



BRASI Policies and Procedures

**Including Information about
CISCOM - Certificate in Supply Chain
& Operations Management**

Version 1

05 SEP 2017



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1 Overview

The policy sets forth the guidelines for conducting the business, thus providing uniformity and consistency in processes. This aims at meeting business objective through customer service excellence and complying with the applicable rules and regulations.

2 Background

1.1 Vision and Mission

The vision and mission of Business Research and Service Institute are as follows:

Vision: Equal opportunity through education and training.

Mission: To offer high quality training for individuals and organizations in supply chain and operations management, aiming at sustainable development.

Please see BRASI Company Profile Appendix A for our Vision and Mission statements.

3 Equal Opportunity and Non-discrimination

Our policies and procedures are based on equal opportunity and non-discrimination. Main features include but are not limited to Acceptance Criteria which is based solely on educational/professional credentials and does not include any personal, ethnic, physical or belief aspects. We also abide by the Americans with Disabilities Act within our scope of operations. Details are available in our Policies and Procedures document.

BRASI training courses are open to all individuals meeting the eligibility criteria, which is based on qualification and experience. BRASI does not discriminate on the basis of ethnicity, religion, race, nationality, gender, or any other consideration.

4 Privacy and Security

The information considered confidential includes the following:

Contact information, i.e., mailing address, e-mail address, telephone number, financial information, such as fee payment, credit card number, bank account, Social Security Number, date of birth, nationality, ethnicity, any health-related information, other personal information.

5 Americans with Disabilities Act (ADA)

BRASI is committed to ADA requirements. CISCOM training is conducted online only, therefore, no building or facility implication is perceived.

However, if a request is received for training with any special need, it will be considered on a case to case basis and reasonable accommodation will be offered within the provisions of the ADA.

The above mentioned information or any other information of confidential nature made available to BRASI is kept secure on the company central computer or in the banking system, not accessible to any external party, except in connection with regulatory or statutory compliance.

6 Course Purpose

The purpose of this course is to impart knowledge and skills in supply chain management, which is a fast growing field, comprising a wide range of job positions in a number of functions in trade and industry.

Certificate holders benefit from the knowledge and the CISCOM designation through obtaining jobs and/or advancing their careers in their respective field.

7 Alignment with our Mission

The course purpose is aligned with our Mission in that it enables aspiring candidates to gain the requisite knowledge, skills, and tools to compete in the job market and demonstrate a higher performance at work, thus meeting the purpose of our Mission.

Alignment with our Mission: The topics contained in the curriculum are accepted industry wide as the necessary skills and know-how for people working in supply chain and operations management.

The learning outcomes of the CISCOM course are formulated using Dr. Howard Bloom (1956) and correlate with the Bloom's Taxonomy of Higher Order Thinking. Objectives (learning goals) are important to establish in a pedagogical interchange so that teachers and students alike understand the purpose of that interchange. BRASI uses this pedagogical framework to organize objectives and clarify course expectations for candidates. These learning outcomes allow instructors to plan and deliver appropriate instruction, design valid assessment tasks and strategies, and ensure that instruction and assessment are aligned with the learning outcomes.

8 Alignment of Intended Learning Outcomes with the Program Plan

The intended learning outcomes and how they align with the Curriculum, Learning Activities and Assessment are noted in the Alignment Matrix can be found in Appendix B.

9 Summary of CISCOM Curriculum

The CISCOM Curriculum fully supports the Intended Learning Outcomes. It is designed to impart the know-how and skills required in the relevant job postings in the industry.

The curriculum consists of 4 modules, as follows:

Module 1: PLANNING

Module 1 lays the conceptual foundation for further study of the subject matter. Topics reviewed include Competitive Strategy, Product Differentiation, SWOT Analysis, Planning Methodologies and Horizons, includes forecasting techniques, Cycle View and Push/Pull view of supply chain, lead times and other related concepts.

Module 2: ORGANIZING

Module 2 focuses on the structure of supply chain, and the relevance of various models to competitive strategy. Factors such as Complexity, Fragmentation, Interdependence and Channel Relationships are discussed.

Module 3: DELIVERING

Delivery is the net outcome of the entire supply chains efforts and operations. Supply Chain Execution being the front-end of interaction with the customer, the review encompasses forecast of sales, distribution, manufacturing, procurement, outsourcing, and other internal supply chain activities.

Module 4: GROWING

Profitable and consistent growth is the objective of every business; however, external and internal challenges can cause the focus to shift from long term sustainability to short-term expediencies and extemporaneous managerial challenges. Strong leadership and the use of appropriate methodologies is the key to maintaining sustained improvement. The tool kit to prepare candidates for these challenges in this module includes Lean, Six Sigma, Just In Time, Total Quality Management, Toyota Production System, Theory of Constraints and other proven methodologies for continuous improvement.

10 Program Components and Review

3.3.1 Review and Approval

The program purpose, scope, target audience, learning outcomes, program requirements, certificate term, course and assessment are reviewed and affirmed annually by the Advisory Group.

