

C.P.M. Exam
Information
and Registration

03/05 — Replaces all previous exam registration brochures



What is ISM?

As the oldest and largest supply management institute in the world, the mission of the Institute for Supply Management™ (ISM) is to lead supply management. By executing and extending its mission through education, research, standards of excellence, influence building and information dissemination — including the renowned monthly *ISM Report On Business*® — ISM continues to extend the global impact of supply management. ISM's membership base includes more than 38,000 supply management professionals in 75 countries. Supply management professionals are responsible for trillions of dollars in the purchases of products and services annually. ISM is a member of the International Federation of Purchasing and Supply Management (IFPSM).



What is the Certified Purchasing Manager (C.P.M.) Program?

The C.P.M. program, introduced in 1974, is designed for experienced purchasing and supply managers. It focuses on managerial and leadership skills, plus a variety of specialized functions (e.g., sourcing analysis, supply and inventory management, forecasting) designed to enhance the value of procurement and supply management within an organization. It also covers the operational aspects of the purchasing and supply function, such as identifying requirements, preparing solicitations and agreements, negotiations, technology, quality and maintaining relationships.

Who Should Take the C.P.M. Exam

Only those candidates working toward their certification or taking modules to meet the continuing education requirements for recertification are eligible to take the C.P.M. Exam. Testing for any other reason is strictly prohibited.

C.P.M. Requirements

ISM administers the C.P.M. program for the profession. Membership in ISM is not required to apply for certification; however, members receive substantial discounts on exam fees, study materials and application fees. Basic program parameters are discussed below. Please see the appropriate application form for details. An applicant seeking C.P.M. certification must pass all four modules of the C.P.M. Exam. In addition, the applicant must (a) have five years of full-time professional (non-clerical, non-support) supply management experience, or (b) have a four-year degree from an accredited institution and three years of full-time professional (non-clerical, non-support) supply management experience.

How to Get Started

Decide which modules to take — 1, 2, 3 and/or 4, and the study method and materials you want to use for preparation. You may take as many modules as you like at one time — you decide what is best for you.

To register for the exam, you must first contact ISM. Registration is available online at www.ism.ws; select "Certification," then "Online Forms." You may also register by mail, fax (480/752-2299) or phone (800/888-6276 or 480/752-6276, extension 401). A registration form is enclosed at the back of this brochure for your convenience. Registrations are valid for one full year from the date of your registration with ISM. Once you have registered with Customer Service, there is a 48-hour waiting period before you may schedule an appointment with a Prometric Testing Center.

Once you have passed the exams and have the required experience, the next step is to apply for your certification. For C.P.M. application information, visit www.ism.ws or call the certification information line at 800/888-6276 or 480/752-6276, extension 3027.

Studying for the Exam and Exam Preparation Materials

There are a variety of ways candidates can prepare for the exam.

- Review exam preparation materials available from ISM
- Study ISM materials in conjunction with at least one supply management college text

- Take ISM's C.P.M. online review courses
- Complete review courses offered by ISM affiliates
- Take supply management courses at a local college or university
- Read various purchasing, supply, business and trade publications
- Attend onsite training courses

Regardless of the study methods selected, each candidate should be aware of the need to use a variety of sources for study. Please remember: the C.P.M. Study Guide provides a general overview of the subjects covered in the exam. It is not meant to serve as a substitute for major textbooks in the field. The exam may include material NOT covered in detail in the Study Guide.

Transition Information for the C.P.M. and A.P.P. Programs

- Exam Requirements for the A.P.P. Designation — Any one of the following combinations: (a) Module 1 of the former C.P.M. Exam and Module 2 of the new A.P.P. Exam (or updated C.P.M. Exam); (b) Modules 1 and 2 of the new A.P.P. Exam (or updated C.P.M. Exam)
- Exam Requirements for the C.P.M. Designation — Modules 1, 2 and 3 of the former C.P.M. Exam or updated C.P.M. Exam in any combination AND only Module 4 of the updated exam

Former = Exams taken through December 31, 2000
New/Updated = Exams taken as of January 1, 2001

Age of Modules Rule: Effective January 1, 2001, modules must have been passed within five years of the postmarked date of the candidate's application for the C.P.M. or A.P.P.

Module 4 Exception to the Age of Modules Rule: As of January 1, 2002, only Module 4 of the updated exam may be used toward C.P.M. certification.

A.P.P.s applying for the C.P.M.: Current holders of the A.P.P. must also pass Modules 3 and 4 to complete the C.P.M. Exam requirements.

Modules 1 and 2 of the A.P.P. Exam may be substituted for Modules 1 and 2 of the C.P.M. Exam and vice versa.

Note: This information supersedes all policies previously set by ISM.

Changes to the Accredited Purchasing Practitioner (A.P.P.) Program.

As of February 28, 2005, ISM will no longer be accepting new exam registrations for the Accredited Purchasing Practitioner (A.P.P.) designation. Candidates who have registered for the A.P.P. prior to

this date will have up to one year to take their exams. After February 28, 2005, candidates may register for the C.P.M. Exam Modules 1 and 2, which they can use to apply for the A.P.P.

