

# ***Fox River Training Institute***



*Helping Business Flow*

## **Course Catalog**

*July 2012*

Visit [www.apics-foxriver.org](http://www.apics-foxriver.org) for the schedule of open enrollment courses, workshops, and pricing

Contact [vpeducation@apics-foxriver.org](mailto:vpeducation@apics-foxriver.org) for a proposal for on-site, in-house company programs

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# APICS Certification Review Courses

## APICS Certified in Production and Inventory Management (CPIM) Program

The APICS CPIM designation is earned upon successful completion of exams covering the following five modules.

### **Basics of Supply Chain Management (BSCM) Review Course**

The basic concepts in managing the complete flow of materials in a supply chain from suppliers to customers are covered in the Basics module. This module covers manufacturing, distribution, service, and retail industries. This includes the fundamental relationships in the design, planning, execution, monitoring, and control that occur. Knowledge of the material in this module is assumed as a prerequisite for the other APICS CPIM modules, which cover similar topics in much greater depth. Topics include:

- Understanding basic business-wide concepts, including understanding various supply chain environments
- Managing demand, including markets and customer expectations
- Designing products, processes, and information systems
- Understanding supply issues including inventory costs, functions, and metrics

### **Master Planning of Resources (MPR) Review Course**

Explore and be able to apply the principles of demand management, sales and operations planning, master scheduling, and distribution planning, and to identify conditions that require action. This module evaluates knowledge of both supply and demand planning for mid-term to long-term independent demand. Topics include:

- Recognizing all demands for goods and services to support the marketplace
- Bringing together all the plans for the business
- Disaggregating the production plan into an executable schedule
- Planning the distribution network and replenishment

### **Detailed Scheduling and Planning (DSP) Review Course**

Acquire a working knowledge of the tools and techniques for planning of inventory, including planning techniques such as MRP, CRP, lean, TOC, and projects. Understand the effect of using each technique; know standard measurements for inventory, materials, capacity and supplier performance; and recognize when to escalate issues. Topics include:

- Managing inventory, planning material requirements, planning capacity requirements, and procurement and supplier planning
- Recognizing the importance of supply chain management and deploying supply chain strategies related to scheduling, planning, and sourcing
- Translating product-level plans and schedules generated at the master planning level into requirements that can be procured or produced
- Bridging the master planning area with the execution and control function
- Planning, scheduling, resource allocation, and implementing projects that are used to manage the supply of products and services

# APICS Certification Review Courses

## **Execution and Control of Operations (ECO) Review Course**

Learn to translate plans into operational activities and define and apply techniques in the operations field. Topics include:

- Comparing actual output to plans and taking appropriate corrective actions
- Communicating ideas in a group setting and instructing others in tasks
- Creating operational solutions in the face of competing resources
- Explaining the release of work and reporting performance through data collection
- Understanding the execution of quality initiatives and continuous improvement plans
- Evaluating trade-offs and participating in design decisions

## **Strategic Management of Resources (SMR) Review Course**

Move your learning to the next level through the SMR module that includes higher-level thinking or strategic planning and implementation of operations. This includes an understanding of how market requirements drive the resources and processes of an organization. Topics include:

- Understanding concepts that require a combination of elements and higher thinking within the entire CPIM body of knowledge
- Knowing the relationship of existing and emerging processes and technologies to operations and supply chain functions
- Understanding various business environments
- Knowing how business strategies are developed and how operation strategies are implemented

## **Quick Refresher Workshops for the CPIM Modules**

### **Basics of Supply Chain Management (BSCM) Quick Refresher Workshop**

The rapid BSCM refresher workshop is intended for those who are preparing to take the APICS BSCM Exam and could benefit from a final review of the body of knowledge and the points of emphasis from the CPIM Exam Content Manual topics. This is an opportunity to discuss the final study recommendations to increase your readiness for the BSCM Exam.

### **Master Planning of Resources (MPR) Quick Refresher Workshop**

The rapid MPR refresher workshop is intended for those who are preparing to take the APICS MPR Exam and could benefit from a final review of the body of knowledge and the points of emphasis from the CPIM Exam Content Manual topics. This is an opportunity to discuss the final study recommendations to increase your readiness to pass the MPR Exam.

