

# Certified in Production and Inventory Management (CPIM)

by



## Information Booklet for 2011

Version 2011.03 effective from 01-Apr-2011

- Increase functional knowledge of production and inventory management
- Improve efficiency of organization's supply chain
- Streamline operations through accurate forecasting
- Predict outcomes more accurately
- Maximize ROI on systems and technologies
- Increase profitability by optimizing organization's inventory investment
- Enhance credibility among peers, employers, and customers
- Accelerate career development and better employment opportunities
- Increase potential for higher salaries and job satisfaction
- Increase recognition within the industry globally

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**KnoWerX Education (India) Private Limited**

## About KnoWerX

Since 1992, the founders of KnoWerX Education (India) Private Limited (KnoWerX) [www.knowerx.com](http://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](http://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.



“CPIM gives you a professional edge as it equips you with sound fundamentals. The certification indeed has a strong credibility in the supply chain and operations community world wide.”

– **Mohit Bhargava, CPIM**

(Mr. Mohit Bhargava has a master’s degree in business management. Currently, he is a Senior Manager – Asia Pacific Supply Planning, Johnson & Johnson Consumer, Singapore.)



“APICS CPIM certification has helped me to demonstrate my commitment towards the profession and enabled me to communicate in a business language as understood by the customer.”

– **Himanshu Sewalkar, CPIM**

(Mr. Himanshu Sewalkar is a B.E. from Visvesvaraya National Institute of Technology, Nagpur. Currently, he is a Senior Consultant – Custom Development, SAP Labs India Pvt. Ltd., Bengaluru.)



“I would say after earning CPIM certification I have really added a new dimension to my professional carrier. It has really enriched my domain knowledge in the field of supply chain and operations management. Now I feel more confident while solving real business problems.”

– **Rajdeep Mittal, CPIM**

(Mr. Rajdeep Mittal is a P.G.D.I.E. (MBA) from NITIE, Mumbai. He pursued CPIM as a student in NITIE. Currently, he is Senior Manager – Sourcing, Tata Cummins Ltd., Jamshedpur.)

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# Certification in Production and Inventory Management

The APICS Certified in Production and Inventory Management (CPIM) program is recognized worldwide as the standard of professional competence in production and inventory control and supply chain management. 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. The APICS CPIM program is divided into five process-oriented topic areas to provide participants with the best possible educational assessment and knowledge base.

More than 95,000 professionals have earned their APICS CPIM, and nearly 3,000 have achieved Fellow status. After earning an APICS CPIM designation, individuals are eligible to advance to the Certified Fellow in Production and Inventory Management (CFPIM) designation. The distinguishing characteristic of a CFPIM is the willingness to share acquired knowledge with others through presenting, publishing, teaching, and participating in professional development activities.

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

## ***Exam Eligibility Requirements***

APICS CPIM program can be pursued by anybody. There is no minimum age, qualification or work experience required. You need not be an APICS member for pursuing APICS CPIM program.

## ***CPIM Designation***

Successful candidates are granted the designation of Certified in Production and Inventory Management (CPIM). The CPIM 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 Module Requirements**

The APICS CPIM program has been organized into five modules, each focusing on key areas of study that are integral to an understanding and mastery of production and inventory management principles. You must pass an exam for each of the modules to successfully complete the APICS CPIM program. Then modules are broadly divided into three categories:

- Entry module
  - Basics of Supply Chain Management
- Core competency modules
  - Master Planning of Resources
  - Detailed Scheduling and Planning
  - Execution and Control of Operations
- Capstone module
  - Strategic Management of Resources

Though exams can be taken in any sequence by you, the above sequence is recommended to be followed.

## ***Entry Module***

### **Basics of Supply Chain Management (Basics or BSCM or BSC)**

Candidates preparing for the *Basics of Supply Chain Management (Basics)* exam should understand the basic concepts in managing the complete flow of materials in a supply chain from suppliers to

customers. The Basics module not only introduces supply chain concepts and emphasizes basic terminology, but it also covers relationships among activities in the supply chain. Knowledge of the material in this module is assumed as a prerequisite for the other APICS CPIM modules, which cover similar topics but in much greater depth. The Basics module examines four major areas:

- Business wide concepts for satisfying customer expectations
- Determining and managing customer demand
- Managing the transformation processes used to satisfy customer demand
- Managing the supply activity supporting transformation processes

The following texts are references for the *Basics of Supply Chain Management* exam. The primary references are the source material from which the exam is constructed:

