



International Facility Management Association



# **Vision**

Serve as the resource and representative for  
facility management

# **Mission**

Advance the facility management profession

# International Facility Management Association

- Total global membership: 19,506
  
- #1 Reason members join:
  - Education and Credentials
  - #2: Networking
  
- #1 Reason members renew:
  - Networking
  - #2: Education and Credentials

# IFMA Local Chapters

**125 chapters**

97 in the United States

11 in Canada

11 in Europe

3 in Asia

2 in Africa

1 in Caribbean

# Industry & Interest Specific Councils

**16 industry or interest specific special interest groups with more than 9,000 members**

- Global scope
- Online communities for networking and learning
  - [www.ifmacommunity.org](http://www.ifmacommunity.org)
  - Web-based seminars
  - Web sites and E-newsletters
- Face to face meetings
  - World Workplace
  - Spring meetings
  - Industry Expos and Events
    - HCC
    - CCCC

# IFMA communities you to industry-specific FM resources

## 16 Councils from which to choose

- Academic Facilities
- Airport Facilities
- Banking Institutions and Credit Unions
- City & Country Clubs
- Corporate Facilities
- Corporate Real Estate
- Environmental, Health and Safety
- FM Consultants
- Health Care
- Information Technology
- Legal Industry
- Manufacturing
- Museums/Cultural Institutions
- Public Sector
- Research & Development
- Utilities

# Communities of Practice

- 5 more industry specific groups of members:
  - Restaurant and Food Service
  - Casino & Gaming Facilities
  - Hospitality FM & Engineering
  - Religious Facilities
  - Retail Facilities
- In formation:
  - Data Centers

# Council Research and Resources

- Airports Council Survey
  - [www.ifma-airp.org](http://www.ifma-airp.org)
- FM Consultants Council
  - Consultant Profile Resource Directory
- Health Care Council
  - Health Care Facilities Operations & Maintenance Benchmarks Report
- Legal Industry Council
  - Legal Facilities Benchmark Study

# IFMA Opportunities

- *Facility Management Journal* (online and printed)
- IFMA Insider (e-newsletter)
- The Wire (e-newsletter)
- Education
  - CFM & FMP
  - SFP launching soon
  - Online and face to face learning and courses
- Conferences and expositions
  - Facility Fusion
  - World Workplace
  - EFMC
  - WW Asia

# Opportunities and benefits on-line

## ➤ [www.ifma.org](http://www.ifma.org)

- Downloadable research reports
  - Free resources at [www.ifma.org/tools](http://www.ifma.org/tools)
  - Purchase Reports in the Bookstore Online
- JOBnet (<http://jobnet.ifma.org>)
- Members only area
  - Searchable Membership Directory
  - FMJ archives ([www.fmjonline.org](http://www.fmjonline.org))

## ➤ [www.ifmacommunity.org](http://www.ifmacommunity.org)

- Council virtual communities
- All-member Special Interest Groups
  - Young Professionals
  - Sustainability
  - Emergency Preparedness



# IFMA FACILITY FUSION BOSTON 2011

*Where ideas, best practices and solutions come together.*

**March 23 - 25**

-  Conference
-  Expo
-  Council program
-  Volunteer leader program
-  IFMA courses

[www.ifmafacilityfusion.org](http://www.ifmafacilityfusion.org)

**3 iPads, 3 Days,  
3 Winners, 3 Steps**

**Find out how you  
can WIN an iPad »**



FMs are talking about  
Facility Fusion...

*"Spectacular"*  
*"Absolutely thrilling"*  
*"Fantastic"*



**Hear what attendees  
& exhibitors had to  
say about Facility  
Fusion 2010!**

**WATCH NOW**

#### Facility Fusion Blog

Hosted by the Boston Chapter of  
IFMA—[connect with other  
attendees and learn how to make  
the most of your trip this March »](#)

## NEW THIS YEAR:

Outstanding educational programming  
*exclusive* to Facility Fusion—you won't find  
these sessions at *any* other FM-related event!



*Where ideas, best practices and solutions come together.*

### Highlights

#### Save BIG on registration!

Be sure to register by March 2 to lock in early-bird rates!

