AI CERTs®

AI+ Microsoft 365 Copilot Supply Chain Specialty™

AI Certification Program

Executive Summary

The AI+ Microsoft 365 Copilot Supply Chain Specialty™ certification equips learners with the knowledge and practical skills to apply artificial intelligence and Microsoft 365 Copilot across modern supply chain operations. The program explores generative AI fundamentals, supply chain data management, demand forecasting, procurement, supplier management, inventory optimization, logistics, warehousing, manufacturing, digital supply networks, AI agents, predictive analytics, and responsible AI practices.

Learners develop a practical understanding of how Microsoft 365 Copilot, Dynamics 365 Supply Chain Management, Copilot Studio, Power BI, and Power Platform support data analysis, workflow automation, decision-making, and cross-functional collaboration. The certification emphasizes hands-on activities, prompt engineering, AI-assisted planning, agentic workflows, data protection, human oversight, and responsible AI adoption. Case studies and capstone projects connect AI capabilities with real-world supply chain challenges, supporting operational efficiency, supply chain resilience, supplier performance, risk management, and sustainable business transformation.

Prerequisites

- **Supply Chain Fundamentals:** Understand basic supply chain concepts, including demand planning, procurement, sourcing, inventory management, logistics, warehousing, manufacturing, and supplier relationships.
- **AI Fundamentals:** Recognize basic artificial intelligence, machine learning, generative AI, and large language model concepts and their potential applications in supply chain operations and decision support.
- **Data Literacy:** Understand basic data types, spreadsheets, charts, dashboards, data quality, and the interpretation of supply chain performance indicators, operational trends, and business metrics.
- **Mathematics and Statistics Awareness:** Understand percentages, averages, comparisons, correlations, forecasting concepts, and basic statistical measures used to interpret supply chain data and evaluate AI-generated insights.
- **Microsoft 365 and Digital Tool Familiarity:** Be comfortable using Microsoft 365 applications such as Excel, Word, PowerPoint, Outlook, and Teams, navigating dashboards, working with business datasets, and following guided analytical workflows.
- **Responsible AI Awareness:** Recognize the importance of data privacy, security, fairness, transparency, accountability, human oversight, and responsible use of AI-generated recommendations in supply chain decision-making.

Exam Blueprint

Number of Questions

50

Passing Score

35/50 or 70%

Duration

90 Minutes

Format

Online via AI Proctoring platform

Question Type

Multiple Choice/Multiple Response

Exam Overview

Module	Weight
Foundations of AI and Microsoft 365 Copilot in Supply Chain	7%
Microsoft 365 Copilot for Supply Chain Planning and Analysis	15%
Copilot for Procurement, Sourcing, and Supplier Management	14%
Copilot for Logistics, Warehousing, and Risk Management	14%
Copilot Studio and Agentic Supply Chain Workflows	14%
Digital Supply Networks, Manufacturing, and Emerging Technology	12%
Governance, Responsible AI, and Supply Chain Transformation	12%
Capstone: Copilot-Enabled Supply Chain Transformation and Governance	12%
	100%

