

Certified Supply Chain Professional (CSCP)

by



Information Booklet for 2011

Version 2011.03 effective from 01-Apr-2011

- Distinguish yourself as a supply chain expert
- Attain knowledge to effectively manage global supply chain activities
- Master concepts that create consistency and foster collaboration through best practices, common terminology, and corporate-wide communication
- Predict outcomes more accurately
- Maximize ROI on systems and technologies
- Increase professional value and efficiency of the workplace environment
- Enhance credibility among peers, employers, and customers
- Accelerate career development and better employment opportunities
- Increase potential for higher salaries and job satisfaction

Brought to you in India by:



eXtraordinary poWer of Knowledge
Developing People for Businesses to Succeed

KnoWerX Education (India) Private Limited

About KnoWerX

Since 1992, the founders of KnoWerX Education (India) Private Limited (KnoWerX) www.knowerx.com have been relentlessly working with a vision to be a leader in developing people for businesses to succeed. The mission of KnoWerX is to empower and recognize individuals and organizations to be successful through life-long learning.

KnoWerX is a resource for individuals for best-practices knowledge and certification in respective areas. KnoWerX is also a resource for organizations for providing training to their employees and using consultancy services. KnoWerX is also putting its efforts in collecting, sorting, organizing and making available business process knowledge in easy to learn forms. The benefits to individuals are better ability to perform, better pay and faster growth. The benefits to organizations are better operational efficiency, more profit, higher growth and better ability to stay ahead than competition. The service providers additionally benefit by improving skills of their employees and having more satisfied customers.

More than 9,700 individuals have taken more than 25,600 certification exams through KnoWerX in India spanning across I.T. companies, consultancy firms, manufacturing companies, distribution companies, logistics service providers, BPO service providers, business schools, and other organizations. More than 70 corporate customers have tapped the knowledge of KnoWerX constantly through various training and consultancy assignments.

About APICS

Established in 1957 as not-for-profit, APICS The Association for Operations Management www.apics.org is the global leader and premier source of the body of knowledge in operations management, serving nearly 33,000 members globally. APICS education and certification programs are recognized worldwide as the standard of professional competence in production and inventory management, operations management, and supply chain management.

APICS Mission:

- APICS builds knowledge and skills in operations management professionals to enhance and validate abilities and accelerate careers.
- APICS helps its members and their organizations to successfully compete and to build a stronger global economy.

About APICS Certification

APICS' world renowned certification programs APICS **Certified Supply Chain Professional (CSCP)** and APICS **Certified in Production and Inventory Management (CPIM)** provide operations management professionals with relevant, essential education that equips them for today's fast-changing market place.

The APICS CSCP program is the only certification that encompasses the entire global supply chain. It covers a breadth of topics -- globalization, logistics, supplier and customer relationship management, IT enablement, logistics, etc. It provides a thorough understanding of supply chain so employees can identify opportunities for improvement within a company. It sets the standard for supply chain certification and is accepted by leading companies worldwide. It is divided in to four modules within a single exam. By earning the APICS CSCP designation, one demonstrates significant commitment to supply chain management profession and career, distinguishes himself as an industry expert, and excels with newly acquired specialized knowledge.

The APICS CPIM program takes an in-depth look at the production and inventory activities within the internal operations of a company. It is divided into five process-oriented topic areas to provide participants with the best possible educational assessment and knowledge base. It focuses primarily on manufacturing and provides an in-depth view of materials management, master scheduling, production planning, forecasting, and quality improvement within the confines of the operation. Obtaining an APICS certification shows a commitment to the profession that leads to a sense of accomplishment, demonstrates value to the employer, enhances earning potential, and provides a path to career advancement.



“CSCP body of knowledge gave me in depth knowledge of supply chain best practices. I have observed sharp increase in my knowledge level and confidence level. When I talk to my customers or working on some solution design, I feel the marked difference in my approach and knowledge. Going for CSCP test is one of the best decisions I have made in my career.”

– **Arindam Sen, cscp**

(Mr. Arindam Sen has a master's degree in engineering from Jadavpur University. He headed the Oracle EBS Practice and was Project Director – Emerging Vertical at Hexaware Technologies Ltd., Mumbai. Currently, he is heading VSOM Group at HCL Technologies Ltd., Bengaluru.)



“APICS certification has given me opportunity to understand the overall supply chain with contemporary terminology used to describe its parameters. It has created a solid foundation for my consulting career and given me recognition as a Supply Chain Consultant.”

– **Suman Kumar, CPIM, CSCP**

(Mr. Suman Kumar has done his master's in business management from S. P. Jain Institute of Management and Research, Mumbai. Currently, he is a Manufacturing Consultant at Tata Consultancy Services Ltd., Mumbai.)



“... CSCP is recognized worldwide and carries high value in all consulting, FMCG and IT firms ... this certification helped me in two ways ... one, certification gave me end to end view of supply chain right from functional perspective to technologies used ... second, it gave me edge during campus placements to get desired job profile ...”

– **Avdhut Hirave, cscp**

(Mr. Avdhut Hirave was pursuing his master's in business management in 2007-2009 at the S. P. Jain Institute of Management and Research, Mumbai. Currently, he is working as SRM Consultant at Wipro Ltd., Hyderabad.)

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Certified Supply Chain Professional

The APICS Certified Supply Chain Professional (CSCP) program is recognized worldwide as the premier supply chain management education and certification program.

The APICS CSCP program takes a broad view of operations, extending beyond internal operations to encompass the entire supply chain—from supplier, through the company, to the end consumer. The program provides professionals with the knowledge necessary to understand and manage the integration and coordination of end-to-end supply chain activities. The APICS CSCP program is divided into four modules to provide participants with the best possible educational assessment and knowledge base.

With the APICS CSCP program you can take your career and organization in a new and exciting direction. Shape your future, align your goals, and distinguish yourself from the competition. In this challenging global marketplace, only the most well-trained, well-educated professionals will be sought after by employers and valued by organizations. Join their ranks today by earning the APICS CSCP designation.

More than 8,000 professionals have earned the APICS CSCP designation since the program was introduced in 2005. By earning the APICS CSCP designation, you demonstrate that you have mastered the APICS supply chain management body of knowledge, and that you are committed to the profession. Individuals must pass one comprehensive exam to earn the APICS CSCP designation.

APICS CSCP Program Benefits:

- The APICS CSCP is the only certification that encompasses the entire supply chain.
Although there are other certifications that cover certain supply chain segments like green and procurement, the APICS CSCP covers the entire supply chain, from supplier through your enterprise to the end customer. The APICS CSCP program takes you beyond supply to master the entire supply chain, because managing both supplier and customer relationships is the only path to an integrated supply chain. You will also be exposed to an information technology component, which is the heart of any sophisticated global supply chain.
- APICS CSCP sets the standard for certification. It is administered in 50 countries and accepted by leading companies worldwide.
Since its introduction in 2005, the APICS Certified Supply Chain Professional (CSCP) program has quickly become the global standard for professional competence in end-to-end supply chain management. The APICS CSCP exam is administered in more than 50 countries worldwide and has been accepted by leading companies around the world from multinational corporations to small, local companies.
- Join more than 8,000 APICS CSCP designees worldwide.
Thousands of people have become APICS CSCP designees, and more continue to pursue this valuable credential. APICS CSCPs work in more than 50 countries and are employed in a variety of industries, including distribution, metal fabrication, food/beverage, pharmaceuticals, health care, electronics, and service organizations.
- Employers and recruiters seek APICS CSCP designees.
Employing people with knowledge of the entire supply chain is valuable to employers. Increasingly, recruiters and employers prefer candidates with APICS CSCP credentials. Recent Web searches of globalgateway, monster.com, workopolis.ca, and careerbuilder.com show a growing number of job ads referring to the APICS CSCP. Some corporations are now requiring APICS CSCP certification for job families and as prerequisites for promotions.
- Increase your professional value and secure your future.
The APICS CSCP can help you advance your career. According to a recent Logistics Management survey, professionals with APICS certifications earn an average of 17% more than their counterparts. Individuals and organizations have been using the APICS CSCP program as a professional development and certification exam preparation tool to enhance their supply chain management knowledge, skills, and expertise as they add value to their

team. More and more Individuals are attributing their career advancement and job security to their APICS CSCP accomplishments.

By earning the APICS CSCP designation, you will demonstrate significant commitment to your profession and your career, distinguish yourself as an industry expert, and excel with your newly acquired specialized knowledge.

Earn the APICS CSCP designation to display your motivation and establish yourself as an industry resource and your commitment to excellence in the supply chain management profession.

How You Benefit:

The program will give you more credibility and recognition in your workplace. You can distinguish yourself by committing to continued education that will help you sharpen your skills. This program gives you the opportunity to master supply chain management and all its facets; all on the cutting edge of new developments and concepts.