#### Build on strengths for better performance

Our keynote speaker, acclaimed generational consultant Jason Dorsey, teaches you how to turn your multigenerational workforce into a competitive advantage

#### Maximize your contribution

In "Personality Poker<sup>®</sup>: How to Lead With Your Strong Suit," workplace expert Elizabeth Freedman gives you a revolutionary set of tools for career success

#### Tour a prominent medical facility

Get a rare behind-the-scenes look at Boston's LEED Gold Center for Life Science, a world-class bio-tech property

#### Earn a professional credential that sets you apart

Acquire CEUs, prepare for the CFM<sup>®</sup> Exam or complete FMP<sup>®</sup> course requirements at pre-conference instructor-led courses

#### Make valuable connections at memorable events

Special networking activities allow you to enjoy our host city while sharing experiences and new ideas with colleagues

- 5** ways to stay on top of your game as a facility manager.
- 1** chance to gain *real* information that leads to *real* results.



[Conference Program](#)



[Two-day Expo](#)



[IFMA Instructor-led Courses](#)



[Industry-specific Council Program](#)



[IFMA Volunteer Leader Program](#)



# IFMA's World Workplace 2011 Conference & Expo

Oct 26 - 28 ■ Phoenix



- The single most important conference for the FM profession
  - 6000 attendees
  - 80 sessions
    - 11 tracks, three knowledge levels

[www.worldworkplace.org](http://www.worldworkplace.org)

- IFMA's World Workplace is the first buying show of 2012
  - 400 exhibitors
- First look at the latest facility-related products and services.

# Research

## ➤ Recent studies:

- Space & Project Management Benchmarks #34
- FM Staffing Report #33
- Operations and Maintenance Benchmarks, Research Report #32
- Distributed Work, Research Report #31
- Energy Management Practices (JCI/IFMA Energy Efficiency Index)
- Benchmarks V (FM Annual Costs)

# The Incredible Shrinking Workspace

The word "cubicle" is derived from the Latin word for bedroom, which is sort of ironic, considering the cubicle size of the future. Most people wouldn't be able to stretch out in one.

[CNN reports](#) design firm Gensler, which has renovated spaces for 70% of the Fortune 500 companies, estimates those companies have downsized the cubicle from an 8-by-10 foot area to a 5-by-5 foot work space.

**The incredible shrinking workspace has whittled an average office worker's 90 square feet in 1994 down to "75 square feet in 2010, according to the International Facility Management Association, a professional network for the facility management industry."**

GSA's administrator, Martha Johnson, tells CNN many federal employees don't mind their smaller work spaces. "It's not about making it smaller," Johnson says. "It's about making it more flexible. People don't all want their own space."

At their own headquarters building, GSA's Cathy Kronopolus tells Federal News Radio, "we're going to be moving...[three people in where one person sat](#) in the past."

The federal workspace of the future, said Kronopolus, is designed with "interior space to make it as adaptable as possible, and what that does is it really drives and supports alternative work strategies and mobility where you can go to the extreme of free-addressing in a building where no one has an assigned seat to where you have assigned seats, but you have much smaller square footage used by each employee because they're out mobile working in different locations or teleworking."



# IFMA Foundation

[www.ifmafoundation.org](http://www.ifmafoundation.org)

## ➤ Sustainability How-To Guides

- Getting Started
- EPA Energy Star Portfolio Manager
- Food Service Guide
- No Cost/Low Cost
- Lighting
- Landscaping
- Water
- Green Building Rating Systems
- Data Centers (Just Released!)

# IFMA Foundation

[www.ifmafoundation.org](http://www.ifmafoundation.org)

- FMPedia
- International Journal of Facility Management (ijfm)
- Geographic Information Systems (GIS) Whitepaper
- Advancing FM degree and certificate programs
  - [Steve.Lockwood@ifma.org](mailto:Steve.Lockwood@ifma.org)



# Education



# Sustainability Facility Professional (SFP)

## What is the SFP Credential?



An assessment-based certificate program delivering a specialty credential in sustainability for all FM and like-minded professionals with an interest in sustainable practices.



# Sustainability Facility Professional



- The SFP program includes the following courses:
  - Strategy and Alignment for Sustainable Facility Management
  - Managing Sustainable Facilities
  - Operating Sustainable Facilities
- Self-study materials include:
  - Print Materials: Three printed/electronic courses
  - Online Study Tools: Quizzes, case studies, e-Flashcards, progress reports





# Sustainability Facility Professional



## ➤ Earning the SFP credential:

- Complete the SFP courses
- Complete the online course assessments
- Submit SFP application

## ➤ Prerequisites:

- The SFP curriculum builds on a foundation of sound facility management knowledge.
- A solid understanding of FM practice is necessary for the candidate to fully comprehend and utilize the material in the courses.

## ➤ Term of certification:

- The SFP certificate will be issued with a three-year term of validity
- To renew the certificate, SFP's will be expected to demonstrate their understanding of the latest developments in sustainability through an online course and assessment.



