

GIVE YOUR STUDENTS ACCESS TO A FAST-GROWING INDUSTRY

Help your students enter this dynamic profession by offering SCPro™ Fundamentals Certifications in supply chain management.

Developed by industry experts and an academic team from universities and colleges throughout the country, SCPro™ Fundamentals Certifications test key concepts of supply chain management in eight areas of training. As students complete their certification tracks, they will automatically be eligible to take the corresponding SCPro™ Fundamentals Certification exams.



OFFER TRACKS TO SUIT YOUR UNIVERSITY

Your institution can offer a turnkey program to help train entry- and mid-level supply chain management professionals.

Eight training certification tracks can be taken individually or in various combinations to increase expertise in the areas of:

- Supply Chain Management Principles
- Customer Service Operations
- Transportation Operations
- Warehousing Operations
- Demand Planning
- Inventory Management
- Manufacturing and Service Operations
- Supply Management and Procurement



TOP-NOTCH EDUCATION

You can offer the certification tracks in the delivery format that suits your needs: traditional face-to-face courses; hybrid online and in-person courses; evening and weekend workshops; or completely self-paced online courses. Upon successfully passing the certification exam, students are issued the SCPro™ Fundamentals certification from CSCMP. Those who earn all eight receive a comprehensive certificate from CSCMP.

The content can easily be embedded into existing academic courses: supply chain, logistics, or business programs. Coursework leading to certifications can also be offered in non-credit settings.

UNLIMITED POTENTIAL

Program participants earning certifications have received internships and employment in the field of supply chain management. Students have also reported wage increases and promotions. Employers report participants are better able to understand the “big picture” of how their work fits into the supply chain.

INCREASE YOUR PROGRAMS WITH EASE

Universities can add SCPro™ Fundamentals certifications to any program. Some benefits include:

Custom Branded Landing Pages – your students see your institution’s logo and graphic, to feel comfortable that their content and exam are sponsored by your university.

Invoice or Credit Card Fees – Universities and colleges can have payment by invoice. Students receive a voucher code for access. If preferred, fees can be paid by students directly using a Visa, MasterCard or Discover credit or debit card.

Embedded or Standalone – Content can be embedded into existing courses, or offered as a standalone program. Certification tracks can be bundled in groups, or offered individually.

Adding Value – Instructors can add even more value to the certifications by introducing case studies, guest speakers, field trips, etc.

CERTIFICATION IS AN INVESTMENT THAT DEMONSTRATES EXCELLENT QUALIFICATIONS AND SETS YOU APART FROM THE COMPETITION. REGISTER TODAY AT CSCMP.ORG.

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SUPPLY CHAIN MANAGEMENT PRINCIPLES CERTIFICATION

The Supply Chain Management Principles certification track is a great place to start and is considered to be a 'launch pad' to begin your supply chain educational and certification process. It provides a high-level overview of each of the functions in a supply chain.

After you complete this track, you will have a broad appreciation for how each of the individual supply chain functions operate and how they are 'linked' in a chain to enable organizations to plan and execute product and service delivery to achieve customer satisfaction. Since all of the remaining seven certification tracks are introduced at a high level in Principles, this might spark your interest, enthusiasm, and choice for your next track enrollment.

- Discuss the functions in a supply chain
- Define SCM
- Explain how supply chains must be integral to an organization's strategic goals

Learning Block 1 Demand Planning Overview

Describe integrated business management

Explain how demand shaping is used to manage demand

Distinguish between qualitative and quantitative methods of forecasting

Categorize the different types of demand patterns

Recognize materials requirements planning (MRP), capacity requirements planning (CRP), distribution requirements planning (DRP), and enterprise resource planning (ERP) as systems that help plan for integrated operations across the supply chain

Explain the mechanisms and benefits of CPFR

Learning Block 2 Supply Management and Procurement Overview

Recognize the importance of procurement

Describe the procurement process

Understand the application of a weighted scorecard

List key procurement terms

Understand different types of buyer-supplier relationships

Define the concept of strategic sourcing

Understand the importance of the total cost of ownership

Learning Block 3 Warehousing Operations Overview

Understand the difference between a warehouse and a DC

Communicate the characteristics of a warehouse and a DC

Articulate the key operations of a warehouse (e.g., receiving, storage, product placement, filling orders, and order-picking processes)

