

2015

# CPIM

CERTIFIED IN PRODUCTION AND INVENTORY MANAGEMENT

# EXAMINATION PROCEDURES BULLETIN

Procedures for taking the CPIM exams  
outside North America

The APICS logo features the word "APICS" in a white, sans-serif font. A white, curved line arches over the letters "A" and "P", extending from the top of the "A" to the top of the "S".

## The APICS CPIM Program

The APICS Certified in Production and Inventory Management (CPIM) program is recognized worldwide as the standard in production and inventory control. An APICS certification shows a commitment to the profession that leads to a sense of accomplishment, demonstrates value to an employer, enhances earning potential and provides a path to career advancement. The APICS CPIM program is divided into five process-oriented topics to provide participants with the best possible educational assessment and knowledge base.

More than 100,000 professionals have earned the APICS CPIM designation, and nearly 3,000 have advanced to the APICS Certified Fellow in Production and Inventory Management (CFPIM) designation. After earning an APICS CPIM designation, you can begin the process of earning the CFPIM designation. The distinguishing characteristic of the APICS CFPIM designation is the willingness to share acquired knowledge with others through presenting, publishing, teaching and participating in professional development activities.

### ***Creating a web login/ logging in to the APICS website***

- If candidates have an APICS ID and email address in their records, but have not created a web profile, they can visit [apics.org/forgotUID](https://apics.org/forgotUID), enter their APICS ID as the user name and follow the instructions.
- Candidates without an APICS ID can obtain one by creating a web profile at [apics.org/newuser](https://apics.org/newuser).
- If candidates have an APICS ID but do not have an email address, or are not sure if they have an email address in their records, they need to contact APICS Customer Service to have a web profile created for them. Customer service can be contacted at [service@apics.org](mailto:service@apics.org), 1-800-444-2742 or +1-773-867-1777 from 8:00 a.m.–5:00 p.m. CT.

### ***Preparing for the exam***

APICS offers a variety of resources to build candidates' knowledge of the APICS CPIM subject matter and support APICS CPIM exam preparation:

- The *APICS CPIM Exam Content Manual*, which provides an overview of the curriculum with test specifications, key terminology and questions with answers
- *APICS Dictionary*, 14<sup>th</sup> edition
- APICS CPIM preparation courses, offered worldwide; candidates can visit [apics.org/finder](https://apics.org/finder) to find a course near their location
- APICS CPIM Study Tools

For a complete list of certification resources, including review courses, study tools and descriptions of the reference books, candidates may visit Shop APICS at [apics.org/shop](https://apics.org/shop).

### ***How to earn and keep the designation***

Candidates must pass all five APICS CPIM exams within 10 years to earn the APICS CPIM designation. Candidates are required to maintain the designation every five years. More information about maintenance may be found at [apics.org/maintenance](https://apics.org/maintenance).

### ***Track progress toward the APICS CPIM designation***

Candidates can track their progress toward earning the APICS CPIM designation, share their certified status once the designation is earned, and monitor their maintenance deadline by accessing their My APICS account.

Note: Candidates must log in the APICS website to access My APICS Certifications.

### APICS CFPIM qualifications

Individuals looking to obtain the APICS Certified Fellow in Production and Inventory Management (CFPIM) designation must complete and submit an application. Points are awarded based on the following criteria:

- APICS CPIM exams
- Presentations
- Published works
- Classroom teaching
- Volunteering
- Practitioner activities

Candidates may obtain an APICS CFPIM application and detailed instructions by visiting [apics.org/cfpim](http://apics.org/cfpim) or contacting APICS Customer Service at 1-800-444-2742 or +1-773-867-1777.

### APICS Code of Ethics

- Maintain exemplary standards of professional conduct;
- Not misrepresent your qualifications, experience, or education to APICS or others you serve in a professional capacity;
- Respect and not violate the United States Copyright of all APICS materials, including but not limited to courseware, magazine articles and other APICS publications, APICS conference presentations, and CPIM and CSCP examination resources. In this same spirit, you must not violate the copyright of other organizations and individuals in your professional capacity;
- Not engage in or sanction any exploitation of one's membership, company, or profession;
- Encourage and cooperate in the interchange of knowledge and techniques for the mutual benefit of the profession;
- In your professional capacity, respect the fundamental rights and dignity of all individuals. You must demonstrate sensitivity to cultural, individual, and role differences, including those due to age, gender, race, ethnicity, national origin, religion, sexual orientation, disability, language, and socio-economic status;
- In your professional capacity, not engage in behavior that is harassing or demeaning to others based on factors including, but not limited to, age, gender, race, ethnicity, national origin, religion, sexual orientation, disability, language, or socio-economic status;
- Adhere to this Code of Conduct and its application to your professional work. Lack of awareness or misunderstanding of an ethical standard is not itself a defense to a charge of unethical conduct;
- Contact the Ethics Committee when uncertain whether a particular situation or course of action violates the Code of Conduct; and
- *Not to become the subject of public disrepute, contempt, or scandal that affects your image or goodwill.*

Failure to abide by the APICS Code of Ethics policy may result in sanctions up to and including decertification.

