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IFMA Credentials

About IFMA Credentials

Based on the GTJA, we have defined 11 competency areas on which our three world class FM credentials — Facility Management Professional™ (FMP®), Sustainability Facility Professional® (SFP®), and Certified Facility Manager® (CFM®) — are based.

1. The FMP is the foundational credential for FM professionals and industry suppliers looking to increase their depth-of-knowledge on the core FM topics deemed critical by employers.

2. The SFP is the leading credential for all FM and like-minded professionals with an interest in the development of sustainable FM strategies.

3. The CFM is the premier certification for experienced FM professionals. A comprehensive exam assesses knowledge, skills, and proficiency across all FM competency areas.

Facility Management Professional (FMP) Program

IFMA's Facility Management Professional (FMP) credential is an assessment-based certificate program. This program demonstrates the fundamentals of facility management (FM). Developed from a foundation based on IFMA’s global job task analysis (GJTA), the FMP Credential Program is continuously refreshed to align with current industry standards for FM knowledge, skills and tasks. The knowledge demanded by today’s global employers is taught and tested online or in the classroom.
The four knowledge domains that the FMP Credential Program provides content and assessments on are:

- Operations and maintenance
- Project management
- Finance and business
- Leadership and strategy

This course focuses on project management. To receive the FMP credential, successfully complete all four courses (via elearning or instructor-led channels) and final assessments and submit an FMP application to IFMA for approval.

Course Overview

Course Audience

This course is designed for persons intending to earn their FMP credential or enhancing their FM industry professional development.

Course Chapters

This course consists of the following chapters:

- Introduction to Project Management
- Initiate Projects
- Plan Projects
- Execute, Monitor and Control Projects
- Close Projects
Course Objectives

After you complete this course, you will be able to:

- Describe the common projects in facility management, the role of the facility manager and project manager in projects and the different project management processes and models.
- Explain the inputs, processes and outputs related to:
  - The Initiate phase of a project.
  - The Plan phase of a project.
  - Acquiring a team and resources and executing and controlling a project.
  - Accepting deliverables, closing contracts and the project and evaluating outcomes.

Course Introduction

Facility Management (FM)

FM encompasses multiple disciplines which ensure functionality of the built environment, this profession requires a broad range of knowledge and skills.

IFMA conducts a global job task analyses (GJTA) to identify task, knowledge and skill areas that are important for competent performance by facility managers. The GJTA updates the core foundation of competency areas that contain the body of knowledge for FM and FM professionals.

Role of Facility Managers as Related to Project Management

According to the IFMA GJTA:
Facility managers play a major role on all aspects of project management beginning with planning, scoping, scheduling and evaluating. Project planning and management are core skills in FM. The skills are particularly important because of the wide range of projects assigned to the FM organization. Projects vary in scope, complexity, duration and financial risk.

Facility managers’ project roles involve planning organizing, delegating, monitoring and controlling projects and ensuring that the interests of the FM organization and its customers are represented throughout the life-cycle of a project. However, a facility manager’s role may vary depending on the specifics of the project and his or her capabilities and availability.

Common roles for facility managers include:

- Being the project manager.
- Delegating work to a project manager and being accountable for results.
- Being a team member on a project. For example, a different business unit’s project or a project for its organization.

The first chapter of this book contains information on what makes a good project manager and how facility managers determine their optimal role on a given project.

The ability of the facility manager to accurately estimate project costs, produce a feasible and properly organized project budget and keep a project on budget strongly affect the facility manager’s credibility with senior executives or clients and their ability to get funding for future FM projects. The topic of budgeting is discussed in this course, but it is fully addressed in the Finance and Business course in this IFMA FMP Credential Program.

**Benefits of Understanding Project Management**

How can an understanding of projects and project management increase the capabilities of facility managers and FM staff?

The following are examples of FM organization successes that can be achieved by applying a project format and sound project management skills:

- Effectively managing a move or relocation can minimize organizational downtime and lost productivity and maximize profits or avoid costs.
- Successful project management of MAC (move/add/changes) projects can lead to improved customer satisfaction.
• Facility managers can have a significant impact on the organization’s bottom line because a large amount of funds are invested in capital renewal projects that are overseen or managed by facility managers.

• Sustainability and energy conservation projects can significantly reduce costs and energy consumption.

• Careful and thoughtful completion of code- or safety-related projects can have a significant impact on the health and welfare of customers and building occupants.

• Well-managed manufacturing industry or laboratory and research projects can maximize profits and minimize production downtime.

Furthermore, an understanding of projects and project management will help not only the project manager but also FM staff who join a project team so they can understand the overall purpose of the project and contribute to that purpose.