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# APICS CERTIFIED IN PRODUCTION AND INVENTORY MANAGEMENT (CPIM)

Procedures for taking paper-and-pencil exams outside North America.

# THE APICS CPIM PROGRAM

The APICS CPIM program is recognized worldwide as the standard of professional competence in production and inventory control. The 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 the APICS CPIM, 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 toward the CFPIM. 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.

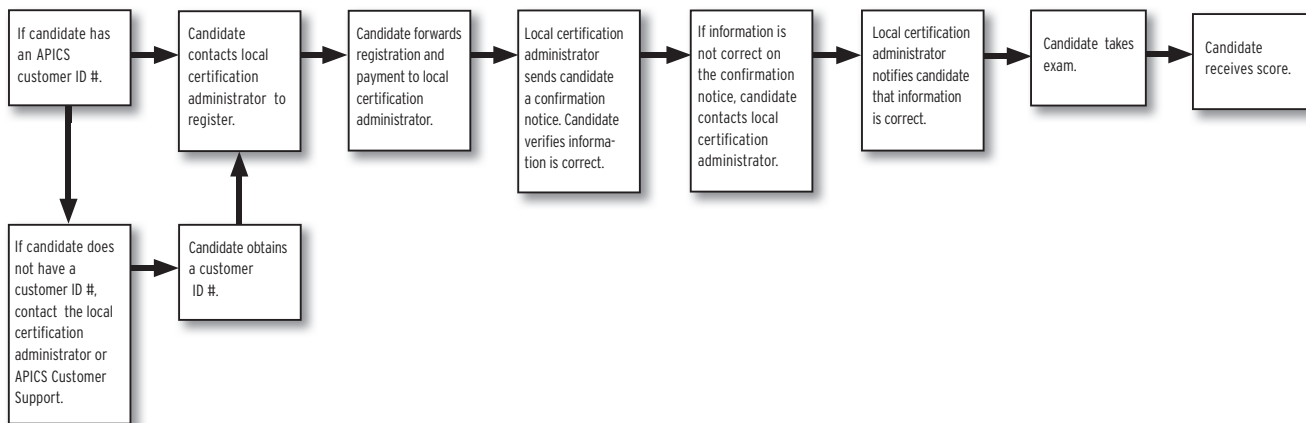
## Certification maintenance

To promote professional growth and lifelong learning, APICS CPIM and APICS CFPIM designees must complete the certification maintenance program every five years. Visit [apics.org/certification](http://apics.org/certification) for more information about the program. Questions? Contact [certification@apics.org](mailto:certification@apics.org).

### NOTE: Change starting in 2013

All APICS CPIM exams will be valid for 10 years from the time a candidate passes a particular module. This means that candidates have 10 years from the time they pass the first exam to complete the certification requirements.

### Registration Flowchart for Paper-and-Pencil Exams



# REGISTERING FOR THE EXAM

## Testing locations

The following are some of the countries where exams are available. For the most up-to-date information on exam locations and test dates, visit [apics.org/international](http://apics.org/international).

ARGENTINA  
 AUSTRALIA  
 AUSTRIA  
 BELGIUM  
 BRAZIL  
 BULGARIA  
 CHINA  
 COLOMBIA  
 COSTA RICA  
 DENMARK  
 DOMINICAN REPUBLIC  
 FRANCE

GERMANY  
 INDIA  
 INDONESIA  
 IRELAND  
 ITALY  
 JAPAN  
 KOREA  
 MALAYSIA  
 THE NETHERLANDS  
 NEW ZEALAND  
 PHILIPPINES  
 POLAND

PORTUGAL  
 SAUDI ARABIA  
 SINGAPORE  
 SOUTH AFRICA  
 SPAIN  
 SWEDEN  
 SWITZERLAND  
 TAIWAN  
 THAILAND  
 TURKEY  
 UNITED ARAB EMIRATES  
 UNITED KINGDOM

## Exam fees

Contact the certification administrator serving your area for information. Find contact information at [apics.org/international](http://apics.org/international).

## Scheduling the exam

Contact the certification administrator serving your area for registration information. Find contact information at [apics.org/international](http://apics.org/international).

## Confirmation notices

- You will receive a confirmation notice approximately 7 to 10 days before the exam date.
- It is the candidate's responsibility to review the confirmation notice to ensure all the information is correct.
- If the information on the confirmation notice is incorrect, immediately contact the local office where you registered for the exam.

## Receipts

Contact the local office where you registered for the exam and ask them to provide you with a receipt.