Individuals who are interested in securing A.P.P. Original/Original Lifetime accreditation must apply by February 28, 2007. Those already holding the A.P.P. designation may still apply for reaccreditation.

Exam Construction and Development Process

The content of the C.P.M. Exam is based on a job analysis completed in 1999, which determined the important tasks or duties of the typical supply manager and buyer, along with the knowledge, skills and abilities needed to perform those tasks. The study involved the use of questionnaires, job descriptions, interviews and a survey of supply management professionals selected nationwide from the following sectors: U.S. Government, State/Local Government, Institutions, Manufacturing, Service, Retail and Food. The study found a substantial amount of overlap among these sectors in terms of job duties. Data from this investigation was also used to distinguish those task areas relevant to the supply manager's position.

Based on the job analysis results, exam specifications were constructed by a committee of prominent supply management academicians and distinguished purchasing and supply experts sampled from the above-listed sectors. The primary focus of this group was on the "common ground" of procurement knowledge for these sectors — that is, the topics that are of importance to all or most of the sectors. Not all of the content appearing in the specifications is applicable to all aspects of the profession. In spite of the large degree of overlap among the sectors, certain concepts and topics remain specific to certain sectors. However, the primary focus of the exam is on the areas common to the major private, public and nonprofit sectors. As a result, candidates who earn the C.P.M. designation not only demonstrate ample knowledge of the common, fundamental concepts required to perform the work of a supply manager, but will also be able to meet the special needs of the major public, private and nonprofit sectors.

The C.P.M. Exam

The C.P.M. Exam is a professional qualifications test. The exam will NOT indicate how "good" a supply manager you are or will be. It also does not indicate whether one candidate is a better supply manager than another candidate. It is not designed to rank candidates against each other.

The likelihood of passing the exam is in no way affected by the performance of other candidates. Your standing on the exam remains the same regardless of how well the other candidates score on the test. There are no quotas or "curves" used on this exam. All exams are administered in English.

Diversity and Inclusion

For ISM, diversity is valuing and respecting individual strengths, viewpoints and contributions, and it is a positive asset in the growth and success of the supply management profession.

In principle and in practice, the Institute for Supply Management™ values and seeks a diverse membership. Individual viewpoints and contributions are pursued and respected. There are no barriers to full participation in ISM on the basis of ethnic background, gender, creed, age, sexual orientation, national origin or disability.

Number of Questions and Length of Time Allotted for Each Module

Modules 1, 2 and 3 each contain 95 questions, 90 of which are used to determine your score. The remaining five questions in Modules 1, 2, and 3 are sample items that are used to obtain data on future exam questions. Candidates are given 105 minutes to complete each of Modules 1, 2 and 3.

Module 4 contains 120 questions, 110 of which are used to determine your score. The remaining 10 questions in Module 4 are sample items that are used to obtain data on new questions. They are not used to determine your score. Candidates are given 130 minutes to complete Module 4.

Important Score Report Information

Equating

There are several versions, or forms, of the exam. While the content of the exam remains constant, the actual questions used in the exam will change. Because different forms of the exam use different questions, the level of difficulty will vary slightly from test to test. To compensate for these variations, a statistical procedure known as "equating" is used to account for differences in test difficulty.

For example, suppose we have two test forms of Module 2 — Test A and Test B. Now suppose it is established that to pass Test A, a person must correctly answer 32 out of 60 questions. Furthermore, suppose that Test B is somewhat easier than Test A. To compensate for this difference, the passing score for Test B is adjusted to prevent any "bonus" being given to the candidates taking Test B. Thus, it may be established that a candidate must get a score of 34 out of 60 on Test B in order to pass. This is test equating. It holds candidates to the same standard in terms of difficulty, regardless of which version they take.

Scaling and Score Reporting

To maintain consistency in scoring, a second statistical procedure called "scaling" is used. Scaling converts all scores to a scale ranging from 25 to 75, with a passing score set at 55. Thus, the scores you receive from ISM are actually scaled scores. If the scaled score on any particular module ranges from 25 to 54, this means you failed that module. If the scaled score is in the range of 55 to 75, you passed that module.

All score reports are confidential. ISM does not send score reports to third parties. Test results will not be given out over the telephone.

Task Scores and Weighting Process for Tasks

A group of practitioners and subject-matter experts determined the weight of each task area compared to all other task areas in a particular module. The final weight assigned to each task determines the number of questions on the exam from each task.

Value of Each Exam Question

Candidates receive one point for a correct answer and zero points for an incorrect answer. Sample questions are not used to determine scores. These questions are given strictly for research purposes.

When are Score Reports Available?

For computer exams, you will receive a score report immediately upon completion of testing.

HOW EXAM QUESTIONS ARE WRITTEN

Exam questions are written by C.P.M.s with a variety of supply management backgrounds. Before actually appearing on the exam, all questions are reviewed by a test development specialist for psychometric properties, by committees of supply management experts for content, and by copy editors for spelling and grammar. Consideration is given to the composition of these committees with regard to purchasing practice, gender and background, as well as the input of educators within the field of supply management.

