

APICS Certified in Production and  
Inventory Management

[CPIM]

# International Certification Bulletin

*Procedures for taking paper-and-pencil exams outside 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 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.

## 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 can be found in the Certification section of the APICS Web site at [apics.org](http://apics.org).

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

## APICS INTERNATIONAL CERTIFICATION ADMINISTRATORS

Each APICS international certification administrator serves as the contact person for the APICS certification exams in a specific country. APICS certification administrators will assist candidates with any questions about the certification exams, registration procedures, and fees. Access the APICS Web site at [apics.org/international](http://apics.org/international) for the most updated list of international contacts.

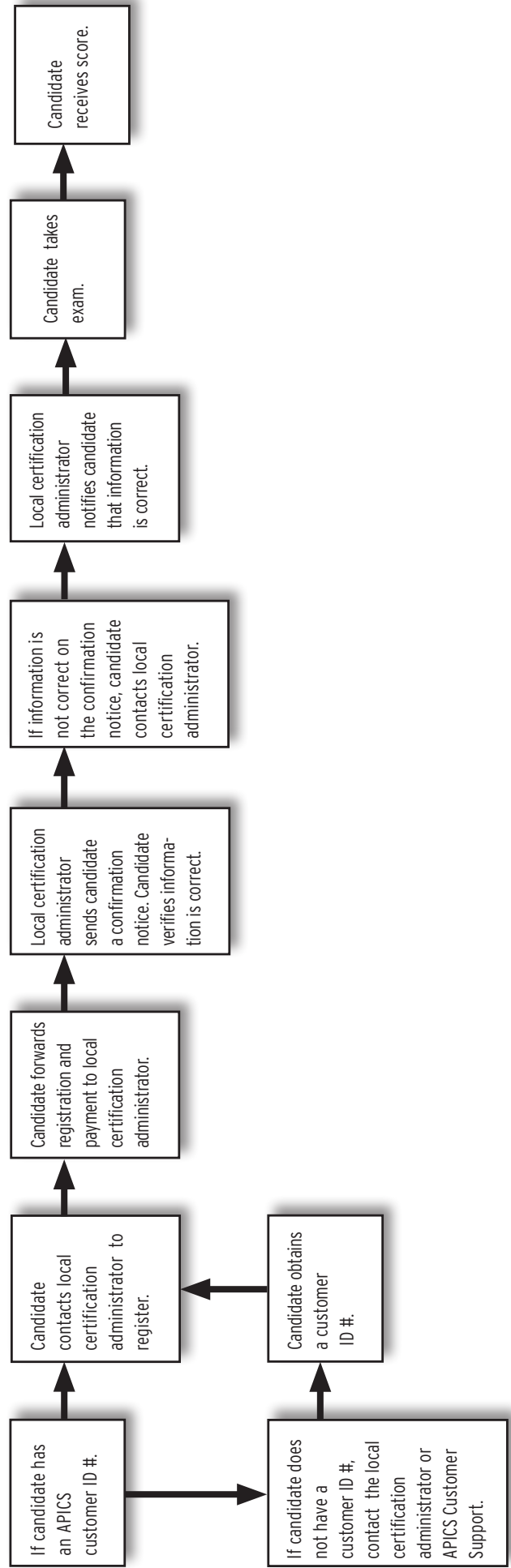
## APICS THE ASSOCIATION FOR OPERATIONS MANAGEMENT

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](http://apics.org).

## ABOUT ACT

ACT is a not-for-profit assessment and research organization known for its commitment to high-quality services and on-time delivery. Since its founding in 1959, ACT has emerged as one of the foremost providers of educational testing and research services in the world. With more than 80 professional associations, agencies, and corporate clients, ACT processes more than 2 million registration forms and distributes 3.5 million test booklets each year.