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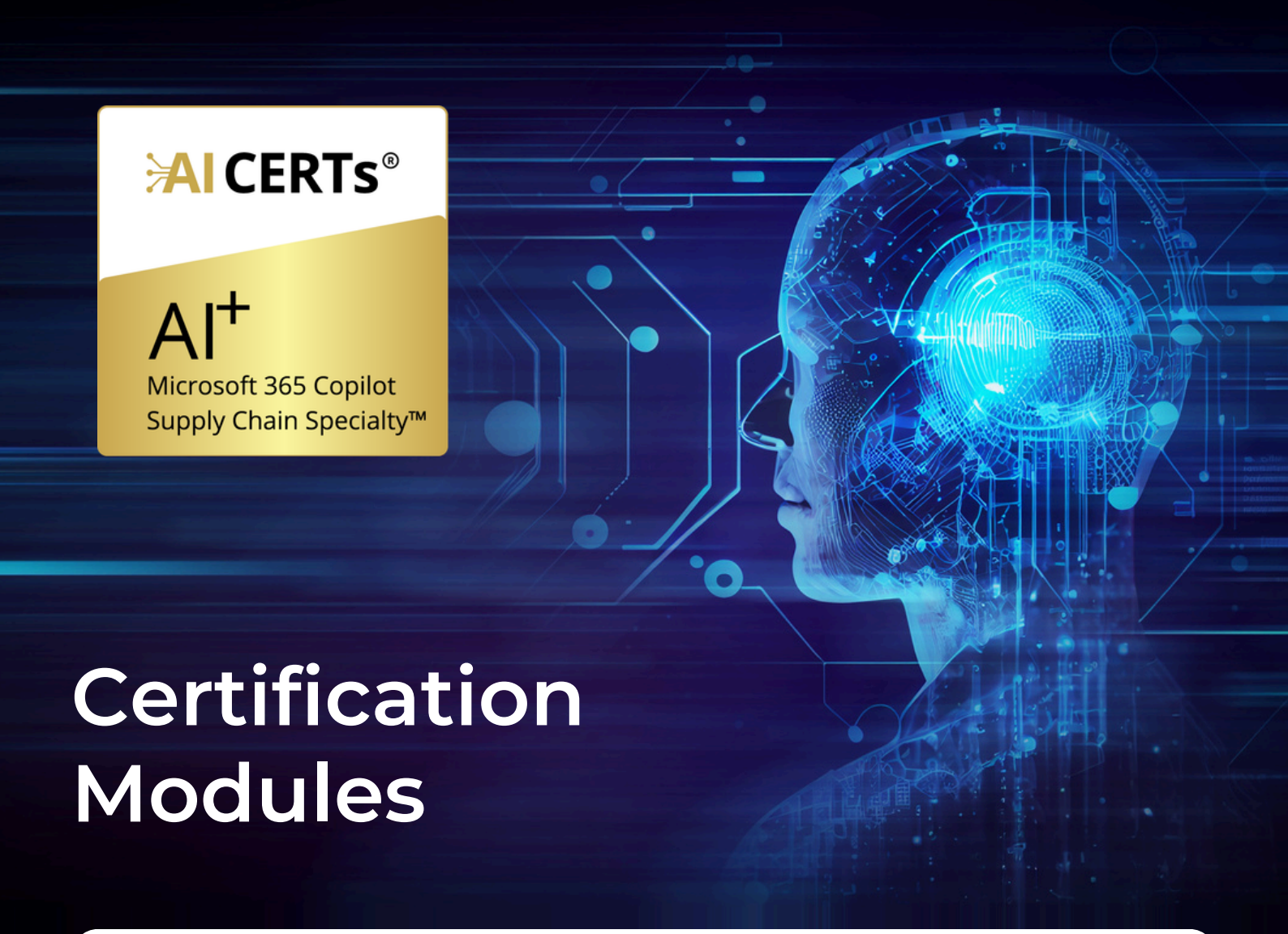
AI+