### Exam information

#### Number of exam questions

APICS CPIM Basics of Supply Chain Management (BSCM) module	105 multiple choice questions (80 operational and 25 pretest)
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APICS CPIM Master Planning of Resources (MPR) module	75 multiple choice questions per exam  (60 operational and 15 pretest)
APICS CPIM Detailed Scheduling and Planning (DSP) module	
APICS CPIM Execution and Control of Operations (ECO) module	
APICS CPIM Strategic Management of Resources (SMR) module	

Pretest questions do not contribute to the total score but are necessary for research purposes. Pretest questions are randomly distributed among the scored items and are used for statistical purposes only. Candidates should answer all exam questions.

***Length of exam***

Candidates have three hours to complete the exam.

***Exam development***

Exam content is developed according to the test outline included in the *CPIM Exam Content Manual* and industry validated by global subject matter experts. Exam questions are monitored through a rigorous psychometric calibration and cross-referenced to industry-approved source material.

***Exam scoring***

APICS uses a scaled score methodology, which is a technique for equating scores in which the degree of difficulty varies from one exam form to the next. This ensures equivalent passing standards are maintained for each exam form. Candidates can download “Understanding a Scaled Score” at [apics.org/scaledscore](http://apics.org/scaledscore) for more information.

***APICS CPIM score range***

The APICS CPIM score range is 265 to 330.

Fail = 265–299

Pass = 300–330

**Paying for the exam(s)**

***Through an APICS partner***

Candidates can purchase an exam credit through an APICS partner. Exam credits are valid for six months from the date of issuance and must be used as payment for an exam Authorization to Test (ATT) within that period. Exam credits are non-transferable and non-refundable. Candidates should contact their APICS partner for information on exam pricing and procedures, and can visit [apics.org/finder](http://apics.org/finder) to find a partner in their local area.

***Through APICS***

Candidates who do not purchase an exam credit through an APICS partner will be prompted for payment prior to completing the ATT form. ATT forms can be found by accessing their My APICS account or by the following link: [APICS Authorization to Test](#).

The following pricing applies:

\$325 member price

\$410 non-member price

Member pricing will be determined by member status on the APICS system at the time the request form is completed. Exam fees are non-transferable and non-refundable. Rates are subject to change. Local taxes will apply.

### ***Special test accommodations***

Pearson VUE will comply with the provisions of the Americans with Disabilities Act (42 U.S.C. Section 12101 et seq.) and Title VII of the Civil Rights Act as amended (42 U.S.C. 2000e et seq.) or local laws to accommodate candidates who, because of disability or religious reasons, need special arrangements to take an examination.

If special test arrangements are needed, candidates should follow the instructions posted in the “Accommodations” section of [pearsonvue.com/apics](http://pearsonvue.com/apics) prior to requesting the Authorization to Test. These arrangements, if approved, will be provided at no additional cost. Candidates will be contacted by APICS to complete the Authorization to Test process.

### ***Exam delivery***

Exams are delivered via computer-based testing (CBT) through the Pearson VUE network of test centers. Pearson VUE delivers millions of high-stakes tests a year across the globe for clients in the licensure, certification, academic admissions, regulatory and government testing service markets. Pearson Professional Centers utilize a patent-winning design, which was created specifically for high-stakes testing and offers a carefully controlled, consistent testing environment.

### ***Exam windows***

Exams will be delivered in four windows per year outside of North America. A window is the period of time during which the exams will be available through Pearson VUE. The planned windows for 2015 outside of North America are:

#### **2015**

21 March–9 May 2015

6 June–4 July 2015

15 August–12 September 2015

31 October–12 December 2015

Candidates are required to request an Authorization to Test (ATT) from APICS in order to schedule an appointment with Pearson VUE. ATTs are valid for **one exam window**.

