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IAM IAM-Certificate

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QUESTION NO: 1

The contents of an asset management policy can include...

- A.** the requirements of the key stakeholders of the organisation, high level asset management roles and responsibilities, the asset management principles for the organisation, a framework for the setting of the asset management strategy and objectives and a review frequency
- B.** the mandated requirements of the organisation, high level asset management roles and responsibilities, the key departments involved in asset management, a framework for the setting of the asset management strategy and objectives and review frequency
- C.** the mandated requirements of the organisation, high level asset management roles and responsibilities, the asset management principles for the organisation, a framework for the setting of the asset management strategy and objectives and details of the asset management plan
- D.** the mandated requirements of the organisation, the asset management principles for the organisation, high level asset management roles and responsibilities, a framework for the setting of the asset management strategy and objectives and a commitment to continuous improvement
- E.** the mandated requirements of the organisation, the asset management principles for the organisation, high level asset management roles and responsibilities, key risks for the organisation and a review frequency

ANSWER: D

Explanation:

The mandated requirements of the organisation, the asset management principles for the organisation, high level asset management roles and responsibilities, a framework for the setting of the asset management strategy and objectives and a commitment to continuous improvement is correct. An asset management policy is a top-level statement of management intent and direction. It establishes the organisation's required approach to asset management, including the principles that guide decisions and the accountabilities needed to apply those principles consistently. It should also provide the governance context from which the asset management strategy and asset management objectives can be developed and aligned with organisational objectives. A clear commitment to continual improvement is an essential policy-level element because asset management systems must be monitored, evaluated, and improved as organisational needs, risk, performance, and stakeholder expectations change. This content is consistent with the ISO 55001 management-system approach, under which top management establishes an asset management policy that is appropriate to the organisation's purpose, provides a framework for objectives, and includes commitments to fulfil applicable requirements and continually improve the asset management system. The IAM describes asset management as coordinated activity to realise value from assets, requiring alignment between organisational objectives, governance, and decision-making. See [ISO 55001:2024](#) and [The Institute of Asset Management: What is Asset Management?](#).

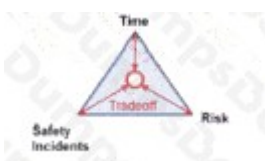
QUESTION NO: 2

You are presenting an 'Introduction to good Asset Management' workshop. A member of the audience asks you to draw a simple diagram that best describes the three main parameters involved in good practice Risk Management. Which of the following diagrams are you most likely to draw?

A)



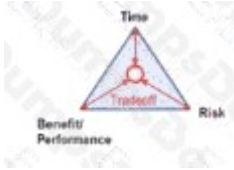
B)



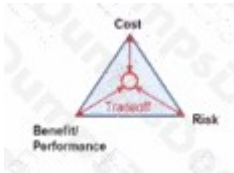
C)



D)



E)



- A. Option A
- B. Option B
- C. Option C
- D. Option D
- E. Option E

ANSWER: E

Explanation:

Good asset management requires decisions to be made by balancing **cost, risk and performance**, rather than treating risk in isolation. The correct diagram is therefore the one that presents these three parameters as interrelated considerations in decision-making. An asset intervention, maintenance strategy, renewal programme or service-level decision can affect all three simultaneously: increasing expenditure may reduce exposure to failure, while reducing expenditure may increase risk or compromise required performance. Equally, the level of performance expected from an asset or asset system influences both the costs required to deliver it and the risks that must be managed.

This is a core IAM concept: asset management exists to realize value from assets while making transparent, informed trade-offs between the resources consumed, the outcomes delivered and the uncertainty that could affect objectives. Risk is considered through its potential effect on organizational objectives, including safety, service, environment, finance and reputation. A simple three-part relationship is therefore an effective introductory visual because it reinforces that appropriate decisions optimize value in the organization's specific context, rather than simply minimizing either cost or risk. The IAM describes this value-focused, whole-life approach at [The Institute of Asset Management: What is Asset Management?](#). The underlying definition of risk as the effect of uncertainty on objectives is also consistent with [ISO 31000](#).

