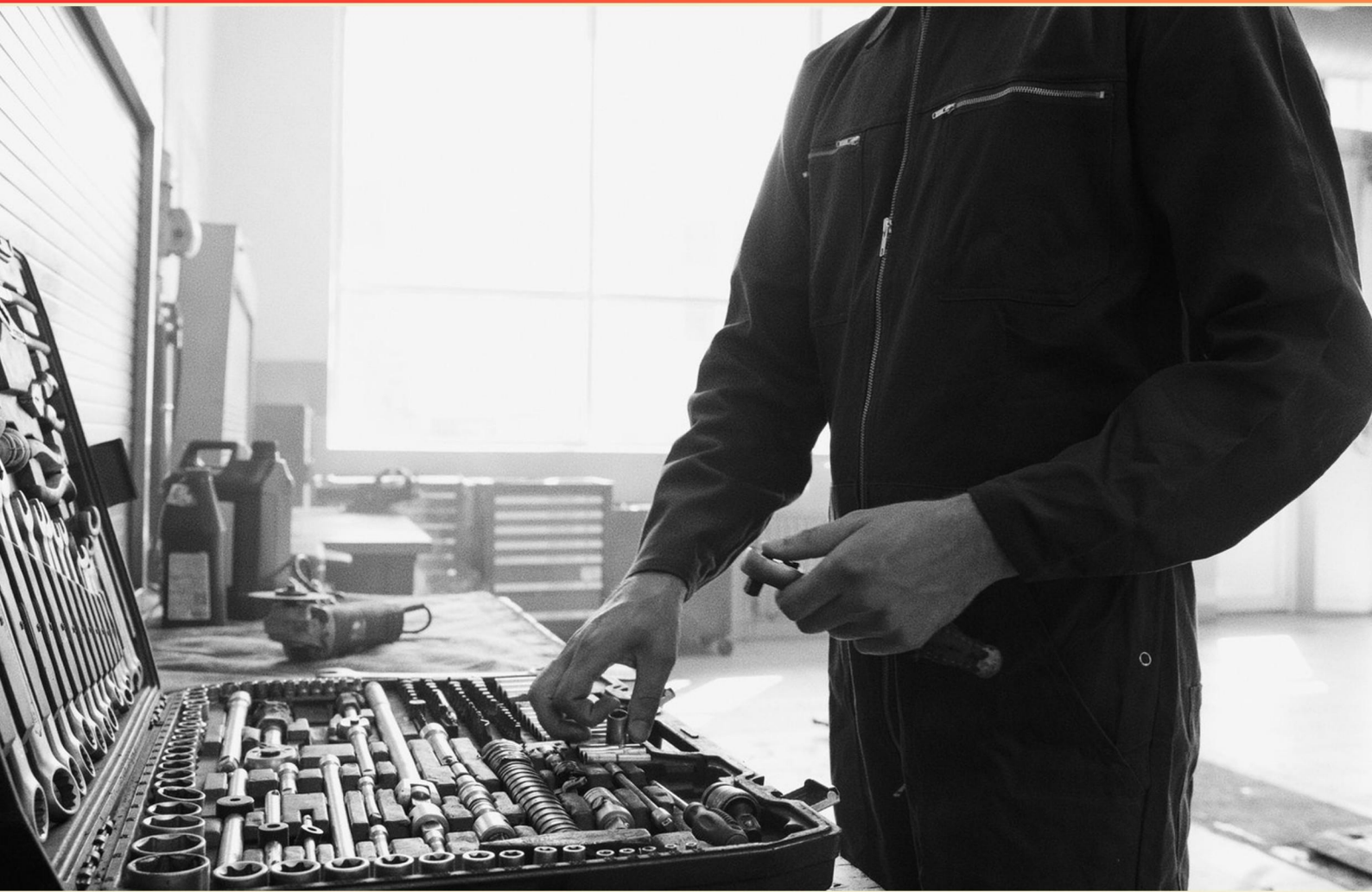


NCSU FACILITIES OPERATIONS (FACOPS) SUPERVISOR PRACTICE TEST (SAMPLE) STUDY GUIDE



SAMPLE STUDY GUIDE WITH LIMITED QUESTIONS

**VISIT US ONLINE FOR
THE FULL VERSION STUDY GUIDE**

<https://ncsufacopssupervisor.examzify.com>



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Introduction

Preparing for a certification exam can feel overwhelming, but with the right tools, it becomes an opportunity to build confidence, sharpen your skills, and move one step closer to your goals. At Examzify, we believe that effective exam preparation isn't just about memorization, it's about understanding the material, identifying knowledge gaps, and building the test-taking strategies that lead to success.

This guide was designed to help you do exactly that.