	APICS Bookstore Price		Non-US Edition Price (₹)@@	KnoWerX Price	
	For Non-Members (US\$)++	For APICS Members (US\$)++		For Non-Members (₹)##	For APICS Members (₹)##
<b>Primary References:</b>					
1. <i>APICS CPIM Basics of Supply Chain Management Reprints</i> , version 2009, APICS, 99 pages, APICS stock # 05002-2009.	US\$35	US\$35	Not Available	<b>₹2,000</b>	<b>₹1,900</b>
2. <i>APICS Dictionary</i> , 13th edition, Editor: John H. Blackstone Jr., Ph.D., CFPIM, Jonah's Jonah, APICS, 2011, 164 pages, APICS stock # 01102-2011.	US\$50	US\$30	Not Available	<b>₹1,900</b>	₹1,810
3. <i>Introduction to Materials Management</i> , 6 <sup>th</sup> 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	<b>₹399</b>	<b>₹399</b>
4. <i>Lean Production Simplified</i> , 2 <sup>nd</sup> edition, Pascal Dennis, Productivity Press, 2007, 192 pages, APICS stock # 03990.	US\$25	US\$20	₹495	<b>₹495</b>	<b>₹495</b>
<b>Additional Aids:</b>					
5. <i>APICS CPIM Exam Content Manual 2011</i> , APICS, APICS 61 pages, stock # 09051-2011.	US\$25	US\$25	Not Available	<b>₹1,600</b>	<b>₹1,520</b>
6. <i>APICS CPIM Basics of Supply Chain Management Practice Question Booklet</i> , version 3.1, APICS, 12 pages, APICS stock # 09205-BK.	US\$28	US\$19	Not Available	₹1,400	₹1,330

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

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Prices marked in bold and italics are included in the bundled examination fee.

Please refer to *APICS CPIM Exam Content Manual 2011* that contains examination committee, scope of the subject matter, curriculum outline (with link to primary references and chapters therein), key terminology, bibliography (primary references), sample questions and answers to sample questions for all five modules.

## Core Competency Modules

### Master Planning of Resources (MPR)

An in-depth understanding of the topics of demand management, sales and operations planning and master scheduling is required of candidates planning to take this exam. The *Master Planning of Resources* module examines both supply and demand planning for mid- to long-term independent demand. Both priority planning and capacity planning issues are addressed. Knowledge of the material covered in the *Basics of Supply Chain Management* module is assumed as a prerequisite for this module. The *Master Planning of Resources* module examines three major areas:

- Demand management, the function of recognizing all demands for goods and services to support the marketplace
- Sales and operations planning, a process that brings together all the plans for the business (e.g., sales, marketing, product development, manufacturing, sourcing, finance)
- Master scheduling, the process of generating, reviewing, and updating the master production schedule to keep it consistent with the production plan

The following texts are references for the *Master Planning of Resources* exam. The primary references are the source material from which the exam is constructed:

	APICS Bookstore Price		Non-US Edition Price (₹) @@	KnoWerX Price	
	For Non-Members (US\$)++	For APICS Members (US\$)++		For Non-Members (₹)##	For APICS Members (₹)##
<b>Primary References:</b>					
1. <i>APICS CPIM Master Planning of Resources Reprints</i> , version 2010, APICS, 141 pages, APICS stock # 05001-2010.	US\$35	US\$35	Not Available	<b>₹2,000</b>	<b>₹1,900</b>
2. <i>APICS Dictionary</i> , 13th edition, Editor: John H. Blackstone Jr., Ph.D., CFPIM, Jonah's Jonah, APICS, 2011, 164 pages, APICS stock # 01102-2011.	US\$50	US\$30	Not Available	₹1,900	₹1,810
3. <i>Distribution Planning and Control</i> , 2 <sup>nd</sup> edition, David Frederick Ross, CFPIM, Springer Science+Business Media, Inc., 2004, 840 pages, APICS stock # 03442.	US\$160	US\$104	Not Available	<b>₹11,000</b>	<b>₹10,450</b>
4. <i>Manufacturing Planning and Control Systems for Supply Chain Management</i> , 5 <sup>th</sup> edition, Thomas E. Vollmann, CFPIM, William L. Berry,	US\$80	US\$72	₹499	<b>₹499</b>	<b>₹499</b>