QUESTION NO: 3

Which of the following statements is *not* a management asset?

- A. A recognition that assets have a life cycle
- B. An approach that looks to get the best out of the assets for the benefit of the organisation and/or its stakeholders
- C. Understanding and managing the risk associated with owning assets

ANSWER: D

Explanation:

“A substitute for quality management” is the correct choice because asset management is a coordinated discipline for realizing value from assets; it does not replace the organization-wide practices used to manage and assure the quality of products, services, and processes. Effective asset management must work alongside existing management-system disciplines, including quality management, so that asset-related decisions support the organization’s objectives, required performance, risk controls, and stakeholder needs. Treating asset management as a replacement would incorrectly narrow the organization’s management approach and overlook the complementary role of quality systems in consistently delivering conforming outputs and driving improvement.

The IAM’s *Asset Management – An Anatomy* presents asset management as an integrated, whole-life approach rather than an isolated management system. It is intended to align with and complement other organizational disciplines and management systems. Likewise, ISO 55000 defines asset management in terms of realizing value from assets, while recognizing that the asset management system operates within the organization’s broader management context. Therefore, quality management remains a distinct and valuable discipline that can be integrated with asset management, not displaced by it. See the IAM’s [Asset Management Anatomy](#) and ISO’s overview of [ISO 55000 Asset Management](#).

QUESTION NO: 4

Ignoring the time-based value of money, in Whole Life Cost Modelling, annualised costs are:

- A. The sum of the maintenance and operating costs divided by the service life of the asset in years
- B. The sum of the costs in the Create, Operate, Maintain and Disposal phases
- C. The life cycle costs divided by the service life of the asset in years
- D. The annual costs to operate and maintain the asset
- E. The annual capital investment costs in the create and mid-life upgrade phases

ANSWER: C

Explanation:

The life cycle costs divided by the service life of the asset in years is correct because annualisation converts an asset’s total whole-life expenditure into a single equivalent cost per year. Where the time value of money is deliberately ignored, this is a straightforward arithmetic calculation: add the relevant costs incurred throughout the asset life, then divide that life cycle cost by the expected service life expressed in years. The result supports consistent comparison between asset options with different lives, scales, or spending profiles by expressing each option on a common annual basis.

Whole-life cost modelling considers costs across the asset lifecycle, including the costs associated with creating, operating, maintaining, renewing where applicable, and disposing of an asset. The annualised figure is therefore based on the complete life cycle cost rather than only a particular category of recurring expenditure. In a discounted assessment, an equivalent annual cost would instead be derived from the present value using an annuity calculation. However, the question explicitly excludes time-based value of money, so dividing undiscounted life cycle costs by service life is the appropriate method. This approach is consistent with lifecycle costing principles described by the [Institute of Asset Management knowledge resources](#) and the asset life-cycle perspective in [ISO 55000](#).

QUESTION NO: 5

What best describes organizational objectives?

- A. Overarching objectives that sets the context and direction for an organization’s activities
- B. A set of objectives that define the level of risk the organization is comfortable with

- C. Overarching objectives that defines succession plans for the top management team
- D. Specific, measurable and achievable objectives that inform staff how to manage assets
- E. Detailed action plans for different teams across the organization

ANSWER: A

Explanation:

“Overarching objectives that sets the context and direction for an organization’s activities” best describes organizational objectives. These objectives express the outcomes the organization intends to achieve at the highest level, reflecting its purpose, strategic priorities, stakeholder needs, and business environment. They provide the direction against which strategies, plans, governance arrangements, and asset-management objectives are aligned. In an asset-management context, organizational objectives are the starting point for the line of sight: asset-management policy and objectives, strategic asset-management planning, and operational activities should all support the organization’s intended outcomes. This alignment helps ensure that decisions about assets create value and contribute to delivery of the organization’s mission rather than being managed as isolated technical activities. ISO 55000 describes asset management as coordinated activity to realize value from assets and emphasizes alignment with organizational objectives. The Institute of Asset Management likewise presents asset management as a framework for translating organizational purpose and stakeholder requirements into coordinated decisions and activities. See the [ISO 55000 standard overview](#) and the [Institute of Asset Management knowledge resources](#).

