


Achieving Sustainable Productivity  
Meeting Customer Demand in an Unpredictable World

Volunteer Leadership  
Workshop at  
2011 APICS International  
Conference & Expo

APICS Volunteers  
**BUILDING PILLARS OF SUCCESS**  
CONTENT • AFFILIATION • CERTIFICATION



---

---

---

---

---

---


---

---

**APICS CSCP 2012**

**An Opportunity to Talk to APICS CSCP  
Courseware Subject Matter Experts**

Bob Collins, CFPIIM, CIRM, CSCP Director of Professional Development, APICS  
Wout Verwoerd, CFPIIM, CIRM, CSCP Verwoerd Consult, AEP  
Janice Gullo, CFPIIM, CSCP Lean Supply chain Master Black Belt, DuPont  
Kori Heinen Product Manager, Holmes, Corp.



---

---

---

---

---


---

---

---

**Agenda**

- The Basis for the 2012 CSCP Learning System Update?
- APICS CSCP Edition 2012
  - Exam Content Manual
  - Learning System
  - Instructor Kit
- Tips for 2012 Course Administration
- Questions



---

---

---

---

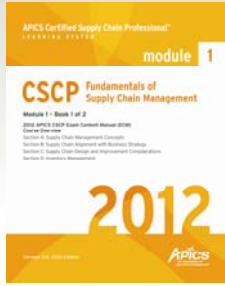
---

---

---

---

### What is APICS CSCP?



- Professional development/education and certification program
- First certification program to focus on the entire global supply chain
- The global standard in supply chain education and certification since its introduction in 2006




---

---

---

---

---

---

---

---

### The Basis of the Changes to the 2012 CSCP Learning System

- Job Task Analysis (JTA)
- New 2012 CSCP Exam Content Manual (ECM)
- New CSCP references (per ECM)
- Instructor and candidate feedback from the Comment Logs




---

---

---

---

---

---

---

---

### CSCP Job Task Analysis (JTA)

- **Purpose:** To validate the knowledge and skills required of individuals working in supply chain management roles
- **Timeline:** March – August, 2010
- **JTA Committee:** 8 members – 3 APICS members & 5 non-APICS members
- **Committee Responsibilities:** Agree upon exam content outline, define task list, review survey results, determine final table of specifications with weightings




---

---

---

---

---

---

---

---

## 2012 CSCP Exam Content Manual

- Written by Curriculum & Certification Committee
- Guide for exam writers and Learning System
- Reorganization into three major content areas

Diagnostic Part	Main Topic	Percentage of Exam
I	Fundamentals of Supply Chain Management (SCM)	33.3%
II	Supply Chain Strategy, Design, and Compliance	33.3%
III	Implementation and Operations	33.3%



---

---

---

---

---

---

---

---

---

---

## CSCP Learning System Development

- Entire Update Team meets face-to-face
  - March 2011 – APICS, Chicago
  - June 2011 – APICS, Chicago
- Learning System re-written (March – August)
- Learning System edited (Sept – October)
- Edition 2012 ECM is the guide!



---

---

---

---

---

---

---

---

---

---

## Courseware Development

- Courseware Project Manager – Kori Heinen, Holmes Corp
- Courseware writers – Chad Dykoski and Merne Halweg
- Subject Matter Experts:
  - Arnaud Deshais, CPIM, CIRM, CSCP, C.P.M., CPSM
    - Head of Global Supply Chain, **Novartis**
  - Ralph Fariello, CFPIM, CIRM, CSCP
    - Master CPIM and Master CSCP Instructor
  - Laura Gram, CSCP
    - Global Transportation Specialist, **Lennox International, Inc.**



---

---

---

---

---

---

---

---

---

---

## Courseware Development

- Steven Miller, CSCP
  - Supply Chain Applications Manager, Intel Corp.
- Janice Gullo, CFPIM, CSCP
  - Lean Supply Chain Master Black Belt, DuPont
  - Lead, CSCP Instructor
- Wout Verwoerd, CFPIM, CIRM, CSCP
  - Master CPIM and Master CSCP Instructor
- David Nelson Dadich LSS Black Belt
  - Associate Partner, IBM Global Business Services



---

---

---

---

---

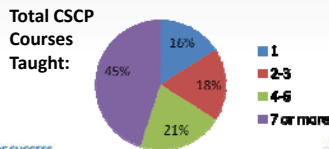
---

---

---

## APICS CSCP Instructor Survey

- 134 responses out of 502 invitations
- 89 from North America, 45 from outside North America



---

---

---

---

---

---

---

---

## Best Practices

- 93% encourage taking the pre-test prior to first class
- 94% start course with setting expectations
- 90% encourage download of ECM
- 84% offer final review session

### E2012 CSCP Strategy

- E2012 will include Course Overview, "Introduction to CSCP" and link to ECM from Main Menu
- Addition of Practice Exam (application questions)



---

---

---

---

---

---

---

---

## Additional Best Practices

Responses for course enhancements:

- Go through flashcards and practice exams in class together, discuss rationales (*why correct/incorrect?*)
- Create additional handouts – crossword puzzles, web links, Google searches for articles, YouTube videos for your students
- More learning activities

### E2012 CSCP Strategy

- Include more learning activities/samples - - we encourage instructors to forward those they are willing to share to their CSCP Learning System Regional Manager.