Microsoft 365 Copilot
Supply Chain Specialty™



Certification Modules

Module 1

Foundations of AI and Microsoft 365 Copilot in Supply Chain

1.1 Understanding AI and Copilot in Supply Chain Contexts

1.2 The AI Transformation of Supply Chain Operations

1.3 Supply Chain Data and Copilot Readiness

1.4 Copilot Literacy for Supply Chain Professionals

Module 2

Microsoft 365 Copilot for Supply Chain Planning and Analysis

2.1 Demand and Supply Planning with Copilot

2.2 Generative AI Across the Microsoft 365 Workflow

2.3 Predictive and Decision Intelligence

2.4 Retrieval-Augmented Copilot Agents in Supply Chain

Module 3

Copilot for Procurement, Sourcing, and Supplier Management

3.1 AI in Digital Procurement and Sourcing

3.2 Supplier Risk and Performance Intelligence

3.3 Copilot in Dynamics 365 Supply Chain Management

3.4 Category Management and Spend Intelligence

Module 4

Copilot for Logistics, Warehousing, and Risk Management

4.1 Modern Supply Chain Risk Management

4.2 Logistics and Transportation Analytics

4.3 Warehouse, Manufacturing, and Inventory Intelligence

4.4 Cybersecurity and Data Protection for Copilot in Supply Chain

Module 5

Copilot Studio and Agentic Supply Chain Workflows

5.1 Introduction to Copilot Studio for Supply Chain

5.2 AI Agents and Autonomous Supply Chain Workflows

5.3 Human Oversight and Governance for Agentic Workflows

5.4 Power Platform Integration with Copilot

Module 6

Digital Supply Networks, Manufacturing, and Emerging Technology

6.1 Digital Supply Network Foundations

6.2 AI in Manufacturing and Production Planning

6.3 Sustainability, ESG, and Circular Supply Chains

6.4 Emerging Technologies Shaping Supply Chain

Module 7

Governance, Responsible AI, and Supply Chain Transformation

7.1 Responsible AI and Copilot Governance

7.2 Microsoft 365 Copilot Governance and Data Protection

7.3 AI Strategy and Supply Chain Operating Models

7.4 Building a Copilot-Enabled Supply Chain Function

Module 8

Capstone – Copilot-Enabled Supply Chain Transformation and Governance

8.1 Capstone

8.2 Capstone Objectives

8.3 Capstone Project Tracks

Certification Outcome

Upon completing the AI+ Microsoft 365 Copilot Supply Chain Specialty™ course, learners will be able to explain AI and Microsoft 365 Copilot applications across supply chain operations, analyse demand and supply data, interpret forecasting trends, assess supplier performance, and evaluate how AI supports procurement, inventory optimization, logistics, warehousing, manufacturing, and risk management. They will be able to apply Copilot-assisted workflows for demand forecasting, spend analysis, supplier risk assessment, operational reporting, scenario planning, and business decision support.

Participants will understand how to use Microsoft 365 Copilot, Dynamics 365 Supply Chain Management, Copilot Studio, and Power Platform to develop AI-assisted solutions and agentic workflows. They will also be able to evaluate data quality, validate AI-generated recommendations, manage autonomous agent risks, and apply responsible AI principles, cybersecurity controls, data protection, and human oversight. Through capstone projects, learners will demonstrate their ability to design Copilot-enabled supply chain solutions, establish governance controls, and measure operational performance and business value.

Market Insight

Supply chain operations increasingly integrate artificial intelligence, predictive analytics, connected enterprise systems, and intelligent automation to improve planning accuracy, procurement efficiency, inventory visibility, and operational resilience. Organizations are adopting Microsoft 365 Copilot, Dynamics 365, and AI agents to streamline workflows, analyse operational data, monitor disruptions, and support faster business decisions. These developments create demand for professionals who can apply AI tools, interpret supply chain insights, manage automated workflows, and ensure responsible AI adoption. The course addresses this growing need by combining supply chain knowledge, Microsoft AI technologies, practical analytics, and operational decision-making.

Value Proposition

The certification connects supply chain management with Microsoft 365 Copilot and practical AI-powered workflows. Learners gain a structured foundation in demand planning, procurement, supplier management, logistics, inventory intelligence, manufacturing, digital supply networks, and responsible AI. Guided activities and case studies develop the ability to analyse supply chain data, automate routine processes, build custom AI agents, evaluate operational risks, and communicate actionable insights. The program prepares learners to apply Microsoft AI capabilities to improve operational efficiency, strengthen supply chain resilience, support informed decision-making, and enable responsible digital transformation.

Additional Features

The course includes supply chain case studies, module-level knowledge checks, guided workflows, hands-on activities, and capstone projects using Microsoft 365 Copilot, Copilot in Excel, Word, PowerPoint, Outlook, Teams, Dynamics 365 Supply Chain Management, Copilot Studio, Power Automate, Power Apps, Power BI, SharePoint, Microsoft Fabric, and Dataverse.

Practical activities cover demand forecasting, anomaly detection, sales and operations planning (S&OP), supplier onboarding, procurement analysis, inventory optimization, logistics exception monitoring, predictive maintenance, digital supply networks, and AI-assisted reporting. Capstone projects focus on AI-powered demand planning and inventory management, procurement and supplier risk intelligence, and supplier communication workflows. Learners also explore retrieval-augmented AI, multi-agent orchestration, approval workflows, data protection, responsible AI governance, and business-value measurement.

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