Whether you're preparing for a licensing exam, professional certification, or entry-level qualification, this book offers structured practice to reinforce key concepts. You'll find a wide range of multiple-choice questions, each followed by clear explanations to help you understand not just the right answer, but why it's correct.

The content in this guide is based on real-world exam objectives and aligned with the types of questions and topics commonly found on official tests. It's ideal for learners who want to:

- Practice answering questions under realistic conditions,
- Improve accuracy and speed,
- Review explanations to strengthen weak areas, and
- Approach the exam with greater confidence.

We recommend using this book not as a stand-alone study tool, but alongside other resources like flashcards, textbooks, or hands-on training. For best results, we recommend working through each question, reflecting on the explanation provided, and revisiting the topics that challenge you most.

Remember: successful test preparation isn't about getting every question right the first time, it's about learning from your mistakes and improving over time. Stay focused, trust the process, and know that every page you turn brings you closer to success.

Let's begin.

How to Use This Guide

This guide is designed to help you study more effectively and approach your exam with confidence. Whether you're reviewing for the first time or doing a final refresh, here's how to get the most out of your Examzify study guide:

1. Start with a Diagnostic Review

Skim through the questions to get a sense of what you know and what you need to focus on. Your goal is to identify knowledge gaps early.

2. Study in Short, Focused Sessions

Break your study time into manageable blocks (e.g. 30 – 45 minutes). Review a handful of questions, reflect on the explanations.

3. Learn from the Explanations

After answering a question, always read the explanation, even if you got it right. It reinforces key points, corrects misunderstandings, and teaches subtle distinctions between similar answers.

4. Track Your Progress

Use bookmarks or notes (if reading digitally) to mark difficult questions. Revisit these regularly and track improvements over time.

5. Simulate the Real Exam

Once you're comfortable, try taking a full set of questions without pausing. Set a timer and simulate test-day conditions to build confidence and time management skills.

6. Repeat and Review

Don't just study once, repetition builds retention. Re-attempt questions after a few days and revisit explanations to reinforce learning. Pair this guide with other Examzify tools like flashcards, and digital practice tests to strengthen your preparation across formats.

There's no single right way to study, but consistent, thoughtful effort always wins. Use this guide flexibly, adapt the tips above to fit your pace and learning style. You've got this!

Questions

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- 1. What is a typical objective metric to evaluate FacOps performance?**
 - A. MTTR
 - B. Equipment downtime
 - C. Energy intensity per square foot
 - D. On-time work-order completion rate

- 2. What is the purpose of a preventive maintenance plan for elevators and lifts?**
 - A. Increase speed and capacity.
 - B. Ensure safe operation, compliance with codes, reliability, and timely inspections.
 - C. Only document inspections after completion.
 - D. Replace parts regardless of wear.

- 3. Which item is listed as a reason to fill out an accountability form?**
 - A. Not in Uniform
 - B. Arrived on Time
 - C. Completed All Tasks
 - D. Respectful Behavior

- 4. In Lean 5S framework, what does the 'S' stand for?**
 - A. Sort, Structure, Scan, Systemize, Sustain
 - B. Sort, Set in order, Shine, Standardize, Sustain
 - C. Schedule, Sort, Secure, Standardize, Sustain
 - D. Stop, Start, Sort, Store, Sustain

- 5. What approach supports long-term asset replacement planning?**
 - A. Replace assets only after failure without planning.
 - B. Lifecycle forecasting, budget planning, depreciation, and a prioritized replacement schedule.
 - C. Proceed with replacements based on vendor recommendations only.
 - D. Ignore depreciation in planning.

- 6. What is a key reason to periodically audit access privileges in facility security?**
- A. It increases security risk
 - B. Privileges are still appropriate and unused access is revoked
 - C. It reduces overall security
 - D. It speeds up user logins
- 7. Which statement about CO2 monitoring is true in assessing ventilation adequacy?**
- A. CO2 concentration is a common proxy for ventilation adequacy.
 - B. Humidity alone determines IAQ.
 - C. Outdoor air temperature is the only IAQ indicator.
 - D. CO2 has no relation to IAQ.
- 8. Which resource is commonly used for supervisor-to-supervisor communication?**
- A. Groupme
 - B. Daily plan
 - C. Fusion agenda
 - D. Wellrec website
- 9. Which list correctly identifies the fire alarm zones?**
- A. West
 - B. South
 - C. WRC + Courts 1-8 + Acquatics + CG
 - D. West and South
- 10. What is the number for emergency housekeeping during hours?**
- A. 919-515-2991
 - B. 919-515-3000
 - C. 919-513-3111
 - D. 919-515-2990

Answers

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1. D
2. B
3. A
4. B
5. B
6. B
7. A
8. A
9. C
10. A

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Explanations

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1. What is a typical objective metric to evaluate FacOps performance?

