

Certification Bulletin

APICS
CIRM
2008



Procedures for exams taken in North America from January through May 2008



The APICS CIRM Program

Important Change to the APICS CIRM Program

APICS will discontinue offering the APICS Certified in Integrated Resource Management (CIRM) program on June 1, 2008. Content of the APICS CIRM program will continue to be recognized as a valuable part of the APICS body of knowledge, and APICS will continue to maintain information on the APICS CIRM program.

Individuals with the APICS CIRM designation will not lose their certified status. APICS will maintain its records of all APICS CIRM exams taken and all APICS CIRM designations earned. APICS will also continue to recognize individuals who have earned the APICS CIRM designation and verify APICS CIRM status in response to employer inquiries. Individuals who have earned the APICS CIRM designation will be encouraged to continue to use their credentials.

The APICS CIRM examinations will continue to be offered until June 1, 2008, and candidates in process will have until that date to pass the examinations they need to receive their certification. If you wish to pursue the APICS CIRM designation before the program is discontinued, be sure to take the remaining required exams before June 1, 2008. If you are unsure of the specific exams that you still need to pass to earn your certification, please contact APICS in writing to request your exam history. If you have any additional questions, contact an APICS Customer Support associate at (800) 444-2742 or (703) 354-8851, or e-mail service@apics.org.

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 www.apics.org.

ABOUT PEARSON VUE

APICS has retained the services of Pearson VUE to deliver APICS CIRM examinations by computer. With the world's leading test center network, Pearson VUE delivers over 4 million high-stakes exams each year for clients in licensure certification regulatory testing, and academic admissions.

Join APICS and Save

APICS members enjoy an average savings of 25 percent on certification study aids purchased from the APICS Bookstore, such as practice questions, software, reprints, flashcards, and case studies.

To join APICS today, call APICS Customer Support at (800) 444-2742 or (703) 354-8851, or visit the APICS Web site at www.apics.org/membership/join to join online or to download a membership application.

Attention International Candidates

To take an exam outside the United States, Canada, or Mexico, contact APICS Customer Support and request the *2008 APICS CIRM International Certification Bulletin* (stock #09007) or download it from the APICS Web site.

PLANNING FOR APICS CIRM EXAMS

Testing Locations

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

Exam Dates

The APICS CIRM exams are offered via computer-based testing from January through May in 2008. Specific hours and days vary by site. A candidate may register to take the APICS CIRM exams at any of the computer-based testing sites any time from 90 days to 4 days before the chosen exam date.

Exam Name	2008 Test Windows
Enterprise Concepts and Fundamentals Identifying and Creating Demand Designing Products and Processes Delivering Products and Services	Throughout the months of January, March and May
Integrated Enterprise Management	March 29-April 6

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

APICS Members \$160.00 per exam
Nonmembers \$195.00 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 tests 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. Applicable taxes will be applied to credit card purchases.

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 (703) 354-8851 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.

ATTENTION INTERNATIONAL CANDIDATES

To take an exam outside the United States, Canada, or Mexico, contact APICS Customer Support and request the *APICS CIRM International Certification Bulletin* (stock #09007) or download it from the APICS Web site.

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Accommodations for Candidates with Disabilities or Special Needs

Pearson Vue certifies that it 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. Fax your request to (888) 204-6288 (if you are calling from the United States or Canada) or (610) 617-9397 (if you are calling from Mexico). Call Pearson Vue at (800) 274-3707 (from the United States and Canada) or (610) 617-9300, ext. 5359 (from Mexico), for more information.

ORDER YOUR STUDY RESOURCES TODAY

Visit the APICS Bookstore at www.apics.org or call APICS Customer Support at (800) 444-2742 or (703) 354-8851 to order your study resources today.

2008 APICS CIRM Exam Content Manual, stock #09015

APICS Dictionary, 12th Edition, stock #01102

APICS Illustrated Dictionary, CD-ROM, stock #01616

Certification Brochure, stock #09058

APICS Educational Resources Catalog, stock #01041

APICS Membership Prospectus, stock #82034

PREPARING TO TAKE THE EXAM

APICS CIRM EXAM PREPARATION OVERVIEW

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

When preparing for exams, all candidates should review the *2008 APICS CIRM Exam Content Manual* (stock #09015), 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) or the *APICS Illustrated Dictionary* CD-ROM (stock #01616), which contains all 3,500 terms from the *APICS Dictionary* and illustrates more than 2,500 of them.

For a complete list of certification resources, including review courses and study tools, visit the Certification section of the APICS Web site at www.apics.org.

