

APICS Certified in Production and
Inventory Management
[CPIM]

Certification Bulletin

Procedures for taking exams in North America

The APICS CPIM Program

The APICS Certified in Production and Inventory Management (CPIM) program is recognized worldwide as the standard of professional competence in production and inventory control. 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 93,000 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.

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 apics.org for more information about the program. Questions regarding the Certification Maintenance program should be e-mailed to certification@apics.org.

JOIN APICS AND SAVE

APICS members pursuing an APICS certification enjoy savings up to 25 percent on certification review courses, review materials, and testing fees. Also save on certification materials, multimedia, courseware, and training aids available through the APICS Bookstore. To join APICS today, call APICS Customer Support at (800) 444-2742 or (773) 867-1777 M-F, 8:00 a.m. - 5:00 p.m. CT, or visit the APICS Web site at apics.org/membership/join.

APICS THE ASSOCIATION FOR OPERATIONS MANAGEMENT

APICS The Association for Operations Management is the global leader and premier source of the body of knowledge in operations management, including production, inventory, supply chain, logistics, purchasing, and materials management. Since 1957, individuals and companies have relied on APICS for its superior training, internationally recognized certifications, comprehensive resources, and worldwide network of accomplished industry professionals. To learn more about the APICS community, visit apics.org.

ABOUT PEARSON VUE

APICS has retained the services of Pearson VUE to deliver the APICS CPIM exams. With the world's leading test center network, Pearson VUE delivers more than 4 million high-stakes exams a year for clients in licensure certification, regulatory testing, and academic admissions.

ATTENTION INTERNATIONAL CANDIDATES

To take an exam outside the United States, Canada, or Mexico, contact APICS Customer Support and request the APICS CPIM International Certification Bulletin (stock #09051V2010) or download it from the APICS Web site.

PLANNING FOR APICS CPIM EXAMS

Testing Locations

To find the testing site closest to you, visit the APICS Web site at apics.org/certification to access a link to the Pearson VUE registration Web site.

Exam Dates

The APICS CPIM exams are offered via computer-based testing (CBT) through Pearson VUE with availability throughout the year. Specific hours and days vary by site. A candidate may register to take the APICS CPIM exams at any of the CBT sites any time from 90 days to 4 days before the chosen exam date. Visit the APICS Web site at apics.org/certification to access the Pearson VUE online registration site.

Registration Fees for Exams in the United States, Canada, and Mexico

APICS Members	\$120.00 per exam
Nonmembers	\$155.00 per exam
Canadian Candidates	Please add the 5% Goods and Services Tax (GST) to your registration fee if you are taking the test in Canada. If you are taking the test in any Maritime Province, please add the 13% Harmonized Sales Tax (HST) to your registration fee.

Payment Methods

Payment information is required to complete an exam registration. Acceptable forms of payment are credit card (VISA, MasterCard, American Express, and Discover) and exam voucher.

Customers who want to pay exam registration fees by check or money order must purchase an exam voucher. Customers who want to pay for multiple exam registrations at one time should also purchase exam vouchers. Contact APICS Customer Support at service@apics.org, (800) 444-2742, or (773) 867-1777 for further information about purchasing exam vouchers.

Pearson VUE will not accept checks or money orders at the test sites on the day of the exam. Payment is required at the time of registration.

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Group Testing Opportunities

APICS chapters may arrange for exclusive paper-and-pencil testing dates for APICS CPIM exams. Candidates should contact their local chapter for information regarding group testing opportunities.

Accommodations for Candidates with Disabilities or Special Needs

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.) to accommodate candidates who, because of disability or religious reasons, need special arrangements to enable them to take an examination. If you need special arrangements for testing because of a disabling condition, you may ask for special testing services.

If you need special arrangements, submit a written request that includes a current letter from a licensed physician, optometrist, social worker, clergy, nurse practitioner, or psychologist (including title, address, and phone number on professional letterhead) describing the nature of your functional limitation as it applies to taking a standardized, multiple-choice examination and the specific accommodations needed for testing. These arrangements, if approved by Pearson VUE, will be provided at no additional fee. United States and Canadian candidates fax your request to (888) 204-6288. Candidates in Mexico fax your request to (610) 617-9397. If you have additional questions call Pearson VUE, from the United States and Canada at (800) 274-3707 or from Mexico at (610) 617-9300, ext. 5359.

ORDER YOUR STUDY RESOURCES TODAY

Visit the APICS Bookstore at apics.org or call APICS Customer Support at (800) 444-2742 or (773) 867-1777 to order your study resources today.