Review the key shipping documents

Learning Block 4 Inventory Management Overview

Differentiate between fixed and variable costs and direct and indirect costs

Describe the four types of inventory List several key performance indicators for successful inventory management

Understand inventory turns

Differentiate between inventory and inventory management

SUPPLY CHAIN MANAGEMENT PRINCIPLES CERTIFICATION (CONTINUED)

Learning Block 5 Manufacturing and Service Operations Overview

Understand the significance of M&SO in the supply chain process

Explain the difference between manufacturing and service operations

Discuss product life cycles

Identify three different types of operational decisions

Recognize the role of quality

Learning Block 6 Transportation Operations Overview

Understand how different areas of product transportation affect the overall success of companies

Recognize supply chain technology tools used in transportation systems

Identify the challenges in establishing efficient and effective transportation processes within industries

Determine which modes of transportation are more cost-effective in given situations and why

Demonstrate metrics used to measure transportation service quality and efficiency

Learning Block 7 Customer Service Operations Overview

State the common elements of customer service definitions

Discuss the difference between internal and external customers

Recognize the importance of a positive first impression

Explain the characteristics of successful ecommerce customer service

State the four elements of supply chain customer service

DEMAND PLANNING CERTIFICATION

Demand planning is often considered the “engine” that drives a business and requires collaboration and inputs from all departments to be successful. The Demand Planning certification track presents the details necessary to create and utilize a forecast to build an actual demand plan. Forecasting is a process that predicts customer demands. The demand planning process uses the forecast to develop a plan that ensures inventory levels are appropriate to meet the predicted demands. The demand plan is used to create requisitions for the procurement department to obtain the needed goods and services.

It is also used to plan manufacturing work orders to turn raw materials and components into finished goods.

Analyst and planning positions in a demand planning organization give individuals with a strong foundation of skills to be successful in every aspect of the broader supply chain organization.

- Describe demand planning
- Define inputs to the demand plan
- Explain the outputs from the demand plan

Learning Block 1 Introduction to Demand Planning

Define demand planning and why it is important to company success

Understand the factors that affect demand

Explain the primary approaches to planning demand

Apply the key roles and skills required in demand planning

Analyze the metrics used in demand planning processes

Learning Block 2 Interaction between Demand Management and Order Management

Recognize the key aspects of the order management function

Explain the key steps in the customer order and replenishment cycle

Compare the key links between demand management and order management

Implement the key technologies that enable ecommerce

Evaluate the role of ecommerce technologies in enabling effective demand management

Learning Block 3 Demand Planning Principles

Discuss the definitions of forecasting and inventory control

Recognize the difference between independent and dependent demand

Explain the key components of a demand plan

Learning Block 4 Demand Planning Tools and Techniques

Recognize the various types of uncertainty related to demand planning in terms of demand, supply, and lead times

Explain the causes and impacts of variability or uncertainty

Apply the basic types of forecasting techniques, such as reorder points, economic order quantity (EOQ), lead times, and technology uses

DEMAND PLANNING CERTIFICATION (CONTINUED)

Learning Block 5 Communicating and Managing Demand

- Recognize the key aspects of communication
- Understand the key aspects of gaining demand consensus in organizations
- Apply the key metrics used in demand management
- Analyze the key aspects of managing and prioritizing demand

Learning Block 6 Contemporary Approaches to Demand Planning and Management

- Understand CPFR, its operation, and its benefits
- Compare pull systems versus push systems
- Describe the key aspects of demand sensing
- Explain the concept of demand shaping
- Apply some key best practices in demand planning

SUPPLY MANAGEMENT AND PROCUREMENT CERTIFICATION

The Supply Management & Procurement certification track presents the details of how goods and services are ordered by converting purchase requisitions, created by the demand planning organization, to purchase orders that are issued to suppliers. In this track, specific emphasis is placed on supplier identification, selection and approval, sourcing activities, negotiations with suppliers and the overall systematic selection of goods and services. Technology innovations along with numerous options for transportation modes enable procurement organizations to source items globally to achieve the best value solutions to fulfill their requirements.

Numerous positions often exist in procurement organizations and they are referred to as buyers, sourcing analysts, commodity experts, and subcontract administrators.