QUESTION NO: 6

Where would an organization record the agreed criteria for risk management and decision-making that are used for risk analyses to determine the optimum asset interventions?

- A. The Asset Risk Management Policy
- B. The Asset Risk Register
- C. The Audit and Compliance Manual
- D. The Asset Information Strategy
- E. The Strategic Asset Management Plan (SAMP)

ANSWER: E

Explanation:

The **Strategic Asset Management Plan (SAMP)** is the appropriate place to record agreed risk-management and decision-making criteria that guide analysis of asset intervention choices. The SAMP translates the organization’s asset-management policy and strategic objectives into a coordinated, documented approach for managing assets over their life cycles. This includes the principles and framework used to make consistent, value-based decisions on priorities, performance, expenditure, risk, and intervention timing.

Risk analysis is not an isolated activity: its results must be assessed against agreed organizational criteria, such as acceptable risk exposure, service consequences, whole-life value, legal obligations, and stakeholder requirements. Recording these criteria within the SAMP ensures that decisions about maintaining, renewing, upgrading, or disposing of assets remain aligned with the organization’s asset-management objectives and intended outcomes. It also provides a common basis for transparent and repeatable decision-making across the asset portfolio. ISO 55001 identifies the strategic asset management plan as the documented information that specifies how organizational objectives are converted into asset-management objectives and the approach for achieving them. See the [Institute of Asset Management’s Asset Management Anatomy](#) and [ISO 55001:2024](#).

QUESTION NO: 7

The costs included in an outline business case for the purchase of new assets should include:

- A. Only costs that are known and therefore accurate
- B. All costs for the design and creation phase of the asset
- C. All costs quoted by potential suppliers excluding operation and maintenance costs
- D. All costs, including estimated asset disposal costs but excluding design costs
- E. All known and estimated costs for the asset lifecycle

ANSWER: E

Explanation:

All known and estimated costs for the asset lifecycle is correct because an outline business case should enable a decision based on whole-life value rather than simply the initial purchase price. Asset-management decision-making considers the cost implications of an asset from the earliest planning and design activities through acquisition or creation, operation, inspection, maintenance, renewal, and eventual decommissioning, disposal, or replacement. At the outline-business-case stage, not every future cost will be certain; nevertheless, reasonable estimates based on available evidence, assumptions, risks, and expected service life are necessary to provide a credible forecast. Including both known costs and estimated lifecycle costs makes financial trade-offs visible and supports comparison between alternative investment options on a consistent basis. It also helps the organization identify funding needs, affordability, whole-life risks, and opportunities to improve value over the asset's life. This reflects the IAM approach to lifecycle management and value realization, in which decisions balance cost, risk, performance, and opportunity across the full asset lifecycle. The IAM's [knowledge resources](#) describe asset management as coordinated activity to realize value from assets, while the UK government's [Green Book](#) sets out the use of whole-life costs and appraisal of future costs and benefits in business cases.

QUESTION NO: 8

What is the purpose of whole-life cost analysis?

- A. To determine the option for a particular decision which has the lowest costs over the life of the asset
- B. To determine the most important costs associated with an asset
- C. To determine the renewal costs at the end of an asset's life

ANSWER: A

Explanation:

"To determine the option for a particular decision which has the lowest costs over the life of the asset" is correct because whole-life cost analysis supports decisions by establishing the total expected cost of each feasible option across its complete economic life. Rather than treating the initial purchase or construction amount as the decisive figure, the analysis brings together costs incurred at different stages, such as planning and acquisition, operation, inspection, maintenance, renewal, decommissioning, and disposal. This gives decision-makers a consistent basis for comparing alternatives that may have very different upfront and ongoing cost profiles.