Module Descriptions

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

Enterprise Concepts and Fundamentals

Entry Module

This module introduces candidates to the strategies and roles of the cross-functional enterprise; the management concepts of organizational design and structure; the basic business processes that will be covered in the APICS CIRM curriculum; and the four basic support functions of quality, human resources, finance and accounting, and information systems. Candidates are strongly advised to take this exam before any of the other exams.

The Enterprise Concepts and Fundamentals module examines four major areas:

- Strategic fundamentals
- Management concepts
- Business processes
- Support functions

The following texts are primary references for the Enterprise Concepts and Fundamentals exam. They are the source material from which the exam is constructed.

Crafting and Executing Strategy

Text and Readings

Fourteenth Edition

Arthur A. Thompson Jr. and A.J. Strickland III

586 pp. / 2004; Stock #03473

\$90 APICS member

\$105 nonmember

Management Skills and Applications

Eleventh Edition

Leslie W. Rue and Lloyd L. Byars

496 pp. / 2005; Stock #03796

\$81 APICS member

\$89 nonmember

Managerial Accounting

Eleventh Edition

Ray H. Garrison and Eric W. Noreen

880 pp. / 2004; Stock #03471

\$127 APICS member

\$141 nonmember

Marketing Management

Twelfth Edition

Philip Kotler

768 pp. / 2005; Stock #03918

\$104 APICS member

\$130 nonmember

Principles of Operations Management

Fifth Edition

Jay Heizer, CPIM, and Barry Render

638 pp. / 2004; Stock #03104

\$94 APICS member

\$140 nonmember

APICS CIRM Series—Enterprise Concepts and Fundamentals

Stock #03825

\$468 APICS member

\$520 nonmember

Save 10% when you purchase the series.

Identifying and Creating Demand

Core Competency Module

Candidates studying this module will be presented with strategies and tactics that identify, define, and quantify customer wants and needs and learn how to translate these into requirements for value-added products and services. Techniques for integrating marketing and sales, improving field service, increasing customer demand, and conducting market research are also covered.

The Identifying and Creating Demand module examines five major areas:

- Marketing inputs to the business plan
- Marketing management
- Sales management
- Customer care
- Performance measurement

The following texts are primary references for the Identifying and Creating Demand exam. They are the source material from which the exam is constructed.

Identifying and Creating Demand Reprints

62 pp. / 1997; Stock #05507

\$30 APICS member

\$45 nonmember

Marketing Management

Twelfth Edition

Philip Kotler

768 pp. / 2005; Stock #03918

\$104 APICS member

\$130 nonmember

Sales Management

Concepts and Cases

Eighth Edition

Douglas J. Dalrymple, William L. Cron, and

Thomas E. DeCarlo

624 pp. / 2004; Stock #03608

\$96 APICS member

\$120 nonmember

APICS CIRM Series—Identifying and Creating Demand

Stock #03826

\$208 APICS member

\$260 nonmember

Save 10% when you purchase the series.

Designing Products and Processes

Core Competency Module

To prepare for this exam, candidates should carefully review the subject matter of the Designing Products and Processes module, which covers converting a market need or innovation into a product, process, or service that meets the expectations of both the enterprise and the customer. It also explores the conceptual design process from the identification of need through the definition of requirements, design creation and development, design testing, and the eventual implementation of the concept.

The Designing Products and Processes module examines four major areas:

- Comprehending and translating requirements
- Planning and implementing a design project
- Assessing design process performance
- Continuing improvement and innovation

The following texts are primary references for the Designing Products and Processes exam. They are the source material from which the exam is constructed.

Principles of Operations Management
Fifth Edition

Jay Heizer, CPIM, and Barry Render
638 pp. / 2004; Stock #03104
\$94 APICS member
\$140 nonmember

Revolutionizing Product Development
Quantum Leaps in Speed, Efficiency, and Quality

Steven C. Wheelwright and Kim B. Clark
364 pp. / 1992; Stock #03150
\$32 APICS member
\$40 nonmember

APICS CIRM Series—Designing Products and Processes

Stock #03828
\$114 APICS member
\$162 nonmember

Save 10% when you purchase the series.

Delivering Products and Services

Core Competency Module

The Delivering Products and Services module addresses how to integrate systems, approaches, and strategies to make the transition from concept to product and from customer expectation to product delivery. Candidates preparing for this exam should review the integrated planning and control of all resources and business processes in the supply chain required to deliver products and services to customers addressed in this module.

The Delivering Products and Services module examines the three phases of execution and control:

- Identification of the delivery strategy
- Execution and assessment
- Continuous improvement and innovation

The following texts are primary references for the Delivering Products and Services exam. They are the source material from which the exam is constructed.

