

ADDRESS BUSINESS CHALLENGES AND IDENTIFY OPPORTUNITIES WITH APICS CSCP EDUCATION

The Intel Corporation is the world's leading manufacturer of semiconductor chips. Founded in 1968, Intel introduced the world's first microprocessor in 1971 and has grown to 82,500 employees worldwide.

Situation

John Dawson, CPIM, CSCP, is a strategic planning manager in Intel's Supply Chain Strategy group and a strong advocate for the value of APICS membership and certification programs.

Intel became interested in the APICS Certified Supply Chain Professional (CSCP) program several years ago when installing a new SAP® ERP system. "It was a major upgrade for us," John explained, "and people generally didn't understand the standard body of knowledge for operations management. Our internal information technology (IT) team put over 50 people through APICS CSCP education and that was the genesis of the program at Intel."

"After IT offered the APICS CSCP program, I suggested we do the same thing for our Systems Manufacturing organization because we were the user side of the new ERP system," John continued. "And ERP software requires users to follow standard techniques for master scheduling, MRP and using the system vs. offline spreadsheets that were more common at Intel."

Solution

Dawson demonstrated the value of the APICS CSCP program to Systems Manufacturing management and gained financial support for the program. "Setting up the program with internal classes was a mammoth effort," remarked John. "But we trained another 75 people and Intel paid all of the expenses. The program became widely accepted."

John recently moved into his current position and continues supporting APICS CSCP education and certification. "This year we'll put about 70 people through the program," said John. "We offer classes twice a year to align with spring and fall exam schedules. Two-hour sessions are offered for 17 weeks."

John refers to himself as the "go-to-guy" for APICS CSCP education, but he has also established a team that works across Intel's business units to manage APICS education at Intel. "We maintain the list of interested participants and hold information sessions several weeks before the program kicks off," commented John. Intel has 14 sites worldwide engaged in the APICS CSCP program, with classes offered in China, Costa Rica, India, Ireland, Malaysia and several North American sites.

According to John, "The APICS CSCP Learning System is top notch." He added, "Everything is there to help you get through the exam-study manuals, practice exams, flashcards, and more. The online component is efficient, as is the ability to download materials."

Results

"APICS CSCP is the premier certification for end-to-end supply chain management," said John. "For Intel, it has provided a foundation for critical thinking and objectivity along with a proven framework for addressing business opportunities and challenges. It has also helped align Intel's supply chain vocabulary with industry standards."

"As more people at Intel become certified, they fill influential roles in the company. It starts to make a big difference for the organization," John added.

"The APICS CSCP Learning System information is very current and I use it every day. I still have my manuals and flashcards on my desk, and when we start to debate something, I go right to that section and tell people, 'this is how it's done.'"

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