Sample Exam Questions

Questions appearing in the exam are multiple-choice, with four options per item (labeled A, B, C and D), only one of which is correct. The most common formats are presented here:

CLOSED STEM: In this type of question, the examinee is asked a question and given four possible answers from which to choose.

Which of the following parties is ultimately responsible for ensuring that the correct freight classification rates are used in shipment?

- (A) The buyer
- (B) The carrier
- (C) The freight auditor
- (D) The seller

ANSWER: A

SENTENCE COMPLETION: This question is characterized by an incomplete sentence, followed by options that represent conclusions to that sentence.

In formal bidding procedures, a bid submitted by a supplier is considered to be

- (A) an offer to sell
- (B) a counteroffer to sell
- (C) an acceptance of an offer to buy
- (D) an acknowledgment of an offer to buy

ANSWER: A

EXCEPT: In this type of question, an examinee is required to recognize that there are three correct responses within the four options provided. The examinee must identify the incorrect option. A variation on this type of question is to use the word NOT instead of EXCEPT in the stem, in the form of "Which one of the following is NOT."

All of the following are considerations in establishing freight rates EXCEPT

- (A) distance
- (B) density
- (C) stowability
- (D) reliability

ANSWER: D

MOST/LEAST/BEST: This type of question requires the examinee to identify which option is better or worse than the others.

Which of the following forms of payment for international purchases is generally MOST favorable to the buying organization?

- (A) Cash in advance
- (B) Draft
- (C) Letter of credit
- (D) Open account

ANSWER: D

How Can I Use Task Scores for Additional Study Purposes?

The score report will indicate "pass" or "fail" for each module taken. The score report includes a scaled score and the number of questions answered correctly out of the total number related to each task. Reviewing the number of questions answered correctly for each task for a module failed will provide a general idea of the areas that gave the candidate the most trouble. This may help in planning a course of study before retesting. ISM recommends candidates wait 30 days before retesting.

Cancellation of Scores

The candidate hereby agrees and understands that certification may be denied or revoked, or C.P.M. Exam scores may be invalidated by the Certification Committee of ISM in the event that the Committee determines that an individual has (1) falsified or misrepresented information on the application, or information provided is in error, including documentation of continuing education, for recertification or Lifetime certification; (2) participated in an unauthorized disclosure of exam materials; (3) plagiarized questions and/or answers on the C.P.M. Exam; (4) mailed, received or used copies of the C.P.M. Exam materials, questions or answers without authorization from ISM; (5) retained the C.P.M. Exam materials after the exam; (6)

engaged in other unprofessional behavior or dishonesty with respect to taking, administering or preparing others to take the C.P.M. exam that results in compromising the integrity of the exam; or (7) failed to adhere to the ISM Principles and Standards of Ethical Supply Management Conduct as modified from time to time.

The candidate grants ISM authority to make any and all inquiries, investigations or other communications that may be necessary for the Committee to grant, deny, revoke or invalidate scores. The candidate agrees to be bound by the terms and conditions set forth herein and by any and all policies and procedures of ISM applicable to the Certified Purchasing Manager program.

Retention of Score Reports

Candidates are responsible for retention of their original score reports. Score reports are required when applying for certification. They are also required for using exam modules to earn recertification hours.

As previously announced, and effective January 1, 2001, only exams passed within five years of an application date for Original/Original Lifetime C.P.M. certification will be valid.

Score Appeals Process

Written requests for rescoring may be made to ISM if the candidate wishes to dispute the results of an examination score. Results of rescoring will be final. All requests for rescoring must be made within six months of the test date and must be submitted in writing. Rescoring provides verification of score accuracy and does not change the determination of the correctness of a question(s).

Computer Exam Testing Information

Prometric is a leading provider of technology-based solutions for testing and certification needs of business, industry, government

and associations. Prometric has a worldwide network of Prometric Testing Centers.

Computer Exam Confirmation

Note: Prometric conducts other tests unrelated to ISM. Prometric experiences heavy volume during the months of June, July, August, October, November and December — plan to schedule well in advance for tests occurring in these months. If you are planning to take all four modules in one day, scheduling must take place well in advance.

EXAM PROCESS LEVELS

In addition to the variety of question formats described, the C.P.M. Exam presents test questions at varying levels of difficulty or learning. These levels range from questions that require the mere recall of material, to questions that require the examinee to apply his or her knowledge to a novel situation. Descriptions of each of these levels, along with sample questions, appear below.

RECALL: This is the lowest, or easiest, level of learning. Questions written at this level are those that demand the recall of ideas, material or phenomena related to the topic of interest. The process used to answer such questions is the examinee's memory of the material. Questions in this category ask individuals to define, identify and select information.

The type of document used to enter into an interim agreement pending a definitive contract, so as to permit the start of delivery, is called a

- (A) letter of intent
- (B) purchase order
- (C) customized contract
- (D) standard contract

ANSWER: A

To respond correctly to the question above, the examinee has to recall the definition of a letter of intent.

COMPREHENSION: The second level deals with questions that test for comprehension. Questions in this category require the examinee to grasp the meaning of material that is presented in some novel way. The question testing for comprehension describes some principle or fact in words different from those used in textbooks, and often uses some novel situation as a way to present an idea. In order to answer the question correctly, the examinee must recognize the principle demonstrated — memory alone will not be sufficient.

