

Certified Facility manager

Course Outline

The Certified Facility Manager (CFM)

Occupancy and Human Factors

- Workplace environment
- Occupant services
- Occupant health, safety, and security

Operations and Maintenance

- Buildings, building systems, infrastructure, and grounds
- Furniture, fixtures, and equipment
- Physical safety and security
- Operations and maintenance processes
- Work management support systems
- Renewals and renovations

Sustainability

- Energy management
- Water management
- Materials and consumables management
- Waste management
- Workplace and site management

Facility Information Management and Technology Management

- Data collection and information management
- Information protection and cyber-security
- Technology needs assessment and implementation
- Maintenance and upgrade of technology systems

Risk Management

- Risk management planning
- Emergency preparedness, response, and recovery
- Facility resilience and business continuity

Communication

- Planning
- Delivery
- Evaluation

Performance and Quality

- Quality management

- Performance management

Leadership and Strategy

- Strategic planning and alignment with the demand organization
- Policies, procedures, and compliance
- Individual and team management
- Leadership
- Relationship and conflict management
- Change management
- Corporate social responsibility
- Political, social, economic, and industry factors affecting facility management

Finance and Business

- Operational and capital budgeting
- Evidence-based decision-making process (e.g. business case)
- Procurement (e.g. purchasing, sourcing of goods and services)
- Contracting
- Financial analysis and reporting

Real Estate

- Firstly, Real estate strategies
- Secondly, Real estate assessment, acquisition, and disposal
- Thirdly, Real estate asset management
- Space management
- Major projects and new construction

Project Management

- Planning and design
- Execution and delivery
- Evaluation