David Clay Whybark and F. Robert Jacobs, McGraw-Hill, 2005, 598 pages, APICS stock # 03406.					
5. <i>Master Scheduling in the 21st Century</i> , Thomas F. Wallace, and Robert A. Stahl, T. F. Wallace & Co., 2003, 224 pages, APICS stock # 03390.	US\$45	US\$36	₹250	<b>₹250</b>	<b>₹250</b>
6. <i>Sales &amp; Operations Planning: The How-to Handbook</i> , 3 <sup>rd</sup> edition, Thomas F. Wallace, T.F. Wallace & Co., 2008, 198 pages, APICS stock # 03160.	US\$55	US\$44	₹300	<b>₹300</b>	<b>₹300</b>
7. <i>Sales Forecasting: A New Approach</i> , Thomas F. Wallace, and Robert A. Stahl, T.F. Wallace & Co., 2002, 176 pages, APICS stock # 03838.	US\$45	US\$36	₹250	<b>₹250</b>	<b>₹250</b>
<b>Additional Aids:</b>					
8. <i>APICS CPIM Exam Content Manual 2011</i> , APICS, 61 pages, APICS stock # 09051-2011.	US\$25	US\$25	Not Available	₹1,600	₹1,520
9. <i>APICS CPIM Master Planning of Resources Practice Question Booklet</i> , version 3.3, APICS, 15 pages, APICS stock # 09209-BK.	US\$28	US\$19	Not Available	₹1,400	₹1,330

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Prices marked in bold and italics are included in the bundled examination fee. It is assumed that you have the references from BSCM module.

Please refer to *APICS CPIM Exam Content Manual 2011* that contains examination committee, scope of the subject matter, curriculum outline (with link to primary references and chapters therein), key terminology, bibliography (primary references and additional references), sample questions and answers to sample questions for all five modules.

## Detailed Scheduling and Planning (DSP)

To prepare for this exam, you should carefully review the subject matter of the *Detailed Scheduling and Planning* module, including inventory management, material requirements planning, capacity requirements planning, and procurement and supplier planning. The emphasis in this module is on applied- and higher-thinking questions. Knowledge of the material covered in the *Basics of Supply Chain Management* module is assumed as a prerequisite for this module. The *Detailed Scheduling and Planning* module examines three major areas:

- Planning material requirements to support the master schedule
- Planning operations to support the priority plan
- Planning procurement and external sources of supply

The following texts are references for the *Detailed Scheduling and Planning* exam. The primary references are the source material from which the exam is constructed:

	APICS Bookstore Price		Non-US Edition Price (₹) @@	KnoWerX Price	
	For Non-Members (US\$)++	For APICS Members (US\$)++		For Non-Members (₹)##	For APICS Members (₹)##
<b>Primary References:</b>					
1. <i>APICS CPIM Detailed Scheduling and Planning Reprints</i> , version 4.0, 192 pages, APICS, APICS stock # 05003-2010.	US\$35	US\$35	Not Available	<b>₹2,000</b>	<b>₹1,900</b>
2. <i>APICS Dictionary</i> , 13th edition, Editor: John H. Blackstone Jr., Ph.D., CFPIM, Jonah's Jonah, APICS, 2011, 164 pages, APICS stock # 01102-2011.	US\$50	US\$30	Not Available	₹1,900	₹1,810
3. <i>Introduction to Materials Management</i> , 6 <sup>th</sup> edition, J.R. Tony Arnold, Stephen N. Chapman and Lloyd M. Clive, Prentice Hall, 2008 (published in India by Doling Kindersley, 2009), 515 pages, APICS stock # 03813.	US\$120	US\$96	₹399	₹399	₹399
4. <i>Capacity Management</i> , John H. Blackstone Jr., Ph.D., CFPIM, Cengage Learning, 2002, 273 pages, APICS stock # 03601.	US\$44	US\$40	Not Available	<b>₹6,000</b>	<b>₹5,700</b>
5. <i>Lean Six Sigma: Combining Six Sigma Quality with Lean Production Speed</i> , Michael L. George, McGraw-Hill, 2002, 300 pages, APICS stock # 03370.	US\$39	US\$34	₹295	<b>₹295</b>	<b>₹295</b>
6. <i>Service Management and Operations</i> , 2 <sup>nd</sup> edition, Cengiz Haksever, Barry Render, Roberta S. Russell and Robert G. Murdick, Prentice Hall, 2000, 608 pages, APICS stock # 03997.	US\$210	US\$179	Not Available	<b>₹15,000</b>	<b>₹15,000</b>
7. <i>Project Management: A Managerial Approach</i> , 7 <sup>th</sup> edition, Jack R. Meredith, and Samuel J. Mantel Jr., John Wiley & Sons, Inc., 2009, 608 pages, APICS stock # 03488.	US\$115	US\$98	₹499	<b>₹499</b>	<b>₹499</b>
8. <i>A Guide to the Project Management Body of Knowledge</i> , 4 <sup>th</sup> edition,	US\$49	US\$42	Not Available	<b>₹3,500</b>	<b>₹3,500</b>

