# TABLE OF CONTENTS

## APICS CSCP LEARNING SYSTEM OVERVIEW

<table>
<thead>
<tr>
<th>Topic</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>About the APICS CSCP Program</td>
<td>3</td>
</tr>
<tr>
<td>How Professionals Prepare to Earn the APICS CSCP Designation</td>
<td>3</td>
</tr>
<tr>
<td>Course Topics</td>
<td>3</td>
</tr>
<tr>
<td>Learning Options</td>
<td>3</td>
</tr>
</tbody>
</table>

## PRINTED MATERIALS

<table>
<thead>
<tr>
<th>Material</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Books</td>
<td>4</td>
</tr>
<tr>
<td>Content Overview</td>
<td>5</td>
</tr>
</tbody>
</table>

## INTERACTIVE WEB-BASED STUDY TOOLS

<table>
<thead>
<tr>
<th>Tool</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Web-based Tools</td>
<td>6</td>
</tr>
<tr>
<td>Mobile Access</td>
<td>6</td>
</tr>
<tr>
<td>Resource Center</td>
<td>7</td>
</tr>
<tr>
<td>Pretests and Posttests</td>
<td>7</td>
</tr>
<tr>
<td>Module-specific Tests</td>
<td>8</td>
</tr>
<tr>
<td>Glossary</td>
<td>8</td>
</tr>
<tr>
<td>Learning Activities</td>
<td>8</td>
</tr>
<tr>
<td>eFlashcards</td>
<td>9</td>
</tr>
<tr>
<td>APICS CSCP Practice Exam</td>
<td>9</td>
</tr>
<tr>
<td>Reports</td>
<td>10</td>
</tr>
<tr>
<td>Certificate of Achievement</td>
<td>10</td>
</tr>
</tbody>
</table>

## COURSE DELIVERY FORMATS

<table>
<thead>
<tr>
<th>Format</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Instructor-facilitated Courses</td>
<td>11</td>
</tr>
<tr>
<td>Instructor-facilitated Online Courses</td>
<td>11</td>
</tr>
</tbody>
</table>

## CONTACT INFORMATION
ABOUT THE APICS CSCP PROGRAM

The APICS Certified Supply Chain Professional (CSCP) program is the most widely recognized program for supply chain and operations management professionals around the globe. APICS CSCP designees have the proven knowledge and organizational skills to strategically streamline operations. They have the tools to effectively manage global supply chain activities that involve suppliers, plants, distributors, and customers located around the world.

More than 12,000 professionals have earned the APICS CSCP designation worldwide.

HOW PROFESSIONALS PREPARE TO EARN THE APICS CSCP DESIGNATION

The APICS CSCP Learning System is at the core of all preparation options for the APICS CSCP designation and is a comprehensive professional development and exam preparation tool. It is designed for individuals within organizations looking to develop or enhance skills to create and execute a global supply chain management strategy that meets customer needs, reduces cost, and increases profits.

COURSE TOPICS

The APICS CSCP Learning System is divided into five books within three modules, each further empowering individuals with an understanding of best practices, techniques, and technologies necessary to maximize an organization’s efficiency and impact the bottom line.

Learn more about APICS CSCP Learning System modules on page 5.

LEARNING OPTIONS

The APICS CSCP program provides a variety of different learning options to fit individual learning styles and schedules. Participants will have the option of self-directed or on-site instructor-facilitated learning, APICS interactive learning through Fox Valley Technical College, or corporate learning, which allow a group to learn together at their organization’s facility.

See page 11 for more information.
Supply chains are a critical component of business operations, involving the movement of goods and services through the various stages of production and distribution to final consumers. Understanding supply chain management is crucial for optimizing efficiency, reducing costs, and enhancing customer satisfaction. In this section, we will delve into the fundamentals of supply chain management, exploring its core concepts, key practices, and the importance of collaboration among supply chain partners.

**Module 1: Fundamentals of Supply Chain Management**

Supply chains consist of a series of collaborative processes that transform raw materials into finished products and services, ultimately reaching the end customer. These processes involve various entities, including manufacturers, distributors, retailers, and transportation firms, all working together to ensure the timely and efficient delivery of products.

- **Supply Chain Management** involves planning, executing, and controlling the efficient flow of raw materials, in-process inventory, and finished goods from point of origin to point of consumption for the purpose of meeting customer requirements.

- **Value Chain** is a series of activities that a company performs to deliver a product or service, emphasizing the creation of value for customers through the processes involved.

