

INTRODUCTION

The **RECOMMENDED READING GUIDE** is intended to help candidates target their preparation for the RFMP exam.

Section 1 (pages 1 – 4) outlines the major topics that will be assessed on the exam.

Section 2 (pages 5 – 10) lists recommended reading material for each topic. If, for example, you take the Practice Exam and receive a low score in category 4 (“New Store Turnover”), just skip to Section 2 and concentrate on the suggested reading for that particular category.

Section 3 (pages 11 – 14) is simply a complete list of the recommended reading.

For more information about how to maximize your preparation efforts, please refer to the **Resource Guide**, available at www.prsm.com.

SECTION 1 – ASSESSMENT CATEGORIES

CATEGORY 1 (16% of the exam questions)

Managing routine and emergency repair/replacement processes

OBJECTIVES:

Correct answers will indicate knowledge about how to:

- 1.01** Prioritize service requests from multiple locations based upon various factors.
- 1.02** Assist a store associate (remote or local) in troubleshooting a request.
- 1.03** Gather relevant data to best diagnose a service request and determine appropriate action.
- 1.04** Demonstrate the usefulness of benchmark pricing when evaluating quotes and invoices.
- 1.05** Evaluate the quality of a completed service request.
- 1.06** Write a simple service request to solicit bids from vendors.

CATEGORY 2 (12% of the exam questions)

Managing Preventative Maintenance (PM) programs

OBJECTIVES:

Correct answers will indicate knowledge about how to:

- 2.01** Summarize the importance of preventative maintenance programs.
- 2.02** Recommend changes or improvements to preventative maintenance programs to create efficiency and cost effectiveness.
- 2.03** Assess vendor performance by comparing and contrasting service tickets generated from the preventative maintenance service.
- 2.04** Evaluate and identify the repair recommendations included on a preventative maintenance report as “necessary”, “deferrable”, or “unnecessary”.
- 2.05** Identify, evaluate, and recommend action for site-specific variables which require modification of the preventative maintenance program.

CATEGORY 3 (15% of the exam questions)

Managing a project roll out

OBJECTIVES:

Correct answers will indicate knowledge about how to:

- 3.01** Accurately understand and communicate scope of work requirements to vendors.
- 3.02** Assemble a project plan for a roll-out project.
- 3.03** Ensure that work is completed to standards, and per the scope of work and project plan.
- 3.04** Evaluate responses to an RFP and make a purchase recommendation for goods and services.
- 3.05** Facilitate issue resolution during a roll-out project.

CATEGORY 4 (9% of the exam questions)

New store turnover

OBJECTIVES:

Correct answers will indicate knowledge about how to:

- 4.01** Determine responsibility for preventative maintenance of facility components.
- 4.02** Determine training needs for new store staff regarding primary building systems.
- 4.03** Identify resources to train the new store staff regarding primary building systems.
- 4.04** Locate, qualify, and set up vendors.

CATEGORY 5 (10% of the exam questions)

Closing an existing store

OBJECTIVES:

Correct answers will indicate knowledge about how to:

- 5.01** Implement a project plan for a store closing.
- 5.02** Complete the tasks necessary to secure a building at closure.
- 5.03** Determine requirements to comply with tenant responsibilities during lease surrender.
- 5.04** Identify the primary resources necessary to close a store.
- 5.05** Demonstrate knowledge of the consequences when a store closure does not meet lease requirements.

CATEGORY 6 (12% of the exam questions)

Maintaining accurate database information

OBJECTIVES:

Correct answers will indicate knowledge about how to:

- 6.01** Analyze database information to make equipment recommendations.
- 6.02** Analyze database information to evaluate vendor performance.
- 6.03** Analyze database information to evaluate preventative maintenance program performance.
- 6.04** Demonstrate knowledge of the information that should be maintained in a database.

CATEGORY 7 (14% of the exam questions)

Managing Assets

OBJECTIVES:

Correct answers will indicate knowledge about how to:

- 7.01** Identify potential impact of asset condition on store operations.
- 7.02** Identify data necessary to determine and defend a capital acquisition or repair expense.
- 7.03** Demonstrate technical knowledge to assess the condition of an asset during a site visit.
- 7.04** Demonstrate a basic knowledge of regulations and codes to assess compliance during a site visit.
- 7.05** Determine if an asset needs a cosmetic fix, a repair, or replacement.