3.3.2 Scope

Supply chain and operations managements brings together many tracks of learning, therefore, the requirement to have a minimum of High School Diploma ensures that the candidates have sufficient academic learning prior to taking the certificate program.

The technology requirements for this course include access to a personal computer with high-speed internet connection and a standard web browser such as Google Chrome, Mozilla Firefox, or Internet Explorer. A headset is required to attend the training sessions and a web cam is required for the final exam.

3.3.3 Target Audience

The target audience of the CISCOM program are professionals in various fields who can be identified as persons who are (a) working in junior or middle level positions in the industry and seeking to improve their skills for career advancement, (b) seeking employment and need to enhance their qualification portfolio and (c) studying in their final year of college or university seeking to gain industry-based knowledge in addition to academic learning.

Examples of target audience are professionals in the following fields:

- Manufacturing
- Logistics - Warehousing and Distribution
- Inventory Management
- Product Development
- Sales and Marketing
- Wholesale Supply Operations
- Retail Sales Operations

BRASI'S target audience also includes professionals who are working in supply chain support functions or ancillary functions:

- Information Technology, particularly ERP (Enterprise Resource Planning) applications
- Project Management
- Finance and Accounting related to supply chain

3.3.4 *Course Learning Outcomes*

In this phase, the Advisory Group aligned the learning outcomes with the instructional outcomes defined in Module 1 along with the training resources and tools:

Learning Outcomes: Learning outcomes is defined as the objectives or “what is meant to be learned”. For the BRASI program, these outcomes include, but are not limited to, familiarization with core concepts and terms in supply chain and operations management body of knowledge, understanding and applying calculation of planning parameters such as Economic Order Quantity, Safety Stock, Inventory On Hand, Resource Load, and more.

Content and Exercises: The content has been written by appropriately qualified and experienced professionals and academics in the field of supply chain management, and includes exercises to support the learning process. Accordingly, the exercises are integrated within the relevant chapters and modules.

Lesson Planning: Detailed lesson plans have been developed and outline the chapters and topics along with times and including instructor resources, such as industry examples, spreadsheets and charts, video links, and more. The lesson plans include guiding details such as suggested timing for each chapter and topic.

Media Selection: Industry standard media is utilized for the delivery of CISCOM training which includes PowerPoint slides, Excel spreadsheets, Learning Management System in WordPress, Web Conferencing application, You Tube channel for sharing lesson videos and similar tools as needed.

Upon completion of the CISCOM training program, the candidate is able to:

1. **Identify** and **recognize** inventory management principles and methods
2. **Identify** and **distinguish** supply chain channels, and factors that affect supply chain performance, such as communication, complexity, integration, etc.
3. **Recognize** various supply chain planning processes, such as Sales and Operations Planning, Materials Requirement Planning, etc. as well as **perform** and **verify** calculations related to operations planning decisions
4. **Distinguish** between metrics such as On Time Delivery and Full Quantity Delivery including defining customer relationship management to business operations and performing and verify metrics such as On Time Delivery.
5. **Describe** the impact of supplier relationship management on sustainable business operations; understand the calculations that impact buying decisions such as Economic Order Quantity, Total Cost of Ownership, etc.
6. **Identify** various productivity improvement tools for specific purposes and situations, demonstrating their unique value.
7. **Calculate** and **verify** various costs related to production, for example, Contribution Margin, Break-Even Point, Cost of Goods Sold, etc.
8. **Describe** basic elements and principles of supply chain management.
9. **Identify** various production methods, for example, Push/Pull Method, etc. Monitoring
10. **Perform** and **verify** calculation related to inventory management.

3.3.5 *Program Requirements*

Candidates must possess a High School Diploma in order to register for the program.

The following are the requirements to earn the certificate. Students must:

1. Attend a minimum of six sessions out of the total nine training sessions.
2. Complete the formative assignments.
3. Pass end-of-course assessment.

Eligibility requirements are mentioned in the CISCOM Brochure available on the BRASI web site.

3.3.6 Course Registration Procedure for Candidates

The procedure for candidates to register for the CISCOM course are as follows:

1. Candidate creates a user account prior to purchasing a course and must use their user account to select and purchase the CISCOM course.
 2. Once the payment is made, an e-mail notification goes to the BRASI e-mail account, accessible to the Registrar.
 3. The Registrar asks the candidate for their resumé and an official photo ID.
 4. Upon receipt, these documents are reviewed and saved in the appropriate folder.
 5. The onboarding document is e-mailed to the candidate, which contains the schedule and other information relevant to participating in the course.
- Candidate information is recorded in the Trainee Database file.

3.3.7 *Certificate Validity Term*

The certificate term for the certificate program is for life, because the program comprises fundamental concepts. Candidates are encouraged to engage in continuous learning and professional development.

3.3.8 *CISCOM Certificate*

The CISCOM Certificate carries a unique ID code and is verifiable for employment purposes without any charge, in compliance with our privacy policy posted on our web site.