- A. MTTR
- B. Equipment downtime
- C. Energy intensity per square foot
- D. On-time work-order completion rate**

In FacOps, the main goal is to deliver reliable service by completing requests on time, so the typical objective metric is how often work orders are finished by their due dates. This on-time completion rate directly measures the team's ability to plan, assign, and execute tasks within the established timelines, reflecting overall service reliability, scheduling efficiency, and workload management. It provides a clear, actionable target for improvements—you can push for better SLAs, smarter staffing, and streamlined workflows to reduce backlogs and delays. While other metrics have their place, they don't capture the broad picture of timely service. MTTR focuses on repair speed for individual incidents rather than the broader rate at which all requests are closed on time; equipment downtime gauges how long equipment is unavailable but not how well the team handles all requests; energy intensity per square foot relates to building energy performance, not service delivery. On-time completion rate, in contrast, encompasses the core delivery of facilities work and is the most representative measure of operational performance.

2. What is the purpose of a preventive maintenance plan for elevators and lifts?

- A. Increase speed and capacity.
- B. Ensure safe operation, compliance with codes, reliability, and timely inspections.**
- C. Only document inspections after completion.
- D. Replace parts regardless of wear.

A preventive maintenance plan for elevators is about keeping the system safe, reliable, and compliant with regulations by doing planned service before problems occur. It focuses on regular tasks like testing safety devices (emergency brakes, door sensors, interlocks), checking alignment and leveling, lubricating moving parts, inspecting hoist ropes or drives, and ensuring control systems work correctly. By scheduling these activities and documenting them, the plan helps ensure that inspections happen on time and that worn parts or worn-out safety features are addressed before they fail or create hazards. This approach emphasizes safety and compliance first—elevators are life-safety systems, so routine maintenance supports safe operation and helps meet code requirements and local regulations. It isn't about increasing speed or capacity beyond the design, and it isn't merely about documenting inspections after they're done. Nor is it about replacing parts regardless of wear; maintenance should respond to actual condition and OEM or code guidelines.

3. Which item is listed as a reason to fill out an accountability form?

- A. Not in Uniform**
- B. Arrived on Time
- C. Completed All Tasks
- D. Respectful Behavior

Being in uniform is a required standard in many FacOps roles to ensure safety, identification, and professional presentation. An accountability form is used to document when someone does not meet that standard, so supervisors can address the issue and arrange corrective action. Not being in uniform would flag a policy violation that needs recording, whereas arriving on time, completing all tasks, and showing respectful behavior are positive conduct that typically wouldn't trigger an accountability form. The form serves as a record to follow up on the lapse and ensure consistency in enforcing rules.

4. In Lean 5S framework, what does the 'S' stand for?

- A. Sort, Structure, Scan, Systemize, Sustain
- B. Sort, Set in order, Shine, Standardize, Sustain**
- C. Schedule, Sort, Secure, Standardize, Sustain
- D. Stop, Start, Sort, Store, Sustain

Lean 5S is a workplace organization method built around five sequential actions that start with the letter S: Sort, Set in order, Shine, Standardize, Sustain. The correct option lists these exact steps in the familiar order, matching how the 5S method is applied to organize, clean, standardize, and sustain a clean workspace. The other options introduce terms not used in 5S, such as Structure, Scan, Schedule, Secure, Stop/Start, which don't reflect the standard five steps.

5. What approach supports long-term asset replacement planning?

- A. Replace assets only after failure without planning.
- B. Lifecycle forecasting, budget planning, depreciation, and a prioritized replacement schedule.**
- C. Proceed with replacements based on vendor recommendations only.
- D. Ignore depreciation in planning.

Long-term asset replacement planning is about anticipating needs across the asset life cycle and aligning finances to them. This approach uses lifecycle forecasting to estimate how long assets will last, when maintenance becomes uneconomical, and what the total cost of ownership will be. Budget planning then translates those forecasts into funded plans so money is available when replacements are needed, rather than reacting to crises. Depreciation is included to reflect how value and cost are allocated over time, supporting accurate financial reporting and helping set aside the right funds. A prioritized replacement schedule ties it all together by ranking assets by risk, impact, and cost so the most critical replacements happen first and resources aren't spread too thin. This combination is superior because it reduces the likelihood of unexpected failures, smooths out spending over years, and aligns operational needs with financial certainty. Replacing only after a failure creates downtime and expensive last-minute costs. Relying on vendor recommendations alone can miss broader cost and reliability considerations. Ignoring depreciation leads to inaccurate budgets and weaker financial planning.