A buyer decides to issue a separate purchase order for each of several items, instead of combining the items on a single purchase order. The probable result of this policy will be a decrease in the

- (A) overall number of purchases made by the organization
- (B) average cost of processing a purchase order
- (C) number of purchasing errors
- (D) amount of staff needed by purchasing

ANSWER: B

To answer correctly the question in the example above, the examinee must recognize the consequences of using separate

purchase orders. The examinee is asked to make an estimate or prediction based upon the circumstances described in the question.

APPLICATION: Application questions measure the understanding of ideas or content to a point where the examinee can apply it to a situation entirely new to him or her. The objective of these questions is to test whether the examinee can use the knowledge in an appropriate manner in a real-life situation.

Smith is a buyer for an automobile manufacturer. She is currently purchasing certain components for the engine of a brand-new, eagerly awaited line of cars that the company is counting on to lift it out of its current business slump. Two weeks before production is set to begin, XYZ Inc., a major supplier of one of the engine components, calls Smith and states that a fire at its only manufacturing facility has caused a cessation in production, and that all orders will be delayed at least 30 but not more than 45 days. Smith checks her records and finds that the part is available from other suppliers, but at a substantially higher price. Given this situation, which of the following would be the BEST course of action for Smith to take?

- (A) Cancel the shipment with XYZ and pay the higher price to another supplier
- (B) Cancel all orders with XYZ, reorder the part from a different source, and undertake legal action against XYZ for the difference in costs
- (C) Order adequate supplies from a different source, absorb the excess costs, and accept delayed shipment of the balance from XYZ
- (D) Notify manufacturing to delay production of the line until the shipment is received from XYZ

ANSWER: C

The distinguishing characteristic of application questions is that they present specific situations that the examinee has not encountered previously and cannot solve on the basis of general knowledge alone. The problem presented in the question above is a novel situation, and rather than rely on memory or comprehension alone to answer it, the examinee is required to draw on his or her knowledge and experience to identify the solution to the problem.

MODULE 1: PURCHASING PROCESS

(95 QUESTIONS, 90 of which are used to determine your score. The remaining five questions are sample items and are used to obtain data on future exam questions.)

Part A. Identifying Requirements (23 questions)

- 101 Establish procurement plans and make decisions necessary to purchase products or services in congruence with organizational objectives and sourcing strategies (6 questions)
- 102 Review purchase requisitions in accordance with organizational requirements and/or budgetary constraints (3 questions)
- 103 Determine appropriate methods of procurement (6 questions)
- 104 Perform cost/benefit analyses on planned acquisitions (5 questions)
- 105 Review supplier samples and/or demonstrations with the buying organization management and/or user departments (3 questions)

Part B. Preparation of Solicitations (22 questions)

- 106 Develop/review specifications, statements of work, performance terms and/or acceptance criteria (7 questions)
- 107 Locate and select potential sources of materials or services (6 questions)
- 108 Prepare and solicit competitive bids, quotations and proposals with pertinent specifications, terms and conditions (6 questions)
- 109 Manage and develop lists of recommended sources (3 questions)

Part C. Supplier Analysis (19 questions)

- 110 Evaluate competitive offerings to determine the overall best offer for a product/service (8 questions)
- 111 Conduct supplier visits/evaluations to determine suitability (6 questions)
- 112 Measure supplier performance using rating systems and/or predetermined standards (5 questions)

Part D. Contract Execution, Implementation and Administration (26 questions)

- 113 Prepare and/or issue contracts/purchase orders (4 questions)
- 114 Obtain legal review and approval of a contract when required (5 questions)
- 115 Administer contracts/purchase orders from award to completion (3 questions)
- 116 Expedite deliveries and conduct follow-up procedures when necessary (2 questions)
- 117 Resolve contract/purchase order differences with suppliers (4 questions)
- 118 Resolve payment problems with suppliers and user departments (2 questions)
- 119 Review and revise purchasing practices to ensure their conformance with established laws, policies and ethical principles (4 questions)
- 120 Manage files of agreements, equipment records and/or specifications (2 questions)

Module 1 is timed at 105 minutes.

MODULE 2: SUPPLY ENVIRONMENT

(95 QUESTIONS, 90 of which are used to determine your score. The remaining five questions are sample items and are used to obtain data on future exam questions.)

Part A. Negotiations (13 questions)

- 201 Prepare for and develop strategies and tactics for negotiations (7 questions)
- 202 Conduct negotiations with potential and/or current suppliers to obtain maximum value (6 questions)

Part B. Information Technology (16 questions)

- 203 Develop/utilize a computerized purchasing system (e.g., online buying, EDI, Web-based electronic commerce) (6 questions)
- 204 Develop/implement/maintain a database of specifications, suppliers, products and/or services (5 questions)
- 205 Develop/utilize a computerized inventory and/or capital equipment tracking system (5 questions)

Part C. Quality Issues (12 questions)

- 206 Resolve quality problems with suppliers and user departments (6 questions)
- 207 Develop measurements for quality improvement and target setting (e.g., "best in class" benchmarks) (6 questions)

Part D. Internal Relationships (22 questions)