Certificate holders are authorized to use the CISCOM designation with their name.

3.3.9 *Certificate Issuance, Use, and Maintenance*

The certificate is issued upon completion of all training requirements and achieving the passing score:

1. Attendance: Minimum 67% attendance at the instructor-led sessions is required.
2. Assignments: Completion of assignments contained in each module is required.
3. Achieving the passing score in the exam is required.

Record of attendance and assignments is maintained in the Trainee Database file. Exam score is generated in the Learning Management System and is also stored in the Trainee Database file.

The CISCOM Certificate is issued on paper. Each certificate carries a unique code for the purpose of verification and adds credibility to the certificate.

A cover letter is issued along with the certificate and contains information about certificate validity, use of CISCOM Designation and the safekeeping, verification, confidentiality and other relevant information.

The CISCOM Certificate is issued on paper. Each certificate carries a unique code for the purpose of verification and adds credibility to the certificate.

The holders of CISCOM certificate are permitted to use the acronym CISCOM with their name.

11 Certificate Verification:

Certificate can be verified via the form provided on the BRASI web site. The email goes to the Registrar who responds to the query. In case of a missing certificate, a duplicate can be requested by the certificate holder via e-mail, which will be issued upon verification of credentials.

12 Course Duration

Total time commitment for the CISCOM training program is as follows:

Instructor-led training sessions:	27 Hours
Self-review, assignment and quizzes:	20 Hours
Exam:	<u>3 Hours</u>
Total	50 Hours

The program is presented online on ten consecutive Saturdays, from 9:00 AM to 12:00 PM each Saturday. The first nine Saturdays comprise of instructor-led training, followed by exam on the tenth Saturday.

Additionally, students need approximately 20 hours to review the materials between sessions, take online quizzes, and work on the Case Study assignment.

13 Fees, Registration Deadline, and Cancellation

4.2.1 Course Fee

The course fees are posted on our web site and are subject to change without notice.

4.2.2 Registration Deadline

The registration closes seven calendar days before start of the course. Later registrations may be accepted, based on available positions.

4.2.3 Cancellation and Refund

Cancellation of registration by candidate: Registration may be cancelled before start of the course, in which case the fee is refunded in full. For cancellations after the first session and before the exam 50% of the fee is refunded. Refund is not allowed after the exam date.

Fee is refunded within one week from receipt of the cancellation request.

Cancellation of the course by BRASI: In case a course is cancelled by BRASI, full refund of fee is made within one week from the date of announcing the cancellation.

14 Complaints and Appeals

4.3.1 Complaints Policy

BRASI policy is to handle complaints and resolve issues in a judicious and timely manner.

4.3.2 Procedure and Implementation of Complaints Policy

A complaint may be communicated via the following channels:

Through 'Contact Us' form on the BRASI web site
Or
By e-mail to the concerned person or instructor

All complaints should be forwarded to the Registrar, who is responsible for maintaining the Complaints and Appeals register. Complaints should be reviewed and a first response sent within three business days from receipt. Corrective action should be taken by the Registrar or the matter escalated to the Executive Director for resolution. The complaint should be resolved in a timely manner, no later than one month from the date of receipt. The resolution should be communicated to the complainant using their e-mail address, and a record maintained in the Complaints and Appeals Log.

4.3.3 Appeals Policy

BRASI policy is to handle and resolve appeals in a judicious and timely manner. Review of an appeal should not involve the person whom the appeal is filed against or is a subject of the appeal.

4.3.4 Procedure and Implementation of Appeals Policy

An appeal may be communicated via the following channels:

Through 'Contact Us' form on the BRASI web site
Or
By e-mail to the concerned person or instructor

An appeal should be forwarded to the Registrar, who is responsible for maintaining the Complaints and Appeals register. Appeals should be reviewed and a first response sent within three business days from receipt.

An amicable resolution should be reached as soon as possible, no later than one month from receipt of the appeal. The resolution should be communicated to the appellant using their e-mail address, and a record maintained in the Complaints and Appeals Log.

General:

Complaints or appeals must be submitted within three months from the date of the event, in order to be considered.

15 Inferences about CISCOM Certificate Holders

A CISCOM certificate holder is capable of developing the forecast of sales, calculate Materials Requirement, determine Capacity Requirement, prepare Production Schedule, calculate Safety Stock requirement, calculate Economic Order Quantity for purchasing or manufacturing, conduct Cycle Counting of inventory, conduct process improvement studies including Lean, Six Sigma, Theory Of Constraints and similar activities relates to supply chain and operations management.

16 Invalidation

In circumstances in which BRASI is made aware that a Certificate has been issued through means that were misrepresentative of identity, false, or otherwise fraudulent, BRASI will invalidate the Certificate. BRASI will note the invalidation in the candidate's record, and attempt to notify the certificate/card holder at his/her last known address that the Certificate issued to him/her is invalid as a result of fraudulent action.