APICS CPIM Exam Content Manual, stock #09051V2010

APICS Dictionary, 12th Edition, stock #01102

APICS CPIM Brochure, stock #09058V2010

APICS Educational Resources Brochure, stock #01041-1

APICS Professional Membership Brochure, stock #82034V2010

PREPARING TO TAKE THE EXAM

APICS CPIM Exam Preparation Overview

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

When preparing for exams, all candidates should review the *APICS CPIM Exam Content Manual* (stock #09051V2010), which provides an overview of the curriculum with test specifications, test-taking advice, key terminology, and questions with answers. It is also highly recommended that candidates obtain 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 Certification section of the APICS Web site at apics.org.

APICS CPIM Exam Modules

The APICS CPIM body of knowledge has been organized into five modules, each focusing on key areas of study that are integral to an understanding of production and inventory management principles and the successful completion of the APICS CPIM program.

The five modules are:

- Basics of Supply Chain Management
- Master Planning of Resources
- Detailed Scheduling and Planning
- Execution and Control of Operations
- Strategic Management of Resources

Visit the **APICS Bookstore** at apics.org/bookstore for detailed descriptions of the reference books for each module.

FREE SUBSCRIPTION!

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.

REGISTERING—IT'S AS EASY AS 1-2-3!

ONLINE REGISTRATION!

Online registration is available for all exams!

Visit apics.org/certification for online registration information and to link to Pearson VUE's secure exam registration site.

1. Obtain an APICS Customer Number

If you are already an APICS member, your membership number is your APICS customer number. If you recently joined APICS, please wait until you receive your membership card in the mail before calling to schedule an exam to ensure that the number has been processed.

If you are not an APICS member and have never placed an order with or requested information from APICS, call APICS Customer Support (800) 444-2742 or (773) 867-1777 to have a customer number assigned to you.

Your APICS customer number remains the same throughout the certification process. Please keep it on file and use it whenever you register for exams or order materials.

2. Schedule the Exam

Visit the APICS Web site at apics.org/certification to access a link to the secure Pearson VUE online registration site. The registration deadline for all CBT exams is four days before the exam date. You may also call Pearson VUE Customer Care from the United States and Canada at (800) 274-8399 or from Mexico at (610) 617-5093.

Have the following information ready when you call Pearson VUE or enter its online registration site.

- Your APICS customer number
- Your method of payment
 - Credit card (MasterCard, VISA, American Express, or Discover). Please note: Credit cards will be charged the day of registration—not the exam date.
 - Valid exam voucher
- Your choices
 - Name of the exam
 - Date of the exam
 - Location of the testing center
- Your location
 - Mailing address
 - Fax number
 - E-mail address

Note: No on-site payment will be accepted. Advance payment is required for all exam registrations.

Receipts

Candidates can print receipts from the Pearson VUE registration Web site. If you have scheduled and paid for an exam, you can log on to the Pearson VUE Web site, select "view schedule," and select the appropriate exam name. You will be able to print out a copy of your receipt at this point. If you do not have access to the Web site, request a receipt while scheduling your exam with a Pearson VUE Customer Care representative by telephone.

3. Check Your Confirmation Notice When It Arrives

Pearson VUE Customer Care will provide a confirmation notice via e-mail within 24 hours of registration. If you would like your confirmation via mail, please inform a Pearson VUE Customer Care representative. If any information on the confirmation notice is incorrect, call Pearson VUE Customer Care immediately.

AFTER YOU'VE REGISTERED

Changes and Cancellations

You may change exam locations, reschedule, or cancel your scheduled exam date or time by contacting Pearson VUE Customer Care. You will not be charged a fee for rescheduling or canceling an exam if you do so at least **four business days** before your exam date.

For cancellations, you will also be offered the option of a refund. If you originally paid by credit card, your account will be credited. If you paid by voucher, the voucher will remain active.

No-Show Policy

You are considered a no-show on the day of your scheduled exam if

- you fail to reschedule or cancel your exam appointment within the appropriate time frame (four days before exam date)
- you choose not to keep your exam appointment
- you do not have an acceptable reason for your absence.

If you fail to report for your scheduled exam and you do not have an acceptable reason for your absence (see "Medical or Other Emergencies on Test Day"), APICS and Pearson VUE will impose the following penalties.

