

Executive Summary



TABLE OF CONTENTS

Introduction	1
Certification Prerequisites	2
Who Should Enroll?	2
Certification Goals and Learning Outcomes	3
The Impact of AI on Modern Supply Chain Practices with Microsoft 365 Copilot	4
What Is Next for AI?	5
How AI Can Transform Supply Chain Practices Using Microsoft 365 Copilot	6
How AI Can Address Current Supply Chain Challenges with Microsoft 365 Copilot	8
How AI Adoption is Transforming Supply Chain Practices Across Industries with Microsoft 365 Copilot	9
How to Integrate AI into Supply Chain Workflows Using Microsoft 365 Copilot	9
Module 1: Foundations of AI and Microsoft 365 Copilot in Supply Chain	11
Module 2: Microsoft 365 Copilot for Supply Chain Planning and Analysis	11
Module 3: Copilot for Procurement, Sourcing, and Supplier Management	12
Module 4: Copilot for Logistics, Warehousing, and Risk Management	12
Module 5: Copilot Studio and Agentic Supply Chain Workflows	13
Module 6: Digital Supply Networks, Manufacturing, and Emerging Technology	13
Module 7: Governance, Responsible AI, and Supply Chain Transformation	14
Module 8: Capstone: Copilot-Enabled Supply Chain Transformation and Governance Transformation	14
How Can AI CERTs Help Build an AI-Ready Culture?	15

Introduction

The AI+ Microsoft 365 Copilot Supply Chain Specialty™ certification provides a comprehensive foundation in applying artificial intelligence and Microsoft 365 Copilot capabilities to modern supply chain operations, procurement, logistics, inventory management, demand forecasting, and decision-making. It is designed for supply chain professionals and business users who want to understand how AI can support demand planning, supplier management, procurement processes, inventory optimization, warehouse operations, logistics coordination, risk management, and data-driven supply chain strategies while maintaining responsible AI practices and human oversight. The certification begins with AI fundamentals for supply chain management and Microsoft 365 Copilot concepts, then progresses into prompt engineering, Copilot-powered operational productivity, procurement optimization, inventory management, predictive analytics, demand forecasting, supply chain risk management, and AI-driven supply chain transformation.

Throughout the certification, learners explore Microsoft 365 Copilot capabilities across supply chain workflows, including supplier communication, procurement documentation, inventory analysis, demand planning, logistics coordination, shipment tracking, operational reporting, supply chain analytics, and decision intelligence. The course covers effective prompt engineering techniques, AI-assisted supplier evaluation, demand forecasting, inventory optimization, procurement planning, supply chain collaboration, and responsible AI adoption. Learners gain practical exposure through supply chain scenarios, hands-on activities, applied exercises, case studies, and AI-assisted problem-solving. The certification also introduces AI agents and their role in supply chain environments, helping learners understand how intelligent systems can support workflow automation, supplier coordination, operational monitoring, predictive insights, and human-AI collaboration to improve supply chain efficiency, resilience, and business outcomes.

This certification thoroughly covers topics such as:

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



Certification Prerequisites

- **Supply Chain and Business Foundations:** Learners should have a basic understanding of supply chain processes, procurement activities, inventory management, logistics operations, and business workflows. This foundation helps learners understand how Artificial Intelligence (AI) and Microsoft 365 Copilot can support modern supply chain activities.
- **Digital and Microsoft 365 Literacy:** Familiarity with computers, Microsoft 365 applications, cloud-based collaboration tools, email communication, Enterprise Resource Planning (ERP) systems, and common digital workflows is recommended for effectively exploring Copilot-powered supply chain capabilities.
- **Supply Chain Operations and Process Awareness:** Some experience with procurement planning, supplier coordination, demand forecasting, inventory tracking, warehouse operations, logistics management, supply chain reporting, or operational decision-making is helpful for understanding how AI can be integrated into supply chain processes and business operations.
- **AI Awareness and Curiosity:** Basic awareness of artificial intelligence, generative AI, Microsoft Copilot, or AI-enabled business applications is helpful, although advanced AI knowledge is not required. Learners should be interested in exploring how AI can support demand forecasting, procurement optimization, inventory management, logistics coordination, operational productivity, analytics, and decision-making.
- **Responsible AI and Business Mindset:** Learners should understand the importance of data privacy, security, accuracy, transparency, human oversight, responsible AI usage, and ethical decision-making when applying AI within supply chain environments.

Who Should Enroll?