# AFTER YOU HAVE REGISTERED

## Cancellations

To cancel your exam registration, contact the local office where you registered no later than 10 business days prior to your scheduled exam date. There is a cancellation fee of \$50 (USD) that will apply.

## No-show policy

No-show candidates forfeit the exam fees. You are considered a no-show on the day of your scheduled exam if

- you fail to reschedule your exam appointment within the appropriate time frame
- you choose not to keep your exam appointment
- you do not have an acceptable reason for your absence
- the name on your identifications do not match the name you registered with and/or the name APICS has on file and you are not allowed in the testing room
- you arrive late for your exam.

## Reschedules

To reschedule your exam, contact the local office where you registered at least 35 days before your scheduled exam date.

## Medical or other emergencies on test day

Only the following are acceptable reasons for missing your 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.

**\*NOTE:** *Immediate family members include*

- spouse
- children
- siblings
- parents
- grandparents.

If you miss the exam for any of these reasons, call the local office where you registered immediately. You will need to submit written documentation of your emergency, no later than 10 business days after the exam date, so that you are not penalized as a no-show. Examples include

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

## Inclement weather

Contact the local office where you registered to verify if the test site is closed in the case of inclement weather. If the site closes, APICS will make every effort to reschedule the exam.

# PREPARING TO TAKE THE EXAM

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

- The APICS CPIM Exam Content Manual (stock #09051-2012) provides an overview of the curriculum with test specifications, key terminology, and questions with answers.
- The APICS Dictionary (stock # 01102).

For a complete list of certification resources, including review courses, study tools, and descriptions of the reference books, visit the APICS Bookstore at [apics.org/bookstore](http://apics.org/bookstore).

## ON THE DAY OF THE EXAM

### What you must bring

A valid primary identification that must include a recent photograph and signature:

- driver's license
- passport
- military ID
- state ID
- company ID

A valid secondary identification which must include your signature:

- credit card
- check cashing card
- citizenship card
- APICS membership card

No temporarily issued identification is accepted. If you do not bring these items on exam day or the name you register with does not match your IDs, you will be denied admission to the examination. You will be considered a no-show and will forfeit the full exam fee.

### What may I bring to the exam?

- An online computer calculator is available during each computer-based exam, but you may also bring a simple nonprogrammable calculator into the exam room.
- English-Native language dictionaries are the only written materials that you may bring into the exam room. These dictionaries should only contain the literal translation of English words, but should not include a description of the meaning of the word. The test center manager will inspect the dictionaries books before you are admitted to the testing room.

### You may not bring the following to the exam:

- the *APICS Dictionary* in any language
- books or papers of any kind (dry erase boards are provided by the test center)
- protractors, compasses, rulers, stencils, digital assistants, and other aids
- electronic devices of any kind, including cell phones and electronic dictionaries
- food, drinks, or tobacco
- visitors.

### Reporting to the test center

Example of the morning session schedule

8:00 a.m. Candidates report to the test center.  
8:30 a.m. Instructions are read and the exam then begins. No one is admitted after the exam begins.  
12:00 p.m. Exam ends approximately.

Example afternoon session schedule

12:30 p.m. Candidates report to the test center.  
1:00 p.m. Instructions are read and the exam then begins. No one is admitted after the exam begins.  
4:30 p.m. Exam ends approximately.

If you arrive late, you risk forfeiting the exam appointment. You will be considered a no-show for the exam and you will forfeit the full exam fee. There are no exceptions to this policy.

## TAKING THE EXAM

### Number of questions on the exam

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

**NOTE:** Pretest questions do not contribute to your 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 the exam

All candidates have three hours to complete the exam.

## Breaks

No breaks are scheduled during the exam. If you must leave the room during the exam, notify the test center manager before doing so. Timing will not stop during a break.

## Misconduct

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

- 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.

If you engage in any of these forms of misconduct, at a minimum your exam will not be scored, your fees will not be refunded, and you will be prevented from retaking the exam for 6 months. Furthermore, acts of misconduct will be brought to the attention of the APICS 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, the 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.

## 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.

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

# WHEN THE EXAM IS OVER

## Score report information

- You will receive your scores approximately six weeks after the exam date.
- If you don't receive your score within six weeks, contact the local office where you registered for the exam.
- The score report will provide pass or fail information and areas for improvement.

For more information on how scores are processed, download Understanding a Scale Score at [apics.org/certification/faq](http://apics.org/certification/faq).

**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 your score to challenge the results. If you would like to request a rescore, call

APICS Customer Service at 1-800-444-2742 or +1-773-867-1777 and an associate will be happy to discuss the rescore process and related fees.

### **APICS CPIM score range**

The APICS CPIM score range is 265 to 330.

