



# SCOR® Certification Frequently Asked Questions

To further demonstrate the value of the Supply-Chain Operations Reference-model (SCOR®) and document individual skill competency, the Supply-Chain Council (SCC) is launching the SCOR Certification program. SCOR Certification demonstrates proficiency in understanding and implementation of the SCOR Model to drive supply chain improvements. Certification will also help ensure quality and consistency in the use of SCOR globally.

Exclusively controlled by the Supply-Chain Council (SCC), SCOR Certification provides a global standard for ensuring competency in SCOR application. To help you secure the most value from SCOR Certification, please review the following list of frequently asked questions.

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## **Who is eligible for SCOR Certification?**

Candidates must have completed both *SCOR Framework* and *SCOR Implementation* training workshops based on the most current SCOR version. For information on the content and availability of these workshops, see the SCC Web site ([www.supply-chain.org](http://www.supply-chain.org)).

## **Why should I pursue SCOR Certification?**

SCOR Certification demonstrates an individual's technical knowledge and skills to the marketplace. It recognizes your expertise against a set of objective criteria established by your industry peers, and your personal initiative to stay up-to-date with the latest supply-chain thinking. Formal certification also supports the robust theoretical and practical application of the SCOR Model, now in its eighth major revision.

In the past the absence of a SCOR Certification program created missed opportunities for practitioners whose knowledge and capabilities could not be verified. Participants in SCOR workshops received a "certificate of attendance," but they were not required to demonstrate technical competence or proficiency. Furthermore, as the SCOR Framework has continued to evolve, someone could claim to have SCOR competence because he or she received SCOR 4.0 training, for example, but would be at a loss when faced with more up-to-date versions of the SCOR model.

Like other credentials, SCOR Certification indicates a level of expertise that makes it easier for global employers to identify people with the most desirable skills. All things being equal between candidates for a job or special assignment, SCOR Certification demonstrates a candidate's knowledge and capability as tested by an independent, third-party organization.

### **Why should I encourage my employees to become SCOR-Certified?**

SCOR Certification can enhance the uniformity and alignment of supply chain management within your organization. Like the SCOR model itself, certification is based not on concepts and abstractions, but on real-world techniques for measuring and managing a global supply chain. If everyone in your supply chain was SCOR-Certified, they would all speak the same language, use the same metrics, have the same process understanding and share the same supply chain concepts. This would vastly simplify management and communication across a large, multinational supply-chain.

When hiring, SCOR-certified people will require less effort and time to train and integrate into your supply chain team. Certification also provides a practical method for assessing the skills and competencies of your personnel, and a method for evaluating the effectiveness of training. Encouraging employees to achieve certification demonstrates your investment in their educational development, aiding recruitment and retention.

From an execution perspective, certification creates an in-house pool of individuals with a solid understanding of the SCOR model. This team can be deployed throughout the organization to tackle strategic supply chain problems at significantly less cost than hiring outside help. These in-house experts will help ensure that the SCOR process framework and metrics are implemented successfully.

### **Why should I hire SCOR-certified consultants?**

SCOR Certification helps identify true SCOR experts, removing much of the uncertainty when engaging a consultant. In addition, as part of their engagement, consultants are often responsible for bringing employees up to specific levels of knowledge and understanding. The SCOR Certification exam can be used to gauge the effectiveness of that knowledge transfer.

### **Are there different levels of certification?**

The Supply-Chain Council's certification program will have four levels of certification: Scholar, Professional, Expert and Master. The SCC has chosen to launch the certification process with the SCOR Professional (SCOR/P) certification because it offers certification opportunity for the broadest number of individuals and employers. However SCC plans to add three additional levels of certification in the future:

- **SCOR Scholar** (SCOR/S) certifies basic knowledge of the SCOR Model components and use. It is intended for students in a university environment.
- **SCOR Expert** (SCOR/E) certifies SCOR Professional practical skills in implementation of SCOR within a company setting.

- **SCOR Master** (SCOR/M), the highest level certification, certifies SCOR Experts who have a comprehensive supply-chain background and have completed two advanced SCOR courses.