### ***Requesting an Authorization to Test (ATT)***

All candidates will be required to log in to their My APICS account and complete the Authorization to Test Request Form. An ATT is required in order to schedule the exam with Pearson VUE and is valid for **one exam window**. A candidate must choose an exam window within their six month ATT eligibility period. All ATTs expire six months from date of purchase. A candidate purchasing an ATT outside of North America may only test at an exam center outside of North America. After payment is applied, candidates receive an ATT confirmation email from APICS with scheduling instructions and other exam-related information. An ATT is non-refundable and non-transferable.

If the ATT expires without being used to schedule an exam, the candidate forfeits the exam fee.

### ***Completing the Authorization to Test Request Form***

- Candidates can access the ATT Request Form at [apics.org/att](http://apics.org/att).
- Candidates will be required to verify name and contact information. The first and last names on this form must match the first and last names on the IDs that are used to access the test center.
- Candidates will be prompted to select the exam module and the country in which they plan to take the exam. A link to a list of test center locations will be provided. Candidates will be required to confirm that at least one of those test centers is viable. If a candidate purchases an ATT to test outside of North America, they can only schedule their exam at a test center outside of North America.
- Candidates will be required to agree to abide by the APICS Code of Ethics and confirm they have read and understood the exam policies, procedures, and privacy laws before they can receive an ATT.
- Exam fees will be calculated based on the candidate’s APICS member status at the time the ATT request form is submitted.
- Candidates will be prompted for payment. If an exam credit is available, the exam credit option will be displayed as method of payment on the payment screen. Other payment options include credit cards and PayPal for payments in local currency. Please ensure you have chosen the correct exam. Any exam credit(s) used to purchase an ATT will be considered used and is non-refundable and non-transferable.

- Candidates who do not pay by exam credit, credit card or PayPal will have the option of paying with a wire transfer, in which case they will be sent an invoice. The ATT will not be sent until payment is received. Additional administrative fees may apply.
- It is the candidate's responsibility to review the information within the ATT form prior to submitting to ensure they have chosen the ATT for the correct exam. An ATT is non-refundable and non-transferable.
- After submitting the request, candidates will receive a confirmation email containing a summary of the information submitted in the request form. This email contains payment information and can be used as a receipt.
- Candidates will receive the ATT email immediately following payment unless manual intervention is required to correct a record. Candidates who do not receive their ATT email within one business day of payment should contact [exams@apics.org](mailto:exams@apics.org).
- It is the candidate's responsibility to review the information within the ATT email to ensure there are no errors. If there are any errors or if no ATT is received, the candidate must contact APICS directly.

### ***Changing Exam Windows***

If the ATT has not yet been used to schedule an exam and it has not yet expired, candidates can make modifications directly in their My APICS account by accessing the online Authorization to Test Request Form. Once logged in, candidates will have the option to edit their current ATT. If a candidate chooses a new window that occurs within six months of the original date the ATT was issued, no additional fees will be assessed. If a candidate wishes to change their exam window to a testing window that starts after their authorization expiration date, they must purchase a new ATT. The full exam fees apply. No refunds will be issued to candidates who do not test within the original authorization period.

### ***Scheduling the exam***

- Once candidates receive the ATT email from APICS, they will be immediately redirected to the Pearson VUE scheduling system. Candidates will no longer be required to generate an independent account with Pearson VUE. Candidates are strongly encouraged to schedule their examinations immediately after purchasing their ATT in order to ensure seat availability.
- Candidates will only be able to select an exam date that falls within the 6 month ATT validity period.
- Upon scheduling the exam(s), candidates will receive a confirmation notice from Pearson VUE via email. It is the candidate's responsibility to review the information within the confirmation notice to ensure they are registered for the correct test, at the correct site and on the correct date. If there are any errors or if no confirmation notice is received, the candidate must contact Pearson VUE directly.

Candidates who wish to schedule their exam at a later date may do so by logging in to their My APICS account, navigating to the Exam Authorizations and Credits under the Certifications tab. Candidates can use this section to schedule or change their testing appointments.

### ***Rescheduling an exam***

Candidates who need to reschedule their exam appointment within their chosen window can make modifications directly in their My APICS account by accessing the online Authorization to Test Request Form. Once logged in, candidates will have the option to reschedule their current ATT. Candidates must pay a USD \$45 rescheduling fee. Reschedule requests received less than 24 hours before the scheduled exam appointment will not be accepted, and if the candidate does not test, the candidate forfeits the exam fees.

If candidates need to reschedule their exam appointment to a different window, they should follow the cancellation policy below.

