Oman		St. Kitts	Ivory Coast	
Qatar		Taiwan	Jamaica	Samoa
Saudi Arabia		Thailand	Jordan	Serbia and Montenegro
Singapore		Uruguay	Kenya	Sierra Lione
Slovenia		Venezuela	Malaysia	Sri Lanka
South Korea		Virgin Islands	Mexico	Syria
Sweden			Morocco	Tanzania
Switzerland			Nigeria	Trinidad and Tobago
The Netherlands			Pakistan	Turkey
United Arab Emirates			Papua New Guinea	Uganda
United Kingdom			Philippines	Vietnam
United States			Poland	
Polska				

4- FM Hero



Kahoot Instructions



مرافق
سبب واستشارات

تعليمات استخدام برنامج كاهوت

تمارين كاهوت يمكن حلّها من جهاز
الكمبيوتر مباشرة من خلال المتصفح عن
طريق الموقع الإلكتروني

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<https://kahoot.com/>



تعليمات استخدام برنامج كاهوت

أو من خلال تطبيق كاهوت على الهاتف
الذكي (أندرويد أو آبل)



<https://kahoot.com/>



تعليمات استخدام برنامج كاهوت

عند البدء في حل التمرين، يمكنك تسجيل اسمك الحقيقي أو اسم مستعار.



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تعليمات استخدام برنامج كاهوت

هناك نوعان من التمارين (اختيار من متعدد وصح أو خطأ)، وقد يكون لسؤال الاختيار المتعدد إجابة واحدة صحيحة أو أكثر من إجابة صحيحة

مرافق
تدريب واستشارات



تعليمات استخدام برنامج كاهوت

كل سؤال له مدة زمنية ونقاط تظهر في
الأسفل، وتتقص النقاط كلما مرّ الوقت

مرافق
تدريب واستشارات



تعليمات استخدام برنامج كاهوت

تُحدد نقاطك بناءً على عاملين:
صحة الإجابة وسرعة الإجابة

مرافق
تدريب واستشارات



تعليمات استخدام برنامج كاهوت

عند الانتهاء من حل التمرين بالكامل،
سيظهر لك مجموع النقاط التي حصلت
عليها وترتيبك النهائي بين المشاركين
الذين أتموا التمرين.

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يمكنك إعادة حل الأسئلة التي كانت إجابتك
فيها خاطئة، ولكن بدون احتساب نقاط
(هذه الميزة متاحة فقط عند الدخول عبر
تطبيق كاهوت على أجهزة أندرويد وآبل).

مرافق
تدريب واستشارات



Download Kahoot App



Android



iOS



Facility Manager Hero



FM Hero Vedio





FM Hero Questions



PIN:08495772



5- Course Plan



First Week

Day		Sessions	Duration
1	Saturday	Introductions + Operation and Maintenance	3.5 Hours (2 breaks) (7 to 10:30)
2	Sunday	Leadership and Strategy	
3	Monday	Finance and Business	
4	Tuesday	Project Management	
5	Wednesday	Quality and Performance	

Second Week

Day		Sessions	Duration
6	Saturday	Sustainability	3.5 Hours (2 breaks) (7 to 10:30)
7	Sunday	Risk Management+ ½ Human Factor	
8	Monday	½ Human Factor + Real Estate	
9	Tuesday	Technology + ½ Communications	
10	Wednesday	½ Communications + CFM Study Plan	

THANK YOU