---

---

---

---

---

---

---

---

---

---

## Pace of Course

- 55% think the number of activities is too little

### E2012 CSCP Strategy

- Adding additional group activities to Instructor materials
- Adding optional items to online Information Center (submissions from instructors)



---

---

---

---

---

---

---

---

---

---

## 2012 CSCP Learning System

- Print Component
  - 3 Modules (5 booklets)
  - 1000 pages
- Web-based Component
  - 1 year access
  - Added learning activities
  - & additional practice exam



---

---

---

---

---

---

---

---

---

---

### 2012 CSCP Instructor Kit

- Instructor versions of the print materials (slide thumbnails included in left margins as presentation indicators)
- Instructor Notes booklet – helpful classroom instruction planning tips, recommended time allotments, suggested agendas, answer keys.
- Student Slides booklet



---

---

---

---

---

---

---

---

### 2012 CSCP Instructor Kit

- Enhanced Group Reports
- New optional final exam (paper-and-pencil format) – 100 questions
- New Instructor Portal called “Partner Resource Central” (PRC)
- Access to consolidated instructor feedback log



---

---

---

---

---

---

---

---

### APICS CSCP Edition 2012

- Tips for Course Administration
  - Learning System – 200 more pages
    - Course still 5 day (40 hours)
    - Recommend 19/slides per hour
    - 2010/2011 – 17.8 slides per hour
  - You will want to prepare!!
  - Students should come to class having:
    - read the material to be covered before the class
    - considered “How does this apply to my business?”



---

---

---

---

---

---

---

---

## APICS CSCP Edition 2012



The diagram shows the exam structure with five modules: Module 1 (Fundamentals of Supply Chain Management), Module 2 (Supply Chain Strategy, Design and Compliance), and Module 3 (Implementation and Operations). Each module is represented by a book cover with the year 2012 and the APICS logo.

Diagnostic Part	Main Topic	Percentage of Exam
I	Fundamentals of Supply Chain Management (SCM)	33.3%
II	Supply Chain Strategy, Design, and Compliance	33.3%
III	Implementation and Operations	33.3%

APICS Values  
BUILDING PILLARS OF SUCCESS  
CONTENT • AFFILIATION • CERTIFICATION

Achieving Sustainable Productivity  
Meeting Customer Demand in an Unpredictable World

---

---

---

---

---

---

---

---

---

---

---

---

## 1. Fundamentals of SCM

- Supply Chain Management Concepts
- Supply Chain Alignment with Business Strategy
- Supply Chain Design and Improvement Considerations
- Inventory Management
- Logistics Fundamentals
- Market Segmentation
- Demand Planning
- Customer Relationship Management (CRM) Concepts
- Supply Management Concepts



APICS Values  
BUILDING PILLARS OF SUCCESS  
CONTENT • AFFILIATION • CERTIFICATION

Achieving Sustainable Productivity  
Meeting Customer Demand in an Unpredictable World

---

---

---

---

---

---

---

---

---

---

---

---

## 2. Supply chain Strategy Design and Compliance

- Sustainability
- Risk Management
- Globalization
- Logistics
- Managing the Supply Chain
- Technology
- Influencing and Prioritizing Demand
- Customer Relationship Management (CRM)
- Supplier Relationship Management (SRM)
- Inventory Planning and Control



APICS Values  
BUILDING PILLARS OF SUCCESS  
CONTENT • AFFILIATION • CERTIFICATION

Achieving Sustainable Productivity  
Meeting Customer Demand in an Unpredictable World

---

---

---

---

---

---

---

---

---

---

---

---

### 3. Implementation and Operations

- Supply Chain Dynamics
- Managing Supply from Internal Resources
- Managing Supply from External Resources
- Implementation of Demand Plans
- Continuous Improvement




---

---

---

---

---

---

---

---

---

---

---

---

### ECM 2012 compared with 2011

- From 4 to 3 modules
- Rough comparison only, not detailed
- Every section has been reviewed and rewritten




---

---

---

---

---

---

---

---

---

---

---

---

### From 2011 to 2012

Module 1 - Supply Chain Management Fundamentals	Content now included in 2012
Section A: Overview of Supply Chain Mgmt	Mod1 SectA, Mod1 SectC.
Section B: Supply Chain Management Strategy	Mod1 SectA, Mod1 SectB, Mod2 SectB.
Section C: Managing the Supply Chain	Mod1 SectB, Mod1 SectC, Mod1 SectD, Mod1 Sect1, Mod2 SectE, Mod3 SectB, Mod3 SectC.
Section D: Improving the Supply Chain	Mod1 SectC, Mod3 SectE.