How Your Organization Benefits:

From day-one you can apply your APICS CSCP program learning to solve everyday work issues. Your knowledge and expertise will make you more valuable in your organization. Companies that sponsor all or part of their employees' tuition will gain a return on investment in the form of long-term loyalty and more productive employees.

With APICS CSCP, your employees will have:

- the proven knowledge and organizational skills to strategically streamline operations
- the tools to effectively manage global supply chain activities where suppliers, plants, distributors and customers are located around the world
- the ability to interact with existing resources and your ERP system to increase the efficiency of the workplace environment
- the skills to create consistency and foster collaboration through best practices, common terminology, and corporate-wide communication

You may also want to visit <http://www.apics.org> and <http://www.knowerx.com>.

Exam Eligibility Requirements

To be eligible to register for and take the APICS CSCP exam, you must meet one of the following criteria:

- CPIM, CFPIM, CIRM, or C.P.M. designation plus two years of related business experience, or
- Bachelor's degree or equivalent plus two years of related business experience, or
- Five years of related business experience.

You must submit an application to document eligibility to take the APICS CSCP exam. APICS will review all applications and will notify applicants whether their application is approved or denied. Candidates whose applications are approved will receive notice of authorization to test. Candidates whose applications are not approved will receive notice that they are not eligible to test and information on why their applications were denied.

CSCP Designation

You must pass the APICS CSCP exam to earn the APICS CSCP designation. The CSCP designation may be used just as similar recognitions are employed in accounting, insurance, medicine, law, and other professions. Either the full expression or the initials may be used after the individual's name on business cards, stationery, etc.

Exam Requirements

Individuals must pass one comprehensive exam to earn the APICS CSCP designation. The CSCP body of knowledge is comprised of four focus areas:

Supply Chain Management (SCM) Fundamentals

This section addresses the concepts of SCM that provide the foundation for the program. It includes: an overview of SCM, aligning the supply chain with the strategy of the organization, managing the supply chain, and improving the supply chain.

Building Competitive Operations, Planning, and Logistics

This section addresses processes and techniques used in successful supply chains to deal with changes in the global marketplace. It includes: demand planning, product design, operations planning and control, and logistics.

Managing Customer and Supplier Relationships

This section addresses creating alliances and partnerships and working in non-traditional ways with suppliers and customers. It includes: an overview of supply chain relationships, the specifics of customer and supplier relationship management, and integrated supply chain networks.

Using Information Technology (IT) to Enable Effective Supply Chain Management (SCM)

This section addresses how IT systems support collaborative supply chain processes and enhance supply chain performance. It includes: essentials for understanding the role and uses of information technology and specific applications.

You should familiarize yourself with the following primary references for this examination.

	APICS Bookstore Price		Non-US Edition Price (₹)@@	KnoWerX Price	
	For Non-Members (US\$)++	For APICS Members (US\$)++		For Non-Members (₹)##	For APICS Members (₹)##
Primary References:					
1. <i>APICS Certified Supply Chain Professional (CSCP) Learning System 2011</i> , APICS, 2011, 800+ pages. Also includes on-line access to pre-test, module specific tests, module specific eFlashcards, eFlashcards across modules, post-test, on-line report and complimentary downloadable copy of <i>APICS CSCP Exam Content Manual 2011</i> .	US\$1,195	US\$895	Not Available	₹58,000	₹55,100
2. <i>APICS Dictionary</i> , 13th edition, Editor: John H.	US\$50	US\$30	Not Available	₹1,900	₹1,810

Blackstone Jr., Ph.D., CFPIM, Jonah's Jonah, APICS, 2011, 164 pages, APICS stock # 01102-2011.					
3. <i>Introduction to Materials Management</i> , 6 th edition, J.R. Tony Arnold, Stephen N. Chapman and Lloyd M. Clive, Prentice Hall, 2008 (published in India by Doling Kindersley, 2009), 528 pages, APICS stock # 03813.	US\$120	US\$96	₹399	₹399	₹399
4. <i>Supply Chain Logistics Management</i> , 3 rd edition, Donald Bowersox, David Closs and M. Bixby Cooper, McGraw-Hill, 2010, 480 pages, APICS stock # 03998.	US\$159	US\$136	₹1,325	₹1,325	₹1,325
5. <i>Customer Relationship Management</i> , Stanley A. Brown, John Wiley & Sons Canada, Ltd., 2000, 345 pages, APICS stock # 03930.	US\$45	US\$39	Not Available	₹6,000	₹5,700
6. <i>Distribution Planning and Control</i> , 2 nd edition, David Frederick Ross, CFPIM, Springer Science+Business Media, Inc., 2004, 840 pages, APICS stock # 03442.	US\$160	US\$104	Not Available	₹11,000	₹10,450
7. <i>Introduction to e-Supply Chain Management</i> , David Frederick Ross, CFPIM, St. Lucie Press, 2003, 384 pages, APICS stock # 03925.	US\$85	US\$73	Not Available	₹8,000	₹7,600
8. <i>The Resilient Enterprise</i> , Yossi Sheffi, Cambridge, MA: The MIT Press, 2007 (paperback), 352 pages, APICS stock # 03995.	US\$26	US\$23	₹375	₹5,000	₹4,750
9. <i>Designing and Managing the Supply Chain</i> , 3 rd edition, David Simchi-Levi, Philip Kaminsky and Edit Simchi-Levi, McGraw-Hill, 2008, 498 pages, APICS stock # 03819.	US\$112	US\$107	₹450	₹450	₹450
Additional Aid:					
10. <i>APICS CSCP Exam Content Manual 2011</i> , APICS, 19 pages, APICS stock # 09031-2011.	US\$25	US\$25	Not Available	₹1,600	₹1,520

++ Prices do not include approx. 25% to 100% shipping and handling charges that are charged by APICS on international shipments to India.

APICS also sells materials in various bundles that are further discounted. Please visit: <http://www.apics.org/bookstore> for details.

All prices and other information are subject to change without any notice.

No shipping and handling charges within India.

@@ Please check with your local bookstore.

Prices in italics are included in the bundled examination fee of first bundle and in bold are included in the bundled examination fee of the second bundle (includes first bundle).

Please refer to *APICS CSCP Exam Content Manual 2011* that contains information about the CSCP examination, question format, taking the test, interpreting test scores, suggested study materials, additional resources for CSCP candidates, APICS CSCP Learning System educational programs, CSCP certification maintenance continuing professional development, code of ethics, scope of the subject matter, CSCP content outline, key terminology, supplemental glossary, bibliography, sample questions and answers to sample questions.

Exam Form and Format

Exam Format

The APICS CSCP exams will be administered using a linear testing approach. Candidates answer a predetermined number of questions to assess their knowledge in key areas. You will mark your responses for these paper-and-pencil exams on answer sheets that are separate from the exam booklet.

Number of Questions on the Exam

The APICS CSCP exam consists of 175 multiple-choice questions (150 operational and 25 pretest). The pretest questions do not contribute to your total score but are necessary for research purposes. These pretest questions are randomly distributed among the scorable items and will be used for statistical purposes only. The pretest items are similar to the scorable items on the test, and you will not know which items will be scored and which will not. You should answer all exam questions. Please be informed that there is no penalty for choosing a wrong answer (i.e., there are no negative marks).

Length of the Exam

You will have four hours to complete the exam.

Exam Schedule

- | | |
|-----------|--|
| 1:30 p.m. | Report to the testing centre if you are registered for CSCP exam. |
| 2:00 p.m. | Exam begins (approximately). You will not be admitted after this time. |
| 6:30 p.m. | Exam ends (approximately). |

Sourcing Reference Materials for Study

There are several different ways you can source reference materials for study. First check the availability in your company's library or in your college or university library.

Please be careful that you get only recommended editions/versions of the materials. Otherwise, choose one of the following options best suited to you:

Materials Available with KnoWerX

Please use one of the following three methods. Please allow 8 working days to send you the materials:

- Make a 100% advance payment by a Mumbai or at par cheque / DD payable at Mumbai, favouring "KnoWerX Education (India) Private Limited" & courier it along with the list of materials to be sent with appropriate address and contact numbers for couriering. OR

- Deposit a cheque/DD towards a 100% advance payment favouring “KnoWerX Education (India) Private Limited”, in the bank account mentioned below & communicate the list of materials to be sent with appropriate address and contact numbers for couriering, by e-mail to one of the e-mails nearest to your city *bengaluru@knowerx.com* | *chennai@knowerx.com* | *delhi@knowerx.com* | *hyderabad@knowerx.com* | *kolkata@knowerx.com* | *mumbai@knowerx.com* | *nagpur@knowerx.com* | *nasik@knowerx.com* | *pune@knowerx.com*. Please mention the payment details in your mail (cheque or DD number). OR
- Make a 100% advance payment by an Electronic Fund Transfer from ICICI/HDFC bank to the respective bank account of KnoWerX. Communicate the list of materials to be sent with appropriate address and contact numbers for couriering, by e-mail to one of the e-mails nearest to your city *bengaluru@knowerx.com* | *chennai@knowerx.com* | *delhi@knowerx.com* | *hyderabad@knowerx.com* | *kolkata@knowerx.com* | *mumbai@knowerx.com* | *nagpur@knowerx.com* | *nasik@knowerx.com* | *pune@knowerx.com*. Please mention the payment details in your mail (transaction number in case of EFT).