- 208 Develop/manage/evaluate relationships with other internal departments (6 questions)
- 209 Participate in cross-functional and/or multifunctional teams (e.g., project management, process improvement) (6 questions)
- 210 Recommend/implement changes to the organization's purchasing, supply management and material usage policies as needed (5 questions)
- 211 Disseminate information and provide training related to purchasing and supply management policies and procedures (5 questions)

Part E. External Relationships (27 questions)

- 212 Develop/manage effective relationships with suppliers, utilizing such techniques as supplier partnerships, strategic alliances, supply chain management and supplier training programs (7 questions)
- 213 Review product availability and/or pricing information with suppliers (6 questions)
- 214 Conduct interviews with current and prospective supplier sales personnel (3 questions)
- 215 Coordinate/review/respond to supplier inquiries, protests and appeals (3 questions)
- 216 Develop/implement a small-business/disadvantaged supplier development program (5 questions)
- 217 Represent the buying organization in meetings with corporations, government agencies, professional associations, media and other organizations (3 questions)

Module 2 is timed at 105 minutes.

After ISM receives your registration, we will mail you a confirmation letter containing the following:

1. Prometric appointment scheduling instructions
2. Your candidate ID number
3. Instructions for items to take with you to the exam

Making Your Appointment

Once you are registered with ISM, we recommend you schedule your appointment with Prometric as soon as possible to get your desired test date. Appointment dates are given on a first-come, first-served basis.

MODULE 3: VALUE-ENHANCEMENT STRATEGIES

(95 QUESTIONS, 90 of which are used to determine your score. The remaining five questions are sample items and are used to obtain data on future exam questions.)

Part A. Sourcing Analysis (17 questions)

- 301 Conduct decisions to “make or buy,” privatize or outsource products or services (7 questions)
- 302 Conduct decisions to lease or buy equipment (5 questions)
- 303 Develop financing and leveraging strategies for purchases (5 questions)

Part B. Supply and Inventory Management (19 questions)

- 304 Organize, control and minimize the storage of materials (6 questions)
- 305 Meet with appropriate departments to discuss current material inventories, and establish restock levels or just-in-time strategies (6 questions)
- 306 Determine sources of and reconcile inventory discrepancies (3 questions)
- 307 Handle obsolete equipment/materials, surplus equipment/materials and scrap (4 questions)

Part C. Value-Enhancing Methods (26 questions)

- 308 Develop/implement a standardization program (6 questions)
- 309 Develop/implement a process improvement program (7 questions)
- 310 Develop a cost reduction, cost avoidance, cost containment program (e.g., value analysis, consolidation of orders/suppliers, leadtime reduction, activity-based costing) (7 questions)
- 311 Coordinate the introduction of new and modified products and services with appropriate departments (6 questions)

Part D. Forecasting and Strategies (28 questions)

- 312 Plan purchasing, sourcing and supply strategies based on forecasted data (6 questions)
- 313 Develop supply plans and strategies based on forecasts of future demand (6 questions)
- 314 Provide forecasted data of future organization buying requirements to suppliers (5 questions)
- 315 Develop and maintain market awareness through merchandise shows, trade periodicals and other resources to secure new product and pricing information (5 questions)
- 316 Provide data on current and future market conditions to management, sales management and/or user departments (6 questions)

Module 3 is timed at 105 minutes.

Domestic Candidates (U.S., Canada, Puerto Rico, Guam and the U.S. Virgin Islands):

To schedule your exam, please visit Prometric’s Web site at www.prometric.com. Select “Schedule a Test.” For your area of study, select “Academic, Professional Licensure, Government, and Corporate Programs,” then select “Institute for Supply Management” and the country and state/province where you will test. Follow the on-screen directions. Once you schedule your appointment, you will be able to print a confirmation.

Another way to schedule is to call Prometric’s Contact Center at 800/360-EXAM (3926) weekdays 8 a.m. – 8 p.m. EST. If the Contact Center cannot provide you a written appointment confirmation, ISM recommends obtaining one from www.prometric.com.

MODULE 4: MANAGEMENT

(120 QUESTIONS, 110 of which are used to determine your score. * The remaining 10 questions are sample items and are used to obtain data on future exam questions.)

Part A. Management and Organization (61 questions)

- 401 Develop strategic plans and objectives (short- and long-term) (11 questions)
- 402 Develop goals and objectives of purchasing and supply department aligned to organizational goals (11 questions)
- 403 Plan/develop/provide operating policies, guidelines and procedures (9 questions)
- 404 Prepare periodic reports of department activities for senior management and other areas of the organization (7 questions)
- 405 Analyze and resolve issues raised in purchasing and supply audit reports (5 questions)
- 406 Develop/utilize criteria for evaluating purchasing and supply department performance (8 questions)
- 407 Prepare and/or administer a purchasing department/supply management budget (7 questions)
- 408 Design, modify, and/or manage operational forms (paper and/or electronic) (3 questions)

Part B. Human Resources Management (49 questions)

- 409 Supervise and lead purchasing and supply staff (11 questions)
- 410 Hire, promote and/or dismiss purchasing and supply personnel (8 questions)
- 411 Evaluate purchasing and supply staff performance (8 questions)
- 412 Conduct/authorize job training for the development of the professional competence of the staff (9 questions)
- 413 Resolve employee performance problems (7 questions)
- 414 Implement programs to prevent and respond to discrimination or harassment (6 questions)

Module 4 is timed at 130 minutes.