- **Inventory** plays a crucial role in supply chain management, as it represents the stocked goods available for sale and serves as a buffer between the demand for goods and the suppliers who deliver them.

- **Efficiency** is a key metric in supply chain management, as it measures how effectively a company can operate its supply chain to minimize costs and improve customer satisfaction.

- **Supply Chain Operations Reference (SCOR) Model** is a widely recognized standard for measuring and benchmarking supply chain performance, providing a framework for evaluating and improving supply chain processes.

- **SCOR** defines five core processes that drive supply chain performance:
  - Plan
  - Source
  - Make
  - Deliver
  - Return

These processes are critical in ensuring that supply chains are not only efficient but also responsive and resilient to changes in market conditions.

**Module 2: Demand Management**

Understanding customer demand is essential for supply chain success, as it directly impacts inventory levels, production planning, and delivery schedules. Effective demand management involves forecasting, capacity planning, and inventory planning to ensure the right products are available at the right time.

**Module 3: Supply Chain Relationships**

Supply chain relationships are complex, involving interactions between suppliers, manufacturers, distributors, and retailers. Developing strong partnerships with these partners is crucial for achieving supply chain optimization, as it enhances collaboration, reduces costs, and improves overall performance.

**Module 4: Supply Chain Risk Management**

Managing risks within the supply chain is critical, as disruptions can significantly impact business operations. Identifying, assessing, and mitigating risks, as well as developing contingency plans, is essential for maintaining supply chain resilience.

**Module 5: Executive Perspective**

At the executive level, supply chain management is a strategic function, involving decisions that can affect the company’s financial performance, customer satisfaction, and operational efficiency. Executives must understand the role of supply chain management in achieving business goals and making informed decisions that support the organization’s overall strategy.

The APICS CSCP Learning System provides a comprehensive learning experience, covering all aspects of supply chain management, from foundational concepts to advanced strategies, ensuring that learners are well-prepared to excel in their professional roles.
CONTENT OVERVIEW
The printed books, which are spiral bound to make studying easier, contain three print modules that cover the entire APICS CSCP ECM.

Module 1: APICS Fundamentals of Supply Chain Management
- Broad concepts of supply chain management, including primary processes, objectives, integration methods, and benefits
- Alignment of supply chain and business strategies
- Key considerations for supply chain design and continuous improvement
- Key measures of planning and controlling inventories
- Fundamentals of logistics in supply chain management
- Identifying and managing market segments
- Demand forecasting and management techniques
- Keys to effective customer relations management (CRM)
- Core concepts of supply management

Module 2: APICS Supply Chain Strategy, Design, and Compliance
- Sustainability practices in design and operation of a supply chain
- Risk: the sources, impacts, and mitigation methods
- Globally dispersed supply and demand, and the impact of free trade zones and trading blocs
- Globalization effects on inbound and outbound logistics
- Measurement of, and efficiency and responsiveness in the supply chain
- Technologies for testing, data, operations, and communications in supply chain management
- Factors influencing demand, including design, marketing, selling, and matching customer orders
- Core concepts of CRM, including strategies, technologies, and key implementation challenges
- Fundamentals of supplier relationship management (SRM), including strategies, improved management of sources, relevant technologies, and measurement
- Inventory planning and control methods

Module 3: APICS Implementation and Operations
- Supply chain dynamics and the balance of responsiveness and efficiency
- Managing supply from internal and external sources
- Implementation of demand plans, including prioritization and fulfillment, and capturing and communicating point-of-sale data
- Tools and techniques to support continuous improvement strategies
WEB-BASED STUDY TOOLS
Included with the APICS CSCP Learning System, web-based study tools help users apply the concepts learned in the printed materials and test their understanding and retention of the topics:

- Quizzes and tests prepare users for the APICS CSCP exam, providing immediate feedback and additional guidance.
- Users have access to the online tools for one year.
- All interactive web-based study tools can be accessed online.

MOBILE ACCESS
Participants can study on-the-go by accessing the APICS CSCP Learning System on their iPhones, iPads, or Google Android phones and tablets. This mobile format gives users greater flexibility for when and where they are able to study.
PRETESTS AND POSTTESTS
The pretests and posttests, consisting of 50 multiple choice questions, cover content drawn from the entire APICS CSCP ECM. After each question, users are provided immediate feedback, including the correct answer and rationale behind the answer. A running total of questions answered correctly is provided as you proceed through the test. The pretest results will provide users with an idea of their strengths and areas they need to work on. The posttest results measure progress following completion of the course. The pre and posttests are weighted the same way the exam is weighted and the topics were designed to follow the ECM outline.