Account Details:

- **ICICI:**
 - Account number : 1074 05 000014
 - Account name : KnoWerX Education India Private Ltd
 - Account type : Current
 - Branch : Shop No. 54 and 55, Saraf Choudhary Nagar,
Thakur Complex, Kandivali (East),
Mumbai – 400 101
 - Branch code : 1074
 - MICR Code : 400 229 056
 - IFSC : ICIC0001074
- **HDFC:**
 - Account number : 0182 2320 000422
 - Account name : KnoWerX Education India Private Ltd
 - Account type : Current
 - Branch : Thakur Enclave Sankul, 90 Feet Road,
Thakur Complex, Kandivali (East),
Mumbai – 400 101
 - Branch code : 0182
 - MICR Code : 400 240 035
 - IFSC : HDFC0000182
 - Swift code : HDFCINBB

Materials Available with APICS

Please use one of the following four methods:

- Import from APICS, USA directly. For details on how to order from APICS, please visit <http://www.apics.org/bookstore>. Since shipping and handling charges are additional, it is advised to get a quote of shipping and handling charges from APICS first so that you can remit correct amount to APICS in advance. After receiving your order and remittance, APICS ships materials within 2 working days.
- Place an order with KnoWerX. The procedure to be followed is same as the procedure specified above under the section “Materials Available with KnoWerX”. But before you make a payment, first get a quotation from KnoWerX. After receiving your order and payment, KnoWerX will send you materials within 8 working days.
- Order from an on-line bookstore. The lead time could be as high as eight weeks. Some of the on-line bookstores are: <http://www.gettextbooks.com>, <http://www.flipkart.com>, <http://www.landmarkonthenet.com>, etc.

- Order from a bookstore in your city. Depending on the availability, the lead time could be as high as eight weeks. The addresses of some of the bookstores are given in the later section.

Materials Available in Bookstores

Please use one of the following two methods:

- Order from an on-line bookstore. The lead time could be as high as eight weeks. Some of the on-line bookstores that KnoWerX has used are:
 - <http://www.flipkart.com>
 - <http://www.nbcindia.com>
 - <http://www.gettextbooks.com>
- Order from a bookstore in your city. Depending on the availability, the lead time could be as high as eight weeks. The addresses of some of the bookstores are given below:

Bengaluru:

- (1) Book Paradise, #75, NIIT Towers, 4th Block, 8th E Main Road, Jaya Nagar, Bengaluru – 560 011, Landmark: Opposite Post office, Phone: (080)4121-0027, 2663-766, E-mail: bookparadise@vsnl.net.
- (2) Gangarams Book Bureau, No. 72, 1st, 2nd and 3rd Floor, M. G. Road, Bengaluru – 560 001, Phone: (080)2558-1618, 2558-6189, 2558-7277, 2558-8015, 2532-5878.
- (3) Land Mark, The Forum Mall, Shop #21, Hosur Main Road, Dharmaram College, Next to Big Bazaar, Bengaluru – 560 029. Phone: (080)4240-4240, 2206-7777.
- (4) Sapna Book House, 3rd Main Road, Gandhi Nagar, Near Hotel Kamat Yatrivas, Bengaluru – 560 009, Phone: (080)4011-4455, E-mail: customercare@sapnaonline.com, Website: <http://www.sapnaonline.com>, Branches also at: Sadashiva Nagar, Jayanagar & Indira Nagar.
- (5) Sri Book World, Gandhi Bazaar Main Road, Bengaluru – 560 004, Phone: (080)2662-4904, 2660-8965, 4120-5679.
- (6) Strand Book Stall, S 113-114, Manipal Centre, First Floor, South Block, Dickenson Road, Bangalore – 560 042, Tel: 2558 0000, 2558 2222, 3057 7661, Email: strandbk@bgl.vsnl.net.in, strandbookstall@hotmail.com, strandbangalore@gmail.com.

Chennai:

- (1) Eswar Book House, Archana Arcade, # 16, Natesan St., T. Nagar, Chennai – 600 017. Phone: (044)2434-5902, 2433-9591.
- (2) Higginbothams Private Ltd., New no.116, Old no 814, Opp. LIC Building, Anna Salai, Mount Road, Chennai – 600 002, Phone: (044)2852-0640, 2851-3519, 2851-3520, 2852-8098, E-mail: higginbothams@vsnl.com.
- (3) Landmark, Chennai Citi Centre, No. 10 & 11 Dr. Radhakrishnan Road, Mylapore, Chennai – 600 004, Phone: (044)6452-3500 to 6452-3515, Email: citicentre@landmark-tata.com.

Delhi:

- (1) Galgotia Book Store, G-64, Sector-18, Atta Market, Noida, 201301, Phone: (0120)463-3700, 435-8729, (011)2371-3277.

Hyderabad:

- (1) Book Selection Centre, Mr. Mayur Parekh, 3-5-121/E/1/2, Beside Shalimar Theatre, Opp. Kinetic Showroom, Ramkot, Hyderabad, Phone: (040)2344-6841/43, Fax: (040)2475-2054, E-mail: hyd2_bschyd@sancharnet.in.
- (2) Himalaya Book store, 6-3-354/1, Punjagutta Circle, Road No. 1, Hyderabad – 500 082, Phone: (040)2335-5968, 2335-5598.

- (3) Universal Book Showroom, Shop No. 4-5-150, Hasmuth Gunj, Kothi, Hyderabad – 500 195, Phone: (040)2475-7206, 2344-9921, 2344-9928, 2344-9922, Fax: (040)2344-9928. Nearest famous landmark is Gokul Chat Bhandar.

Kolkata:

- (1) Modern Book Depot, 15 A, Shree Ram Arcade, Jawahar Lal Nehru Road (Opposite Light House Cinema), Dharamtala, Kolkata – 700 013, Phone: (033)2249-0933, 2249-3102, E-mail: modcal@vsnl.com.

Mumbai:

- (1) BOOKZONE, Shop # 1, Cassinath Building, 172/174, Dr. D. N. Road, Mumbai – 400 001, Phone: (022)6633-4622/23, 2205-4616/17/21, E-mail: mail@bookzone-india.com
- (2) Greenleaf Book Shop, 4, Ruia Market, Bhadarmal Ruia Road, Malad (East), Mumbai – 400 097, Phone: (022)2877-0081, 2878-6269, E-mail: books@grenleaf.com
- (3) Sterling Book House, 181 Dr D N Road, Fort, Mumbai – 400 001, Phone: (022)2261-2521, 2265-9599, 2267-6046, Fax: (022)2262-3551, E-mail: sbh@vsnl.com

Pune:

- (1) Popular Book Shop, Fergusson College Road, Deccan Gymkhana, Pune – 411 005, Phone: (020)2567-8327.
- (2) Pragati Book Stall, Appa Balwant Chowk, Near Dagadusheth Halwai Ganpati, Pune, Phone: (020)2566-3372.
- (3) Technical Book Services, #844, Dastur Meher Road, Pune Camp, Pune – 411 001, Phone: (020)2613-0281, Email: tecbooks@sify.com.

Vadodara:

- (1) Landmark, Monalisa Centrum, Next to INOX Multiplex, Off Race Course Circle, Vadodara – 390 007, Phone: (0265)645-0311 to 645-0318, Fax: (0265)552-3107, Email: monalisa@landmark-tata.com.

Exam Preparation Methods

Whether you are beginning your career in operations or supply chain management or you are an experienced professional in the field, the APICS CSCP program is designed to meet the needs of working adult learners. Flexible educational options make it easier to pursue your certification while working full time, so you can increase your earning potential and advance your career. Personalize your APICS CSCP curriculum. Match these methods to your individual learning style, time constraints, budget constraints, limitations in travelling, etc. For a detailed discussion on this subject, please request a document titled “*How to Prepare for an Exam*” from KnoWerX.

It is strongly suggested that you first review the *APICS CSCP Exam Content Manual 2011* (ECM) carefully ensuring a full grasp of all outline sections and vocabulary (as defined by the APICS Dictionary). The main resources (most recommended and almost mandatory) are “Primary References”. The *APICS CSCP Exam Content Manual 2011* (ECM) could also serve as supplemental study materials for your preparation.

