

SCOR Scholar Certification Study Guide

Attend the SCOR Framework lecture

As a SCOR-S candidate, you are required to attend the 2-day (or 16-hour equivalent) SCOR Framework lecture. The lecture provides information that may not be as explicitly documented in the study materials.

What to bring:

- SCOR Reference (3-ring binder)
- SCOR Quick Reference (6-fold)
- SCOR Framework lecture materials (print or electronic)
- Notepad or computer

Make sure you take ample notes. The instructor will clarify the materials presented with examples and actual applications.

You are encouraged to participate in the interactive sessions and ask questions. Our instructors will reserve time to answer your questions. The answer may be provided immediately, or at a time deemed more appropriate during or after the lecture.

Study the materials

Candidates will need to review the SCOR-S materials in preparation of the examination. Candidates have access to the following materials and tools:

- SCOR Framework lecture slides; Download instructions are mailed to candidates upon mandatory registration
- SCOR Reference (3-ring binder); Distributed by university faculty
- SCOR Quick Reference (6-fold card); Distributed by university faculty
- Candidate notes taken during the SCOR Framework lecture
- Supply Chain Council forums (supply-chain.org/forum)
- Supply Chain Council papers and presentations (supply-chain.org/papers/list)

Check with your professor for additional materials that may be available through your university.

Areas of focus

1. Concepts; Study the different concepts discussed in the lecture:
 - a. Process frameworks (vs. organizations)
 - b. Key components of a framework and purpose
 - c. SCOR within a company
 - d. Level 2 process classifications (Make-to-Stock, Make-to-Order, etc)
 - e. Hierarchical relationships and purpose

2. Processes; Study the processes:
 - a. Level 1 processes; You will need to be able to list all (5) level 1 processes and understand the activities they contain
 - b. Level 2 processes; ditto
 - c. Level 3 processes; Be able to recognize level 3 processes, understand their meaning. E.g. Pick product is a Deliver process used to describe situations where products are picked to prepare the shipment of one or more orders.
 - d. Numbering and sequencing; Understand the process numbering structure and relation to sequence of process flows
 - e. Modeling; You will need to be able to recognize, read and interpret scope diagrams, geographic maps, thread diagrams and workflows
3. Metrics; Study the performance attributes and metrics:
 - a. Performance attributes; Study all (5) performance attributes, purpose and interpretation
 - b. Level 1 metrics: Be able to list all (10) level 1 metrics, understand their purpose, classification and calculations
 - c. Level 2 metrics; Recognize all level 2 metrics
 - d. Level 3 metrics; Understand the purpose and relationship to level 2 metrics.
 - e. Numbering and importance; Understand the metrics classification and numbering and how it relates to importance of a metric.
 - f. Scorecards; Study the purpose of a scorecard, learn the different types of scorecards
 - g. Benchmarking; Understand the purpose of benchmarking and review the steps to create a benchmark from data from multiple supply chains.
4. Practices; Study the SCOR practices
 - a. Practice classifications; Learn what makes a SCOR best practice
 - b. SCOR best practices; Review the best practices that have been extensively documented. Understand what they are, what the benefits are.
 - c. Special application best practices; Review the GreenSCOR and Risk best practices.
5. Application; Introduction to an example SCOR project
 - a. Phases of a SCOR project; Understand the phases of a SCOR Project; purpose, deliverables
 - b. SCOR tools application; Study the different tools available (scorecard, benchmark, thread diagram, workflow, time studies) and understand when/why to apply
 - c. Review different business scenarios and consider how to describe these scenarios. The instructor will provide and explain several different business scenarios.

Take the exam

The SCOR-S exam is a formal test consisting of 60 multiple-choice questions. All materials and tools required to take the exam, paper, pencils, sharpeners, will be provided.

Candidates are encouraged to leave the following items at home *) as these are strictly forbidden in the examination room:

- Cell phones
- Computers
- PDAs
- Radios
- Notepads
- Bags
- Purses
- Food
- Drinks

*) Your university testing center may not have facilities to securely store restricted items – such as purses and electronic devices.

Your university will ensure the testing center provides the optimal conditions to take the exam. Room temperature is a personal preference however. We therefore recommend you wear layers.

Make sure you have a full night sleep the night before the exam.

Be on time. Fifteen minutes before the start the examination room will be opened to candidates. Please follow the instructions of the examiners. They will read out the official instructions.

As a SCOR-S candidate you are required to sign and date your test booklet to attest you have read and understand the confidentiality policy and copyright statement. Instructions for recording your answers are provided on the back of the booklet. Read these instructions carefully.