RESOURCE CENTER
The Resource Center is the one-stop place for users to access valuable exam prep materials like program updates, test-taking tips, printable flashcards, related links, reference materials, feedback feature, and a complimentary download of the most current APICS CSCP ECM.
MODULE-SPECIFIC TESTS
The conclusion of each module allows users to test their knowledge retention with section-specific quizzes. The questions include immediate feedback, answer rationales, and references to the relevant sections in the printed materials so areas of improvement can be reviewed.

GLOSSARY
Based on the APICS Dictionary, 13th edition and accessible any time during the program, the glossary allows users to look up definitions of terms without leaving current modules or activities.

LEARNING ACTIVITIES
After reading the printed materials and taking the quizzes, users are encouraged to complete the Learning Activities. The exercises within the Learning Activities reinforce the concepts presented in the text and allow users to apply that knowledge in a real-world application.

ABC analysis
The classification of a group of items in decreasing order of annual dollar volume (price multiplied by projected volume) or other criteria. This array is then split into three classes, called A, B, and C. The A group usually represents 10 percent to 20 percent by number of items and 50 percent to 70 percent by projected dollar volume. The B group usually represents about 20 percent of the items and about 20 percent of the dollar volume. The C group contains 60 percent to 70 percent of the items and 10 percent to 20 percent of the dollar volume. The ABC principle states that effort and money can be saved through applying lower controls to the low-dollar-volume class items than will be applied to high-dollar-volume class items. This ABC principle is applicable to inventories, purchasing, sales, and so on. (Also see MRP, Kanban, ABC Classification.)

Active tag
A self-powered radio frequency identification tag that broadcasts information. See Radio frequency identification (RFID) tag.
EFLASHCARDS
A valuable study tool, eFlashcards allow users to test their knowledge of important terms and definitions contained within the APICS CSCP Learning System. Users can view flashcards online or download printable copies in the Resource Center.

APICS CSCP PRACTICE EXAM
The APICS CSCP practice exam was designed to help users gain comfort and experience with the format and functionality of the computer-based APICS CSCP exam.

This 50-question exam is timed and includes questions written by the APICS CSCP Exam Content Manual (ECM) committee, which is the same group that writes the actual APICS CSCP exam. Users can flag questions for review and skip and return to questions later in the exam.

Following the exam, users can review their incorrect and correct questions in online reports. This test gives participants an idea of what to expect when they take the actual APICS CSCP exam.
REPORTS
Participants can track course progress and document the learning gain through a complimentary reporting feature that includes pre and posttest scores and module-specific test scores. Users can look at each test and review incorrect answers. The Best Test Scores report provides a summary of all quiz, test, and exam scores broken down by module and section. Individuals can look at each attempt and review the questions that were answered incorrectly.

The Pre, Posttest, and Practice Exam Comparison Report reviews pre, posttest, and practice exam scores by module to gauge knowledge gain.

CERTIFICATE OF ACHIEVEMENT
Users earn a certificate of achievement for scoring 80 percent or higher on the posttest. This certificate lets individuals know that they are completing the APICS CSCP Learning System content and retaining the information.
INSTRUCTOR-FACILITATED COURSES
The instructor-facilitated format combines the APICS CSCP Learning System print and web-based components with the guidance of an experienced instructor. Global course listings can be found on the Partner and Event Finder on apics.org. This option is best suited for individuals who
• prefer face-to-face interaction with an instructor
• thrive in a structured classroom setting
• enjoy peer discussion and live instruction.

INSTRUCTOR-FACILITATED ONLINE COURSES
APICS instructor-facilitated online courses are APICS-endorsed and are offered through Fox Valley Technical College, which provides online APICS CSCP review courses that are interactive and easily navigated. These courses are asynchronous, so participants can take the course that is most in-line with the needs of your business. All workshops are taught by instructors who have earned APICS CSCP certification and have years of supply chain management experience. Participants will have the opportunity to interact online with instructors and fellow learners in a private environment for organizations.

To learn more about APICS CSCP preparation, visit apics.org/cscp.
Contact Information

LEARN MORE.

To learn more about the APICS CSCP program, visit apics.org/cscp.

If you have questions, please contact
The Centre for Logistics Excellence
Debbie Golding
tel 012-3454118 cell 071 936 8697
debbie@clx.co.za