- **Self-Study**

This study method gives you the freedom to access the courses whenever you need from wherever you are and the flexibility to study anytime and anywhere. The flexibility enables you to learn in your own personal style and at your own pace. The main resources needed to do a self-study are “Primary References”. There are other supplemental self-study resources also that you may consider using:

- **Datachem Study Aids:**
Datachem offers an electronic study aid that has helped thousands of professionals achieve certification. This product can help you prepare for certification exam with practice questions and answers. Available for US\$249 (+ shipping & handling) thru <http://www.datachemsoftware.com>. The corresponding price including shipping and handling from KnoWerX for APICS members is ₹17,100 and for non-members is ₹18,000.

The number of hours of study required to prepare for an exam depends on many factors, including but not limited to, one’s background (education and/or work experience in similar field), learning ability, stress, study environment, etc. It can vary significantly from one person to another person. Studying and preparing for exams in a group may also help. It is our assumption that on an average, each average candidate needs approx. 100 hours of study to prepare for each exam. For a detailed discussion on this subject, please request a document titled “*How to Prepare for an Exam*” from KnoWerX.

- **Discussion Forums**
There is another discussion forum in India on the Facebook under a group named “KnoWerX Community” having the discussion topic named “APICS CSCP Exam Preparation” (URL: <http://www.facebook.com/topic.php?uid=132516843456669&topic=204>).
- **Review Courses**
APICS has also designed “Review Courses” that can be taught either in a style of class-room training, or a public workshop, or in an online model using asynchronous / synchronous e-learning

The APICS CSCP Learning System

The 2011 APICS CSCP Learning System is a comprehensive professional development and exam preparation program. It consists of four modules that provide you with a broad, encompassing view of the supply chain.

The 2011 APICS CSCP Learning System modules have been updated to keep pace with the rapid changes in the marketplace and to better align with the APICS CSCP exams. This system is available with KnoWerX for a price of ₹55,100 for APICS members and ₹58,000 for non-members.

Module 1: Supply Chain Management Fundamentals. Explore how successful supply chain management adds value to your organization.

- Understand the supply chain management processes.
- Develop a supply chain strategy that aligns with corporate strategy.
- Assess and measure the effectiveness of supply chains.
- Establish a continuous improvement process for supply chains.
- Understand the importance of supply chain design and its continually evolving capabilities.

Module 2: Building Competitive Operations Planning and Logistics. Understand natural dynamics within the supply chain to optimize performance and increase profitability.

- Assess the value of demands and reduce complexity in demand planning.
- Establish collaborations to replace or improve demand estimates.
- Include supply chain factors in product designs.
- Align distribution and transportation options with supply chain strategy.
- Develop and implement plans for using 3PL and 4PL service providers.
- Understand the importance of reverse logistics.

Module 3: Managing Customer and Supplier Relationships. Categorize customers based on their profiles and needs.

- Understand customer loyalty and lifetime value of a customer.
- Establish measures of customer satisfaction.
- Understand the strategic importance of purchasing and supplier relationships.
- Establish a supplier rating system.
- Effectively use customer data to improve service performance and increase value to suppliers and customers.

Module 4: Using Information Technology to Enable Supply Chain Management. Understand the role of data and information technology in support of the supply chain.

- Learn how technology-enabled supply chains contribute to business strategies and operating plans.
- Explore the IT infrastructure as it relates to the comprehensive set of supply chain management systems.
- Understand the innovative technologies enabling collaborative commerce and global visibility.
- Apply technology to enhance distribution, reverse logistics, and global supply chain communications.

Online Information Center

You can access the latest supply chain management information and additional study resources. Increase your chance for success on the APICS CSCP exam with test-taking tips. Test your knowledge of the material by printing out e-flashcards for mobile use.

Interactive Online Components

- Pretest to determine your strengths and weaknesses and help you create a customized study plan based on your individual needs.
- Timed module-specific tests offer immediate feedback, answer rationales, and reference to the relevant sections in the text so you can review problem areas.
- Timed posttest to determine your progress.
- Online progress report revealing what you’ve completed to date and how well you have mastered the material.
- e-Flashcards with relevant terms and definitions and online glossary for quick reference.
- Practice test bank of more than 600 multiple-choice questions.

Comprehensive Print Materials

- Four books with more than 800 pages of content.

**Try a FREE DEMO of the learning system.
Visit <http://www.learnscsp.com/index.html>**

methodology. The *APICS CSCP Exam Content Manual 2011* (ECM) and each exam's primary and secondary references are used to create the "Review Courses". However, a "Review Course" is meant for certification review, it is not designed to teach you everything they need to know to pass the exam. It is designed to review the body of knowledge covered in the exam.

- **KnoWerX CSCP Review Courses:** Take advantage of 6-day review classes in your organisation and learn valuable techniques to become a leader in your field. Experienced instructors lead you through interactive discussions, case studies, and strategic problem-solving exercises to help you prepare for your next certification exam. Please note that these courses are not sufficient by themselves to pass the exams. These courses must be taken only after completing self-study to review the subject matter. Please call Mr. Pradeep Khetan on (022)425 66 403 or drop an e-mail at pradeep.khetan@knowerx.com to get a quotation for conducting these 6-day courses in your organization.
- **KnoWerX Public Workshops:** Accelerated CSCP review workshops are offered to the public. During this four-day class, an instructor leads you through interactive discussions about the material to help you prepare for the APICS CSCP exam. The workshops are conducted for a minimum batch size of 10 participants. The fees per participant is ₹18,000/- + 10.3% service tax. Please note that these workshops are not sufficient by themselves to pass the exams. These workshops must be taken only after completing self-study to review the subject matter. Please call Mr. Pradeep Khetan on (022)425 66 403 or drop an e-mail at pradeep.khetan@knowerx.com to know the schedule and availability of these workshops in your city.
- **Online CSCP Review Courses:** Prepare for exams from the convenience of your home in an instructor-led or independent study online format. If a demanding schedule makes moving forward with your APICS CSCP a challenge, online APICS CSCP review courses may be the perfect solution. For further details, visit:
 - Fox Valley Technical College on <http://www.fvtc.edu/public/content.aspx?ID=1398&PID=37>. The course fee is US\$1,795.00 for APICS Members or US\$1,995.00 for Non-Members.

Exam Registration and Taking the Exams

Applying for Eligibility

APICS CSCP Eligibility Applications

Please note the deadlines for submitting APICS CSCP Eligibility Application:

Exam Date	Eligibility Application Deadline	KnoWerX Recommended Deadline
12-Mar-2011	14-Jan-2011	07-Jan-2011
25-Jun-2011	29-Apr-2011	22-Apr-2011
03-Dec-2011	07-Oct-2011	30-Sep-2011

APICS will review all applications and notify you of your status within two weeks of receipt. Applications received by APICS after the deadline will not be considered for the upcoming administration. There is no processing fee associated with the applications.

Application Procedures

1. Obtain an APICS customer number (also known as APICS ID) and a User Name and Password to be able to submit on-line eligibility application. If you do not have an APICS customer number, User Name and Password or if you cannot remember your APICS customer number, User Name

and Password, send the following details to KnoWerX by e-mail to one of the e-mails nearest to your city *bengaluru@knoWerX.com* / *chennai@knoWerX.com* / *delhi@knoWerX.com* / *hyderabad@knoWerX.com* / *kolkata@knoWerX.com* / *mumbai@knoWerX.com* / *nagpur@knoWerX.com* / *nasik@knoWerX.com* / *pune@knoWerX.com*

Particulars	Maximum Length
First name(s)**	20
Middle name(s)**	20
Last name**	20 (should contain one word only)
Date of birth	dd/mm/yy
Mailing address	
Company name	40
Address line 1	40
Address line 2	40
City	20
Postal code	10
State	20
Country	20
Mobile number	20
Alternate daytime phone number	20
Personal e-mail address	50
Official e-mail address	50

** The names should be specified carefully so that your name can appear correctly on your certificates. For example, if you want to get your certificates in the name of “Mehta Nistush Kumar”, you must mention first name as “Mehta” even though it is your surname, middle name as “Nistush” even though it is your given name and last name as “Kumar” even though it is your middle name. Last name is mandatory and can contain only one word. First and middle names are optional and can contain as many words as needed subject to the length restriction mentioned above.

Your APICS customer number remains the same throughout the certification process. Please keep it on file and use it whenever you register for exams or order materials.

2. Once you have the APICS customer number (APICS ID), complete the eligibility application online.

- Go to <http://www.apics.org/apics/cscp/cscppapplication.aspx>. If you get a login prompt, login first and then copy and paste the above link in your web browser.
- Fill up the “Application” form. In order to ensure that your APICS CSCP eligibility application is processed, complete all requested information and submit your application prior to the eligibility application deadline mentioned above. There is no documentation required to be submitted with the form. However, APICS conducts random audit when you may be asked to submit the supporting documents.
- On successful submission of the application form, you will receive an auto generated e-mail. Forward this auto generated e-mail to KnoWerX, so that KnoWerX can do further follow-up with APICS. Forward the auto generated e-mail to one of the e-mails nearest to your city *bengaluru@knoWerX.com* / *chennai@knoWerX.com* / *delhi@knoWerX.com* / *hyderabad@knoWerX.com* / *kolkata@knoWerX.com* / *mumbai@knoWerX.com* / *nagpur@knoWerX.com* / *nasik@knoWerX.com* / *pune@knoWerX.com*.