---

---

---

---

---

---

---

---

---


---

---

---

### From 2011 to 2012

Module 2 - Building Competitive Operations, Planning, and Logistics	Content now included in 2012:
Section A: Demand Planning	Mod1 SectG, Mod 2 SectF, Mod3 SectD.
Section B: Product Design Considerations	Mod1 SectB, Mod2 SectG.
Section C: Operations Planning and Control	Mod 1 Sect D, Mod1 SectG, Mod2 SectF, Mod2 SectJ, Mod3 SectB.
Section D: Logistics	Mod1 SectE, Mod2 SectC, Mod2 SectD, Mod2 SectF.

---

---

---

---

---

---

---

---

---


---

---

---

### From 2011 to 2012

Module 3 - Managing Customer and Supplier Relationships	Content now included in 2012:
Section A: Relationship Management in SCM	Mod1 SectH, Mod2 SectG, Mod2 SectH, Mod2 SectI, Mod3 SectA, Mod3 SectC.
Section B: Customer Relationship Management (CRM)	Mod1 SectF, Mod1 SectH, Mod2 SectF, Mod2 SectH, Mod3 SectB.
Section C: Supplier Relationship Management (SRM)	Mod1 SectF, Mod1 SectI, Mod2 SectF, Mod2 SectI, Mod3 SectC, Mod3 SectD.
Section D: Integrated Customer/Supplier Relationship Management	Mod2 SectF, Mod2 SectI, Mod3 SectA.

---

---

---

---

---

---

---

---

---



---

---

---

### From 2011 to 2012

Module 4 - Using Information Technology to Enable Supply Chain Management	*Also included with topic information throughout 2012 Mod 1-2-3
Section A: Role of Information Technology in the Supply Chain	Mod2 SectF.
Section B: ERP in Supply Chain Management	Mod2 SectF.
Section C: Innovative Technologies and Their Uses	Mod2 SectF, Mod3 SectD.
Section D: Using IT to Enhance Supply Chain Performance	Mod2 SectF.
Section E: e-Business	Mod2 SectF.

---

---

---

---

---

---

---

---

---

---

---

---

### Bibliography

1. APICS Dictionary
2. Bowersox, Closs, and Cooper. Supply Chain Logistics Management
3. Crandall, Crandall, and Chen. Principles of Supply Chain Management
4. Ross, Introduction to Supply Chain Management Technologies
5. Simchi-Levi, Kaminsky, and Simchi-Levi. Designing & Managing the Supply Chain



---

---

---

---

---

---

---

---

### APICS CSCP 2011 – Last chance!

Exam version(s)	Exam window
2011	December 3, 2011-January 14, 2012
2011 and 2012	April 7, 2012 -May 19, 2012
2012	June 30, 2012-August 11, 2012
2012	December 1, 2012-January 12, 2013

**Bridging document available!**



---

---

---

---

---

---

---

---

### What's Next?

- Visit the **APICS CSCP Booth - #106** in the Expo
- **APICS CSCP Instructor Kit**  
Shipping late November
- **APICS CSCP Learning System**  
Edition 2012 webinars – late November



---

---

---

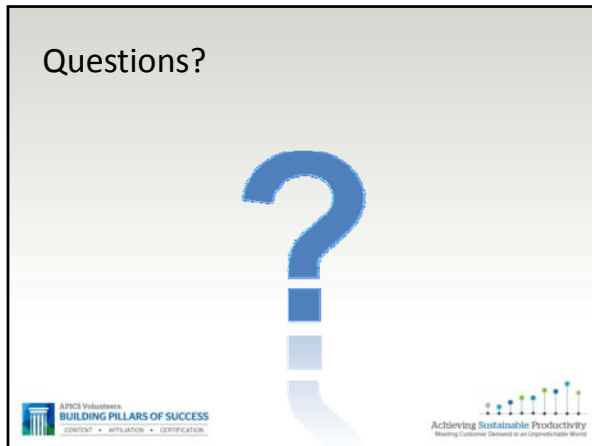
---

---

---

---

---



---

---

---

---

---

---

---

---