CATEGORY 8 (12% of the exam questions)

Executing a disaster management process

OBJECTIVES:

Correct answers will indicate knowledge about how to:

- 8.01** Demonstrate the ability to implement the disaster plan.
- 8.02** Monitor situation and provide status reports throughout the disaster.
- 8.03** Assess post-disaster conditions and implement appropriate actions.
- 8.04** Assemble information for post-disaster review.
- 8.05** Evaluate effectiveness of disaster plan and implementation.

SECTION 2 – RECOMMENDED READING BY CATEGORY

Please Note: For most categories, there are several books listed; however, the same or similar material is often presented in all of the publications. Therefore, you may wish to begin your study by selecting only one book from each of your target categories. If necessary, additional materials from the reading list can be ordered in the future to supplement your further study.

CATEGORY 1

Managing routine and emergency repair/replacement processes

RECOMMENDED READING:

Facility Design and Management Handbook

by Eric Teicholz (2001)

- Chapter 2 (benchmarking)
- Chapter 6 (customer service)

Cost Planning & Estimating for Facilities Maintenance: Evaluating & Budgeting Operations, Maintaining & Repairing Major Building Components, Applying Means ... Maintenance & Repair Cost Data

by RS Means Company (1996)

- Chapter 4
- Part 3
 - Chapter 14
 - Chapter 15
 - Chapter 16
 - Chapter 18
 - Chapter 19
 - Chapter 29

The Facility Manager's Guide to Finance & Budgeting

by David Cotts & Edmond P. Rondeau (2003)

- Chapter 7

Maintenance Planning, Scheduling, & Coordination

by Don Nyman & Joel Levitt (2002)

- Chapter 13
- Chapter 15

CATEGORY 2

Managing Preventative Maintenance (PM) programs

RECOMMENDED READING:

Facility Manager's Operation and Maintenance Handbook

by Bernard T. Lewis (1999)

- Chapter 1
- Chapter 2
- Chapter 3
- Chapter 4
- Chapter 5
- Chapter 6
- Chapter 10

The Facility Management Handbook Second Edition

by David G. Cotts (1998)

- Chapter 15

Facilities Maintenance Management

by Gregory H. Magee, PE (1988)

- Chapter 4
- Chapter 5
- Chapter 6
- Chapter 7
- Chapter 11

Complete Guide to Preventive and Predictive Maintenance

by Joe Levitt (2005)

- Chapter 5
- Chapter 9
- Chapter 16
- Chapter 20

CATEGORY 3

Managing a project roll out

RECOMMENDED READING:

Facilities Maintenance Management

by Gregory H. Magee, PE (1988)

- Chapter 10

CATEGORY 4

New store turnover

RECOMMENDED READING:

New store turnover includes a series of skills covered in other sections.

CATEGORY 5

Closing an existing store

RECOMMENDED READING:

Closing an existing store involves a series of skills covered in other sections.

CATEGORY 6

Maintaining accurate database information

RECOMMENDED READING:

The Facility Management Handbook Second Edition

by David G. Cotts (1998)

- Chapter 20

Facility Design and Management Handbook

by Eric Teicholz (2001)

- Chapter 22

Facilities Maintenance Management

by Gregory H. Magee, PE (1988)

- Chapter 9

Cost Planning & Estimating for Facilities Maintenance: Evaluating & Budgeting Operations, Maintaining & Repairing Major Building Components, Apply Means ... Maintenance & Repair Cost Data

by RS Means Company (1996)

- Chapter 5

Complete Guide to Preventive and Predictive Maintenance

by Joe Levitt (2005)

- Chapter 6

CATEGORY 7

Managing Assets

RECOMMENDED READING:

The Facility Management Handbook Second Edition

by David G. Cotts (1998)

- Chapter 5

Facility Design and Management Handbook

by Eric Teicholz (2001)

- Chapter 5

Facilities Maintenance Management

by Gregory H. Magee, PE (1988)

- Chapter 5

Cost Planning & Estimate for Facilities Maintenance: Evaluating & Budgeting Operations, Maintaining & Repairing Major Building Components, Applying Means ... Maintenance & Repair Cost Data

by RS Means Company (1996)

- Chapter 6 (codes)
- Part 2 – (Maintenance Requirement by Building Component)
 - Chapter 7
 - Chapter 8
 - Chapter 9
 - Chapter 10
 - Chapter 11
 - Chapter 12
 - Chapter 13

CATEGORY 8

Executing a disaster management process

RECOMMENDED READING:

Facility Design and Management Handbook

by Eric Teicholz (2001)

- Chapter 7 (Disaster Recovery Planning)

The Facility Manager's Emergency Preparedness Handbook

by Bernard T. Lewis and Richard P. Payant (2005)

- Entire book

SECTION 3 – RECOMMENDED READING LIST

Facilities Maintenance Management

by Gregory H. Magee (1988)

The book opens with an excellent summary in Chapter 1 concerning the basics of facilities maintenance management. Chapters 5 – 11 include valuable information about how to make sound maintenance decisions.