Step	Action	Time needed
1.	Obtain APICS customer number, User Name and Password	1 week
2.	Submit online eligibility application	1-2 days
3.	Get CSCP exam eligibility approval from APICS	2 weeks (3-4 weeks closer to registration deadline)
4.	Register for CSCP exam	1-2 days

Or

If you do not wish to apply online, you may download a copy of the APICS CSCP eligibility application from the APICS Web site at <http://www.apics.org/CSCP>. Complete the application, which must contain your signature and the date. Return the completed application to APICS by the deadline listed above. Applications received after the deadline will not be processed for that administration. Completed applications should be sent to:

APICS
CSCP Application
8430 West Bryn Mawr Avenue
Suite 1000
Chicago, IL 60631-3439
USA

or Fax: +1(773)639-3171

- APICS will review applications and notify you via e-mail of their eligibility status within two weeks of receipt of application. If you do not get any e-mail from APICS within 2 weeks, please contact KnoWerX. You will receive either an "authorization to test notice", which indicates that your application was approved or a notice that the application was denied. If you receive an "authorization to test notice", you may proceed with the APICS CSCP exam registration.

Exam Registration Fees

The following fee per module of CSCP is payable in advance before the registration deadline:

	All Others than Full-Time Students and Faculty				Full-Time Students				Full-Time Faculty			
	Normal		Retake		Normal		Retake		Normal		Retake	
	Mem	Non-Mem	Mem	Non-Mem	Mem	Non-Mem	Mem	Non-Mem	Mem	Non-Mem	Mem	Non-Mem
	₹	₹	₹	₹	₹	₹	₹	₹	₹	₹	₹	₹
First Bundle (With Learning System)	90,400	99,160										
Second Bundle (With All References)	121,070	131,330										
Without References			26,010	28,930	31,770	35,330	23,410	26,040	28,240	31,410	20,810	23,140

All APICS and AST&L members enjoy a discounted fee under the column 'Mem'. Others pay 'Non-Mem' fee. You must be a member on the date of registration for exam(s) with KnoWerX. Full-time students and faculty members of recognised universities and institutes pay a discounted fee.

5% volume discount is offered if between 25 and 49 exam fees is paid together for the same exam date from the same organization. 10% volume discount is offered if 50 or more exam fees is paid together for the same exam date from the same organization. The following table shows the discount amounts:

	All Others than Full-Time Students and Faculty				Full-Time Students			
	Normal		Retake		Normal		Retake	
	Mem	Non-Mem	Mem	Non-Mem	Mem	Non-Mem	Mem	Non-Mem
	₹	₹	₹	₹	₹	₹	₹	₹

Volume discount between 25 and 49 exam fees paid together for the same exam date from the same organization	1,770	1,960	1,300	1,450	1,590	1,770	1,170	1,300
Volume discount for 50 or more exam fees paid together for the same exam date from the same organization	3,530	3,930	2,600	2,890	3,180	3,530	2,340	2,600

If an excess fee is received by KnoWerX, please note that due to cost of administrative overheads, the excess fees paid will be refunded only if the excess amount is above ₹100.

Important Dates

Exam Date	Registration Deadline	Change / Rescheduling Deadline	Cancellation Deadline	Medical Emergency Document Submission Deadline
12-Mar-2011	21-Jan-2011	04-Feb-2011	21-Feb-2011	22-Mar-2011
25-Jun-2011	06-May-2011	20-May-2011	06-Jun-2011	05-Jul-2011
03-Dec-2011	14-Oct-2011	28-Oct-2011	14-Nov-2011	13-Dec-2011

Exam Centres

The exams can be given in the following cities of India. An exam location will open for an exam date only if there are at least 15 exams registered for that exam date for that location. You will be informed immediately after APICS registration deadline, if an exam location will not open. You will have the choice to ask back their registration fee, or choose another exam location. If KnoWerX is unable to contact you, the registration fee will be sent back to you automatically.

Bengaluru	Chennai	Delhi	Hyderabad	Kolkata
Mumbai	Nagpur	Nasik	Pune	-

The addresses of the exam centres will be communicated to you after you pay the fees and register for exams.

Exam Registration Procedure

You must have an “*authorization to test notice*” from APICS to register for the APICS CSCP exam. If you do not have an “*authorization to test notice*”, please follow the procedure mentioned under the heading “Applying for Eligibility”.

Please follow the following procedure:

- Fill in the Examination Registration Form (in the prescribed MS-Excel sheet) & send it as an e-mail attachment along with the “*authorization to test notice*” from APICS to one of the e-mails nearest to your city bengaluru@knowerox.com | chennai@knowerox.com | delhi@knowerox.com | hyderabad@knowerox.com | kolkata@knowerox.com | mumbai@knowerox.com | nagpur@knowerox.com | nasik@knowerox.com | pune@knowerox.com. If you do not have the MS-Excel form, please download from [http://www.imrmi.com/Exam Registration Form 201102.xls](http://www.imrmi.com/Exam%20Registration%20Form%20201102.xls) or send a request through e-mail. We will e-mail you immediately.

- Use one of the following three methods to make the payment:
 - Make a 100% advance payment by Mumbai or at par cheque / DD payable at Mumbai, favouring “KnoWerX Education (India) Private Limited” & courier it along with the filled-up Examination Registration Form. OR
 - Deposit a cheque/DD (**please do not deposit cash**) towards a 100% advance payment favouring “KnoWerX Education (India) Private Limited”, in the bank account mentioned below & send your filled-up Examination Registration Form by e-mail to one of the e-mails nearest to your city *bengaluru@knowerox.com* / *chennai@knowerox.com* / *delhi@knowerox.com* / *hyderabad@knowerox.com* / *kolkata@knowerox.com* / *mumbai@knowerox.com* / *nagpur@knowerox.com* / *nasik@knowerox.com* / *pune@knowerox.com*. Please mention the payment details in your mail (cheque or DD number). OR
 - Make a 100% advance payment by Electronic Fund Transfer from ICICI/HDFC bank to the respective bank account of KnoWerX. Send the filled-up application form with transaction details, by e-mail to one of the e-mails nearest to your city *bengaluru@knowerox.com* / *chennai@knowerox.com* / *delhi@knowerox.com* / *hyderabad@knowerox.com* / *kolkata@knowerox.com* / *mumbai@knowerox.com* / *nagpur@knowerox.com* / *nasik@knowerox.com* / *pune@knowerox.com*. Please mention the payment details in your mail (transaction number in case of EFT).

- Account Details:
 - ICICI:

Account number	: 1074 05 000014
Account name	: KnoWerX Education India Private Ltd
Account type	: Current
Branch	: Shop No. 54 and 55, Saraf Choudhary Nagar, Thakur Complex, Kandivali (East), Mumbai – 400 101
Branch code	: 1074
MICR Code	: 400 229 056
IFSC	: ICIC0001074

 - HDFC:

Account number	: 0182 2320 000422
Account name	: KnoWerX Education India Private Ltd
Account type	: Current
Branch	: Thakur Enclave Sankul, 90 Feet Road, Thakur Complex, Kandivali (East), Mumbai – 400 101
Branch code	: 0182
MICR Code	: 400 240 035
IFSC	: HDFC0000182
Swift code	: HDFCINBB

As we send all communications by courier, while specifying your mailing address in the Examination Registration Form, please be sure that someone is always there in the daytime to receive courier documents at that address, and hand-over to you the same day. Please avoid giving the address of a large organisation, as our experience shows that courier documents may get lost, or reach late, or handled carelessly. If a document returns back for whatever reason, we will resend it only after recovering a shipping and handling charges of ₹100 from you.

If you stay outside India and want us to courier to an address outside India, the courier charges will be charged extra. We prefer that you give us an address in India for couriering.

After You Have Registered

Confirmation Notice

After your registration has been processed, KnoWerX will provide you with a registration confirmation. If you have not received your confirmation within two weeks before the scheduled exam date, contact KnoWerX immediately. Each confirmation lists the candidate's name, address, and APICS customer number (APICS ID); the test location; exam to be taken; reporting time; and other important information. You should verify that the information on the confirmation is correct. If any information is not correct, you should contact KnoWerX immediately.

Changes

To change your selection of the exam you want to take or to change your exam centre within India, send a written request to KnoWerX no later than 36 days before the scheduled exam date (no fees is required to be paid). To reschedule your registration to the next available examination date in India (if the registration deadline for the next examination date has not already passed), send a written request to KnoWerX along with a processing fees of ₹3,340 (for retake candidates, the processing fee is ₹2,230) no later than 36 days before the scheduled exam date. You may reschedule an exam registration for the next available examination date only once.