- Discuss the procurement process
- Define purchase requisitions and POs
- Explain procurement's role after a PO is placed

Learning Block 1 Supply Management and Procurement Overview

Define procurement and its purpose

Understand key procurement objectives

Explain procurement roles and activities

Analyze the key procurement procedures and processes

Evaluate the key steps carried out in managing the procurement process

Learning Block 2 Strategic Sourcing

Recognize key strategic sourcing principles and objectives

Understand portfolio analyses and their use in developing procurement strategies

Explain the commodity strategy development process and the key steps in that process

Apply the procurement of goods and services based on their relative strategic importance

Analyze the various procurement strategies used to achieve competitive advantage

Evaluate current and evolving strategies in the procurement field

Learning Block 3 Supplier Identification and Evaluation

Discuss the various sources of market intelligence

Recognize the use of market intelligence in identifying potential suppliers

Understand key supplier evaluation practices

Explain the need for identifying and evaluating global suppliers

Learning Block 4 Supplier Negotiations and Contracting

Recognize the important relationship between planning for and succeeding in negotiations

Understand the important roles that power, tactics, and concessions play in negotiations

Analyze the difference between win-lose and win-win negotiations

Generate a basic understanding of procurement contracting and best practices in contracting

SUPPLY MANAGEMENT AND PROCUREMENT CERTIFICATION (CONTINUED)

Learning Block 5 Procurement Execution

- Understand the key aspects of procurement contract execution
- Implement the various forms of procurement enablers
- Analyze the key forms of documentation used in procurement
- Evaluate key aspects of managing the procurement process and managing the internal processes involved in procuring goods and services

Learning Block 6 Supplier Management

- Recognize why companies measure supplier performance
- Remember the characteristics of effective supplier scorecard systems
- Understand the different kinds of supplier relationships
- Explain the importance of trust in buyer-seller relationships
- Implement supplier development and its role in supply management and procurement
- Apply the factors that are critical to supplier development success

Learning Block 7 Procurement Organizations and Roles

- Understand the key dimensions in defining organizational structures in procurement
- Analyze the key roles or positions in procurement departments
- Evaluate the key roles and metrics within procurement

Learning Block 8 Applications of Law and Ethics in Procurement

- Recognize the basic understanding of commercial law, particularly agency law and contract law
- Understand the importance of the Uniform Commercial Code (UCC) and the Convention on the International Sale of Goods
- Explain the difference between law and ethics
- Compare the risks to individuals and organizations of unethical behavior
- Analyze different types of unethical behavior in purchasing
- Evaluate how to promote ethical behavior in the workforce
- Establish corporate social responsibility

WAREHOUSING OPERATIONS CERTIFICATION

The Warehousing Operations certification track provides the basics of warehousing operations, including distribution centers and fulfillment centers. Key elements of the track include the role of warehousing and distribution centers in the supply chain, and the other key functions of processing goods: receiving, movement, storage, picking, packing, and packaging.

Other value-added processes, like cross-docking and kitting, are presented as they are routinely used in warehousing and distribution centers like Amazon and Walmart. Additionally, the Warehouse Management System (WMS) is presented as the back-bone that enables the warehouse to function effectively and efficiently.

Warehouses, fulfillment centers, and distribution centers have an ongoing need for personnel in a wide range of functions including material handlers, pickers, packers, forklift operators, and IT specialists for the WMS.

Explain the purpose of a warehouse

Define the functions that occur in a warehouse

Understand value-added operations in a warehouse

Learning Block 1 **Warehousing Operations Overview**

Recognize why warehouses were established and why they evolved

Understand differences between a physical warehouse and warehouse operations

Describe differing types of warehouse operations and the basic characteristics of each

Explain many of the enablers necessary to run a warehouse

Learning Block 2 **Warehousing Design and Functionality**

Recognize the various types of warehouses

Understand in general terms, the various warehouse decision options

Explain the major warehouse functions

Analyze value-added roles of warehouses

Learning Block 3 **The Receiving Function**

Remember the main objectives of the receiving function in warehouses

Understand the detailed steps of receiving goods and materials

Explain three major types of receiving dock locations

Apply key performance metric examples and describe best practices in receiving goods into warehouses

Learning Block 4 **Stocking and Restocking**

Recognize the fixed and random storage location systems and differences

Understand the main methods for identifying storage locations

Explain three methods for assigning fixed storage

Compare factors that favor fixed location systems and random location systems

Summarize and briefly describe various types of storage equipment

Identify key metrics used to measure storing, storage, and restocking performance