# Registration Flowchart for Paper-and-Pencil Exams



## Exam Locations

The following locations are preliminary. Contact the certification administrator in your area to determine where the APICS CPIM exam will be available. For contact details and the most up-to-date information, access [apics.org/international](http://apics.org/international):

<b>ARGENTINA</b>	<b>KOREA REPUBLIC OF</b>
<b>AUSTRALIA</b>	<b>MALAYSIA</b>
<b>AUSTRIA</b>	<b>THE NETHERLANDS</b>
<b>BELGIUM</b>	<b>NEW ZEALAND</b>
<b>BRAZIL</b>	<b>PHILIPPINES</b>
<b>BULGARIA</b>	<b>POLAND</b>
<b>CHINA</b>	<b>PORTUGAL</b>
<b>COLOMBIA</b>	<b>SAUDI ARABIA</b>
<b>COSTA RICA</b>	<b>SINGAPORE</b>
<b>DENMARK</b>	<b>SOUTH AFRICA</b>
<b>DOMINICAN REPUBLIC</b>	<b>SPAIN</b>
<b>FRANCE</b>	<b>SWEDEN</b>
<b>GERMANY</b>	<b>SWITZERLAND</b>
<b>INDIA</b>	<b>TAIWAN</b>
<b>INDONESIA</b>	<b>THAILAND</b>
<b>IRELAND</b>	<b>TURKEY</b>
<b>ITALY</b>	<b>UNITED ARAB EMIRATES</b>
<b>JAPAN</b>	<b>UNITED KINGDOM</b>

### FREE APICS Subscription!

The APICS CPIM electronic mailing list benefits all those who have earned 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 email message to [join-cpim@lists.apics.org](mailto:join-cpim@lists.apics.org).

## ORDER YOUR STUDY RESOURCES TODAY

Visit the APICS Bookstore at [apics.org](http://apics.org) or call APICS Customer Support at (773) 867-1777 to order your study resources today. For more information, please e-mail [international@apics.org](mailto:international@apics.org).

**APICS CPIM Exam Content Manual**, stock #09051

**APICS CPIM Brochure**, stock #09058

**APICS Dictionary**, stock #01102

**APICS Educational Resources Brochure**, stock #01041

**APICS Professional Membership Brochure**, stock #82034

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## 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 #09051), 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](http://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 CPIM 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](http://apics.org/bookstore) for detailed descriptions of the reference books for each module.

## REGISTERING FOR APICS CPIM EXAMS

Registration fees vary by country. Please contact the certification administrator serving your area for information. An administrative fee is included in the registration fee charged to all international candidates registering for exams. The administrative fee, which covers costs incurred by APICS certification administrators, must be paid to the APICS certification administrator. The APICS certification administrator has the right to withhold the registration confirmation from any candidate who does not pay registration fees in full.

1. Refer to [apics.org/international](http://apics.org/international) for locations of the APICS CPIM exams. Contact the APICS international certification administrator for your country for current locations and dates of exam administrations. The certification administrator will also provide you with information on registration fees, accepted forms of payment, registration deadlines, and general procedures.
2. You must have an APICS customer number 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, contact the certification administrator at least two weeks before the registration deadline to obtain one.

**It is important that you use the same customer number 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.**

3. Candidates need to provide an email address.
4. The name you registered with must match the name on your identification and what APICS has on record. If your name does not match, you will not be allowed to enter the testing room and you will forfeit your fees. If your name has changed you need to bring documentation that shows the change.
5. Forward your completed registration form and registration fee payment directly to the certification administrator.
6. Refer to page 3 for cancellation and rescheduling policies.

## AFTER YOU'VE REGISTERED

### Confirmation Notice

After your registration has been processed, the certification administrator will provide you with a registration confirmation. If you have not received your confirmation within two weeks before the scheduled exam date, contact the certification administrator immediately. Each confirmation lists the candidate's name, address, and APICS ID number; the test location; exam(s) to be taken; reporting time; and other important information. Candidates should verify that the information on the confirmation is correct. If any information is not correct, candidates should contact the certification administrator immediately.

### Reschedules and Cancellations

To reschedule your registration to the next available paper-and-pencil administration in the same country (if the registration deadline for the next administration has not already passed), send a written request to the certification administrator **no later than 35 days before the scheduled exam date**. You may reschedule an exam registration for the next available administration only once during the year.

To cancel your registration, send a written request to the certification administrator **no later than 10 business days before the scheduled exam date**. Candidates will be charged a \$50 (USD) cancellation fee per exam canceled.

### Medical or Other Emergencies on Test Day

Only the following documented excuses 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

\*NOTE: Definition of immediate family member.