Cancellations

To cancel your registration, send a written request to KnoWerX no later than 19 days before the scheduled exam date. You will be refunded as per the following table. You will receive the cancellation amount after 4 to 6 weeks after the exam date.

	Normal		Retake	
	Mem	Non-Mem	Mem	Non-Mem
	₹	₹	₹	₹
Normal Cancellation Refund	12,650	15,100	6,900	8,710

Medical or Other Emergencies on Exam Day

Only the following documented excuses are acceptable reasons for missing your scheduled exam:

- a serious illness (either yourself or an immediate family member)
- a death in the immediate family (spouse, children, siblings, parents or grandparents only)
- a disabling traffic accident

If you miss an exam for one of the reasons listed above, send a written explanation to KnoWerX within 10 days following your exam date. One of the following should accompany your written explanation:

- complete admission and discharge documentation from a large and recognised hospital including internal case papers, medical records, diagnosis, treatment, hospital bills, medical bills, pathology testing reports, receipts of all payments made, a certificate from attending doctor with his/her title, address, telephone number, and registration giving the reason for your absence and completion of treatment
- in case of domiciliary treatment, a certificate from attending doctor with his/her title, address, telephone number, and registration giving the reason why an admission in a hospital was not deemed necessary, dates of your first and follow-up visits to your treating doctor, medical records kept by the doctor, receipts of payments made to doctor, prescriptions, details of medicines given by doctor, bills of medicines purchased, reports of pathology testing reports, written reason from doctor if pathology tests not done, receipts of payments made to pathology lab, medical certificate from treating doctor giving the reason for your absence and completion of treatment

- a simple certificate from a physician with prescription and medical bills will not be acceptable. Diseases like cough, cold, mild fever, stomach upset, etc. will not be acceptable as excuses for absence. Please note that the request will be denied if solid and fool-proof evidence is not produced to KnoWerX. The decision of KnoWerX will be final.
- the appropriate death certificate
- an FIR of an accident lodged with local police

You have two choices after you have missed the exam:

- Reschedule your exam to the next exam date. For doing this, you must pay a processing fee of ₹6,680 to KnoWerX for normal registration or ₹3,340 for retake registration.
- Cancel your exam and take the refund. You will be refunded as per the following table. You will receive the cancellation amount after 4 to 6 weeks after the exam date.

	Normal		Retake	
	Mem	Non-Mem	Mem	Non-Mem
	₹	₹	₹	₹
Medical or Other Emergency Cancellation Refund	21,850	24,300	16,100	17,910

If you fail to take your exam as scheduled, you will be considered a NO-SHOW and will forfeit your exam fee.

On the Day of the Exam

What You Must Bring

- A primary identification, which must include a recent photograph and signature, such as a
 - Valid driver's license
 - Valid passport
 - Valid voter's identification card
 - Valid PAN card
 - Valid company identification card
 - Recent notarized passport photograph with signature.

If you do not bring these items on exam day, you will be denied admission to the examination. You will be considered as absent or failing to appear for the exam, and you will forfeit the full exam fee. There are no exceptions to this policy.

- A secondary identification, which must include your signature, such as a
 - Valid credit card
 - Valid debit card
- Three or four sharpened HB pencils with erasers.
- A simple, nonprogrammable calculator.

What You May Not Bring

- The APICS Dictionary in any language may not be brought into the exam room.
- You may not bring books or papers of any kind into the exam room. Candidates can use the exam booklet to do all the necessary calculations.
- Electronic devices, including mobile phones, are not allowed.
- Protractors, compasses, rulers, stencils, digital assistants, and other aids are not permitted.
- You may not eat, drink, or use tobacco during an exam.
- Visitors are not permitted at the test centre.

During the Exam

No breaks are scheduled during any exam. If you must leave the room during an exam, notify the test centre manager before doing so. Timing will not stop during a break.

Pages for Notes: Blank pages are provided in the back of the exam booklets and may be used to make notations.

The specific rules pertaining to the conduct of the examinations are printed on the front of the examination book. Read them carefully before answering the first question. You are expected to exercise honest and ethical behaviour during the exams.

Misconduct: The test centre manager is authorized to dismiss you from a test session for

- creating a disturbance
- giving or receiving help
- using notes, books, wristwatch calculators, digital assistants, or other aids
- using electronic devices, including mobile phones
- attempting to remove scratch paper from the testing room
- attempting to remove test questions (in any format) from the testing room
- failing to follow the test centre manager's directions.

If you engage in any of these forms of misconduct, your exam will not be scored and your fees will not be refunded. Furthermore, acts of misconduct will be brought to the attention of the APICS Curricula and Certification Committee and the APICS Ethics Committee, which may result in

- cancellation of your prior or current exam scores
- revocation of your certification
- discontinuation of your membership.

In addition, because the entire question data bank, each exam form, and all exam materials are copyrighted and are the legal property of APICS, legal action will be taken against anyone who violates the copyright laws by distributing examination content or materials through any form of reproduction. Oral, written or electronic communication during the exam is strictly prohibited and punishable by law.

You may also want to request for a copy of the document titled "*Test-Taking Tips and Strategies*" from KnoWerX.

APICS Code of Ethics

Before you take an exam, you will be required to pledge to abide by the APICS Code of Ethics.

- To maintain and improve sound business practices and foster high standards of professional conduct
- To hold in professional confidence any information gained of the business of a fellow member's company and to refrain from using such information in an unethical manner
- To seek success without taking unfair advantage or using questionable acts that would compromise one's self-respect
- To neither engage in nor sanction any exploitation of one's membership, company, or profession
- To encourage and cooperate in the interchange of knowledge and techniques for the mutual benefit of the profession
- To be careful with one's criticisms and liberal with one's praise—to build and not to destroy
- When a doubt arises as to the right or ethics of one's position or action, to resolve such doubt according to generally accepted standards of truth, fair dealing, and good taste
- To maintain high personal standards of moral responsibility, character, and business integrity
- To uphold the high ideals of the association as outlined in the bylaws

After the Exam is Over

Score Report Information

You will receive your APICS CSCP exam results approximately six to eight weeks after the exam date. If you have not received your results after eight weeks, contact KnoWerX. Score reports indicate the exam name and the result of the exam — passing or failing.

To ensure accuracy of scoring, the quality control staff inspects every critical step in the scoring process and signs and dates each inspection. The quality control staff, which is independent of the staff conducting the scoring, inspects any unusually low scores and manually processes records of a random sample of candidates beginning with visual inspection of the answer sheets and continuing through verification of scores printed. The scoring and quality control measures used, which exceed industry standards, demonstrate commitment to quality and accuracy.

Exam results and all personal information collected are confidential. Sensitive information will not be disclosed to parties other than APICS, ACT, and KnoWerX without your written consent. KnoWerX is responsible for the security of your information.

Note: The examination answer sheets, worksheets, and/or any other test or test-related materials remain the sole and exclusive property of APICS. These materials are confidential and are not available for review by any person or agency for any reason. APICS staff is not allowed to address specific exam question issues and to do so would impair the confidentiality and validity of the APICS examinations.

Rescore Policy

All candidates have 90 days from the receipt of their score to challenge their score results. If you would like to request a rescore, please contact KnoWerX and an associate will be happy to discuss the rescoring process and related fees. Please retain your score report. You will be asked to supply a copy as part of the rescoring process.

APICS CSCP Score Range

The APICS CSCP score range is from 200 to 350. A score of 300 or higher is required to pass the exam.

Fail = 200–299

Pass = 300–350

APICS uses a scale to report the scores. A scale is an arbitrarily established set of numbers used for measurement according to a rate or standard. As a score-reporting technique, a scale provides a standard range for test takers and permits direct comparisons of results from one administration of the examination to another. (An administration is the combination of the specific test and date it was taken.) Scores on different tests that use the same scale may also be compared. Such comparisons would be difficult to make using raw scores (number of correct answers), because the tests may have different numbers of questions and the number of correct answers required to pass may be different.

First, a single scale is used to provide candidates with a convenient, single referent for all the modules in the program. The minimum passing score on a CSCP examination is 300 on the scale of 200 to 350 for each test. The minimum raw score, the value associated with correct responses, required to pass the APICS “X” test is not necessarily the same as the minimum raw score required for the APICS “Y” test, because some tests are more difficult than others. However, passing on each of these two tests is reported as the same number. *It is very important to note that the content and the difficulty of each of these modules are independent of each other.* For example, while the most difficult question on the APICS “X” test may require several levels of thought and multiple calculations, the most difficult question on the APICS “Y” test may only require a simple calculation.