Project Management Institute Standards Committee, PMI, 2009, 459 pages, APICS stock # 03364.					
9. <i>Designing and Managing the Supply Chain</i> , 3 <sup>rd</sup> edition, David Simchi-Levi, Philip Kaminsky and Edit Simchi-Levi, McGraw-Hill, 2008, 498 pages, APICS stock # 03819.	US\$112	US\$107	₹450	<b>₹450</b>	<b>₹450</b>
10. <i>Manufacturing Planning and Control Systems for Supply Chain Management</i> , 5 <sup>th</sup> edition, Thomas E. Vollmann, CFPIM, William L. Berry, David Clay Whybark and F. Robert Jacobs, McGraw-Hill, 2005, 598 pages, APICS stock # 03406.	US\$80	US\$72	₹499	₹499	₹499
<b>Additional Aids:</b>					
11. <i>APICS CPIM Exam Content Manual 2011</i> , APICS, APICS 61 pages, stock # 09051-2011.	US\$25	US\$25	Not Available	₹1,600	₹1,520
12. <i>APICS CPIM Detailed Scheduling and Planning Practice Question Booklet</i> , version 4.0, APICS, 14 pages, APICS stock # 09211-BK.	US\$28	US\$19	Not Available	₹1,400	₹1,330

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Please refer to *APICS CPIM Exam Content Manual 2011* that contains examination committee, scope of the subject matter, curriculum outline (with link to primary references and chapters therein), key terminology, bibliography (primary references and additional references), sample questions and answers to sample questions for all five modules.

## Execution and Control of Operations (ECO)

The *Execution and Control of Operations* module encompasses the principles, approaches, and techniques needed to schedule, control, measure, and evaluate the effectiveness of production operations. Candidates preparing for this exam should review the broad base of production operations including project, batch, line, continuous, and remanufacturing environments addressed in this module. Knowledge of the material covered in the *Basics of Supply Chain Management* module is assumed as a prerequisite for this module. The *Execution and Control of Operations* module examines the three phases of execution and control:

- Prioritizing and sequencing work to be performed
- Executing the plans, implementing physical controls, and reporting results of activities performed

- Evaluating performance and providing feedback

The following texts are references for the *Execution and Control of Operations* exam. The primary references are the source material from which the exam is constructed:

	APICS Bookstore Price		Non-US Edition Price (₹) @@	KnoWerX Price	
	For Non-Members (US\$)++	For APICS Members (US\$)++		For Non-Members (₹)##	For APICS Members (₹)##
<b>Primary References:</b>					
1. <i>APICS CPIM Execution and Control of Operations Reprints</i> , version 2011, APICS, 233 pages, APICS stock # 05009-2011.	US\$35	US\$35	Not Available	<b>₹2,000</b>	<b>₹1,900</b>
2. <i>APICS Dictionary</i> , 13th edition, Editor: John H. Blackstone Jr., Ph.D., CFPIM, Jonah's Jonah, APICS, 2011, 164 pages, APICS stock # 01102-2011.	US\$50	US\$30	Not Available	₹1,900	₹1,810
3. <i>Introduction to Materials Management</i> , 6 <sup>th</sup> edition, J.R. Tony Arnold, Stephen N. Chapman and Lloyd M. Clive, Prentice Hall, 2008 (published in India by Doling Kindersley, 2009), 515 pages, APICS stock # 03813.	US\$120	US\$96	₹399	₹399	₹399
4. <i>Lean Production Simplified</i> , 2 <sup>nd</sup> edition, Pascal Dennis, Productivity Press, 2007, 192 pages, APICS stock # 03990.	US\$25	US\$20	₹495	₹495	₹495
5. <i>Juran's Quality Planning &amp; Analysis for Enterprise Quality</i> , 5 <sup>th</sup> edition, Frank M. Gryna, Richard C. H. Chua, Joseph A. DeFeo, McGraw-Hill, 2007, 774 pages, APICS stock # 03606.	US\$165	US\$141	₹499	<b>₹499</b>	<b>₹499</b>
6. <i>Manufacturing Planning and Control Systems for Supply Chain Management</i> , 5 <sup>th</sup> edition, Thomas E. Vollmann, CFPIM, William L. Berry, David Clay Whybark and F. Robert Jacobs, McGraw-Hill, 2005, 598 pages, APICS stock # 03406.	US\$80	US\$72	₹499	₹499	₹499
<b>Additional Aids:</b>					
7. <i>APICS CPIM Exam Content Manual 2011</i> , APICS, APICS 61 pages, stock # 09051-2011.	US\$25	US\$25	Not Available	₹1,600	₹1,520