### **How is the certification exam structured and administered?**

The certification exam was developed with the support of the SCC Education & Training Committee, subject matter experts and testing advisors. While it is based on the contents of the SCOR Framework and SCOR Implementation workshops, those courses are not designed solely for testing purposes.

The Supply-Chain Council has contracted with Professional Credential Services, Inc. (PCS, [www.pcshq.com](http://www.pcshq.com)) to assist in the development, processing, scoring and analysis of the SCOR/P examination. The exam consists of a total of 70 four-choice, multiple-choice questions of which 10 are pretest questions (a means to collect statistical performance data) and will not be counted toward the scoring process. It is a closed book examination. The exam requires two hours plus a fifteen minute tutorial prior to beginning the test and a fifteen minute survey at the end of the test for a total seat time of two and one-half hours.

The computer-based SCOR/P examination is administered by Prometric ([www.prometric.com](http://www.prometric.com)). The exam can be taken in one of their secure, accredited educational testing centers worldwide upon completion of the SCOR Framework and SCOR Implementation training classes.

### **When can I take the certification exam?**

Once you have completed both the SCOR Framework and SCOR Implementation training classes you will automatically receive a Notice To Schedule (NTS) because you have completed the eligibility requirements for certification. The NTS contains the information you will need to schedule the certification test. You must schedule and take the examination within one year of issuance of the NTS.

The exam will be administered globally through Prometric during three testing windows in 2008: April 27-May 11, July 27-August 10, November 2-November 16. You must schedule your examination appointment at least five days in advance of the test date.

If you have questions about how to schedule certification testing, please contact a PCS service representative at 877-U-TRY-PCS (877-887-9727) or by email at [SCOR@PCSHQ.com](mailto:SCOR@PCSHQ.com).

### **How can I prepare for the exam?**

All questions, terms, definitions and metrics used in the exam align with the most up-to-date version of the Supply-Chain Operations Reference-model (currently SCOR 8.0). Initially, all exam materials will be administered in English. You must complete both the SCOR Framework and SCOR Implementation training prior to applying for SCOR/P Certification.

A certification handbook is available for download from the SCC website. The handbook contains information on taking the test as well as sample test questions. In addition, it is highly recommended that you participate in the tutorial offered at the beginning of the testing session as it will educate you on how to take a computer-based test (i.e., how to skip a question, how to mark a question, etc.).

### **What happens after I complete the exam?**

Candidates will be notified via email from PCS as to the pass/fail status within a two to four week timeframe after the close of each testing window.

Candidates who fail will receive a strength and weakness diagnostic report based on the content outline of the exam as noted in the Candidate Handbook. Included in this email will be instruction on how to schedule future re-testing.

Candidates receiving a passing score on the certification examination will be issued initial certification as SCOR Professionals. The SCC Board reserves the right to require that initial certificate holders maintain competency and conduct themselves appropriately, as determined by the board, to remain certified. Individuals who pass the exam will receive a certificate acknowledging their achievement and may use the SCOR/P credential alongside their name.

### **How much does it cost to take the certification exam?**

There is no cost for the first certification test after completing the SCOR Framework and Implementation classes which are a pre-requisite. If retesting is required there will be additional testing fees.

### **How will SCOR Certification be tracked and verified?**

SCC will manage a database of SCOR-Certified individuals and the period of their certification validity. The names and other details of certified people will not be accessible to third parties except where permitted by those individuals.

Requests to validate certification status will prompt a query to the certified individual to ensure that they intend for their personal information to be released. When SCC receives a request for confirmation of SCOR Certification for someone who is not in the database, they will be asked to provide evidence of their certification, or be forced to stop promoting their accreditation.

### **If I pass the exam, how often will I have to become recertified?**

Recertification will only be required when substantial changes have been made to the SCOR model and the changes merit re-verification of SCOR competency. There are no such significant changes currently underway. When such changes do occur SCC anticipates creating the ability to update certification through online training and testing.