***At least 25 of these questions will test the candidate at the application level.**

International Candidates:

To schedule your exam, visit Prometric’s Web site at www.prometric.com. Select “Schedule a Test.” For your area of study, select “Academic, Professional Licensure, Government, and Corporate Programs,” and then select “Institute for Supply Management” and the country where you will test. Follow the on-screen directions. You will be asked to register with Prometric by creating a user name and password. Once registered, you will be asked for your voucher number which will be assigned by ISM. Once you schedule your appointment, you will be able to print a confirmation.

Another way to schedule is to phone the Prometric Regional Center at the number provided by ISM. If the Regional Center cannot provide you a written appointment confirmation, ISM recommends obtaining one from www.prometric.com.

Arrival for Testing

Appointments are made on a space-available basis. Please plan to arrive at the testing center about 30 minutes prior to your test appointment time. Prometric will consider you as a late/cancel/no-show if you do not meet the notification requirements for appointment change or cancellation, or if you arrive more than 30 minutes late for your scheduled appointment time.

Test Center Procedures and Regulations

The test center administrator will provide you with scratch paper that may be replaced as needed during testing. You may not bring your own scratch paper to the test. You may not remove the scratch paper from the testing room at any time.

Eating, drinking (including water) and smoking are prohibited during testing.

If at any time during the test you believe you have a problem with your computer, need more scratch paper or need the administrator for any reason, you should raise your hand.

All testing sessions are videotaped.

Note: In rare instances, technical problems may require late starts and/or rescheduling of your test.

Rescheduling Your Appointment

Domestic Candidates (U.S., Canada, Puerto Rico, Guam and the U.S. Virgin Islands):

You must contact Prometric by **Noon EST, two calendar days prior** to the scheduled testing time. For example, an appointment on Tuesday must be rescheduled/canceled by Noon EST on Sunday. **If you do not reschedule your appointment in time, all funds are forfeited.** Have your test appointment confirmation number handy and go to www.prometric.com. Select "Schedule a Test." Then select "Academic, Professional Licensure, Government, and Corporate Programs," then select "Institute for Supply Management," and the country and state/province where you will test. Then select "Re-schedule or Cancel an Exam" and follow the on-screen instructions. You may also call Prometric to reschedule at 800/360-EXAM (3926) to access their 24-hour automated system.

International Candidates:

Contact Prometric at **least three calendar days prior** to the scheduled testing time. **If you do not reschedule your appointment in time, all funds are forfeited.** Have your test appointment confirmation number handy and go to www.prometric.com. Select "Schedule a Test." Then select "Academic, Professional Licensure, Government, and Corporate Programs," then select "Institute for Supply Management," and the country where you will test. Then select "Re-schedule or Cancel an Exam" and follow the on-screen instructions. You may also phone the Prometric Regional Center at the phone number provided by ISM.

Canceling Your Appointment

Domestic Candidates (U.S., Canada, Puerto Rico, Guam and the U.S. Virgin Islands):

See above policy ("To Reschedule ..."). You must contact Prometric by **Noon EST, two calendar days prior** to the scheduled testing time. **If you do not cancel your appointment in time, all funds are forfeited.** Cancel your appointment only if you do not yet know when you will reschedule, since you will need to wait one full business day before you can reschedule your exam.

International Candidates:

See above policy ("To Reschedule ..."). You must contact Prometric at **least three calendar days prior** to the scheduled testing time. **If you do not reschedule your appointment in time, all funds are forfeited.** Cancel your appointment only if you do not yet know when you will reschedule.

Additional Exam Scheduling Information

When rescheduling via www.prometric.com, ISM recommends you print the new appointment confirmation page for your records.

DO NOT call your local Prometric test center to make appointments or cancel/reschedule appointments.

To CHANGE MODULES, e-mail your request to ISM at custsvc@ism.ws or submit it by fax: 480/752-2299. You will be re-registered and may need to wait up to two days before scheduling a test appointment with Prometric. If you have already scheduled an appointment for the module you wish to change, you must first cancel that appointment with Prometric.

To CANCEL YOUR REGISTRATION with ISM, to receive a refund you must first cancel your test appointment with Prometric, if necessary. Then notify ISM prior to the expiration of your eligibility date.

Computer Exam Test Sites

There are nearly 250 domestic and 2,000 international computer exam sites. Saturday, Sunday or evening hours are available at some locations. For more information on all Prometric Testing Center locations, go to www.prometric.com and select the "Find a Test Center" tab.

Onsite Computer-Based and Written Exam Testing Information

ISM provides candidates two methods to take the C.P.M. Exam in written format, based on the following guidelines:

1. **ISM Annual International Supply Management Conference:** ISM provides a written exam each year at the international Conference. Registration information can be found at www.ism.ws. ISM members automatically receive a brochure on the written exam each December prior to the Conference. Nonmembers may request a brochure from ISM Customer Service.
2. **Onsite:** Onsite computer-based written exams can be arranged for organizations.