### **Detailed Scheduling and Planning (DSP) Quick Refresher Workshop**

The rapid DSP refresher workshop is intended for those who are preparing to take the APICS DSP Exam and could benefit from a final review of the body of knowledge and the points of emphasis from the CPIM Exam Content Manual topics. This is an opportunity to discuss the final study recommendations to increase your readiness to pass the DSP Exam.

# APICS Certification Review Courses

## **Execution and Control of Operations (ECO Quick Refresher Workshop)**

The rapid ECO refresher workshop is intended for those who are preparing to take the APICS ECO Exam and could benefit from a final review of the body of knowledge and the points of emphasis from the CPIM Exam Content Manual topics. This is an opportunity to discuss the final study recommendations to increase your readiness for the ECO Exam.

## **Strategic Planning of Resources (SMR) Quick Refresher Workshop**

The rapid SMR refresher workshop is intended for those who are preparing to take the APICS SMR Exam and could benefit from a final review of the body of knowledge and the points of emphasis from the CPIM Exam Content Manual topics. This is an opportunity to discuss the final study recommendations to increase your readiness to pass the SMR Exam.

## **APICS Certified Supply Chain Professional (CSCP) Program**

### **APICS CSCP Review Course**

#### **MODULE 1 ~ APICS Supply Chain Management Fundamentals**

- ~ Broad concepts include primary processes, objectives, logistics, integration methods, and rewards
- ~ Alignment of supply chain with corporate strategies
- ~ Key considerations for planning, inventory control, and continued improvement
- ~ Identification and management of market segments
- ~ Demand forecasting and effective management techniques
- ~ Effective customer relationship management (CRM)

#### **MODULE 2 ~ Supply Chain Strategy, Design, and Compliance**

- ~ Sustainability practices in design and operation
- ~ Measurement, responsiveness, operations, and communications
- ~ Risk, its sources, impacts, and mitigation methods
- ~ Globally dispersed supply and demand, and the effects on logistics
- ~ Factors influencing demand, including design, marketing, selling, and matching customer orders
- ~ Core Customer Relationship Management (CRM) concepts, including strategies, technologies, and implementation challenges
- ~ Fundamentals of supplier relationship management (SRM), including strategies, improved source management, relevant technologies, and measurement
- ~ Inventory planning and control methods

#### **MODULE 3 ~ Implementation and Operations**

- ~ Supply chain dynamics and the balance of responsiveness and efficiency
- ~ Managing supply from internal and external sources
- ~ Implementation of demand plans, including prioritization, fulfillment, and capturing and communicating point-of-sale data
- ~ Tools and techniques to support continuous improvement

# APICS Certification Review Courses

## Quick Refresher Workshop for the CSCP Exam

### **Certified Supply Chain Professional (CSCP) Quick Refresher Workshop**

The rapid CSCP refresher workshop is intended for those who are preparing to take the APICS CSCP Exam and could benefit from a final review of the body of knowledge and the points of emphasis from the CSCO Exam Content Manual topics. This is an opportunity to discuss the final study recommendations to increase your readiness for the CSCP Exam.

## Overview of the APICS Certification Programs Workshop

### **APICS Certifications Overview Workshop**

The APICS Certifications Workshop is designed for those who want to understand the process for the APICS Certified in Production and Inventory Management (CPIM) Program and/or the APICS Certified Supply Chain Professional (CSCP) Program. The best practices for preparing for the certification exams and the study methods available will be presented. The variety of study materials available will be presented along with practice test questions to gain a better understanding of the exam content and format. The cost of the certification programs will also be reviewed.

## APICS Certification Review Courses and Workshops Schedule and Pricing

The dates, locations, times, number of class sessions, and the pricing for the for the open enrollment certification review courses and the certification workshops are listed at [www.apics-foxriver.org](http://www.apics-foxriver.org)

Contact [vpeducation@apics-foxriver.org](mailto:vpeducation@apics-foxriver.org) for a proposal for on-site, in-house company programs.



# Sales & Operations Planning Certification

## **Certified Sales & Operations Planning (CS&OP)**

The Certified Sales & Operations Planning (CS&OP) Exam will be available in September 2012. The examinations will be administered by ExamSoft at 230+ testing sites in the U.S.