# Sustainability Facility Professional



## ➤ What Will You Learn?

- How to develop value-based organizationally aligned sustainability programs that go beyond addressing the obvious and simple sustainability challenges.
- Find the next building efficiency that will improve the indoor environment, reduce fuel and resource-use to zero and have little to no impact on the environment.
- Develop a critical sustainable facility plan.
- Manage the operating lifecycle of the built environment using a continuous and holistic process.
- Discover new and developing areas of energy, resource management, and improvements to the work environment.

# Facility Management Professional



# Facility Management Professional Profile

- **Students** entering profession from universities, certificate or technical programs
- **FM practitioners with less than five years experience** or anyone who is interested in obtaining a knowledge-based designation
- **Transitioning professionals** with significant experience in previous careers
- **Partner practitioners** such as architects, designers and safety engineers
- **Solution providers** of FM products and services

# IFMA FMP Credential Program Content

- 4 Courses
  - Finance and Business Essentials
  - Leadership and Strategy Essentials
  - Project Management
  - Operations and Maintenance
- Approximately 800 pages of content
- Concise, easy-to-understand format



# Overview of FMP Credential Program

- Self-study program
- Instructor Led – coming within weeks
- Printed workbooks with online study tools
- Includes “Essentials of FM” introduction and Final Assessments
- Successful completion & application =



# FMP Credential Program: Instructor-led Courses

*Available early 2011*

- Materials for self-study and instructor-led course are the same
- Average classroom time – 60 hours
- New instructor toolkit to include:
  - PowerPoint slides that correlate with materials
  - Instructor notes
  - Participant guide
  - Web-based instructor resource center
    - Online group reports to manage student progress

# CFM



The first credentialing program in facility management and the most respected global credential in the industry, setting the standard for ensuring the knowledge and abilities of practicing facility managers.

# What can the CFM do for me?

- What does it mean to be officially recognized for your knowledge and abilities?
  - It confirms your qualifications.
  - It verifies your professionalism.
  - It fortifies your position.
  - And more importantly, it activates empowerment, giving you the authority to lead change, not only in your own organization but within your profession, for the benefit of the entire facility management community.

# The Steps To Achieving Your CFM



# Eligibility Requirements

Education	Years of FM Experience
Facility management master's degree or bachelor's degree from an IFMA Accredited Degree Program *	3 years (3 yrs w/FMP)
Related bachelor's degree *	4 years (3 yrs w/FMP)
Non-related bachelor's degree or associate's degree *	5 years (4 yrs w/FMP)
Secondary education *	8 years (5 yrs w/FMP)
<p><b><i>All categories require some form of continuing education within the past 5 years.</i></b></p>	



# Submit your Application and Preparation

- Submit your application online at  
[www.ifma.org/learning](http://www.ifma.org/learning)
- Review Options:
  - CFM Exam Review Study set
  - CFM Exam Review Course
  - Chapter CFM Study Groups
  - IFMA Online Courses
    - All 9 competencies are available.
  - CFM Practice Exam (*new!*)

[https://www.ifma.org/secure/learning/certification\\_app.cfm](https://www.ifma.org/secure/learning/certification_app.cfm)

# CFM<sup>®</sup> Practice Exam

The following is a sample of the results candidates will receive.

- 108 Question Practice Exam
- Nine sections, one for each of the nine core competencies
- Must answer all questions in one sitting
- Go back and review answers
- 2 attempts
- Cost:
  - Members \$80
  - Nonmembers \$160

Test Results: IFMA CFM Practice Exam		
Test Results - Jane Doe		
Questions on Test		108
Questions Correct		108
Questions Incorrect		0
Percent Correct		100%
Passing Score		70%
Pass/Fail		Passed

Scores by Section	
Section 1 - Communication	100% (12 out of 12)
Section 2 - Finance	100% (12 out of 12)
Section 3 - Human and Environmental Factors	100% (12 out of 12)
Section 4 - Leadership and Management	100% (12 out of 12)
Section 5 - Operations and Maintenance	100% (12 out of 12)
Section 6 - Planning and Project Management	100% (12 out of 12)
Section 7 - Quality Assessment and Innovation	100% (12 out of 12)
Section 8 - Real Estate	100% (12 out of 12)
Section 9 - Technology	100% (12 out of 12)

**Overall Score: 100% (108 out of 108)**



# **Thank You!**

## **Jeffrey J. Tafel, CAE**

### **Directors of Membership & Councils**

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