

2015

CSCP

APICS CERTIFIED SUPPLY CHAIN PROFESSIONAL

EXAM CONTENT MANUAL

PREVIEW

The APICS logo features a stylized white 'A' with a curved line above it, followed by the word 'APICS' in a clean, sans-serif font.

APICS Certified Supply Chain Professional
Preview of Exam Content Manual

January 1, 2015, through December 31, 2015

Please be aware, this is not the full APICS Certified Supply Chain Professional (CSCP) Exam Content Manual (ECM). The full version is available for purchase at apics.org/shop. This preview is provided to give candidates an overview of what is contained on the exam on a very high level. For exam preparation, use of the current APICS CSCP ECM is strongly recommended.

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APICS CSCP Exam: ECM Preview

Abbreviated Exam Content

Three content areas have been designed to organize the APICS CSCP domain. The relative importance of these topics will vary among industries, but the figures given below show the percentage designated for each section on the exam.

Diagnostic part	Main topic	Percentage of exam
I	Fundamentals of Supply Chain Management	33.33%
II	Supply Chain Strategy, Design, and Compliance	33.33%
III	Implementation and Operations	33.33%

Content Outline

I. Fundamentals of Supply Chain Management

This section addresses the fundamental concepts used for effective supply chain management and will provide the foundation for the APICS CSCP exam. It includes an overview of supply chain management concepts and the need to align resources with the strategy of the organization. Management and improvement of the supply chain are then addressed. Exam questions covering this area will include elements related to the following:

- A. *Supply chain management concepts*: A thorough understanding of the roles in a supply chain network and the flow of value through it is required. A broad understanding of the supply chain management processes, objectives, integration, and benefits is also required.
- B. *Supply chain alignment with business strategy*: The supply chain strategy should align with and enable the business strategy. Achieving appropriate alignment requires an understanding of the forms of competitive advantage being pursued. It also requires an understanding of the organizational strategy, priorities, capabilities, and the resolution of misalignments or gaps.
- C. *Supply chain design and improvement considerations*: The supply chain strategy should be designed with an understanding of the marketplace. It also requires an understanding of supply chain management design and continuous improvement considerations.
- D. *Inventory management*: Inventories throughout the supply chain must be planned and controlled for effective supply chain management. Managing inventories, in turn, requires an understanding of the costs of maintaining and not maintaining inventory.

- E. *Logistics fundamentals*: An understanding of the logistics function is required. Understanding the role of logistics, types of logistics service providers, and reverse logistics is required.
- F. *Market segmentation*: An understanding of market segmentation is required. Understanding the reasons for identifying market segments, ways to segment markets, and understanding the wants and needs of each segment is important.
- G. *Demand planning*: An understanding of demand forecasting, the components of demand management, associated linkages, and demand management functional responsibilities and interfaces is required.
- H. *Customer relationship management (CRM) concepts*: Effective customer relationship management includes an understanding of the CRM philosophy. It also requires the understanding of the need, scope, elements, and benefits of CRM.
- I. *Supply management concepts*: Effective management of all sources of supply requires an understanding of the components of the total cost of ownership and the considerations in deciding whether to source an item internally or externally. It also requires an understanding of the types of relationships that can exist between a firm and its suppliers, the development of supply plans, and supplier relationship management.

II. Supply Chain Strategy, Design, and Compliance

This section addresses considerations in the design of a competitive supply chain, the processes that support the organization's strategy, improvement of the sustainability of the organization and its trading partners, and compliance with applicable regulations. Exam questions covering this area will include elements related to the following:

- A. *Sustainability*: Designing and operating a supply chain requires an understanding of the concepts of sustainable business practices and how to adapt and apply them to a specific supply chain. Knowledge in this area encompasses:
- B. *Risk management*: Designing a robust supply chain requires recognizing the sources and forms of risks, the magnitude and potential impact of each, and methods of mitigating each form of risk.
- C. *Globalization*: Managing globally dispersed sources of supply and demand requires an understanding of the requirements for operating in multiple countries and for moving goods and funds among countries
- D. *Logistics*: An understanding of the total effect that globalization and supply chain management has on inbound and outbound logistics is important. An understanding of trade-offs among warehousing, transportation, and logistics services' decision making is also required.

- E. *Managing the supply chain*: Managing the supply chain requires an understanding of the dynamics of supply and demand and the need to balance efficiency and responsiveness in the supply chain.
- F. *Technology*: An understanding of technologies that enable designing, tracking, operating, and communicating among trading partners within a supply chain is necessary. The correct application of appropriate technology is needed for efficient and effective supply chain management.
- G. *Influencing and prioritizing demand*: A thorough understanding of how the members of a supply chain can influence demand and how they may need to prioritize demand when necessary is required.
- H. *Customer relationship management (CRM)*: Effective customer relationship management includes understanding the underlying concepts; enabling technologies; and requirements for improved demand management, customer service, and alignment of customer-facing processes and resources.
- I. *Supplier relationship management (SRM)*: Successful implementation of supplier relationship management requires an understanding of the underlying concepts, the enabling technologies, and the requirements for improved management of sources of supply.
- J. *Inventory planning and control*: Inventories throughout the supply chain must be planned, located, and controlled for effective supply chain management. Managing inventories in turn requires an understanding of the total costs of maintaining and not maintaining inventory and the techniques for planning and controlling inventory.

III. Implementation and Operations

This section addresses managing and balancing supply and demand by measuring, analyzing, and improving supply chain processes. Exam questions will include elements related to the following:

- A. *Supply chain dynamics*: Managing supply chains requires an understanding of the dynamics of supply and demand and the need to balance efficiency and responsiveness in the supply chain. It also requires a set of measures that are agreed upon and used by the organizations in the supply chain.
- B. *Managing supply from internal sources*: Managing supply from internal sources requires an understanding of the operations planning and control processes.
- C. *Managing supply from external sources*: Managing supply from external sources requires an understanding of the basic purchasing processes, selecting suppliers, and evaluating suppliers.
- D. *Implementation of demand plans*: Requires an understanding of the methods for prioritizing and fulfilling demand.
- E. *Continuous Improvement*: Enhancing the competitiveness of a supply chain requires an understanding of the techniques and tools of continuous improvement and the appropriate application of each.



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