

# The APICS CSCP program ensures both the employee and the company are well-positioned to succeed in today's dynamic, global economy.

## APICS CSCP Learning System Success Story

### The Situation:

Keith Jawahir, Ph.D., P. Eng., CSCP, is Manager, Operations Research at the largest steel manufacturer in Canada, ArcelorMittal Dofasco. With advanced degrees, 14 years in his current position, and 29 years in the steel industry, his credentials are impressive. After hearing about the APICS Certified Supply Chain Professional (CSCP) program from a colleague who is an APICS member and a CSCP designee, Keith decided to add the APICS CSCP to his list of accomplishments.

Like many employees who seek training, Keith knew the APICS CSCP program would benefit him, but he had to convince his supervisor. To do this, Keith connected the knowledge he would gain from the APICS CSCP program with initiatives at his company that were underway or planned for the future.

"I was able to demonstrate examples where we have been working on supply chain improvements (VMI programs with our external automotive customers, application of the concepts to our own internal supply chain, and so forth) and where the body of knowledge would be helpful to ensure we hadn't missed any opportunities in the past work. I also made the point that we needed to master these concepts so that we could be proactive in seeking out future opportunities as we set up relationships with suppliers, subcontractors, and other non-automotive customers."

### The Approach:

Many who prepare for the APICS CSCP exam look to their local APICS chapter for a CSCP review course. Keith enrolled in the APICS CSCP course through the APICS Hamilton Chapter.

Keith found the instructor-led course very rewarding because of the benefit of instructor expertise, as well as the richness that peer interaction added to the overall experience.

"Although the APICS CSCP Learning System and online reference material were well designed, the instructor and industry peers made it easier to remember key concepts, and generally, made it more interesting. The instructor provided additional practical applications to the material. Class participants, from a broad range of industries, shared examples of how the principles applied in their supply chains."

### The Organization:

ArcelorMittal, the world's largest steel company, with over 326,000 employees in more than 60 countries, is the leader in all major global steel markets, including automotive, construction, household appliances, and packaging. Within the ArcelorMittal global group, ArcelorMittal Dofasco is Canada's largest steel manufacturer.



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Keith Jawahir, Ph.D., P. Eng., CSCP  
Manager, Operations Research  
ArcelorMittal Dofasco

### The Results:

Now that Keith achieved the APICS CSCP designation, he sees the benefits for both himself and his company. "Through the APICS CSCP program, I now have expertise in supply chain management areas that are broader than the normal scope of my job; the availability of one, very comprehensive source of reference material that is unbiased by special interests of consultants; the ability to stay up-to-date on advances and evolution of knowledge in this field via conferences, publications, and so forth; and a network of contacts from different industries who have all also completed the APICS CSCP program."

Keith recognizes that his work is more efficient and effective since he completed the APICS CSCP program. "My company benefits because my increased knowledge base and expertise reduce trial and error, as well as false starts, and my knowledge is based on best practices and accepted KPI."

Given the benefits to both the employee and employers, Keith recommends the program. "The APICS CSCP designation is an excellent professional development credential to have in a field that is growing in importance in the context of the new dynamic, global economy. It's a sound, strategic career move to be ready for emerging opportunities both within and outside the company."

To learn more about the  
APICS CSCP program,  
visit [apics.org/cscp](http://apics.org/cscp).