### ***Canceling an exam***

Candidates who no longer can test within their originally selected window must cancel the exam directly in their My APICS account by accessing the online Authorization to Test Request Form. Once logged in, candidates will have the option to cancel their current ATT. Candidates must pay the USD \$45 cancellation fee. Candidates will receive a confirmation email from Pearson VUE.

Once the cancellation has been processed, candidates should allow one business day for the cancellation information to be updated in the APICS system, then access the ATT form at [www.apics.org/att](http://www.apics.org/att) and select the View/Update an existing Authorization to Test option to choose a new exam window. If a

candidate chooses a new window that starts within six months of the original date the ATT was issued, no additional fees will be assessed. If a candidate selects a new window that starts after 6 months from the original ATT issue date, they must pay a new exam fee. No refunds or transfers will be issued.

### **Name changes**

If a name change is required after the ATT is received, candidates must contact APICS at [exams@apics.org](mailto:exams@apics.org) at least two business days prior to their scheduled exam. Candidates must submit a copy of the primary identification they are planning to use to support this change.

## **On the day of the exam**

### **Reporting to the test center**

Candidates must check in at the test center no later than 30 minutes before their scheduled appointment. Candidates who arrive past this time may be refused admission to the test center and may lose their exam appointment. Furthermore, they may be considered a no-show and may forfeit the full exam fee.

### **What to bring**

Candidates must bring a valid (bearing a future expiration date) primary identification that includes a recent photograph and signature:

- driver's license (except in China)
- passport
- military ID
- state ID
- company ID (except in China)

They also must bring a valid secondary identification that includes their signature:

- credit card
- check cashing card
- citizenship card
- APICS membership card
- another ID from the primary list

The test center staff verifies only the first and last name on the IDs provided to ensure they match the first and last name on the exam registration. No temporarily issued identification is accepted. Candidates who do not bring these items on exam day or whose name on the registration does not match their IDs will be denied admission to the examination. They will be considered a no-show and will forfeit the full exam fee. Candidates who do not have a primary ID that meets the above requirements due to local standards should contact [exams@apics.org](mailto:exams@apics.org) for assistance.

An online computer calculator is available during each computer-based exam, but bringing a simple nonprogrammable calculator into the exam room is also permitted.

English-native language translation books are the only written materials candidates may bring into the exam room. These books should contain only the literal translation of English words, and should not include a description of the meaning of the word. The test center manager will inspect these books before candidates are admitted to the testing room.

### **What not to bring**

- *APICS Dictionary* in any language
- books or papers of any kind
- protractors, compasses, rulers, stencils, digital assistants or other aids
- electronic devices of any kind, including mobile phones and electronic dictionaries
- food, drinks or tobacco
- visitors

### **Emergencies**

Please contact Pearson VUE directly if you miss a scheduled appointment due to an emergency. Only the following are acceptable reasons for missing a scheduled exam:

- a serious illness (either candidate or an immediate family member\*)
- the death of an immediate family member
- a disabling traffic accident
- a court appearance or jury duty
- unexpected military duty

*\*Immediate family members include the following individuals:*

- *spouse*
- *children*
- *siblings*
- *parents*
- *grandparents*

If candidates miss an exam for any of these reasons, contact Pearson VUE within 10 business days after the exam date at 866-583-8949. Candidates must request to have an incident report opened to document the emergency situation. The call center representative will provide an incident number as well as a fax number to send in the required documentation. Candidates must submit written documentation in order to have their request reviewed.

Examples of acceptable documentation include:

- a letter from a physician on letterhead, including title, address and phone number
- a death notice
- documentation from a court or the military

Candidates who have an approved emergency will receive a new ATT. No refunds of the exam fees will be issued.

### **Test security**

Testing is monitored through the use of one or more of the following: a viewing window, a video monitor or a sound-monitoring device in the room. Testing sessions may be photographed or videotaped to ensure the integrity of the APICS certification process.

### **Breaks**

No breaks are scheduled during the exam. If a candidate must leave the room during the exam, they must notify the test center manager. Timing will not stop during a break.

### **Misconduct**

The test center manager is authorized to dismiss candidates from a test session for the following reasons:

- creating a disturbance
- giving or receiving help
- using notes, books, wristwatch calculators, digital assistants, electronic dictionaries or other aids
- using electronic devices, including mobile phones
- attempting to remove scratch paper from the testing room
- attempting to tamper with the computer
- attempting to remove test questions (in any format) from the testing room
- failing to follow the test center manager's directions
- sharing exam content

In addition, because the entire question data bank, the exam form and all exam materials are copyrighted and are the legal property of APICS, legal action may 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.

