

2014

CPIM

CERTIFIED IN PRODUCTION AND INVENTORY MANAGEMENT

EXAMINATION PROCEDURES BULLETIN

Procedures for taking the CPIM recertification exam
in North America

The APICS logo features a stylized white 'A' with a curved line above it, followed by the word 'APICS' in a clean, sans-serif font.

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, 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.
- 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, 1-800-444-2742 or +1-773-867-1777 from 8:00 a.m.–5:00 p.m. CT.

Preparing for the Recertification exam

APICS offers a variety of resources to build candidates' knowledge of the APICS CPIM subject matter and support APICS CPIM Recertification 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*, 14th edition.
- *Datachem PIM-PREP CD-ROM* (single user license), a tool that provides keyword search functions, simulated tests and technical explanations.
- *Brian Willcox Study Notes* series, in which the author draws on more than 30 years of practical experience in materials management to present this information in an easy-to-understand format.
- 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.

How to reinstate the CPIM designation

The CPIM Recertification exam is a limited-time offering available through December 2014. Candidates whose designation is currently suspended due to non-maintenance or candidates who have let their designation expire are qualified to take this one-time exam and regain their CPIM credentials.

Once candidates pass the exam and reinstate their designation, they are required to maintain the designation every five years as documented in the CPIM Maintenance process.

APICS CFPIM qualifications

Candidates whose CFPIM credentials are in suspended or expired status due to non-maintenance and pass the CPIM Recertification are required to reapply for the CFPIM designation in order to reinstate their credentials.

They should refer to the detailed instructions listed at apics.org/cfpim, or contact APICS Customer Service at 1-800-444-2742 or +1-773-867-1777.

Exam information

Number of exam questions

The APICS CPIM Recertification module has 120 multiple-choice questions.

Length of exam

Candidates have three hours to complete the exam.

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 for more information.

APICS CPIM Recertification score range

The APICS CPIM Recertification exam score range is 265 to 330.

Fail = 265–299

Pass = 300–330

Paying for the exam

Through an APICS chapter

Candidates can purchase an exam credit through an APICS chapter. Exam credits are valid through December 31, 2014 and must be used as payment for an exam Authorization to Test (ATT) within that time frame. Exam credits are non-transferable and non-refundable. Candidates should contact their APICS chapter for information on exam pricing and procedures, and can visit apics.org/finder to find a chapter in their local area.

Through APICS

Candidates who do not purchase an exam credit through an APICS chapter will be prompted for payment prior to completing the ATT Request Form. The following pricing applies,

\$165 member price

\$250 non-member price

Member pricing is determined by member status on the APICS system at the time the request form is completed. Exam fees are non-refundable.

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.) 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 "Special Accommodation" section of pearsonvue.com/apics prior to requesting the Authorization to Test. These arrangements, if approved, are provided at no additional cost. Candidates are then 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 availability

Exams are available throughout the year. Candidates are required to request an Authorization to Test (ATT) from APICS in order to schedule an appointment with Pearson VUE. ATTs are valid through **December 31, 2014**.

Requesting an Authorization to Test (ATT)

All candidates are required to log in to the APICS website and complete the Authorization to Test Request Form. An ATT is required in order to schedule the exam with Pearson VUE, and is valid through December 31, 2014. After payment is applied, candidates receive an ATT confirmation email from APICS with scheduling instructions and other exam-related information. 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.
- Candidates are 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 are prompted to select the CPIM Recertification exam module and the country in which they plan to take the exam. A link to a list of test center locations is provided. Candidates are required to confirm that at least one of those test centers is viable. At the time candidates schedule their exam with Pearson VUE, they must choose one of the sites in the selected country. Country selection is used to calculate local taxes due (if applicable).
- Candidates are required to agree to abide by the APICS Code of Ethics and confirm they have read and understood the exam policies and procedures before they can receive an ATT.
- Exam fees are calculated based on the candidate's APICS member status at the time the ATT Request Form is submitted.
- Candidates are then prompted for payment. If an exam credit is available, the option will be displayed. Other payment options include credit cards and PayPal for payments in local currency.
- Candidates who do not pay by exam credit, credit card or PayPal have the option of paying with a wire transfer, in which case they are sent an invoice. The ATT will not be sent until payment is received. Additional administrative fees may apply.
- After submitting the request, candidates 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 receive the ATT email immediately 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.
- It is the candidate's responsibility to review the information within the ATT email to ensure they have been issued an ATT for the correct test. If there are any errors or if no ATT is received, the candidate must contact APICS directly.