For more information about onsite exams, contact the ISM Sales Department at 800/888-6276 or 480/752-6276, extension 3049, or by e-mail at curbaytis@ism.ws.

To keep expenses at a minimum, the following individuals may supervise or proctor an onsite C.P.M. Exam:

- A Human Resources Representative or Training Coordinator from the organization where the exam is being given. Trainers teaching a review course may not proctor the exam for those they have instructed.
- Certified Purchasing Managers (C.P.M.s) meeting required conditions and in good standing may serve as proctors for the C.P.M. Examination. C.P.M.s teaching a review course may not proctor the exam for those they have instructed.

A signed confidentiality agreement is required of those individuals who supervise or proctor the exam.

Computerized Testing

Q: How much computer experience is needed to test?

A: No experience is necessary. Candidates receive a 15-minute online tutorial on the testing process. The test center administrator is also available. Candidates may use the keyboard or mouse.

Q: Can I review my answers during the test?

A: Yes, candidates may review questions and mark questions for review. If time remains, candidates may return to questions marked for review or any other questions to change answers. Marked and unmarked questions are graded when the test ends, even if the candidate has not marked a response to each question.

For more information regarding computerized testing, visit the certification area of the ISM Web site, www.ism.ws.

Special Accommodations

If you have a disability that would prevent your taking the written or computer version of the exam under standard conditions, you may request special accommodations. Please indicate your request when completing the registration form or when registering by telephone with ISM.

After registering with ISM, contact the Prometric Special Conditions Department at 800/967-1139 to schedule an appointment to test.

College Credit for the Exam

Some colleges grant credit for completion of the C.P.M. Exam. For more information, go to www.ism.ws and select "Online Forms" in the Certification area.

Dismissal from the Exam

A candidate may be dismissed from the exam, at the discretion of the proctor, for improper or disruptive behavior. Grounds for dismissal include:

- Creating a disturbance
- Giving or receiving help

- Attempting to remove test materials or notes from the examination room
- Impersonating another candidate
- Falsifying identification

What to Bring to the Test

Required:

- Your ISM candidate ID number.
- One current and valid photo I.D. with signature that matches the name on your exam registration.

Driver's license	Student I.D.
Official State or Government I.D.	Military I.D.
Passport	Photo credit card
Employee I.D.	

No other forms of I.D. will be accepted. If the name on your I.D. does not match the name on your exam registration, please contact ISM immediately.

If you are unable to produce a valid I.D. on the day of your exam, you will not be allowed to test and all registration fees will be forfeited.

Recommended:

A nonprogrammable calculator (with the exception of paper tapes) is allowed in the room; no other aids, such as scratch paper, are allowed. The administrator will provide scratch paper or an erasable board. Please request before exam begins.

Personal digital assistants (PDAs) are prohibited.

Dress comfortably in layers. Exam room temperatures may vary, as do individual preferences.

Candidates may not bring personal items into the room. A locker will be provided for purses, briefcases and heavy coats.

Note on name changes: Should your name change during the testing process (i.e., from the time you register to take the first exam to the date you submit your application for the C.P.M. to ISM), you must contact ISM so that we can update our records.

IT'S EASY TO REGISTER

ONLINE: Visit us online at www.ism.ws, and select "Certification," then "Online Forms."

FAX: Transmit completed registration form with credit card information to 480/752-2299.

MAIL: Complete the registration form and mail with check or credit card information to ISM Exam Registration, P.O. Box 22160, Tempe, AZ 85285-2160.

TELEPHONE: Call the ISM Customer Service Department at 800/888-6276 or 480/752-6276, extension 401. Please have your credit card number and ISM ID number ready.

RETESTING MODULES — ISM encourages candidates to wait at least 30 days to study before retesting, but you may retest when you feel ready (based on appointment availability).

TEST CENTER ISSUES — If you have a complaint/comment about your testing or scheduling experience, please contact Prometric's **Candidate Customer Care** at **800-853-6769** or visit www.prometric.com and select "Contact Us" at the top of the page. Next, scroll down to the "Test Takers" section and select "Give us feedback..."

COMPUTER EXAM FEES

Domestic Fees: USD \$180 per module/**ISM members USD \$120 per module**

International Fees: USD \$220 per module/**ISM members USD \$165 per module**

Notes: Domestic fees are for testing in the United States, Canada, Puerto Rico, Guam and the U.S. Virgin Islands. International fees apply to all other countries. Payment must be received in advance of testing. Rates subject to change without notice.

C.P.M. EXAM PREPARATION MATERIALS

C.P.M. Study Guide

A comprehensive study aid, the *C.P.M. Study Guide* presents examples of the testing format and question styles used in the exam. The *Guide* includes a general overview of the exam, material covered and recommendations for areas of further study.

Item #1002
USD \$59/**ISM members USD \$39**

C.P.M. Diagnostic Kit, Print Version

Volumes I and II

Critical exam preparation resources, these kits offer full-length practice exams complete with grading scale, correct answers and answer explanations. The kits help you identify areas of strength or weakness and highlight your study needs. To be used with the *C.P.M. Study Guide*.