Chapter 1	What is Facilities Maintenance Management?
Chapter 5	Cost-based Maintenance Decisions
Chapter 6	Identifying the Maintenance Workload
Chapter 7	Evaluating and Executing Maintenance Workload
Chapter 8	Controlling the Maintenance Effort
Chapter 9	Computerized Maintenance Management
Chapter 10	Contracting for Maintenance Services
Chapter 11	Preventative Maintenance

Maintenance Planning, Scheduling and Coordination

by Don Nyman and Joel Levitt (2002)

This 178-page book is all about the importance of planning and scheduling, which is a key asset of a facility maintenance manager. It is easy to read and a good source for general maintenance knowledge.

Complete Guide to Predictive and Preventive Maintenance

by Joel Levitt (2005)

This book provides a great deal of specific information about all aspects of maintenance. The chapters listed below were deemed to be the most relevant for the target group; however, the remainder of the book was ranked as an excellent choice for advanced reading.

Chapter 1	The Holy Grail of Maintenance
Chapter 2	Groundwork
Chapter 3	P/PM Economics
Chapter 4	Selling PPM to Management
Chapter 5	PM Basics
Chapter 10	Task List Development

Cost Planning & Estimating for Facilities Maintenance: Evaluating & Budgeting Operations, Maintaining & Repairing Major Building Components, Applying Means ... Maintenance & Repair Cost Data

by RS Means Company (1996)

A great deal of this book contains advanced information; however, Chapter 29 is very relevant to the subject matter because it is dedicated entirely to retail facilities. Additionally, Chapters 7 through 9 in the “Maintenance Requirements by Building Component” section include interesting and useful information.

Chapter 7	Foundations, Substructures and Superstructures
Chapter 8	Roofing
Chapter 9	Interior Finishes
Chapter 29	Retail Facilities

The Facility Manager's Emergency Preparedness Handbook

by Bernard, T. Lewis and Richard, P. Payant (2005)

This book covers the important topic of emergency preparedness. It includes many useful exhibits, checklists and forms, making it a helpful reference tool for anyone in the industry. Chapter 2 covers general responsibilities when coordinating an emergency response while the other recommended chapters deal with specific types of emergency situations.

Chapter 2	Emergency Management Responsibilities
Chapter 6	Electrical Power Emergency
Chapter 8	Fire Emergency
Chapter 9	Hazardous Materials/Spills Emergencies
Chapter 10	Indoor Air Quality
Chapter 13	Storm Preparedness

The Facility Manager's Guide to Finance and Budgeting

by David G. Cotts and Edmond P. Rondeau (2003)

Although written more from a large facility management perspective, this easy-to-read guide provides a well-rounded view of the facility management business, including basic financial concepts, budgeting and project accounting.

Advanced Level Reading List

For those who desire further study, the following books may provide helpful information. The topics covered by these books are more advanced than those covered by the RFMP exam.

Facilities Design and Management Handbook

by Eric Teicholz (2001)

The 31 chapters in this book cover a variety of topics from an advanced perspective. Reviewers particularly liked Chapter 5 concerning financial management, Chapter 13 regarding lighting and Chapter 22 entitled "Operations and Maintenance".

Facilities Manager's Operation and Maintenance Handbook

by Bernard T. Lewis (1999)

This book is quite a bit longer than other selections but covers a variety of facility maintenance topics.

Fundamentals of Preventative Maintenance

by John M. Gross (2002)

Valuable and very specific information about preventative maintenance systems is included in this book. It is considered advanced reading because the balance of information is geared more toward establishing a preventative maintenance system, rather than utilizing an existing program.

The Facilities Management Handbook, 2nd Edition

by David G. Cotts (1998)

This handbook deals with all aspects of creating a new facilities department, including the design/build function. However, it also lays the foundation for a complete understanding of the facility management process, and Chapters 9 and 10 contain practical information about project