### QUALIFICATIONS REQUIRED TO TAKE THE S&OP CERTIFICATION EXAM

Some certifications require the test taker to have reached a given level of formal education and/or to have a certain amount of on-the-job experience before becoming certified. We do not do that for one very important reason, based on the nature of Sales & Operations Planning:

S&OP is a highly people-intensive and cross-functional process, requiring virtually all involved people to change significant parts of how they do their jobs. Some of these people, the most important ones, are the Executive Team, up to and including the leader of the business. They must be involved, hands-on, to achieve success with S&OP.

Therefore, the key attributes of a person to lead the implementation are (1) people skills up, down and sideways; (2) the ability to communicate effectively with top management and to earn – or keep – their trust; knowledge of the company's customers, products, and processes. Effective testing for the first two attributes is, to the best of our knowledge, beyond the state of the art of today's certification exams.

So what does S&OP Certification mean? It means that the holder of the CS&OP certification has substantial knowledge of Sales & Operations Planning and its components and enhancements: Demand Planning, Supply Planning, Decision-Making Processes, Global S&OP, S&OP in heavily matrix organizations, and so forth.

See [www.sopinstitute.com](http://www.sopinstitute.com) for more details about the CS&OP Exam.

### **S&OP Introductory and Exam Review Courses**

Introductory and exam review courses are being co-developed by the APICS Fox River Chapter and will be available in the near future.

The dates, locations, times, number of class sessions, and the pricing for the for the open enrollment CS&OP introductory and exam review courses will be listed at [www.apics-foxriver.org](http://www.apics-foxriver.org)

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# Principles of Operations Management

## **Principles of Operations Management Program**

The APICS Principles of Operations Management program is an educational program that delivers the fundamental knowledge needed in the fast-growing fields of supply chain and operations management. The introductory courses are intended for those seeking understanding of the basics of operations and supply chain management and as preparation to take the next step of enrolling in certification review courses to become Certified in Production and Inventory Management (CPIM) or to become a Certified Supply Chain Professional (CSCP). The Principles of Operations Management Program consists of the following five courses:

### **Principles of Inventory Management (PIM) Course**

The introductory course includes the following topics: operations management foundations, fundamentals of inventory management, purpose and function of inventory, inventory replenishment management, inventory management techniques, inventory performance, lean inventory, fundamentals of purchasing, sourcing strategies, purchase order management, and performance measurements. Typically consists of 6 to 8 class sessions.

### **Principles of Inventory Management (PIM) One-Day Workshop**

The Principles of Inventory Management Workshop is a brief introductory session that examines the following topics: foundations of operations management, fundamentals of inventory management, function of Inventory, inventory record accuracy, and optimizing inventory levels.

### **Principles of Operations Planning (POP) Course**

The introductory course includes the following topics: operations management foundations, planning foundations, forecasting, demand management, sales & operations planning (S&OP), production planning, master production scheduling (MPS) foundations, and implementing operations planning systems. Typically consists of 6 to 8 class sessions.

### **Principles of Operations Planning (POP) One-Day Workshop**

The Principles of Operations Planning Workshop is a brief introductory session that examines the Manufacturing Resource Planning (MRPII) Model planning elements including the capacity processes.

### **Principles of Manufacturing Management (PMM) Course**

Course under development by APICS.

### **Principles of Distribution and Logistics (PDL) Course**

Course under development by APICS.

### **Principles of Managing Operations (PMO) Course**

Course under development by APICS.

# Lean Bronze Certification

## **Lean Bronze Certification (LBC)**

The Society of Manufacturing Engineers (SME) offers a Lean Bronze Certification Exam. The American Society for Quality (ASQ) is also affiliated with LBC. The Lean Bronze Certification is also available to non-members.

### Phase I – Exam

Exam content is linked to the Lean Bronze Body of Knowledge. Candidates are expected to successfully pass the 172-question, 3-hour exam before moving to the portfolio phase.

### Phase II – Portfolio

Lean Certification candidates continually exercise their Lean knowledge by participating in activities in which they apply Lean principles and tools. At the Bronze-Level, practitioners demonstrate their experience through the development of their Lean portfolio. 80 hours of education/training, five tactical projects, and portfolio reflection within a three-year timeframe after the exam.

## **Lean Bronze Certification (LBC) Two-Day Workshop**

The Lean Bronze Certification (LBC) Workshop is expected to prepare candidates for the Lean Bronze Certification Exam. The following Body of Knowledge topics will be presented and discussed: Cultural Enablers, Continuous Improvement, Consistent Lean Enterprise Culture, and Business Results. The LBC Course is also intended to provide an overview of lean programs, tools, and techniques for success. The LBC Exam is proctored on-site.