- If you paid by credit card, **you will forfeit your exam fee.**
- If you paid by voucher, **your voucher will be deactivated.**

Medical or Other Emergencies on Test Day

Only the following are acceptable reasons for missing your scheduled exam:

- a serious illness (either you or an immediate family member)
- a death in the immediate family
- a disabling traffic accident
- a court appearance or jury duty
- unexpected military duty

If you miss an exam for any of these reasons, call Pearson VUE Customer Care immediately. The Pearson VUE representative will tell you how to submit written documentation of your emergency so that you will not be penalized as a no-show.

Inclement Weather

Pearson VUE will delay or cancel the APICS CPIM exams only in emergencies. If severe weather or a natural disaster makes the testing center inaccessible or unsafe, the exam will be canceled. You may call Pearson VUE Customer Care to check on the status of the day's exam.

Exams that are canceled because of bad weather can be rescheduled—without additional charge to you—by calling Pearson VUE Customer Care.

ON THE DAY OF THE EXAM

What You *Must* Bring

A primary identification, which must include a recent photograph and signature, such as a

- driver's license
- military ID
- state ID
- valid passport
- police ID
- company ID.

A secondary identification, which must include your signature, such as a

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

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.

What You *May* Bring

- 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-foreign language dictionaries are the only written materials that you may bring into the exam room. The test center manager will inspect these dictionaries before you are admitted to the testing room.

What *NOT* to Bring

- You may not bring the *APICS Dictionary* into the exam room.
- You may not bring books or papers of any kind into the exam room. Scratch paper and pencils are provided by the test center.
- 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 center.

Reporting to the Test Center

You should arrive at the test center at least 30 minutes before your scheduled appointment to allow time for check-in procedures. If you are late in arriving, you risk forfeiting the exam appointment and you will be considered as absent or failing to appear for the exam; thus, you will forfeit the full exam fee. There are no exceptions to this policy.

TAKING THE EXAM

Test Format

The APICS CPIM exams will be administered using a linear testing approach. Linear testing is based on the same concept as paper-and-pencil testing. Candidates answer a predetermined number of questions to assess their knowledge in key areas.

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

Number of Questions on the Exam

Exams for most APICS CPIM modules consist of 75 multiple-choice questions (60 operational and 15 pretest). The Basics exam has 105 questions (80 operational and 25 pretest). The pretest questions do not contribute to your total score but are necessary for research purposes. These pretest questions are randomly distributed among the scorable items and will be used for statistical purposes only. The pretest items are similar to the scorable items on the test, and candidates will not know which items will be scored and which will not. Candidates should answer all exam questions.

Length of the Exam

All candidates will be given three hours to complete the exam.

Breaks

No breaks are scheduled during any APICS CPIM exam. If you must leave the room during an 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

- creating a disturbance
- giving or receiving help
- using notes, books, wristwatch calculators, digital assistants, or other aids
- 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, 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 or written communication during the exam is strictly prohibited and punishable by law.

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 within the room. Testing sessions may be photographed or videotaped to ensure the integrity of the APICS certification process.

WHEN THE EXAM IS OVER

Score Report Information

At the end of the exam, you will receive a printed score report that includes your name, the title of the exam, total score, and whether you passed or failed.

All candidates receive diagnostic information on test performance. If you failed an exam, use this information to guide your study as you prepare to retake the exam. Results of the tests and all personal information

collected during registration are confidential. Sensitive information will not be disclosed to a third party without your written consent.

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 call APICS Customer Support and an associate will be happy to discuss the rescore 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

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

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 Reconfiguration Note: All exams taken under the former APICS CPIM program count toward certification. Visit the Certification section of the APICS Web site at apics.org/certification and review the Frequently Asked Questions for more information.

APICS CPIM Certificates

Candidates who attain APICS CPIM status will receive a personalized certificate within four to six weeks of receiving a passing score on the final APICS CPIM exam.

APICS CFPIM Qualifications

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

To receive an APICS CFPIM application and detailed instructions, visit the Certification section of apics.org or contact APICS Customer Support and request stock #09052V2010.

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 a discount of more than 25 percent on exam registration fees and receive valuable savings on reference materials and educational programs. Nonmembers may register, but they must first call APICS Customer Support to obtain an APICS customer number.

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

No. Your membership status must be active when you register to ensure that you receive the member rate. To allow adequate time for your membership information to be transferred to Pearson VUE, you should wait until you have received your membership card before attempting to register.

APICS members should keep their memberships current and renew them promptly to avoid a lapse in benefits. When registering for an exam, you must have your APICS member number available to ensure that you receive the APICS member rate.