WAREHOUSING OPERATIONS CERTIFICATION (CONTINUED)

Learning Block 5

Picking, Packing, and Packaging

Recognize the process and techniques of order picking

Understand the main objectives of the picking function

Explain the main functions carried out in packing and packaging operations

Interpret the key metrics used to measure performance

Learning Block 6

Goods Shipment

Recognize activities to process customer orders for outbound shipments

Explain how transportation modes are selected

Understand variations in the order weighing process

Summarize types of equipment and techniques used in loading outbound vehicles

Identify the key metrics used in the shipping function

Learning Block 7

Inventory in the Warehouse

Remember the role and importance of inventory to support a supply chain

Recognize the main reasons for carrying inventory

Explain how inventory items can be classified

Understand how counting inventory is performed

Identify the key metrics used for managing inventory

Learning Block 8

Beyond the Basic Warehouse

Understand the differences between a static warehouse and a distribution/fulfillment center

Explain a few examples between distribution and fulfillment networks

Analyze the impact of ecommerce on the supply chain

Learning Block 9

Working Environment and Jobs

Understand and assume workplace responsibility for a safe and secure environment

Apply knowledge of employees rights to a safe and secure work environment

Understand OSHA standards to protect employees from workplace hazards

Execute OSHA procedures to maintain control over workplace safety hazards

Interpret available information and education from OSHA

Understand available assistance for employers from OSHA

INVENTORY MANAGEMENT CERTIFICATION

The Inventory Management certification track provides the details to effectively plan for and manage inventory levels to satisfy customer demands and maximize organizational profitability. Inventory management personnel focus on achieving a balance of sufficient supply to meet customer demand. Ineffective planning can result in insufficient inventory levels, resulting in lost sales or excessive inventory and financial write-offs of obsolete stock. This track also covers the importance and use of inventory in the supply chain; exposure to different types of inventory; techniques for effectively managing and controlling inventory levels; the relationship between forecasting and inventory management; and the financial impacts of inventory investments.

Since inventory is a critical aspect within any organization, employers have an ongoing need for skilled personnel to plan, analyze, replenish, and safeguard all assets.

- Describe inventory
- Define inventory management
- Explain inventory management interfaces

Learning Block 1 **Introduction to Inventory Management**

Understand the role and importance of inventory

Discuss the main reasons for carrying inventory

Describe the main approaches to managing inventory

Outline how inventory items can be classified

Explain the key roles and responsibilities for managing inventory at distribution centers (DCs)

Discuss the ways inventory management functions with other processes in a company

Learning Block 2 **Monitoring and Analyzing Inventory**

Describe inventory replenishment and its relationship to customer service levels

Discuss the main ways to categorize and manage inventory

Define the basic concepts of inventory modeling

Understand the ideas behind determining how much inventory to hold and when to reorder

Learning Block 3 **Inventory Control**

Explain the role and importance of inventory control

Describe the tools and techniques used for inventory control

Discuss key concepts of inventory storage and deployment

Discuss key systems and methods used to control inventory

Explain methods used to measure inventory accuracy and stock keeping

Understand how inventory management works with other functional groups in a company

Learning Block 4 **Inventory Management and Forecasting**

Describe the link between inventory management and forecasting

Discuss uncertainty in the inventory process

Understand how improved inventory visibility and demand forecasting can reduce total inventory

Explain basic types of forecasting models

Explain measurements of forecast accuracy

INVENTORY MANAGEMENT CERTIFICATION (CONTINUED)

Learning Block 5

Managing Inventory in the Supply Chain

Discuss the role and importance of inventory in the supply chain

Understand how demand variability throughout the supply chain can lead to over- or under-stocking of inventory (also known as the bullwhip effect)

Describe tools and techniques used for managing inventory in the supply chain

Discuss options for outsourcing inventory management activities, entirely or in part, to a third party

Learning Block 6

Inventory Performance Measurement and Financial Implications

Discuss key metrics for inventory performance

Explain inventory-related costs

Understand the impact of inventory on income statements and balance sheets

Explore other areas of inventory management that affect cost



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MANUFACTURING AND SERVICE OPERATIONS CERTIFICATION

The Manufacturing & Service Operations certification track provides a key element of the operations organization in a company. It is chartered to provide and manage resources and to convert raw materials into finished products.