8. <i>APICS CPIM Execution and Control of Operations Practice Question Booklet</i> , version 2.4, APICS, 13 pages, APICS stock # 09212-BK.	US\$28	US\$19	Not Available	₹1,400	₹1,330
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Please refer to *APICS CPIM Exam Content Manual 2011* that contains examination committee, scope of the subject matter, curriculum outline (with link to primary references and chapters therein), key terminology, bibliography (primary references and additional references), sample questions and answers to sample questions for all five modules.

## Capstone Module

### Strategic Management of Resources (SMR)

Candidates preparing for the *Strategic Management of Resources* exam should possess high-level knowledge of strategic planning and implementation and an understanding of how market requirements drive the resources and processes of an organization. Knowledge of the materials covered in the *Master Planning of Resources*, *Detailed Scheduling and Planning* and *Execution and Control of Operations* modules is assumed as a prerequisite for this module. The *Strategic Management of Resources* module examines three major areas:

- Aligning the resources with the strategic plan
- Configuring and integrating the operating processes to support the strategic plan
- Implementing the change

The following texts are references for the *Strategic Management of Resources* exam. The primary references are the source material from which the exam is constructed:

	APICS Bookstore Price		Non-US Edition Price (₹) @@	KnoWerX Price	
	For Non-Members (US\$)++	For APICS Members (US\$)++		For Non-Members (₹)##	For APICS Members (₹)##
<b>Primary References:</b>					
1. <i>APICS Dictionary</i> , 13th edition, Editor: John H. Blackstone Jr., Ph.D., CFPIM, Jonah's Jonah, APICS, 2011, 164 pages, APICS stock # 01102-2011.	US\$50	US\$30	Not Available	₹1,900	₹1,810
2. <i>APICS Strategic Management of Resources References Sourcebook</i> , APICS/Pearson Custom Text, APICS stock # 03989.	US\$280	US\$250	Not Available	<b>₹20,000</b>	<b>₹19,000</b>
<b>Additional Aids:</b>					
3. <i>APICS CPIM Exam Content</i>	US\$25	US\$25	Not Available	₹1,600	₹1,520

<i>Manual 2011, APICS, 61 pages, APICS stock # 09051-2011.</i>					
4. <i>APICS CPIM Strategic Management of Resources Practice Question Booklet, version 2.0, APICS, 14 pages, APICS stock # 09213-BK.</i>	US\$28	US\$19	Not Available	₹1,400	₹1,330

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Prices marked in bold and italics are included in the bundled examination fee. It is assumed that you have the references from BSCM, MPR, DSP and ECO modules.

Please refer to *APICS CPIM Exam Content Manual 2011* that contains examination committee, scope of the subject matter, curriculum outline (with link to primary references and chapters therein), key terminology, bibliography (primary references and additional references), sample questions and answers to sample questions for all five modules.

## ***Exam Form and Format***

### **Test Format**

The APICS CPIM 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**

All APICS CPIM exams, except Basics, consist of 75 multiple-choice questions (60 operational and 15 pre-test). The Basics exam has 105 questions (80 operational and 25 pre-test). The pre-test questions do not contribute to your total score but are necessary for research purposes. These pre-test questions are randomly distributed among the scorable items and will be used for statistical purposes only. The pre-test 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 be given three hours to complete the exam.

## ***Exam Schedule***

### **APICS CPIM Morning Exams**

- Basics of Supply Chain Management, or,
- Detailed Scheduling and Planning, or,
- Execution and Control of Operations

8:30 a.m. Report to the testing centre if you are registered for one of the morning exams.

9:00 a.m. Exam begins (approximately). You will not be admitted after this time.

12:30 p.m. Exam ends (approximately).

## APICS CPIM Afternoon Exams

- Master Planning of Resources, or,
- Strategic Management of Resources

1:30 p.m. Report to the testing centre if you are registered for one of the afternoon exams.

2:00 p.m. Exam begins (approximately). You will not be admitted after this time.