Volume I Volume II
Item #NDKO Item #10032

USD \$69 ea./**ISM members USD \$49 ea.**

(Call ISM Customer Service for quantity discounts.)

C.P.M. Diagnostic Kit on Disk or CD-ROM, Volumes I and II

Turn your computer into your own personal C.P.M. Exam Tutor! The *Diagnostic Kit* offers immediate feedback after each question and allows you to conduct timed exams to simulate actual testing conditions. The electronic format is helpful for those not familiar with computerized testing and it is nearly identical to the computer version of the exam. Plus, your score is calculated by the program.

Buy 1 module USD \$50/**ISM members USD \$35**
Buy 2 modules USD \$75/**ISM members USD \$60**
Buy 3 modules USD \$90/**ISM members USD \$75**
Buy 4 modules USD \$105/**ISM members USD \$90**

3.5 Disks

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Module 4 Item #14DKCD

Volume II

Module 1 Item #21DKCD
Module 2 Item #22DKCD
Module 3 Item #23DKCD
Module 4 Item #24DKCD

C.P.M. Self-Study Courses

C.P.M. Self-Study Courses are intended to provide an introduction to the major topics covered in the exams and to provide direction for further study. Each course includes details on the exam and a post-test.

Module 1 Module 3
Item #5007 Item #5009

Module 2 Module 4
Item #5008 Item #5010

Each module is USD \$199/**ISM members USD \$159.**

Buy all four modules and save over 20%.
USD \$629/**ISM members USD \$499**

Articles for C.P.M. Exam Preparation, 2003 Edition

An excellent study aid and job reference tool, the 2003 version makes a wonderful addition to your current library and a great companion text to the original *Articles* text.

Item #10052
USD \$47/**ISM members USD \$27**

C.P.M. Bibliographic Reference Key

Volumes I and II

Lists key sources for reading and corresponds directly to the *C.P.M. Diagnostic Kits*. Articles are referenced by their relevance to exam questions to precisely establish study needs.

Volume I Volume II
Item #1001 Item #10012

USD \$25/**ISM members USD \$15**

The ISM Supply Management Knowledge Series™

The *ISM Supply Management Knowledge Series™* is a valuable resource for any supply management professional. Each book in the series addresses the content of the C.P.M. Exam, and each chapter concludes with a summary of key points as well as review questions.

The Supply Management Process

Alan R. Raedels

Volume I centers on the fundamentals of the purchasing and supply field and reviews the critical elements of the requisition process.

Item #KS1
USD \$85/**ISM members USD \$65**

The Supply Management Environment

Stanley E. Fawcett

Volume II focuses on the strategic importance of supply management and the effect today's rapidly changing environment has on the profession.

Item #KS2
USD \$85/**ISM members USD \$65**

Supply Management for Value Enhancement

Lisa M. Ellram and Thomas Y. Choi

Volume III brings emphasis to the variety of ways the supply management process adds value to the organization and covers all aspects of value enhancement, well beyond basic cost-saving measures.

Item #KS3
USD \$85/**ISM members USD \$65**

The Supply Management Leadership Process

Anna E. Flynn and Samuel D. Farney

Volume IV underscores the importance of strategic planning, applying key theories of motivation and major issues in selection, recruitment, retention, and continuing education of personnel.

Item #KS4
USD \$85/**ISM members USD \$65**

Save on the 4-volume set:

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USD \$280/**ISM members USD \$200**

C.P.M. Online Review Courses

Learn technical properties and important characteristics of the exam, link to ISM electronic *Study Guides*, view complete Q and A review with answer rationale, and access program content discussions. The courses are constructed according to exam specifications, and each covers a specific module of the exam.

Module 1 Module 3
Item #3936 Item #3938

Module 2 Module 4
Item #3937 Item #3939

Each module USD \$295/**ISM members USD \$195**

C.P.M. Instructor Information Program

This one-day program is offered in conjunction with the ISM International Supply Management Conference and Educational Exhibit. Check the ISM Web site for the schedule.

The Purchasing Handbook

Editors in Chief: Joseph L. Cavinato, Ralph G. Kauffman

This fundamental reference guide assists in answering everyday questions from purchasing professionals in any size organization.

Item #4
USD \$99/**ISM members USD \$72**

Glossary of Key Purchasing and Supply Terms

This reference provides a collection of current terminology used in the purchasing and supply community.

Item #GL
USD \$30/**ISM members USD \$20**

Recommended for Instructors

C.P.M. and A.P.P. Overview Video

This FREE video offers an overview of the C.P.M. and A.P.P. programs, reviews the exam requirements and suggests appropriate study materials.

Item #PLCPMO
No charge for the video, USD \$7.95 shipping and handling fee

C.P.M. Exam Specifications and Instructor's Guide

Provides a general overview, details exam specifications and reviews the major parts and tasks of each module as well as the skill sets required for each task.

Item #CPMES
USD \$45/**ISM members USD \$32.**

To order, call ISM Customer Service at 800/888-6276 or 480/752-6276, extension 401, or visit www.ism.ws.

*Prices subject to change

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International

Due to the large number of international test centers, we cannot list all of them here.

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