Second, it is important to report scores in such a way that candidates can compare their level of success from one administration of the examination to another. Candidates want to know how they

performed the second time relative to the first. If they fail the first time, they want to know by how much. A reporting scale that remains constant across test forms enables candidates to make these comparisons. Remember, some administrations, due to the random nature of test question selection, are slightly more or less difficult than other administrations. The scale adjusts for the difference in difficulty to provide the same standard score for the same level of performance.

If you have any more questions, please order a document titled "Understanding a Scaled Score" from KnoWerX by e-mail to one of the e-mails nearest to your city bengaluru@knowerox.com | chennai@knowerox.com | delhi@knowerox.com | hyderabad@knowerox.com | kolkata@knowerox.com | mumbai@knowerox.com | nagpur@knowerox.com | nasik@knowerox.com | pune@knowerox.com.

Retaking Exams

If you fail an APICS CSCP exam, you must wait 30 days before retaking. There are no exceptions to this policy. APICS encourages candidates who do not pass an exam to use this time to review all the content areas.

APICS CSCP Qualifications

You must pass the APICS CSCP exam to earn the APICS CSCP designation.

APICS CSCP Certificates

Candidates who attain APICS CSCP status will receive a personalized certificate approximately six to eight weeks after receiving a passing score on the APICS CSCP exam.

Post Certification

Formal Recognition Letter to Your Employer

APICS can send a formal letter of recognition to your employer or an individual via surface mail (hard copy) or via an e-mail. To request a recognition letter, fill out APICS CPIM/CSCP Recognition Letter Request Form by clicking on http://www.apics.org/NR/rdonlyres/A49EA40F-3EEA-4FFD-AC49-96E1ACF405F6/0/APICS_CPIM_CSCP_Recognition_Letter_Request.pdf (or simply visit General Question section on <http://www.apics.org/Certification/faq.htm>), printing it and sending to APICS via post or fax as instructed in the form. APICS will take six to eight weeks to send the letter to your employer and/or individual mentioned in the request form.

Certification Maintenance

To promote professional growth and lifelong learning, APICS CSCP designees must complete the Certification Maintenance program every five years. Visit the Certification section of the APICS Web site at www.apics.org for more information about the program.

Questions regarding the Certification Maintenance program should be e-mailed to one of the e-mails nearest to your city bengaluru@knowerox.com | chennai@knowerox.com | delhi@knowerox.com | hyderabad@knowerox.com | kolkata@knowerox.com | mumbai@knowerox.com | nagpur@knowerox.com | nasik@knowerox.com | pune@knowerox.com.

Frequently Asked Questions

Q: Why should I do APICS certification?

A: Individuals go through APICS certification programs for one or more of the reasons listed below:

- Distinguish yourself as a supply chain expert

- Attain knowledge to effectively manage global supply chain activities
- Master concepts that create consistency and foster collaboration through best practices, common terminology, and corporate-wide communication
- Predict outcomes more accurately
- Maximize ROI on systems and technologies
- Increase professional value and efficiency of the workplace environment
- Enhance credibility among peers, employers, and customers
- Accelerate career development and better employment opportunities
- Increase potential for higher salaries and job satisfaction
- Increase functional knowledge of production and inventory management
- Improve efficiency of organization's supply chain
- Streamline operations through accurate forecasting
- Increase profitability by optimizing organization's inventory investment
- Increase recognition within the industry globally

Q: What are the benefits to organizations from APICS certification programs?

- A: Some of the benefits to organizations from APICS certification programs are listed below:
- Create a common understanding, vocabulary, processes, and frameworks within their entity to address their supply chain challenges and opportunities
 - The proven knowledge and organizational skills to strategically streamline operations
 - The tools to effectively manage global supply chain activities where suppliers, plants, distributors and customers are located around the world.
 - The ability to interact with existing resources and your ERP system to increase the efficiency of the workplace environment
 - Boost productivity, collaboration, and innovation
 - The skills to create consistency and foster collaboration through best practices, common terminology, and corporate-wide communication.

Q: What is the recognition of APICS certification in India?

A: You can gauge the recognition by looking at the list of companies / institutes in which individuals are/were working/studying who are doing/have done APICS certification. Since this is a big list of more than 1,000 organizations, please send a request to KnowWerX for a document titled "List of Organisations - APICS Certification" by sending an e-mail to one of the e-mails nearest to your city *bengaluru@knowwerx.com* | *chennai@knowwerx.com* | *delhi@knowwerx.com* | *hyderabad@knowwerx.com* | *kolkata@knowwerx.com* | *mumbai@knowwerx.com* | *nagpur@knowwerx.com* | *nasik@knowwerx.com* | *pune@knowwerx.com*.

Q: Will I get a job, an increment or a promotion after completing APICS certification?

A: APICS certifications help you increase your knowledge, like any other qualification, in management stream. So, it should lead to a new job, an increment or a promotion but this can not be said with certainty as these sway heavily in both positive and negative directions with changes in demand and supply equation of skilled man-power in the job market. However, salary surveys done by APICS in the US in the past show that APICS certified professionals earn more salary on an average than non-certified professionals, proving higher preference for APICS certified professionals. Therefore, it can be said that on an average, APICS certified professionals are preferred over non-certified professionals in the relevant fields. This should in turn lead to better opportunities for you, compared to others, in the job market, increments and promotions, in the relevant fields.

Q: In which countries APICS exams can be taken?

A: APICS exams can be taken in more than 50 countries in the world. Many countries administer the exams in many cities within a country, e.g., India. For more details, please visit: <http://www.apics.org/Certification/administrators.htm>.

Q: For which class of industry the APICS knowledge is most useful?

- A: The APICS knowledge is useful to many classes of industries, including but not limited to:
- Mining and Quarrying
 - Construction
 - Manufacturing

- Wholesale Trade
- Retail Trade
- Transportation
- Warehousing
- Express Delivery Services
- Information (Media)
- Real Estate and Rental and Leasing
- Computer Systems Design and Related Services
- Management Consulting Services
- Business Schools
- Computer and Management Training
- Education
- Health Care
- Accommodation and Food Services
- Other Services, including Civic Organizations

Q: What is the difference between APICS and AST&L certification programs?

A: While APICS certification programs are more tilted towards materials management aspects of supply chain management and operations management, AST&L programs are more tilted towards logistics and transportation management aspects of the supply chain management. It is obviously better that an individual demonstrates knowledge of all aspects.

Q: What is the difference between the APICS CPIM designation and the APICS CSCP designation?

A: The APICS CPIM certification provides a common platform for individuals to evaluate their knowledge of production and inventory management. APICS CPIM focuses primarily on manufacturing and provides an in-depth view of materials management, master scheduling, production planning, forecasting, and quality improvement within the confines of the operation. The APICS CSCP certification takes a broader view, extending the APICS CPIM knowledge outside of a company's internal operations to encompass all of the steps throughout the supply chain—from suppliers through the company to the end consumer—and how to effectively manage the integration of these activities to maximize a company's value chain.

Q: Which certification program is suitable for me – CPIM or CSCP?

A: CPIM is more internal focussed and primarily addresses manufacturing operations. However, the advantage is that CPIM provides depth within specific manufacturing topics. CPIM can be taken by any body as it does not have pre-requisites.

CSCP is more external focussed. CSCP is beyond manufacturing to include suppliers and clients. CSCP has breadth across many topics, e.g. globalization, IT enablement, logistics, etc. CSCP also has service industry threads. However, it has pre-requisites making it suitable for middle management or higher management. The pre-requisites are: CPIM, CFPIM, CIRM, or C.P.M. designation plus two years of related business experience, or, bachelor's degree or international equivalent plus two years of related business experience, or, five years of related business experience.

For more detailed discussion to find out which program is suitable for you, please request for a document titled "Which Certification is Right for You?" from KnoWerX by sending an e-mail to one of the e-mails nearest to your city bengaluru@knowerx.com | chennai@knowerx.com | delhi@knowerx.com | hyderabad@knowerx.com | kolkata@knowerx.com | mumbai@knowerx.com | nagpur@knowerx.com | nasik@knowerx.com | pune@knowerx.com.

Q: Which certification must be completed first – CPIM or CSCP?

A: Both, CPIM and CSCP, are independent certifications. You can complete them in any order. You may also decide to pursue any one of the two certification programs.

Q: For which level of management the APICS CSCP knowledge is most useful?

A: The APICS knowledge is useful at many levels of management starting from middle managers to presidents. This knowledge helps to manage the supply chain in most optimum way.

Q: Is APICS CSCP education is appropriate for me?

A: APICS CSCP education is appropriate for individuals working in:

- Production and inventory management
- Operations
- Supply chain management
- Procurement
- Materials management
- Purchasing
- Finance and cost accounting
- Manufacturing information systems

Q: In which companies/institutes the individuals are/were working/studying who are doing/have done APICS certification?