Be sure to read each question carefully. Make sure you understand the question and answer it. The answer you are to select is the one you believe is the BEST and MOST acceptable of the choices offered. Be sure to answer all questions. If you leave a question blank it will be scored as answered incorrectly.

Return all forms and materials to the examiners. **Remember:** Do not take any materials from the examination room before, during or after the exam.

What to bring

- Student ID
- Photo ID

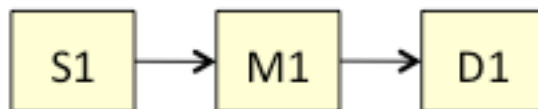
Example examination questions

1. Process Inquiry and Quote is an Element of which of the following processes?
 - a. S3
 - b. S1
 - c. M2
 - d. D1

2. Reliability, Responsiveness, Agility, Cost, and Assets are:
 - a. Benchmarks
 - b. Attributes
 - c. Metrics
 - d. Scorecards

3. A Supply Chain reports Accounts Payable: \$4.3m, Cost of Goods Sold: \$25.7m, and Revenue: \$43.0m What is the Days Payable Outstanding?
 - a. 61 days
 - b. 37 days
 - c. 21 days
 - d. 18 days

4. The diagram below MOST LIKELY represents which of the following:



- a. Make-to-stock
 - b. Make-to-order
 - c. Assemble-to-order
 - d. Engineer-to-Order

5. A car returned to the dealership for an oil change or worn tires is an example of a process classified in SCOR as:
 - a. Return Fixed Assets
 - b. Return Defective Products
 - c. Return Maintenance, Repair and Overhaul
 - d. Return Excess Products

6. Return of a Rental car to the rental center is an example of a process classified in SCOR as:
 - a. Return Fixed Assets
 - b. Return Defective Products
 - c. Return Maintenance, Repair and Overhaul
 - d. Return Excess Products

7. The names of the phases of the SCOR Project presented are:
 - a. Plan, Analyze, Design, Release, and Survey
 - b. Organize, Discover, Analyze, Material, Work, and Implement
 - c. Reliability, Responsiveness, Agility, Cost and Assets
 - d. Plan, Source, Make, Deliver, Return, and Enable

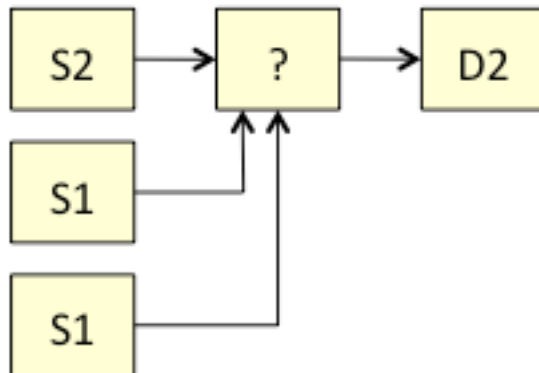
8. Comparing an organization's performance, products, practices, and/or services with those of other organizations that operate in the same or comparable industry is the definition of what?
 - a. Parity
 - b. Benchmarking
 - c. Consulting
 - d. Process Re-engineering

9. Produce and test is the name of which make process element?
 - a. M1.3
 - b. M1.7
 - c. M2.7
 - d. M3.8

10. The PRIMARY purpose of the Geo map is to _____.
 - a. identify if you do manufacturing in more than one country
 - b. identify where your headquarters are or should
 - c. identify level 3 processes
 - d. identify material flows

11. Which of the following processes involves "The ordering, delivery, receipt and transfer of raw material items, subassemblies, product and/or services"?
 - a. Plan
 - b. Source
 - c. Make
 - d. Deliver

12. According to the SCOR process codification rules : EM.2 is considered a Level ___ process?
- a. 1
 - b. 2
 - c. 3
 - d. 4
13. Which is NOT a characteristic that determines the planning process according to SCOR?
- a. Level
 - b. Horizon
 - c. Frequency
 - d. Complexity
14. A store receiving a product returned by a customer is described as which of the following processes:
- a. Deliver
 - b. Deliver Return
 - c. Source
 - d. Source Return
15. The process highlighted with the question mark below is MOST LIKELY which of the following?



- a. D1
- b. M1
- c. M2
- d. S2

Answers to example examination questions

Question	Answer	Notes
1	d	
2	b	
3	a	$4.3 / 25.7 * 365$
4	a	
5	c	Both examples are normal wear and tear
6	c	Rental, leasing, container and pallet pooling are all examples of MRO processes
7	b	
8	b	
9	a	
10	d	Material flow identification is the primary objective. Answers b and c are examples of findings.
11	b	
12	c	
13	d	
14	b	Store describes this process as DR, the customer performs SR.
15	c	Make to Order process (M2), different materials brought in by two separate S1 processes and some materials by S2.