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

If you notify Pearson VUE Customer Care four days or more before a CBT exam date, you will be able to

reschedule your exam. If you have a medical or other emergency on the day of the exam, call Pearson VUE Customer Care immediately. You may be asked to supply written documentation verifying your reason for absence. No refunds are given for candidates who are absent from an exam without an acceptable reason. See page 4 for more details.

How many computer-based APICS CPIM exams may I take in one day?

You may take as many different exams in one day as time and space permit; however, you must register for exams at least four days before the exam date. If you register fewer than four days before the test, you will be accommodated only if space is available.

How do I determine what exams to take if I passed one or more exams before the APICS CPIM Reconfiguration in 2000?

Visit apics.org/certification and review the Frequently Asked Questions for more information. Candidates can download the CPIM Reconfiguration Transition Mapping document to review the steps to take to obtain this information.

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?

How you study and the amount of time you spend studying will depend upon the exam you are taking and your knowledge of the concepts being tested. All candidates should order a *CPIM Exam Content Manual* before beginning the certification process. It contains a detailed outline of each module, a list of key terms, sample questions, and a complete list of resources available for each content area.

APICS offers a number of resources to help you prepare for the examinations. Call APICS Customer Support to order any of these resources:

- **CPIM References:** For a complete list of the CPIM references, access the APICS Web site at apics.org/certification.
- **Certification Review Classes:** Certification review classes are available online and through local APICS chapters. Visit apics.org/education for certification review course information.

- **Independent Study Courses:** APICS correspondence courses offer professionals a unique home-study alternative. Correspondence courses are designed and conducted for APICS by the MGI Management Institute. To order, or for more information, call APICS Customer Support.

- **Educational Programs:** APICS offers a variety of educational programs.

What may I bring to the exam?

Other than an English-foreign language dictionary and a nonprogrammable calculator, you may not bring any materials into the exam room. Scratch paper is provided. See page 4 for more details.

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.

Will I have a chance to practice using CBT technology before I take my exam?

Yes. A tutorial at the beginning of each exam provides practice answering questions using testing tools and a mouse. You will have up to 20 minutes to use the tutorial. Your test begins when you exit the tutorial.

Can the CBT centers accommodate candidates with disabilities or other special needs?

Yes. All U.S. test centers meet federal and state requirements under the Americans with Disabilities Act and Title VII of the Civil Rights Act. See page 2 for more details.

Is there a waiting period to retake a CPIM examination?

Yes. You must wait 30 days before retaking an APICS certification examination. There are no exceptions to this policy. APICS encourages any candidate who does not pass an exam to attend review courses held by the local APICS chapter or to order certification reference materials for additional study before retaking the exam.

Test Center Complaints

If you have a complaint about your test center, promptly call Pearson VUE Customer Care at (888) 204-6261 during regular business hours (7:00 a.m.–11:00 p.m. Monday through Friday ET) or write to:

Pearson VUE

Attn: APICS
P.O. Box 8259
Philadelphia, PA 19101-8259
Fax: (888) 204-6288 (from the United States or Canada)
or (610) 617-9303 (from Mexico).

Whom should I contact?

Wondering if you should call Pearson VUE or APICS Customer Support?

Call Pearson VUE Customer Care at (800) 274-8399 (from the United States or Canada) or (610) 617-5093 (from Mexico) 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 card/receipt
- have a question about a payment method
- missed your scheduled exam
- wonder if your exam has been canceled because of bad weather
- want to register to retake an exam (you must wait 30 days)

Call Pearson VUE Special Services at (888) 204-6261 (United States or Canada) or (610) 617-9300 (Mexico) if you need

- assistance with unresolved registration problems
- help with a complaint about a test center or a testing experience
- answers to questions about credit card charges

Call Pearson VUE at (800) 274-3707 (United States or Canada) or (610) 617-9300, extension 5359 (Mexico), if you need special accommodations for an exam.

Call APICS Customer Support at (800) 444-2742 or (773) 867-1777 if you need

- an APICS customer number
- to order the *APICS CPIM Exam Content Manual* or other publications
- information about the APICS CPIM program
- information about obtaining your APICS CPIM designation internationally (stock #09055)
- to take a review course to prepare for an APICS CPIM exam
- to purchase an exam voucher
- help with any unresolved testing problems

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



8430 West Bryn Mawr Avenue
Suite 1000
Chicago, IL 60631-3439
USA

P (773) 867-1777
T (800) 444-2742
F (773) 639-3008

apics.org