5:30 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:
  - (1) <http://www.flipkart.com>
  - (2) <http://www.nbcindia.com>
  - (3) <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](mailto: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](mailto: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\_bschydh@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, Hasmath 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@greenleaf.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 CPIM 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 immediately benefit from the knowledge gained through the program. Personalize your APICS CPIM 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 CPIM 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 primary references are supported by "Additional Aids" (Exam Content Manual and Practice Question Booklets). The *APICS CPIM Exam Content Manual 2011* (ECM) could also serve as supplemental study materials for your preparation. It is also recommended that you take sample tests to assess your level of 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" supported by "Additional Aids" (Exam Content Manual and Practice Question Booklets). "Additional Aids" are optional to study. There are other supplemental self-study resources also that you may consider using:

- **MGI Home Study Course:** These home-study correspondence courses provide you with a solid, professional level understanding of the manufacturing field. The courses are designed to help you develop your knowledge and skills in the essential areas of materials management and integrated resource management. Each APICS home-study course requires approximately 25 to 30 hours to complete. Skill development exercises can be mailed or faxed for detailed review and comment by an assigned instructor or they can be done online. Available as a series (US\$1,416 for APICS members or US\$1,770 for non-members) and for individual modules (US\$315 for APICS members or US\$395 for non-members for each module) through APICS bookstore (<http://www.apics.org/bookstore> ). The corresponding prices including shipping and handling from KnoWerX for the series are ₹95,000 for APICS members and ₹1,00,000 for non-members. The individual module prices including shipping and handling from KnoWerX are ₹22,800 for APICS members and ₹24,000 for non-members.
- **CPIM Study Notes:** Study notes are concise and detailed in an easy-to-understand, conversational format. Author Brian Willcox, CFPIM, CIRM, CSCP, draws on more than 30 years of practical experience in materials management to present information in an easy-to-understand, conversational format. Available as a series (US\$147 for APICS members or US\$225 for non-members) and for individual modules (US\$33 for APICS members or US\$50 for non-members for each module) through APICS bookstore (<http://www.apics.org/bookstore> ). The corresponding prices including shipping and handling from KnoWerX for the series are ₹20,900 for APICS members and ₹22,000 for non-members. The individual module prices including shipping and handling from KnoWerX are ₹6,650 for APICS members and ₹7,000 for non-members.
- **Datachem Study Aids:** APICS offers an electronic study aid that has helped thousands of professionals achieve certification. Designed by Datachem Software, Inc., these products can help you prepare for certification exams with practice questions and answers and technical explanations of production and inventory management topics. Available as a series (US\$425 for APICS members or US\$500 for non-members) and for individual modules (US\$117 for APICS members or US\$129 for non-members for each module) through APICS bookstore

(<http://www.apics.org/bookstore> ). The corresponding prices including shipping and handling from KnoWerX for the series are ₹28,500 for APICS members and ₹30,000 for non-members. The individual module prices including shipping and handling from KnoWerX are ₹9,500 for APICS members and ₹10,000 for non-members.

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. 40 to 80 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**

The APICS CPIM electronic mailing list benefits all those who have attained or who are seeking their APICS CPIM designation. This APICS list offers a forum for discussion about the APICS body of knowledge as it relates to the APICS CPIM program. To join the APICS CPIM electronic mailing list, please send an e-mail message to [join-cpim@lists.apics.org](mailto:join-cpim@lists.apics.org).

There is another discussion forum in India on the Facebook under a group named "KnoWerX Community" having the discussion topic named "APICS CPIM Exam Preparation" (URL: [http://www.facebook.com/group.php?gid=132516843456669&v=app\\_2373072738#!/topic.php?uid=132516843456669&topic=209](http://www.facebook.com/group.php?gid=132516843456669&v=app_2373072738#!/topic.php?uid=132516843456669&topic=209)).

- **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 methodology. The *APICS CPIM 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 you need to know to pass the exam. It is designed to review the body of knowledge covered in the exam.

- **KnoWerX CPIM Review Courses:** Take advantage of 5-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](mailto:pradeep.khetan@knowerx.com) to get a quotation for conducting these 5-day courses in your organization.
- **KnoWerX Public Workshops:** Accelerated CPIM review workshops are offered to the public. During this two-day class, an instructor leads you through interactive discussions about the material to help you prepare for the APICS CPIM exam. The workshops are conducted for a minimum batch size of 10 participants. The fees per participant is ₹16,500/- + 10.3% service tax per module. 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](mailto:pradeep.khetan@knowerx.com) to know the schedule and availability of these workshops in your city.
- **Online CPIM 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 CPIM a challenge, online APICS CPIM 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=3>. The course fee for each of the 5 classes is US\$550.00 for APICS Members or US\$595.00 for Non-Members. In addition, please budget the cost of procuring a participant guide for each module.