Fail = 265-299

Pass = 300-330

### **Retaking exams**

If you fail an APICS CPIM exam, you must wait 14 days before retaking the exam. There are no exceptions to this policy.

### **APICS CPIM qualifications**

Candidates 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 pass the first APICS CPIM Basics of Supply Chain Management module will receive a certificate of completion in the mail approximately six weeks after passing the exam. Candidates who pass all five APICS CPIM exam modules have achieved APICS CPIM certification status and are awarded a personalized certificate within six weeks of receiving a passing score on the final APICS CPIM exam. APICS will send the certificates to the local administrator. If you do not receive a certificate please contact the local office.

### **APICS CFPIM qualifications**

Individuals looking to obtain the APICS CFPIM distinction must complete and submit an application. Points are awarded based on the following criteria: APICS CPIM exams, presentations, published works, classroom teaching, and volunteer/practitioner activities. To receive an APICS CFPIM application and detailed instructions, visit [apics.org/certification](http://apics.org/certification) or contact APICS Customer Service at 1-800-444-2742 or +1-773-867-1777 and request stock # 09052-1.

**NOTE:** The application form for the APICS CFPIM designation has been streamlined. Visit [apics.org](http://apics.org) to download the updated version.

## **FREQUENTLY ASKED QUESTIONS**

### **Do I have to be an APICS member to become certified?**

No, but you will save money if you are a member. APICS members receive discounts on, reference materials and educational programs. Nonmembers may register, but they must first call APICS Customer Service at 1-800-444-2742 or +1-773-867-1777 to obtain an APICS ID number.

### **Can I become an APICS member and register for an exam at the same time?**

No. Your membership status must be active at the time you register to ensure that you receive the member rate.

### **What happens if I have an emergency and can't take my scheduled exam?**

If you have a medical or other emergency on the day of the exam, call the local office where you registered immediately. You will be asked to supply written documentation verifying your reason for absence. Once your documentation is reviewed you will be notified if the cancellation was approved.

### **If I have an unexcused absence from my exam and have not canceled, why do I forfeit my fee?**

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.

### **How should I prepare for each exam?**

- APICS CPIM Exam Content Manual (ECM)
- APICS CPIM References: For a complete list of the APICS CPIM references, visit [apics.org/certification](http://apics.org/certification).

### **What may I bring to the exam?**

- You may bring a simple, nonprogrammable calculator
- English -Native language dictionaries are the only written materials that you may bring into the exam room. These dictionaries may only contain the literal translation of English words, but may not include a description of the meaning of the word. The test center manager will inspect these dictionaries before you are admitted to the testing room.

**What if my name has changed since registration?**

Bring appropriate documentation of this change (for example, a marriage license) to the exam site. If you do not bring the appropriate documentation, you will not be permitted to test.

**Is there a waiting period to retake an APICS CPIM examination?**

Yes. You must wait 14 days before retaking an APICS exam.

**Can candidates do a brain dump during the exam?**

Yes, candidates 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 of 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.

**Contact the local certification administrator or visit [apics.org/international](http://apics.org/international) to:**

- register for the exam
- cancel or reschedule the exam
- correct your confirmation notice
- request a receipt
- report emergencies on test day
- report test site issues.

**Contact APICS Customer Service at 1-800-444-2742 or +1-773-867-1777 to:**

- request an APICS ID number
- order reference material
- take your exam in North America.

# Whom should I contact?

## *Contact your local certification administrator if you*

- want to register to take an exam
- want to change, cancel, or reschedule your exam test date
- have a question about or correction to your confirmation notice
- have a question about a payment method
- wonder if your exam has been canceled because of bad weather
- missed your scheduled exam
- need assistance with unresolved registration problems
- need special accommodations for an exam
- need an APICS customer number
- want to take a review course to prepare for an APICS CPIM exam.

## *Contact APICS Customer Support at +1 (773) 867-1777 or at [service@apics.org](mailto:service@apics.org) if you*

- need help with a complaint about a test center or a testing experience
- need help with any unresolved testing problems
- need to order the APICS CPIM Exam Content Manual, stock #09051-2012 or other publications, visit the [apics.org/bookstore](http://apics.org/bookstore)
- need information about the CPIM program

*Questions regarding the Certification Maintenance program should be e-mailed to [certification@apics.org](mailto:certification@apics.org).*

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



APICS The Association for Operations Management  
8430 West Bryn Mawr Avenue, Suite 1000  
Chicago, IL 60631 USA

**P** +1-773-867-1777  
**T** 1-800-444-2742  
**F** +1-773-639-3008

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