

Module 1: Fundamentals of Supply Chain Management

Book 1 of 2:

2012 APICS CSCP EXAM CONTENT MANUAL (ECM)

Section A: Supply Chain Management Concepts

- Basic Supply Chain
- The SCOR Model: Linking Processes, Metrics, Best Practices, and Technologies
- Vertical versus Horizontal Integration
- Supply Chain Management Objectives
- Supply Chain Management Benefits
- Accounting and Financial Statement Basics

Section B: Supply Chain Alignment with Business Strategy

- Competitive Advantages
- Organizational Capabilities and Strategy
- Resolving Misalignment or Gaps

Section C: Supply Chain Design and Improvement Considerations

- Understanding the Marketplace
- Supply Chain Design Considerations
- Continuous Improvement

Section D: Inventory Management

- The Need for Inventory
- Aggregate and Item Inventory Management
- Flow of Material
- Functions of Inventory
- Inventory-Related Cost Categories
- Effects of Inventory on the Financial Statements

Module 1—Book 2 of 2:

Section E: Logistics Fundamentals

- Role of Logistics in Supply Chain Management
- Logistic Service Providers
- Reverse Logistics

Section F: Market Segmentation

- Reasons to Identify and Understand Market Segments
- Ways to Segment Markets
- Understanding the Wants and Needs of Each Segment

Section G: Demand Planning

- Forecasting Demand
- Components of Demand Management
- Linkages Among the Components
- Demand Management Functional Responsibilities and Interfaces

Section H: Customer Relationship Management (CRM) Concepts

- The Need for CRM
- Scope of CRM
- Elements of CRM
- Benefits of CRM
- Implementing CRM
- Need for and Uses of Customer Information in CRM

Section I: Supply Management Concepts

- Total Cost of Ownership
- Make Versus Buy Analysis
- Outsourcing and Offshoring
- Range of Buyer-Supplier Relationships
- Developing Supply Plans
- Supplier Relationship Management (SRM)

Module 2: Supply Chain Strategy, Design and Compliance

Book 1 of 2:

Section A: Sustainability

- The Economic Perspective
- The Environmental Perspective
- The Social Perspective
- The United Nations Global Compact
- Triple Bottom Line

Section B: Risk Management

- Identification, Mitigation and Response to Risk
- Security and Regulatory Concerns
- ISO 31000 Risk Management—Principles and Guidelines

Section C: Globalization

- Effects of Globally Dispersed Supply and Demand
- Free Trade Zones
- Trading Blocs
- Operational Considerations
- Implications of Globalization

Section D: Logistics

- Transportation
- Warehousing
- Transportation and Warehousing Tradeoffs
- Customer Service

Section E: Managing the Supply Chain

- Indicators of Supply Chain Performance
- Responsive versus Efficient Supply Chains

Module 2 – Book 2 of 2:

Section F: Technology

- Role of Technology in Supply Chain Management
- Key Application Tools
- Data Acquisition and Communication Tools
- Supply Chain Design and Optimization
- Inter-Organization Integration Tools
- Electronic Business

Section G: Influencing and Prioritizing Demand

- Designing Products and Services
- Marketing
- Selling
- Matching Customer Orders to Supply

Section H: Customer Relationship Management (CRM)

- Developing and Implementing a CRM Strategy
- Using Technology to Implement CRM
- Measuring Customer Service
- Challenges in Implementing CRM

Section I: Supplier Relationship Management (SRM)

- Supplier Selection
- Developing and Implementing SRM Strategies
- Creating Alliances with Suppliers
- Using Technology to Implement SRM
- Measuring SRM
- Challenges in Implementing SRM

Section J: Inventory Planning and Control

- Inventory Planning
- Inventory Control

Module 3: Implementation and Operations

Section A: Supply Chain Dynamics

- Sources of Variability in Demand
- Sources of Variability in Supply
- Synchronizing Supply and Demand
- Metrics

Section B: Managing Supply from Internal Sources

- Operations Planning and Control: Implementation of the Sales and Operations Plan
- Operations Planning and Control: Controlling Priorities
- Operations Planning and Control: Materials and Inventory
- Operations Planning and Control: Capacity
- Communicating Requirements and Priorities
- Measuring Performance

Section C: Managing Supply from External Sources

- Communicating Requirements and Priorities
- Supplier Performance Management
- Supplier Certification

Section D: Implementation of Demand Plans

- Demand Prioritization
- Capturing and Communicating Point-of-Sale Data

Section E: Continuous Improvement

- Continuous Improvement Philosophies
- Continuous Improvement Tools