6. What is a key reason to periodically audit access privileges in facility security?

- A. It increases security risk
- B. Privileges are still appropriate and unused access is revoked**
- C. It reduces overall security
- D. It speeds up user logins

Periodic audits of access privileges reinforce the practice of least privilege by making sure each user's rights still fit their current role. People change positions, leave, or take on different duties, and without regular reviews, dormant or unnecessary access can remain. Removing unused privileges reduces the number of ways someone could misuse or unintentionally expose sensitive areas, tightening security and supporting clear accountability through documented reviews of who has access to what. The other ideas don't fit because audits don't inherently increase security risk or reduce overall security; they are a security control that strengthens protection. Nor do audits speed up user logins, since they focus on who actually has access rather than authentication speed.

7. Which statement about CO2 monitoring is true in assessing ventilation adequacy?

- A. CO2 concentration is a common proxy for ventilation adequacy.**
- B. Humidity alone determines IAQ.
- C. Outdoor air temperature is the only IAQ indicator.
- D. CO2 has no relation to IAQ.

CO2 concentration is used as a practical gauge of ventilation adequacy because it tracks how well indoor air is being exchanged relative to how many people are present. People produce CO2 as they breathe, so in a space with many occupants or with limited fresh air, CO2 builds up. If the ventilation rate is good and outdoor air is being circulated effectively, CO2 levels stay lower. In this way, CO2 serves as a running indicator of how well the space is diluting and removing indoor air pollutants tied to occupant activity. This is helpful for assessing ventilation because it directly links occupancy, air exchange, and indoor air quality in a single, measurable metric. It's not the only factor in IAQ, though. Humidity affects comfort and can influence mold growth and other issues, but it does not determine IAQ by itself. Outdoor air temperature influences HVAC operation and energy use but is not a direct measure of indoor air quality. CO2, by contrast, reflects the effectiveness of ventilation in diluting contaminants produced by occupants, making it a commonly used proxy for ventilation adequacy.

8. Which resource is commonly used for supervisor-to-supervisor communication?

- A. Groupme**
- B. Daily plan
- C. Fusion agenda
- D. Wellrec website

Real-time, informal communication between supervisors works best when you have a dedicated group messaging tool. GroupMe fits that need because it provides quick, real-time chats that multiple supervisors can join, share updates, and coordinate on tasks or coverage without the formality of email. It's mobile-friendly and lets you create separate groups for different teams, which keeps conversations organized and accessible when you're in the field or on the move. The other resources aren't built for this kind of fast, ongoing supervisor-to-supervisor dialogue: a daily plan is typically used for outlining tasks or shifts for the day rather than continuous messaging; a fusion agenda is more about scheduling or structuring meetings; and the WellRec website serves as an information hub rather than an internal chat channel.

9. Which list correctly identifies the fire alarm zones?

- A. West
- B. South
- C. WRC + Courts 1-8 + Acquatics + CG**
- D. West and South

Fire alarm zones are the areas the system uses to group detectors and signaling so responders can pinpoint where an alarm originates. Each zone maps to a defined physical space, like a building wing or a section of a facility, and the control panel reports the active zone when an alarm trips. The correct list matches the actual configured zones on this campus: WRC, Courts 1-8, Acquatics, and CG. It provides a complete, precise set of zone designations that the system uses, which is essential for accurate annunciation and targeted response. Broad labels like West or South are not specific enough to identify the exact, individual zones the panel would reference, and listing only those would omit other defined zones such as the Courts areas, Acquatics, and CG.

10. What is the number for emergency housekeeping during hours?

A. 919-515-2991

B. 919-515-3000

C. 919-513-3111

D. 919-515-2990

Call 919-515-2991—the dedicated emergency housekeeping line for daytime hours. This number is set up to connect you directly with the on-site housekeeping dispatch so urgent cleaning, spills, or safety hazards are addressed immediately. Using the dedicated line speeds up response, ensures the issue is routed to the right crew, and gets it documented for follow-up. Other numbers tend to route to general maintenance, security, or after-hours services, which aren't optimized for rapid housekeeping emergencies during regular hours. If a situation is urgent, this line is the fastest and most appropriate way to get help quickly.

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Next Steps

Congratulations on reaching the final section of this guide. You've taken a meaningful step toward passing your certification exam and advancing your career.

As you continue preparing, remember that consistent practice, review, and self-reflection are key to success. Make time to revisit difficult topics, simulate exam conditions, and track your progress along the way.

If you need help, have suggestions, or want to share feedback, we'd love to hear from you. Reach out to our team at hello@examzify.com.

Or visit your dedicated course page for more study tools and resources:

<https://ncsufacopssupervisor.examzify.com>

We wish you the very best on your exam journey. You've got this!

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