# Lean and Six Sigma

## **Hybrid Three-Session Course (Supply Chain, Lean, and Six Sigma Fundamentals)**

The Hybrid Three-Session Course is intended to provide an in-depth review of the supply chain management fundamentals, the lean principles, and the elements of six-sigma. The course covers the processes, models, systems, tools, and terminology for each of the three elements. There are three, 4-hour sessions for this course.

## **Hybrid One-Day Workshop (Supply Chain, Lean, and Six Sigma Fundamentals)**

The Hybrid One-Day Workshop is intended to provide a brief overview of the supply chain management fundamentals, the basic lean principles, and the major elements of six-sigma. The workshop covers the processes, models, systems, tools, and terminology for each of the three elements.

## **Lean Principles Half-Day Workshop**

The workshop covers the basic lean principles and best practices for implementing lean.

## **Six Sigma Half-Day Workshop**

The workshop covers the core elements of a successful six sigma program and a review of the process for becoming a certified six sigma green belt or black belt.

# Lean and Six Sigma

## **Root Cause Analysis Half-Day Workshop**

Learn the best practices for root cause analysis that can be applied immediately for continuous improvement.

## **Statistical Process Control Half-Day Workshop**

Learn how to implement Statistical Process Control (SPC) for continuous quality improvement

## Forecasting

### **Quantitative Forecasting Methods One-Day Workshop**

The workshop consists of a quick study of the major quantitative, statistical methods that can be used to improve forecast accuracy. The topics that will be presented are: forecasting for sales & operations planning (S&OP), forecasting for master production scheduling (MPS), time series trend analysis, cycle fluctuations, time-of-year variation, irregular demand patterns, random variation, the use of moving averages, weighted moving averages, seasonal indexes, regression analysis, exponential smoothing, and ways of measuring forecast accuracy.

## Project Management

### **Project Management Fundamentals Two-Day Workshop**

The Project Management Workshop is intended to review the fundamentals and techniques for effective management of projects and to construct basic project management networks. The Workshop includes the following topics: project management life cycle, project selection, project charter, work breakdown structure, project networks, scheduling resources, managing risks, managing project teams, project tracking, and a demonstration of project management software.

### **Certified Associate in Project Management (CAPM) Exam Review Course**

The Certified Associate in Project Management (CAPM) Course is an exam preparation course for those who plan to take the CAPM Exam administered by the Project Management Institute (PMI). The Course Topics include the following: project management life cycle, project management processes, process flow diagrams, project integration management, project scope management, project time management, project cost management, project quality management, project resource management, project communications management, project risk management, and project procurement management.

CAPM Exam Eligibility Requirements: A high school diploma and at least 1,500 hours of experience or 23 hours of project management education.

# Project Management

## **Project Management Professional (PMP) Exam Review Course**

The Project Management Professional (PMP) Course is an exam preparation course for those who plan to take the PMP Exam administered by the Project Management Institute (PMI). The Course Topics include the following: project management life cycle, project management processes, process flow diagrams, project integration management, project scope management, project time management, project cost management, project quality management, project resource management, project communications management, project risk management, and project procurement management.

**PMP Exam Eligibility Requirements:** A four-year degree and at least three years of project management experience with 4,500 hours leading and directing projects and 35 hours of project management education or a high school diploma with 7,500 hours leading and directing projects and 35 hours of project management education.

# Quality Certifications

## **Certified Quality Technician (CQT) Exam Review Course**

The course is intended to prepare candidates to take the ASQ CQT Exam. The following body of knowledge is included: quality concepts, quality tools, statistical techniques, metrology, calibration, inspection, testing, quality audits, preventative and corrective action.

**CQT Exam Eligibility Requirements:** Applicants must have at least 4 years of higher education and/or work experience in one or more of the CQT body of knowledge areas.

## **Certified Manager of Quality/Organizational Excellence (CMQ/OE) Exam Review Course**

The course is intended to prepare candidates to take the ASQ CMQ/OE Exam. The following body of knowledge is included: leadership, strategy development, management skills, quality systems, quality models, management tools, statistical analysis, customer focus, supplier management, training, development, and essay questions.