A: Since this is a big list of more than 1,000 organizations, please send a request to KnowrX for a document titled "List of Organisations - APICS Certification" by sending an e-mail to one of the e-mails nearest to your city *bengaluru@knowrX.com* | *chennai@knowrX.com* | *delhi@knowrX.com* | *hyderabad@knowrX.com* | *kolkata@knowrX.com* | *mumbai@knowrX.com* | *nagpur@knowrX.com* | *nasik@knowrX.com* | *pune@knowrX.com*.

Q: How APICS exams are different from university exams?

A: APICS exams are not textbook based, rather these are body of knowledge (BOK) based. This means that the questions will not be restricted to a book or a set of books. That is why APICS does not have "textbooks" but have "primary references". Also note that APICS exams test your skills at the "application" (higher) level of Bloom's Taxonomy rather than at the "knowledge" or "comprehension" (lower) level that may be sufficient to pass a university exam.

Q: Is there any penalty for choosing wrong answers? Is there negative marking?

A: No, there is no penalty for choosing a wrong answer (i.e., there are no negative marks). You should answer all exam questions. Leave no question unanswered — even if you don't have time to read it!

Q: What is the passing rate in APICS CSCP exams in India?

A: The passing rate for APICS CSCP exams in India was:

Year	CSCP
2008	76.17%
2009	59.73%
2010	70.59%

Q: What is the age profile of APICS CSCP certification candidates in India?

A: As per data from 2008 to 2010:

Age group	Percentage
Below 25 years	7.19%
25 or above but below 30 years	46.71%
30 or above but below 35 years	23.35%
35 or above but below 40 years	14.07%
40 years or above	8.68%

Q: What is the highest academic qualification level of APICS CSCP certification candidates in India?

A: As per 2010 data, approximately 2.34% have diploma, 51.87% have bachelor's degree, 45.79% have master's degree, and rest have doctorate.

- Q: What is the academic background of APICS CSCP certification candidates in India?
A: As per 2010 data, approximately 60.37% are with engineering education, 27.19% with management education, 8.29% with computer science education, apart from other educational qualifications.
- Q: What is the working area of APICS CSCP certification candidates in India?
A: As per 2010 data, approximately 30.21% work in the IT/ERP consultancy field, 26.04% are students (mostly master's level in management field), 24.48% work in the supply chain management field, 17.19% in management consultancy field and rest work in other fields.
- Q: What is the industry of APICS CSCP certification candidates in India?
A: As per 2010 data, approximately 42.25% work in the IT industry, 29.41% study in academic institutions, 11.76% work in the manufacturing industry, 11.76% work in other service industries, 2.67% work in retail/logistics industry, 1.07% work in consultancy firms, and rest in other industries.
- Q: What percentage of individuals is sponsored by their companies for CSCP?
A: Approximately 29.65% individuals were sponsored by their companies in 2010.
- Q: Do I have to be an APICS member for taking APICS certification exams?
A: No, you need not be an APICS member.
- Q: Do APICS members get a discount on the exam registration fees?
A: Yes, they get discount on exam registration fees in India. Please note that after you fill the APICS membership application and pay the APICS membership fees, APICS may take up to one week to start your membership benefits. Therefore, to avail membership benefit of exam fees, you must become APICS members at least one week prior to APICS exam registration deadline. Please do not forget to mention the campaign code as XEKNO88 on the membership application form to receive a special gift from KnoWerX. For your information, APICS International Professional e-Membership dues are US\$ 125 per year, and for APICS Student Membership dues are US\$ 25 per year. For more information, please contact KnoWerX directly.
- Q: Why examination registration deadlines are different on APICS web site and this information booklet of KnoWerX?
A: The deadlines given on APICS web site are dates by which your registrations must be sent to APICS by KnoWerX. KnoWerX needs approximately two weeks time to process all registrations and reconcile all fees received in bank accounts. Therefore, registration deadlines in this information booklet are two weeks earlier than the deadlines mentioned on the APICS web site.
- Q: Is there an expiration date for approved eligibility applications or APICS authorization to test notices?
A: No. Once a candidate's APICS CSCP exam eligibility application is approved and the candidate receives an authorization to test notice, he or she will not be required to reapply for eligibility to register for and take an APICS CSCP exam in the future.
- Q: What does "related business experience" mean in terms of the exam eligibility requirements?
A: APICS defines "related experience" as work that is directly connected to some aspect of the supply chain. This can include raw materials extraction, transportation and logistics, procurement, manufacturing, warehousing, distribution, retail, customer service, software design and support, and other areas that directly affect the supply chain. Workers who operate transportation or materials moving equipment or machines or processing equipment that require an intermediate level of training would qualify. Managers, officials, professionals, technicians, sales personnel, quality and quality control personnel, and skilled craft workers will generally be considered eligible.

Examples of work experience that would not qualify include clerical and administrative support positions such as data entry, duplicating machine operator, file clerks, office machine

operators, secretaries, telephone operators, order clerks and/or unskilled labour positions where the duties require little or no independent judgment or specialized training.

Q: What if my name has changed since registration?

A: Bring appropriate documentation of this change, for example a marriage certificate, to the exam site. If you do not bring the appropriate documentation, you will not be permitted to test.

Q: How can I provide feedback on the exam content?

A: If you would like to provide feedback on exam questions, write to certification@apics.org, or
APICS CSCP Exam
8430 West Bryn Mawr Avenue, Suite 1000
Chicago, IL 60631-3439 USA

Q: What should I do if I have a test centre complaint?

A: If you have a complaint about your test centre or the test centre management, promptly write to APICS at certification@apics.org, or
APICS CSCP Exam
8430 West Bryn Mawr Avenue, Suite 1000
Chicago, IL 60631-3439 USA

Q: Can I show up at the test site if I did not receive notification that I was registered?

A: No, you must contact KnoWerX first to confirm you are registered. No candidate will be allowed in the testing centre if he/she is not registered.

Q: Can I do a brain dump during the exam?

A: Yes, you are allowed to do a brain dump after the exam has officially started. This activity must be part of the total time allocation for the test and done on the blank pages provided in the test booklet. Any brain dumping that has occurred prior to the start of the test is considered an outside resource being brought in and will not be allowed at the test site.

Q: If I have an unexcused absence from my exam and have not cancelled, why do I forfeit my fee?

A: The exam space has been reserved for you and is held until cancellation is received. APICS pays the test vendor for all reserved seats, whether or not a candidate takes the exam.

Q: My name was misspelled on my certificate. What do I do?

A: The names printed on the certificates appear exactly as they are listed in the APICS database. If the misspelling is due to an APICS typographical error KnoWerX will replace it at no charge. If it is not due to an APICS typographical error, then you will have to inform KnoWerX of the correct spelling of the name and then request a duplicate certificate. Duplicate certificates can be issued for a fee of \$30 USD per certificate. Please complete the Duplicate Certificate Request Form and submit it with payment to KnoWerX. Your certificate will be sent within 4 to 6 weeks of the date the request is received. This policy applies also to candidates who are listed in the APICS database under a nickname and now want their full legal name printed on the certificate.

Q: My certificate was lost or destroyed. How do I obtain a duplicate?

A: Duplicate certificates can be issued for a fee of \$30 USD per certificate. Please complete the Duplicate Certificate Request Form and submit it with payment to KnoWerX. Your certificate will be sent within 2 to 3 weeks of the date the request is received.

Q: I was originally certified under a different name. How do I get my certificate to reflect my current name?

A: Certificates are printed using the name that appears in the APICS database at the time the event occurs. If you would like a new certificate printed with a different name, contact KnoWerX to have your name updated. You can then request a duplicate certificate for a fee of \$30 USD per certificate. Please complete the Duplicate Certificate Request Form and submit it with payment to KnoWerX. Your certificate will be sent within 2 to 3 weeks of the date the request is received.

- Q: I was certified in the past but my certification is now suspended due to non-maintenance. Can I receive a duplicate certificate?
- A: Because APICS CPIM/CFPIM and CSCP certificates only contain the original date of certification, duplicate certificates can only be issued to individuals whose certification is current. We feel that to issue a duplicate certificate to someone whose certification is suspended is misleading to the individual as it could imply that the certification is current. However, APICS Certification can provide a letter confirming that you had been certified from X date to Y date. Please send any requests for a certification verification letter to KnowWerX. If you submit your maintenance information, you can request a duplicate certificate after your certification is reinstated.

Who Should You Contact?

If you have any question, contact:

KnoWerX Education (India) Private Limited

C-1 Avon Plaza-I, Thakur Complex
Kandivali (East)
Mumbai – 400 101

<i>bengaluru@knoWerX.com</i>	(022)425 66 461	<i>chennai@knoWerX.com</i>	(022)425 66 462
<i>delhi@knoWerX.com</i>	(022)425 66 463	<i>hyderabad@knoWerX.com</i>	(022)425 66 465
<i>kolkata@knoWerX.com</i>	(022)425 66 466	<i>mumbai@knoWerX.com</i>	(022)425 66 464
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