In asset management, the purpose is therefore to select the option that delivers the required performance, risk profile, and service outcomes at the lowest whole-life cost—not simply the lowest initial expenditure. Whole-life cost analysis is especially useful for investment, design, maintenance, replacement, and procurement choices, because a higher initial investment can reduce future operating, maintenance, or end-of-life expenditure. This approach aligns with the life-cycle perspective that underpins asset management principles in [ISO 55000](#) and the IAM's overview of [asset management](#).

QUESTION NO: 9

The purpose of an Asset Information Strategy is to:

- A. Collate the standards which define the collection, storage and use of asset information

- B. Provide the overall framework and plan for asset information which will deliver the organisation's asset information requirements
- C. Specify the requirements for procuring the organisation's asset information system
- D. Calculating the lowest cost options for the entire commercial life of a building

ANSWER: B

Explanation:

The correct answer is “**Provide the overall framework and plan for asset information which will deliver the organisation's asset information requirements.**” An Asset Information Strategy establishes the high-level, organisation-wide direction for the asset information needed to support asset management objectives and decision-making. It defines the intended information outcomes and provides a coordinated plan for ensuring information is specified, created, managed, maintained, shared and used effectively throughout asset lifecycles. This means the strategy aligns asset-information activities with business needs, governance arrangements and the asset management system, rather than treating information simply as a technical system-procurement matter or a collection of individual standards.

In IAM practice, asset information is a strategic enabler: reliable, accessible and appropriately governed information supports decisions concerning asset performance, risk, cost, value and intervention planning. The strategy therefore provides the framework from which more detailed information standards, processes, roles, data requirements and supporting systems can be developed. It ensures that the organisation focuses effort on information that is necessary and useful for delivering its asset management objectives. This aligns with IAM guidance on asset information and with ISO 55001's requirements for information needed to support the asset management system. See the [IAM Asset Management Anatomy](#) and [ISO 55001:2024](#).

QUESTION NO: 10

The asset management strategy will:

- A. Consider what customers want and how to limit change
- B. Consider how to discourage future demand growth
- C. Consider how to encourage customer demand
- D. Consider how and why current and future customer requirements are assessed
- E. Focus on historical customer requirements for forecasting

ANSWER: D

Explanation:

The asset management strategy will “Consider how and why current and future customer requirements are assessed” because customer and stakeholder requirements are key inputs to strategic asset management. An effective strategy does not merely react to present service expectations; it establishes a structured understanding of demand, including how requirements may change over the planning horizon and what is driving those changes. This demand insight supports decisions about the capability, capacity, performance, risk profile, timing, and whole-life cost of the asset portfolio needed to deliver organizational objectives.

Assessment is also important because customer requirements are not static or limited to direct service volumes. They may reflect changes in demographics, usage patterns, regulation, technology, resilience expectations, environmental conditions, and service quality. Understanding both *how* requirements are assessed—through appropriate data, engagement, forecasting, and review—and *why* they are assessed—so that asset-related decisions remain aligned with value delivery—provides the evidence base for asset management objectives and plans. This reflects the IAM's emphasis on demand analysis and the ISO 55000 principle that asset management translates organizational objectives into asset-related decisions and activities. See the [IAM Asset Management Anatomy](#) and [ISO 55000:2024](#).

QUESTION NO: 11

Which of the following is best described as an Asset Management Objective?

- A. A risk-based approach to renewal and maintenance will be adopted
- B. Risk-based maintenance will deliver an improvement in the failure rate of assets of 10% for no increase in cost by September 2011
- C. Risk-based maintenance will be introduced at Depot A in September 2011 with the following work volumes
- D. Risk based provide direction for Asset and Non-Asset Class Planning

ANSWER: B

Explanation:

“Risk-based maintenance will deliver an improvement in the failure rate of assets of 10% for no increase in cost by September 2011” is an asset management objective because it expresses a defined, outcome-focused result against which performance can be assessed. It identifies the intended asset-related outcome (a lower failure rate), establishes a measurable performance threshold (10%), includes a resource constraint (no increase in cost), and specifies a deadline (by September 2011). These characteristics allow the organization to assign accountability, monitor progress, evaluate whether the intended value and risk outcomes have been achieved, and take corrective action where necessary. Asset management objectives translate the organization’s asset management policy and strategic objectives into practical, measurable commitments that guide planning and decision-making. ISO 55001 requires organizations to establish asset management objectives at relevant functions and levels and, where practicable, make them measurable and monitor them. The Institute of Asset Management similarly describes asset management as coordinated activity to realize value from assets, requiring objectives that link asset decisions and performance to organizational value. See [ISO 55001:2024](#) and the IAM’s [Asset Management Anatomy](#).

