



# Exam Preparation Course Learning Outcomes

**CSCM**

Certified Supply  
Chain Manager



International  
Supply Chain  
Education Alliance

# CSCM exam preparation course

## Learning Outcomes

### Module 1: Understanding the Supply Chain

- What is a Supply Chain?
- Flows in a Supply Chain
- The Objective of a Supply Chain
- Decision Phases of a Supply Chain
- Process View of a Supply Chain
- Push/Pull View of Supply Chains
- Supply Chain Macro Processes in a Firm

### Module 2: Supply Chain Performance: Achieving Strategic Fit and Scope

- Competitive and supply chain strategies
- Achieving Strategic Fit
- Expanding Strategic Fit

### Module 3: Supply Chain Drivers and Obstacles

- Drivers of supply chain performance
- A framework for structuring drivers
- Facilities
- Inventory
- Transportation
- Information
- Sourcing
- Pricing
- Obstacles to Achieving Strategic Fit

### Module 4: Facilities

- Location • Types
- Strategies
- Roles and Capacities
- Decision aids

### Module 5: Inventory

- Role of Inventory in the Supply Chain
- Inventory Performance Measures
- Inventory Management
- Tools to Manage Inventory
- Economic Order Quantity
- Safety stock

### Module 6: Transportation

- The role of transportation in the supply chain
- Factors affecting transportation decisions
- Modes of transportation and their performance characteristics
- Design options for a transportation network
- Trade-offs in transportation design
- Tailored transportation
- Making transportation decisions in practice

### Module 7: Designing the Supply Chain Network

- Strategic
- Technological
- Macroeconomic
- Political
- Infrastructure
- Competitive
- Customer response time and local presence
- Logistics and facility costs

### Module 8: Sourcing

- General issues
- The Role of Sourcing in a Supply Chain
- Benefits
- Supplier Scoring and Assessment
- Supplier Selection and Contracts
- Design Collaboration
- The Procurement Process
- Sourcing Planning and Analysis
- Making Sourcing Decisions in Practice

### Module 9: Information

- The Role of Information Technology in the Supply Chain
- The Supply Chain IT Framework
- Customer Relationship Management
- Internal Supply Chain Management
- Supplier Relationship Management
- The Transaction Management Foundation
- The Future of IT in the Supply Chain
- Supply Chain Information Technology in Practice

## **Module 10: Pricing**

- The Role of Revenue Management in the Supply Chain
- Revenue Management for Multiple Customer Segments
- Revenue Management for Perishable Assets
- Revenue Management for Seasonable Demand
- Revenue Management for Bulk and Spot Customers
- Using Revenue Management in Practice

## **Module 11: Forecasting**

- The role of forecasting in a supply chain
- Characteristics of forecasts
- Components of forecasts and forecasting methods
- Basic approach to demand forecasting
- Time series forecasting methods
- Associative forecasting methods
- Measures of forecast error
- Hybrid techniques

## **Module 12: Warehousing and Distribution**

- Warehousing Activities
- Warehousing and Storage Facility Layouts
- Random Stocking
- Customizing
- Cross-Docking

## **Module 13: MRP—DDMRP**

- MRP Input and Output
- Gross and Net Requirements
- MRP Management
- Legacy of Our Planning Processes
- Demand Driven Requirements Planning

## **Module 14: Planning Supply and Demand in a Supply Chain: Managing Predictable Variability**

- Responding to predictable variability in a supply chain
- Managing supply
- Managing demand
- Implementing solutions to predictable variability in practice

## **Module 15: Managing Economies of Scale in the Supply Chain: Cycle Inventory**

- Role of Cycle Inventory in a Supply Chain
- Estimating Cycle Inventory-Related Costs
- Economies of Scale to Exploit Fixed Costs
- Economies of Scale to Exploit Quantity Discounts
- Short-Term Discounting: Trade Promotions
- Estimating Cycle Inventory-Related Costs in Practice

## **Module 16: Managing Uncertainty in the Supply Chain: Safety Inventory**

- The role of safety inventory in a supply chain.
- Determining the appropriate level of safety inventory.
- Impact of supply uncertainty on safety inventory.
- Impact of aggregation on safety inventory.
- Impact of replenishment policies on safety inventory.
- Estimating and managing safety inventory in practice.

## **Module 17: Determining Optimal Level of Product Availability**

- The importance of the level of product availability
- Factors affecting the optimal level of product availability
- Managerial levers to improve supply chain profitability
- Supply chain contracts and their impact on profitability
- Setting optimal levels of product availability in practice

## **Module 18: Coordination**

- Lack of Supply Chain Coordination and the Bullwhip Effect
- Effect of Lack of Coordination on Performance
- Obstacles to Coordination in the Supply Chain
- Managerial Levers to Achieve Coordination
- Building Strategic Partnerships and Trust Within a Supply Chain
- Achieving Coordination in Practice



## Module 19: TOC and Throughput Accounting

- Traditional Performance Measures Utilization
- What is the Goal of the company?
- Global Performance Measures
- Three New Operational Measures
- The Theory Of Constraints
- Process of Ongoing Improvement
- Drum-Buffer-Rope

## Module 20: Leadership

- Leaders vs. Managers
- Leadership Theories
- Management Theories
- Challenges for Leaders and Managers
- Leadership
- Leading Change

## Module 21: Lean Six Sigma

- What is Lean?
- Characteristics of Lean
- Origins of Lean
- Tools & Techniques
- What is Six Sigma?
- Six Sigma Project Team
- Define-Measure-Analyze-Improve-Control (DMAIC)
- Five Laws of Lean Six Sigma
- Implementing Lean Six Sigma
- What is Lean Six Sigma

## Module 22: Sustainability

- What is sustainability?
- Product life cycle considerations
- Utilize a systems view
- Goals for environmentally friendly designs
- Guidelines for Environmentally Friendly Designs
- Production process considerations
- Environmentally Friendly Production Processes
- Reduce, reuse, recycle

## | Course Details

**Pre-requisites:** None

**Classroom time:** 40 hours

## | Certification Exam Details

**Assessment Method:** Multiple Choice Exam

**Pass Grade:** 70%

**Regulatory Authority:** IISB  
(ISCEA International Standards Board)

## | About IISB

IISB (ISCEA International Standards Brand) is the authority behind ISCEA's International Supply Chain Standards. It is conformed by a 24 member Board of Directors led by a Secretary-General and a President. IISB designates multiple committees conformed by a selected group of Global Supply Chain Experts from Public and Private Organizations, to develop the BoK (Body of Knowledge) for each certification program.

## | About ISCEA

The International Supply Chain Education Alliance (ISCEA) was the first organization certifying Supply Chain Professionals around the globe, and it remains the worldwide authoritative resource for Supply Chain Career Validation with thousands of certificate holders commanding top-tier salaries.

ISCEA's mission is to provide Total Supply Chain Knowledge to manufacturing and service industry professionals through Education, Certification and Recognition.

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