This certification track discusses the basics of manufacturing and service operations for effective interface with other elements across a supply chain.

This certification track includes the role of manufacturing and service operations; linking market requirements with the selection of manufacturing processes; facility location strategies; facility layouts; the importance of production planning and control in synchronizing operations.

The importance of quality management and performance measurement; and the impact of emerging technologies in operations.

Some common positions in a Manufacturing & Service Operations organization include assembly operators, machinists, welders, production planners, service technicians, and quality assurance personnel.

- Discuss manufacturing operations
- Define manufacturing dependencies
- Explain the distinction between manufacturing and service operations

Learning Block 1 Manufacturing and Services Operations Overview

Define the role of the operations function

Understand differences between manufacturing operations and service operations

Apply manufacturing and service operations to other supply chain elements

Analyze various market requirements

Evaluate production process options

Learning Block 2 Strategic Decisions in Manufacturing

Understand operations infrastructure

Differentiate facility locations and options for facility layouts

Explain postponement as a manufacturing strategy

Recognize customization as a service to customers

Interpret managing risk and uncertainties

Learning Block 3 Manufacturing Planning and Control

Recognize the key 2 production plans

Understand the hierarchy of planning and control processes and systems

Implement job sequencing, or scheduling

Analyze the importance of production control

Learning Block 4 Operational Improvement

Recognize the basics of the lean concept

Understand the set of lean objectives, including flow, pull, striving for perfection, standardization, and simplification

Apply the five important elements of lean production systems

Analyze the set of lean tools and applications, including value stream mapping, process mapping, kaizen workshops, and the 5S improvement methodology

Implement quality management and improvement tools and techniques, including design of experiments, process proving, SPC, and Six Sigma

MANUFACTURING AND SERVICE OPERATIONS CERTIFICATION (CONTINUED)

Learning Block 5 Performance Metrics

Recognize the important role that measurement plays in supporting the attainment of manufacturing and supply chain objectives

Explain the reasons for measuring performance

Understand the four components of performance measurement

Apply the characteristics of an effective measurement system

Differentiate various manufacturing and supply chain measurement categories and measures

Learning Block 6 Systems and Technology

Recognize the role and importance of systems and technology in manufacturing and service operations

Understand the key aspects of automation in manufacturing operations

Apply the role and importance of emerging technologies in use in modern manufacturing and service operations

Learning Block 7 Maintenance and Quality

Recognize the role and importance of maintenance service operations in helping to ensure equipment availability and reliability

Understand the differences between preventive and corrective maintenance

Analyze the key aspects of housekeeping and cleaning services in a manufacturing environment

Summarize the concept of outsourcing, including how inventory management works with a third party

Differentiate between quality assurance and quality control in operations

TRANSPORTATION OPERATIONS CERTIFICATION

The Transportation Operations certification track provides the details for transporting goods. Transportation of goods often requires multiple modes of transportation. The combination of modes can vary depending on cost, values, dimensions, weights, frequencies, time-sensitive delivery requirements, and other special requirements (e.g., hazardous or refrigerated cargoes).

Key elements of this certification track include modes of transportation; transportation technology; company roles and operations within the transportation field; the impact of transportation on the overall economy; sustainability in transportation; and how the field is evolving to meet the projected needs of the future.

Numerous positions exist in each of the various modes of transportation; rail, water, air, road, and pipeline. Other key positions also exist in customs, freight forwarding, brokering, and transportation security to support the actual movement of goods.

- Define the various modes of transportation options
- Define the three transportation operations elements
- Understand the cost impact of selecting modal options

Learning Block 1 **Business and Economy**

Recognize the business of transportation and logistics
Understand the economic impact of transportation
Analyze the evolution of the transportation sector in the United States (U.S.)