If a candidate engages in any of these forms of misconduct, at a minimum their exam will not be scored, their fees will not be refunded and they will be prevented from retaking the exam for six months. Furthermore, APICS shall review acts of misconduct which may result in

- cancellation of the candidate's prior or current exam scores
- revocation of the candidate's certification
- discontinuation of the candidate's membership

### ***No-show policy***

No-show candidates forfeit the exam fees. Candidates are considered a no-show on the day of their scheduled exam if they:

- fail to reschedule or cancel their exam appointment within the appropriate time frame
- choose not to keep their exam appointment
- do not have an acceptable reason for their absence
- have a name on their identifications that does not match the name they registered with and/or the name APICS has on file, and they are not allowed in the testing room
- arrive late for their exam
- fail to bring two forms of acceptable identification to the exam

### ***Score report***

At the end of the exam, candidates will receive a printed score report that includes the candidate's name, exam title, score, and passed or failed information. If no score report is received prior to leaving the testing center, the candidate should contact Pearson VUE directly.

### ***Test center closures***

If the test center closes, Pearson VUE will contact the candidate to reschedule the exam at no additional charge. Candidates can also contact Pearson VUE directly to inquire about test center closures.

## **After exam day**

### ***APICS CPIM certificates***

Candidates who earn the Basics of Supply Chain Management (BSCM) certificate by obtaining a passing score on the exam (300 or higher), and candidates who have passed all five CPIM exams and have earned a CPIM designation, are eligible to obtain a certificate. Notification will be sent via email to qualified candidates upon completion of the exam with detailed instructions on how to obtain. Candidates can choose from two delivery options:

- An electronic certificate can be downloaded and printed locally by accessing their My APICS account, at no charge.
- A printed certificate can be requested via a link located on My APICS Certification page. The first requested certificate is complimentary (shipping fees may apply) depending on candidate selection.

### ***Retaking the exams***

Candidates who fail an APICS CPIM exam must wait 14 full days before retaking the same exam. There are no exceptions to this policy.

### ***Candidate feedback***

Shortly after the exam date, candidates will be sent a survey to obtain feedback on their overall testing experience. This survey can also be accessed at any time through a link on the "My APICS Certifications" page.

**Credential verification**

This online service located on the Credential Verification page will provide the public, prospective employers and other stakeholders with a way to verify an individual's certification status. Candidates may also view and print their own credential verification by accessing their My APICS account. APICS credential verification is designed to:

- Elevate the credibility of APICS certification in the marketplace
- Comply with industry best practice standards for publicizing certification credentials.
- Protect the value of the credential for all our designees.

**Appeals policy**

Candidates who would like to dispute an APICS Certification action, decision, or determination may contact APICS at [certification@apics.org](mailto:certification@apics.org) for additional information.

**APICS Privacy Policy**

In applying for APICS Certification Programs, you consent to APICS disclosure of Certification Information to third parties. Moreover, in applying for APICS Certification Programs you acknowledge and waive any and all rights to opt out of our collection and distribution of your Certification information, and you further agree that APICS has no liability for providing this information. To view the detailed APICS Privacy policy, please click [here](#).

For frequently asked questions, please visit [apics.org/certification/faq](https://apics.org/certification/faq).

## Whom should I contact?

Contact APICS at [exams@apics.org](mailto:exams@apics.org) if you

- have a question about a payment method
- need help with any unresolved testing problems
- need to make a name change after the ATT was issued

Contact APICS at [certification@apics.org](mailto:certification@apics.org) if you

- have questions regarding the APICS Certification Maintenance program.

Contact APICS Customer Service at 1-800-444-2742 or 1-773-867-1777 or [service@apics.org](mailto:service@apics.org) if you

- need information about the APICS CPIM program
- have problems completing the Authorization to Test Request Form
- have problems downloading your APICS electronic certificate

Contact Pearson VUE hours at 1-866-583-8949 if you

- need help scheduling your exam (and are unable to access your My APICS account)
- missed your scheduled exam for emergency reasons
- want to reschedule or cancel your exam test date (and are unable to access your My APICS account)
- have a question about or correction to your confirmation notice
- wonder if your exam has been canceled because of bad weather
- need assistance with unresolved scheduling problems
- need special accommodations for an exam
- have a complaint about a test center or a testing experience

Contact your local APICS partner if you

- want to become a joint member
- want to purchase an exam credit

*All policies and procedures in this bulletin are subject to change.*



[apics.org](http://apics.org)