**CMQ/OE Exam Eligibility Requirements:** Applicants must have at least 10 years of higher education and/or work experience in one or more of the CMQ/OE body of knowledge areas, including 5 years of a decision-making position.

## **Certified Six Sigma Black Belt (CSSBB) Exam Review Course**

The course is intended to prepare candidates to take the ASQ CSSBB Exam. The following body of knowledge is included: enterprise-wide deployment, process management, team management, DMAIC (define, measure, analyze, improve, and control), statistical process control, design of experiments, failure mode and effects analysis, statistics, and hypothesis testing.

**CSSBB Exam Eligibility Requirements:** The application for Six Sigma Black Belt requires two completed Six Sigma projects documented by signed affidavits; or one project with a signed affidavit and three years of work experience as it pertains to the Body of Knowledge.

See [www.asq.org](http://www.asq.org) for more details.

# Quality Certifications

## **Certified Quality Engineer (CQE) Exam Review Course**

The course is intended to prepare candidates to take the ASQ CQE Exam. The following body of knowledge is included: management & leadership, quality systems, product & process design, product & process development, testing & measurements, control & management tools, improvement tools, basic statistics, statistical analysis, and advanced statistics.

CQE Exam Eligibility Requirements: Applicants must have at least 8 years of higher education and/or work experience in one or more of the areas of the CQE Body of Knowledge, including a minimum of 3 years in a decision-making position.

## **Certified Quality Process Analyst (CQPA) Exam Review Course**

The course is intended to prepare candidates to take the ASQ CQPA Exam. The following body of knowledge is included: quality basics, teams, training, quality tools, basic statistics, sampling, measurements, advanced statistics, customer concepts, and supplier concepts.

CQPA Exam Eligibility Requirements: Applicants must have at least 2 years of work experience or an associate degree.

## **Certified Quality Auditor (CQA) Exam Review Course**

The course is intended to prepare candidates to take the ASQ CQA Exam. The following body of knowledge is included: auditing fundamentals, auditor competencies, audit preparation, audit performance, audit reporting, audit follow-up & closure, audit business applications, quality tools, and techniques.

CQA Exam Eligibility Requirements: Applicants must have at least 8 years of higher education and/or work experience in one or more of the areas of the CQA Body of Knowledge, including a minimum of 3 years in a decision-making position.

## **Certified Six Sigma Green Belt (CSSGB) Exam Review Course**

The course is intended to prepare candidates to take the ASQ CSSGB Exam. The following body of knowledge is included: six sigma goals, design for six sigma, define teams, customers, projects, tools, & results, measure data, process analysis, probability, capability, measurement, analyze, improvement techniques, and control concepts.

CSSGB Exam Eligibility Requirements: The application for Six Sigma Black Belt requires Three years of work experience with the CSSGB body of knowledge.

## **Certified Quality Inspector (CQI) Exam Review Course**

The course is intended to prepare candidates to take the ASQ CQI Exam. The following body of knowledge is included: technical math, metrology, calibration, print reading, sampling, Inspection, testing, and statistical applications.

CQI Exam Eligibility Requirements: Applicants must have at least two years of on-the-job experience in quality inspection or a related field.

See [www.asq.org](http://www.asq.org) for more details.

# Manufacturing Certifications

## **Certified Manufacturing Technologist (CMfgT) Exam Review Course**

The course is expected to prepare candidates to take either the SME Certified Manufacturing Technologist Exam (CMfgT). The body of knowledge includes: mathematics, applied & engineering sciences, materials, product & process design & development, manufacturing process applications, operations, production systems, equipment design, automated systems, controls, quality, continuous improvement, manufacturing management, and personal effectiveness.

CMfgT Exam Eligibility Requirements: 4 years of combined manufacturing-related education and/or experience.

## **Certified Manufacturing Engineer (CMfgE) Exam Review Course**

The course is expected to prepare candidates to take either the SME Certified Manufacturing Engineer Exam (CMfgE). The body of knowledge includes: mathematics, applied & engineering sciences, materials, product & process design & development, manufacturing process applications, operations, production systems, equipment design, automated systems, controls, quality, continuous improvement, manufacturing management, and personal effectiveness.

CMfgE Exam Eligibility Requirements: 8 years of combined manufacturing-related education and/or experience, including a minimum of 4 years of work experience.