Learning Block 2 **Transportation Modes**

Recognize different modes of transportation
Understand the unique features, advantages, and disadvantages of road transport
Explain the unique features, advantages, and disadvantages of rail transport
Summarize the unique features, advantages, and disadvantages of water transport
Interpret the unique features, advantages, and disadvantages of air transport
Compare the unique features, advantages, and disadvantages of pipeline transport
Explain the unique features, advantages, and disadvantages of intermodal transport

Learning Block 3 **Transportation Economics**

Understand the concepts of fixed costs and variable costs
Explain cost considerations in transportation
Analyze models of pricing in transportation for LTL, TL, Air, and Ocean

Learning Block 4 **Transportation Service Markets**

Recognize private fleets and transportation
Understand Asset-Based Carriers and owner-operators
Discuss third-party logistics providers (3PLs)
Describe freight forwarders
Explain freight brokers

TRANSPORTATION OPERATIONS CERTIFICATION (CONTINUED)

Learning Block 5

Transportation Technology

- Understand the basics of computer networks
- Summarize electronic data interchange (EDI)
- Define transportation management systems (TMS)
- Recall automatic identification and data capture (AIDC) systems such as barcodes and radio frequency identification (RFID)
- Explain Global Positioning System (GPS)
- Describe collision avoidance systems
- Discuss logbooks and electronic logging devices (ELD)

Learning Block 6

Transportation Regulations

- Understand the elements of a legal contract
- Explain uniform commercial code (UCC)
- Discuss key federal motor carrier safety regulations
- Define cabotage laws in the U.S.
- Describe the role of key U.S. government agencies

Learning Block 7

Transportation and Global Supply Chains

- Explain the importance of international trade
- Define international commercial terms (INCOTERMS)
- Name key documents in international trade

Learning Block 8

Risk Management and Security in Transportation

- Define risk management
- Identify sources of risk in the supply chain
- List risk management techniques
- Explain transportation security initiatives

Learning Block 9

Transportation Sourcing and Management

- List approved carriers, Standard Carrier Alpha Codes (SCACs), freight tariffs, and insurance
- Discuss transportation and route optimization
- Define modal optimization
- Explain transportation metrics
- Recall transportation operations roles and functions

Learning Block 10

Sustainability and Innovation in Transportation

- Define sustainability
- Explain sustainability metrics
- Contrast the impact of innovation and technology on sustainability
- Describe the latest technology trends across transportation modes

CUSTOMER SERVICE OPERATIONS CERTIFICATION

Customer service operations is woven into every aspect of the supply chain; therefore, customer satisfaction and customer retention are of paramount importance for every company. When properly implemented, customer service can be an enabling process and strategy to create customer satisfaction which, in turn, creates pleased and loyal customers. Maintaining these relationships is key for continued sales and repeat business. To provide customer satisfaction at every level, customer service should be embedded in the culture of the organization and needs to be the responsibility of every employee.

This certification track discusses the basics of customer service; sound communications; advice for dealing with challenging customers; the customer order and return processes (reverse logistics); jobs in customer service; and legal concerns.

- Understand customer service functions in a supply chain
- Define good customer service
- Explain how customer service can lead to customer satisfaction

Learning Block 1 **Customer Service Overview**

Understand how customer service can lead to customer satisfaction

Differentiate key steps in the customer order process

Explain job roles

Interpret legal concerns

Recognize how service performance is measured

Remember several key technologies used in CRM

Implement the key aspects of maintaining and improving customer relationships

Learning Block 2 **Communication Skills in Customer Service**

Understand how to describe the communication activities related to customer service

Identify and describe various communication methods and their characteristics

Interpret guidelines for effective communication in customer service

Recognize the key barriers to effective communication and how to overcome them

Learning Block 3 **The Order Process**

Demonstrate knowledge of the overall order management process

Understand how order management and order processing is accomplished

Recognize how firms track and monitor orders throughout the supply chain

Execute the steps in the order fulfillment process

Implement key aspects of using different technologies, systems, and tools in the order process

Evaluate the impact of effective customer service, especially in issue resolution

Create good practices for the order process

CUSTOMER SERVICE OPERATIONS CERTIFICATION (CONTINUED)

Learning Block 4

Returns and Reverse Logistics

Understand the key aspects of and employee responsibilities in the customer returns process

Recognize what encompasses reverse logistics, why reverse logistics are important, why reverse logistics are needed, and which key metrics are used in customer returns

Apply the key metrics used in customer returns functions

Create good key practices for the customer returns process

Learning Block 5

Jobs and Legal Concerns in Customer Service

Recognize job positions in customer service

Explain employees' roles in identifying, recording, and reporting issues and concerns associated with potential violations in the supply chain, including violations by employees, management, vendors, or customers

Implement key aspects of work-related rules, government regulations, and corporate policies

Apply common laws in customer service operations

Get started today. Contact the CSCMP Corporate membership team at +1 630.574.0985 or corporate@cscmp.org.

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