Cancellation of the Authorization to Test

If a candidate is unable to schedule the exam during the validity period of the ATT, no cancellations are accepted and no refunds will be issued.

Scheduling the exam

- Once candidates receive the ATT email from APICS, they can access the Pearson VUE website at pearsonvue.com/apics and follow the online scheduling process. Candidates can also call the Pearson VUE call center at 1-866-583-8949 to schedule the exam. A scheduling fee of USD \$10 will apply to all exams scheduled over the phone.

- Candidates who do not already have a Pearson VUE web account are required to create one by accessing pearsonvue.com/apics and following the online instructions.
- Candidates can select only an exam date that falls within the ATT validity period.
- Candidates must choose a test site within the country they selected in the Authorization to Test Request Form.
- Upon scheduling the exam, candidates 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.

Rescheduling an exam

Candidates who need to reschedule their exam date within their ATT period must contact Pearson VUE no later than 24 hours prior to the scheduled exam date and pay a USD \$30 rescheduling fee. Reschedule requests received less than 24 hours before the scheduled exam date will not be accepted, and if the candidate does not test, the candidate forfeits the exam fees.

Canceling the exam

Candidates who are unable to test within their ATT period forfeit their exam fees. However, candidates who have already scheduled an exam and can no longer take it are encouraged to cancel the scheduled exam with Pearson VUE to free up the reserved seat for other exam candidates.

Name changes

If a name change is needed after the ATT is received, candidates must contact APICS at exams@apics.org at least two business days prior to their scheduled exam. Candidates must submit a copy of the IDs they are planning to use to support this change.

On the day of the exam

APICS Code of Ethics

Before taking an exam, candidates must agree to:

- 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.

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 primary identification that includes a recent photograph and signature:

- driver's license
- passport
- military ID
- other government-issued photo ID
- employee identification card

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.

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

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 the exam for any of these reasons, they must contact APICS immediately at exams@apics.org. They must submit written documentation of their emergency no later than 10 business days after the exam date.

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 emergency receive a new ATT with an expiration date of December 31, 2014. No refunds of the exam fees are 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 candidates 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 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.

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, 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 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
- do not bring two forms of acceptable identification to the exam.

Score report

At the end of the exam, candidates receive a printed score report that includes the candidate's name, exam module, 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 pass the CPIM Recertification exam and reinstate their CPIM designation receive a printed maintenance certificate within four weeks of passing the exam. Candidates who request a name change or who change their address after the first printed certificate has been issued must order a duplicate certificate and pay the applicable fees before a new printed certificate will be issued.

Rescore policy

Candidates have 90 days from the day the exam is taken to challenge the result. To request a rescore, they must contact the APICS Certification Department at certification@apics.org. The rescore fee is USD \$45 per exam. Note that the rescoring process only checks to see if the scoring system functioned properly.

Retaking the exam

Candidates who fail the APICS CPIM Recertification exam must wait 14 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.

For frequently asked questions, please visit apics.org/certification/faq.

Whom should I contact?

Contact APICS at exams@apics.org if you

- have a question about a payment method
- missed your scheduled exam for emergency reasons
- need help with any unresolved testing problems
- need to make a name change after the ATT was issued

Contact APICS Certification at certification@apics.org if you have questions regarding the APICS Certification Maintenance program.

Contact APICS Customer Service at +1-773-867-1777 or service@apics.org if you

- need information about the APICS CPIM Recertification exam
- have problems completing the Authorization to Test Request Form

Contact Pearson VUE at [1-866-583-8949](tel:1-866-583-8949) if you

- need help scheduling your exam
- want to reschedule or cancel your exam test date
- 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

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



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