QUESTION NO: 12

What is the Asset Life Cycle?

- A. A strategic and analytical approach to the management of a business’s assets
- B. A project management system
- C. A substitute for quality management
- D. All False
- E. The stages an asset passes through from need identification and acquisition to operation, maintenance, renewal and disposal

ANSWER: E

Explanation:

The asset life cycle is the sequence of stages an asset passes through from the identification of a need or opportunity, through planning, acquisition or creation, operation and maintenance, renewal or modification, and ultimately decommissioning, disposal, or retirement. It provides a whole-life perspective: decisions made early in the life cycle affect the asset’s cost, performance, risk, value, and sustainability throughout its remaining life. Managing this sequence effectively enables an organization to balance performance, risk, and expenditure while continuing to deliver the outcomes required by its stakeholders. The Institute of Asset Management presents life-cycle delivery as a central area of asset-management practice, encompassing activities that develop, operate, maintain, renew, and dispose of assets. ISO 55000 likewise frames asset management as coordinated activity that realizes value from assets, with value assessed across the relevant asset life cycle. Therefore, “The stages an asset passes through from need identification and acquisition to operation, maintenance, renewal and disposal” accurately defines the Asset Life Cycle. See the [IAM Asset Management Anatomy](#) and the [ISO 55000 standard overview](#).

QUESTION NO: 13

A railway organisation is deciding between two renewal options. Option 1 has a lower capital cost but requires a specialist supplier with a single production site. Option 2 costs more initially but can be supported by several suppliers and uses components common to the existing fleet.

Which additional consideration is most important when making the asset management decision?

- A. The effect of each option on lifecycle supply-chain risk and service resilience
- B. The age of the existing fleet without considering future support arrangements
- C. The option with the lowest purchase price irrespective of future consequences
- D. The supplier's preference for the technology it currently manufactures

ANSWER: A

Explanation:

The effect of each option on lifecycle supply-chain risk and service resilience is correct. The choice is not determined by capital cost alone. Dependence on a single supplier can introduce risks relating to availability of spares, repair capability, disruption recovery, obsolescence and long-term service continuity.

Option 2 may offer greater value despite its higher initial cost if its supply-chain resilience, maintainability and fleet commonality reduce whole-life risk and expenditure. The organisation should evaluate these effects alongside performance requirements, financial affordability and other relevant criteria.

QUESTION NO: 14

A key role of asset management is to assure the delivery of value, in line with, *except* :

- A. Agreed performance / levels of service
- B. Company Profile
- C. Required residual risk profile
- D. Return on Investment (ROI) and/or Return on Net Assets (RONA)

ANSWER: B

Explanation:

Company Profile is the exception because it is descriptive information about an organisation rather than a defined basis for assuring value from assets. A company profile may provide useful context, such as the organisation's activities, scale, ownership, markets, or locations, but it does not itself establish what value is required or how asset-management outcomes should be judged. Asset management is intended to translate organisational objectives into a coordinated approach to balancing performance, cost, risk, and opportunity across the asset lifecycle. The assurance of value therefore depends on decision criteria and expected outcomes that can be evaluated and monitored, including service performance expectations, the organisation's risk appetite or required residual-risk position, and financial measures where these are relevant to the business model. These criteria enable the organisation to demonstrate that assets support its objectives and that trade-offs have been made deliberately. The Institute of Asset Management describes asset management as coordinated activity to realise value from assets, while ISO 55000 frames value realisation in relation to organisational objectives and stakeholder needs. A general corporate description does not provide that objective-linked value framework. See the [Institute of Asset Management overview of asset management](#) and [ISO 55000:2024](#).