

The APICS CSCP Learning System

The 2011 APICS CSCP Learning System is a comprehensive professional development and exam preparation program. It consists of four print modules and web-based study tools that reflect the entire APICS CSCP Exam Content Manual (ECM) and provides you with a broad, encompassing view of global end-to-end supply chain management.

The 2011 APICS CSCP Learning System modules have been updated to keep pace with the rapid changes in the marketplace and to better align with the APICS CSCP exam.

MODULE 1

Supply Chain Management Fundamentals

- Explore how successful supply chain management adds value to your organization.
- Understand supply chain management processes.
- Recognize the fundamentals of green supply chain initiatives.
- Develop a supply chain strategy that aligns with corporate strategy.
- Develop and implement supply chain risk management strategies.
- Assess and measure the effectiveness of supply chains.
- Establish a continuous improvement process for supply chains.
- Understand the importance of supply chain design and its continually evolving capabilities.

MODULE 2

Building Competitive Operations, Planning, and Logistics

- Understand natural dynamics within the supply chain to optimize performance and increase profitability.
- Assess the value of demands and reduce complexity in demand planning.
- Establish collaborations to replace or improve demand estimates.
- Include supply chain factors in product designs.
- Align distribution and transportation options with supply chain strategy.
- Develop and implement plans for using 3PL and 4PL service providers.
- Understand the importance of reverse logistics.

MODULE 3

Managing Customer and Supplier Relationships

- Categorize customers based on their profiles and needs.
- Understand customer loyalty and lifetime value of a customer.
- Establish measures of customer satisfaction.
- Understand the strategic importance of purchasing and supplier relationships.
- Establish a supplier rating system.
- Effectively use customer data to improve service performance and increase value to suppliers and customers.

MODULE 4

Using Information Technology to Enable Supply Chain Management

- Understand the role of data and information technology in support of the supply chain.
- Learn how technology-enabled supply chains contribute to business strategies and operating plans.
- Explore the IT infrastructure as it relates to the comprehensive set of supply chain management systems.
- Understand the innovative technologies enabling collaborative commerce and global visibility.
- Apply technology to enhance distribution, reverse logistics, and global supply chain communications.