Delivering Products and Services Reprints

APICS
163 pp. / 1998; Stock #05506
\$30 APICS member
\$45 nonmember

Principles of Operations Management
Fifth Edition

Jay Heizer, CPIM, and Barry Render
638 pp. / 2004; Stock #03104
\$94 APICS member
\$140 nonmember

APICS CIRM Series—Delivering Products and Services

Stock #03827
\$118 APICS member
\$168 nonmember

Save 10% when you purchase the series.

Integrated Enterprise Management

Capstone Module

Candidates preparing for the Integrated Enterprise Management exam should possess an understanding of the relationships and interactions of functional groups working toward a common goal. This module unites all the areas covered in the other four modules. It explores business strategies, and aids in assessing strategic decisions, management practices, and the effects of new technologies to gain a greater understanding of the importance of the team perspective in today's organization. This final module acts as a capstone of the APICS CIRM educational program.

The Integrated Enterprise Management module examines six major areas:

- Skills for success in an integrated enterprise
- Teamwork and change management
- Functions and their integration
- The enterprise overall
- The enterprise in its environment
- Phases of the enterprise

The following texts are primary references for the Integrated Enterprise Management exam. They are the source material from which the exam is constructed.

Integrated Enterprise Management Reprints

APICS
116 pp. / 2000; Stock #05505
\$30 APICS member
\$45 nonmember

The Change Leader's Roadmap

How to Navigate Your Organization's Transformation
Linda Ackerman Anderson and Dean Anderson
344 pp. / 2001; Stock #03790
\$36 APICS member
\$45 nonmember

Crafting and Executing Strategy

Text and Readings

Fourteenth Edition

Arthur A. Thompson Jr. and A.J. Strickland III

586 pp. / 2004; Stock #03473

\$90 APICS member

\$105 nonmember

APICS CIRM Series—Integrated Enterprise Management

Stock #03824

\$144 APICS member

\$180 nonmember

Save 10% when you purchase the series.

REGISTERING—IT'S AS EASY AS 1-2-3!

ONLINE REGISTRATION!

Online registration is available for all exams!

Visit www.apics.org/certification for online registration information and to link to Pearson Vue 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 (703) 354-8851 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 www.apics.org/certification to access a link to the secure Pearson Vue online registration site. The registration deadline for all computer based

testing exams is four days before the exam date. Or you may call Pearson Vue Customer Care at (800) 274-8399 (if you are calling from the United States or Canada) or (610) 617-5093 (if you are calling from Mexico).

Have the following information ready when you call Pearson Vue or enter the online registration

- 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 associate 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.

Earn College Credit!

You may be able to earn college credit for passing APICS CIRM exams. Please contact APICS Customer Support for details.

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.

IMPORTANT NOTE:

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" below), 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 yourself 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 CIRM 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
- valid passport
- military ID
- police ID
- state ID
- company ID.

A 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.

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

- The *APICS Dictionary* may not be brought 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 CIRM 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.

Number of Questions on the Exam

For the first four APICS CIRM modules, the exam consists of 125 multiple-choice questions (100 operational and 25 pretest). The Integrated Enterprise Management (IEM) exam—the fifth and final exam in the APICS CIRM program—contains 60 multiple-choice questions and 10 case-study questions that require short-answer written responses. 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 CIRM 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 Council and the APICS Ethics Committee, which may result in

- cancellation of your prior or current exam scores
- revocation of your certification

- 7 • 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.

TEST CENTER COMPLAINTS

If you have a complaint about your test center, promptly call Pearson Vue Customer Care 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
Fax: (888) 204-6288 (U.S. or Canada); (610) 617-9303 (Mexico)

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

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

Because of its case-question format, the IEM exam is not scored immediately. Scores for the IEM exam are mailed to the candidate approximately eight to ten weeks after the exam date. For information on IEM exam scoring, see the *2008 APICS CIRM Exam Content Manual*.

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.

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 CIRM Score Range

The APICS CIRM score range is from 160 to 240. A score of 200 or higher is required to pass the exam.

Fail = 160-199

Pass = 200-240

APICS CIRM Qualifications

APICS strongly recommends that you first take the Enterprise Concepts and Fundamentals exam before taking the exams for Identifying and Creating Demand, Designing Products and Processes, and Delivering Products and Services, and Integrated Enterprise Management.

You must pass all five APICS CIRM exams with a total scaled score of 200 or higher on each exam to earn the Certified in Integrated Resource Management designation.

APICS CIRM Certificates

Candidates who attain APICS CIRM status will receive a personalized certificate within four to six weeks of receiving a passing score on the Integrated Enterprise Management exam.