## Exam Registration and Taking the Exams

### Exam Registration Fees

The following fee per module of CPIM 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
	₹	₹	₹	₹	₹	₹	₹	₹	₹	₹	₹	₹
BSCM With References	17,240	20,770										
MPR With References	26,580	28,680										
DSP With References	39,520	42,120										
ECO With References	15,330	16,880										
SMR With References	31,930	34,380										
Any One Exam Without References			10,770	11,980	11,640	12,940	9,690	10,780	10,340	11,500	8,620	9,580

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	650	720	540	600	580	650	480	540
Volume discount for 50 or more exam fees paid together for the same exam date from the same organization	1,290	1,440	1,080	1,200	1,160	1,290	970	1,080

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
<b>12-Mar-2011</b>	21-Jan-2011	04-Feb-2011	21-Feb-2011	22-Mar-2011
<b>25-Jun-2011</b>	06-May-2011	20-May-2011	06-Jun-2011	05-Jul-2011
<b>17-Sep-2011</b>	29-Jul-2011	12-Aug-2011	29-Aug-2011	27-Sep-2011
<b>03-Dec-2011</b>	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 APICS customer number (APICS ID) to register. If you are already an APICS member, your membership number is your APICS customer number. If you do not have an APICS customer number, send the following details to KnoWerX to obtain one by e-mail to one of the e-mails nearest to your city [bengaluru@knowerox.com](mailto:bengaluru@knowerox.com) | [chennai@knowerox.com](mailto:chennai@knowerox.com) | [delhi@knowerox.com](mailto:delhi@knowerox.com) | [hyderabad@knowerox.com](mailto:hyderabad@knowerox.com) | [kolkata@knowerox.com](mailto:kolkata@knowerox.com) | [mumbai@knowerox.com](mailto:mumbai@knowerox.com) | [nagpur@knowerox.com](mailto:nagpur@knowerox.com) | [nasik@knowerox.com](mailto:nasik@knowerox.com) | [pune@knowerox.com](mailto:pune@knowerox.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.

It is important that you use the same customer number (APICS ID) to register for each exam throughout the certification process. The use of a single customer number enables APICS to accurately merge your testing information into your APICS records.

Please follow the following procedure:

- Fill in the Examination Registration Form (in the prescribed MS-Excel sheet) & send it as an e-mail attachment 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*. 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_Registration_Form_201102.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@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*. 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@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*. 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(s) 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 ₹1,110 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	5,700	6,600	4,370	5,120

## 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 ₹3,340 to KnoWerX.
- 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	8,000	8,900	6,670	7,420

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 CPIM 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 APICS CPIM exam(s) taken and the results — passing or failing. You also will receive information on areas of weakness.

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 CPIM Score Range

The APICS CPIM score range is from 265 to 330. A score of 300 or higher is required to pass the exam.

Fail = 265–299

Pass = 300–330

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 CPIM examination is 300 on the scale of 265 to 330 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](mailto:bengaluru@knowerox.com) | [chennai@knowerox.com](mailto:chennai@knowerox.com) | [delhi@knowerox.com](mailto:delhi@knowerox.com) | [hyderabad@knowerox.com](mailto:hyderabad@knowerox.com) | [kolkata@knowerox.com](mailto:kolkata@knowerox.com) | [mumbai@knowerox.com](mailto:mumbai@knowerox.com) | [nagpur@knowerox.com](mailto:nagpur@knowerox.com) | [nasik@knowerox.com](mailto:nasik@knowerox.com) | [pune@knowerox.com](mailto:pune@knowerox.com).

## Retaking Exams

If you fail an APICS CPIM exam, you must wait 30 days before retaking the same exam. 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, particularly those in which they received low diagnostic ratings.

## APICS CPIM Qualifications

You must pass all five APICS CPIM exams and receive a total scaled score of 300 or higher on each exam to earn the APICS CPIM designation.

## APICS CPIM Certificates

Candidates who attain APICS CPIM status will receive a personalized certificate approximately six to eight weeks after receiving a passing score on the final APICS CPIM 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](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.

### **APICS CFPIM Qualifications**

The distinguishing characteristic of a Certified Fellow in Production and Inventory Management (CFPIM) is the willingness to share acquired knowledge with others through presenting, teaching, publishing, and participating in APICS educational activities. This knowledge sharing must be performed above and beyond a candidate's normal job duties.

To obtain the CFPIM distinction, an application form must be completed and submitted to APICS Corporate Office. Points are awarded based on the following criteria: APICS CPIM exams, presentations, published works, classroom teaching, and various volunteer/practitioner activities.