Spouse  
Children  
Siblings  
Parents  
Grandparents

If you miss an exam for one of these reasons listed above, send a written explanation to the certification administrator within 10 business days following your exam date. One of the following should accompany your written explanation:

- a letter from a physician or other professional on letterhead (which includes the title, address, and telephone number of the professional) giving the reason for your absence

- the appropriate death notice
- documentation from the court or military

If the emergency explanation and documentation are approved, you may choose to receive a refund of your registration fees or to reschedule your exam for the next available paper-and-pencil administration in the same country.

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

### Reporting to the Test Center

#### Morning Session

- 7:30 a.m. Candidates report to the test center.
- 8:00 a.m. Instructions will be read at this time and the exam will then begin. No one will be admitted after this time.
- 11:00 a.m. Exam ends.

#### Afternoon Session

- 12:30 p.m. Candidates report to the test center.
- 1:00 p.m. Instructions will be read at this time and the exam will then begin. No one will be admitted after this time.
- 4:00 p.m. Exam ends.

### What You Must Bring

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

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

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

- credit card
- check cashing card
- citizenship 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.

*Three or four sharpened No. 2 pencils with erasers.*

### What You May Bring

- You may bring a simple, nonprogrammable calculator
- You may bring a standard English–native language dictionary. The test center manager will inspect the dictionary before you are admitted to the testing room.

### What Not to Bring

- You may not bring the *APICS Dictionary* in any language 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 center.

## TAKING THE EXAM

### Exam 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

Most APICS CPIM exams 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
- 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 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, 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

## WHEN THE EXAM IS OVER

### Score Report Information

You will receive your APICS CPIM exam results approximately four to six weeks after the exam date. If you have not received your results after eight weeks, contact your APICS certification administrator. Score reports indicate the APICS CPIM exam(s) taken and the results—passing or failing. Candidates also will receive information on areas of weakness.

To ensure accuracy of scoring, ACT's 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 ACT's 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 the certification administrator without your written consent. The APICS certification administrator is responsible for the security of candidate information. For more information on how scores are processed, access [apics.org/certification/faq](http://apics.org/certification/faq) and download the Understanding a Scale Score document.

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 rescoring process and related fees.

### 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](http://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 approximately six weeks after receiving a passing score on the final APICS CPIM exam. APICS will send the certificates directly to the local office and the local office will distribute to the candidates. If candidates do not receive a certificate, they need to contact the local office immediately.

### 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 the APICS corporate office. Points are awarded based on the following criteria: APICS CPIM exams passed, presentations, published works, classroom teaching, and various volunteer/practitioner activities.

To receive a CFPIM application and detailed instructions, contact APICS Customer Support and request stock #09052.

## FREQUENTLY ASKED QUESTIONS

### **How do I obtain an APICS customer number?**

If you are already an APICS member, your membership number is your APICS customer number. If you have taken an APICS exam in the past, a customer number has already been assigned to you. Please contact your certification administrator for the correct customer number. It is very important that you use the same customer number each time you take an APICS exam.

If you are planning to take an APICS exam for the first time and have never contacted APICS before, please contact your certification administrator so that an APICS customer number can be assigned to you.

Candidates must have an APICS customer number to register for exams.

### **What are the registration deadlines for each exam administration?**

Candidates must contact the certification administrator serving their area to determine the deadlines for payment and registrations. Because deadlines may vary by country, it is important that candidates contact their certification administrator for details.

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

How you study and the amount of time you spend studying will depend on the exam you are taking and your knowledge of the concepts being tested. All candidates should order an *APICS CPIM Exam Content Manual* before beginning the certification process. This manual 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.

Contact your APICS certification administrator or APICS Customer Support at +1 (773) 867-1777 for information or ordering.

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

You must bring valid identification. Other than an English-foreign language dictionary and a nonprogrammable calculator, you may not bring any materials into the exam room.

### **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 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.

### **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 many paper-and-pencil APICS CPIM exams may I take in one day?**

You may take one exam in the morning and one in the afternoon.

### **How much time is allotted for each test?**

Candidates are allotted three hours to complete each exam. No breaks are given.

### **Who can I contact if I have comments about my testing experience?**

Candidates who have comments about their testing experience can contact the certification administrator or send comments in writing to

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

### **How can I provide feedback about the test center?**

If you have a complaint or comment about your test center, promptly write to the local office with whom you registered and/or

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

### **How can I provide feedback on the exam content?**

If you would like to provide feedback on exam questions, write to

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



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# 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 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 emailed to [certification@apics.org](mailto:certification@apics.org).*

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



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