FREQUENTLY ASKED QUESTIONS

Will APICS continue to recognize the APICS CIRM credentials after June 1, 2008?

Yes, APICS will maintain individual APICS CIRM exam results/records, and information about the program requirements for the APICS CIRM designation. APICS will also continue to provide APICS CIRM verification in response to employer inquiries. Designees will be encouraged to continue to list their APICS CIRM credential after their names, and APICS will certainly continue to list the APICS CIRM credentials of certified individuals within published materials and correspondence.

Will APICS continue to offer APICS CIRM education?

Although there are no specific plans at this time for the APICS CIRM body of knowledge, the APICS CIRM curriculum continues to be highly regarded. APICS does plan to repurpose the information and continue to make it available. As decisions are made about possible future educational products, APICS will provide the updated information.

When will the last APICS CIRM exam be administered?

APICS CIRM testing will continue through May 31, 2008. The IEM Exam will be offered during one testing window in 2008.

Can I take the APICS CIRM exams out of order?

Although APICS is not encouraging candidates to take the exams out of order or to take the IEM exam before passing the first four APICS CIRM exams, APICS is no longer enforcing the eligibility requirement for the IEM exam. Because the availability of the IEM exam is limited, candidates may register for and take the IEM exam whether they have passed the first four APICS CIRM exams or not.

What is the APICS CIRM Study Materials Return Policy?

APICS will sell APICS CIRM study materials until the cessation date, although all sales of those materials will be final and nonrefundable.

If I fail or miss my CIRM exam, can I schedule a re-test after May 31, 2008?

No. Unfortunately, the APICS CIRM program will be discontinued as of June 1, 2008.

Will APICS CIRM education continue to be offered?

The APICS CIRM body of knowledge and curriculum continues to be highly regarded. APICS plans to repurpose the information and continue to make it available.

Who should I contact if I have questions about the discontinuation of the APICS CIRM program?

Please contact an APICS Customer Support associate at (800) 444-2742 or (703) 354-8851 or send an e-mail to service@apics.org.

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

No, but APICS members receive a discount of more than 25 percent on exam registration fees and receive 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 registering.

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 receive the APICS member rate. Group members must provide their unique individual membership number to receive the 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 computer based testing 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 6 for details.

How many computer-based APICS CIRM 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 many questions are on each APICS CIRM exam?

You will answer 125 multiple-choice questions (100 operational and 25 pretest) for each of the first four APICS CIRM exams. The IEM exam—the fifth and final exam in the APICS CIRM process—contains 60 multiple-choice and 10 short-answer case-study questions.

Can I respond to the IEM case questions using the computer?

You can type the answers to the case questions on the computer keyboard if you choose. You will also be given the option of writing your responses by hand in an answer booklet provided by the testing center.

Why are IEM exam scores not available immediately?

Because of the case-question format, the IEM exam must be hand scored by a panel of subject-matter experts. Scores for the IEM exam will be mailed to you approximately eight to ten weeks after you take the exam.

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?

Your preparation method will depend on the exam you are taking and your knowledge of the concepts being tested. All candidates should order a *2008 APICS CIRM Exam Content Manual* before beginning the certification process. This manual will be valid through June 2008. 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 other resources to help you prepare for the examinations. Visit the Education section of the APICS Web site at www.apics.org for a complete list of certification study materials, or order the *APICS Educational Resources Catalog* (stock #01041) from the APICS Bookstore or APICS Customer Support.

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 and pencils are provided. See page 6 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 computer based testing technology before I take my exam?

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

Can the computer-based testing 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 APICS CIRM 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.

Who should I call?

Registration and Rescheduling

Pearson Vue Customer Care

800.274.8399 (U.S. or Canada)
610.617.5093 (Mexico)

Payment or Registration Problems

Pearson Vue Special Services

888.204.6261 (U.S. or Canada)
610.617.9300 (Mexico)

Special Accommodations

Pearson Vue

800.274.3707 (U.S. or Canada)
610.617.9300, ext. 5359 (Mexico)

Courses, Materials, and Exam Vouchers

APICS Customer Support

800.444.2742
703.354.8851

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
- miss 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 would like

- 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 (703) 354-8851 if you need

- an APICS customer number
- to order the 2008 APICS CIRM Exam Content Manual or other publications (see page 2)
- information about college credit and the APICS CIRM program (stock #83004)
- information about obtaining your APICS CIRM designation internationally (stock #09007)
- to take a review course to prepare for a APICS CIRM exam
- to purchase an exam voucher
- help with unresolved testing problems.

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



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Stock #09016
Printed in the U.S.A.
1/08