To receive a CFPIM application and detailed instructions, or if you have any questions, please contact KnoWerX by e-mail to one of the e-mails nearest to your city [bengaluru@knowrx.com](mailto:bengaluru@knowrx.com) | [chennai@knowrx.com](mailto:chennai@knowrx.com) | [delhi@knowrx.com](mailto:delhi@knowrx.com) | [hyderabad@knowrx.com](mailto:hyderabad@knowrx.com) | [kolkata@knowrx.com](mailto:kolkata@knowrx.com) | [mumbai@knowrx.com](mailto:mumbai@knowrx.com) | [nagpur@knowrx.com](mailto:nagpur@knowrx.com) | [nasik@knowrx.com](mailto:nasik@knowrx.com) | [pune@knowrx.com](mailto:pune@knowrx.com).

### **Certification Maintenance**

To promote professional growth and lifelong learning, APICS CPIM and APICS CFPIM designees must complete the Certification Maintenance program every five years. Complete details on how to maintain the APICS CPIM and APICS CFPIM designations will be mailed to candidates upon successful completion of the certification requirements. Visit the Certification section of the APICS Web site at [www.apics.org](http://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@knowrx.com](mailto:bengaluru@knowrx.com) | [chennai@knowrx.com](mailto:chennai@knowrx.com) | [delhi@knowrx.com](mailto:delhi@knowrx.com) | [hyderabad@knowrx.com](mailto:hyderabad@knowrx.com) | [kolkata@knowrx.com](mailto:kolkata@knowrx.com) | [mumbai@knowrx.com](mailto:mumbai@knowrx.com) | [nagpur@knowrx.com](mailto:nagpur@knowrx.com) | [nasik@knowrx.com](mailto:nasik@knowrx.com) | [pune@knowrx.com](mailto:pune@knowrx.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 KnowWerX 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: 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 CPIM knowledge is most useful?

A: The APICS knowledge is useful at all levels of management starting from junior managers to presidents. This knowledge helps to manage the operations in most optimum way.

Q: Is APICS CPIM education is appropriate for me?

A: APICS CPIM 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@knowr.com* | *chennai@knowr.com* | *delhi@knowr.com* | *hyderabad@knowr.com* | *kolkata@knowr.com* | *mumbai@knowr.com* | *nagpur@knowr.com* | *nasik@knowr.com* | *pune@knowr.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 CPIM exams in India?

A: The passing rates for APICS CPIM exams in India as against global average of approximately 65% are:

Year	BSCM	DSP	ECO	MPR	SMR	Overall
2008	78.12%	75.62%	78.19%	74.04%	66.67%	75.49%
2009	78.72%	75.08%	72.07%	78.52%	62.56%	75.52%
2010	78.15%	68.93%	70.78%	75.21%	50.00%	71.02%

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

A: As per data from 2008 to 2010:

Age group	Percentage
Below 25 years	22.48%
25 or above but below 30 years	48.26%
30 or above but below 35 years	16.59%
35 or above but below 40 years	8.74%
40 years or above	3.93%

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

A: As per 2010 data, approximately 1.5% have diploma, 62.85% have bachelor's degree, 35.55% have master's degree, and rest have doctorate.

Q: What is the academic background of APICS CPIM certification candidates in India?

A: As per 2010 data, approximately 62.66% are with engineering education, 21.9% with management education, 9.06% with computer science education, apart from other educational qualifications.

Q: What is the working area of APICS CPIM certification candidates in India?

A: As per 2010 data, approximately 31.82% work in the IT/ERP consultancy field, 30.21% are students (mostly master's level in management field), 25.38% work in the supply chain management field, 10.17% in management consultancy field and rest work in other fields.

Q: What is the industry of APICS certification candidates in India?

A: As per 2010 data, approximately 39.42% work in the IT industry, 28.63% study in academic institutions, 16.6% work in the manufacturing industry, 7.57% work in consultancy firms,

3.42% work in other service industries, 3.32% work in wholesale/retail distribution industries, and rest in other industries.

Q: What percentage of individuals is sponsored by their companies for CPIM?

A: Approximately 26.24% 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 XEKNOW88 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: 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](mailto:certification@apics.org), or  
APICS CPIM 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](mailto:certification@apics.org), or  
APICS CPIM 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 KnoWerX. 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
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<i>nagpur@knoWerX.com</i>	(022)425 66 467	<i>nasik@knoWerX.com</i>	(022)425 66 468
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# KnoWerX

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Developing People for Businesses to Succeed

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