- **Supply Chain Professionals:** Supply chain analysts, coordinators, planners, and managers who want to use Microsoft 365 Copilot and AI to improve supply chain planning, operational coordination, inventory management, productivity, and business outcomes.
- **Procurement and Supplier Management Professionals:** Procurement specialists, purchasing managers, sourcing professionals, and supplier relationship managers who want to apply AI-driven insights, automation, supplier evaluation, procurement analytics, and decision support to improve purchasing efficiency and supplier performance.
- **Logistics and Inventory Management Teams:** Professionals involved in warehouse operations, inventory control, transportation planning, distribution management, and logistics coordination who want to use AI for inventory optimization, shipment analysis, demand planning, and operational efficiency.

- **Supply Chain Leaders and Operations Managers:** Supply chain directors, operations leaders, planning managers, and business decision-makers who want to understand how AI and Microsoft 365 Copilot can support demand forecasting, performance analysis, supply chain risk management, intelligent workflows, and data-driven decision-making.
- **Technology and Digital Transformation Professionals:** Professionals working with Microsoft 365, ERP platforms, supply chain applications, and digital transformation initiatives who want to evaluate, implement, and support AI-powered supply chain solutions while ensuring responsible AI adoption.

Certification Goals and Learning Outcomes

By the end of this certification, learners will be able to:

- **Understand AI Foundations and Microsoft 365 Copilot in Supply Chain:** Explain fundamental Artificial Intelligence (AI) concepts, Generative AI principles, Microsoft 365 Copilot capabilities, and the role of AI in modern supply chain processes, procurement, logistics, inventory management, operational productivity, and business decision-making.
- **Apply Microsoft 365 Copilot for Supply Chain Productivity and Collaboration:** Use Copilot-powered approaches and tools to improve supplier communication, procurement documentation, meeting preparation, operational reporting, task coordination, and supply chain workflows while enhancing overall productivity.
- **Leverage AI for Procurement, Inventory Management, and Logistics Optimization:** Apply AI-driven techniques for supplier evaluation, procurement planning, inventory analysis, demand planning, warehouse coordination, shipment monitoring, and logistics optimization to support efficient supply chain operations.
- **Use AI for Supply Chain Analytics, Forecasting, and Decision Intelligence:** Analyze supply chain data, key performance indicators (KPIs), demand trends, inventory levels, supplier performance, logistics information, and AI-generated recommendations to support data-driven operational decisions and improve business outcomes.
- **Apply Responsible AI and Drive AI-Powered Supply Chain Transformation:** Understand AI ethics, security, governance, privacy, bias, and human oversight while evaluating AI solutions, adopting Microsoft 365 Copilot responsibly, and exploring AI agents and human-AI collaboration in future supply chain environments.

The Impact of AI on Modern Supply Chain Practices with Microsoft 365 Copilot

Over the past decade, artificial intelligence has played a major role in driving technical innovation, economic growth, and changes in how organizations manage supply chain processes, optimize procurement, improve operational productivity, analyze business data, forecast demand, manage inventory, coordinate logistics, strengthen supplier relationships, and implement AI-enabled supply chain practices. According to a recent MarketsandMarkets™ report, the global AI market size is estimated at \$601.93 billion in 2026 and is expected to grow at a CAGR of 29.3% from 2026 to 2033. The revenue is predicted to reach \$3638.08 billion by 2033. (Source: [MarketsandMarkets](#)). This rapid growth reflects the increasing adoption of AI-powered solutions across supply chain management, manufacturing, logistics, retail, education, healthcare, finance, transportation, communication, workplace productivity, and cybersecurity functions.

AI has substantial potential to transform supply chain operations and influence how organizations forecast demand, manage suppliers, optimize procurement processes, monitor inventory levels, coordinate warehouse activities, streamline logistics, analyze operational performance, identify supply chain risks, enhance collaboration, and develop modern supply chain strategies worldwide. The United States is the leader with a 30.19% market share, followed by the Asia-Pacific region at 23.34%. Europe holds 19.62%, and Saudi Arabia accounts for 4.87%, indicating how AI is developing regionally (Source: [MarketsandMarkets](#)), emphasizing regional advancements in AI adoption, digital transformation, intelligent technologies, automation, and secure technology implementation.

Traditionally, supply chain teams were dependent on manual demand planning, spreadsheet-based inventory tracking, standardized procurement processes, historical forecasting methods, and conventional logistics management practices. Modern AI and cloud platforms have introduced AI-assisted demand forecasting, intelligent inventory optimization, automated procurement documentation, predictive analytics, supplier performance insights, logistics monitoring, operational reporting, and AI-supported decision-making. These technologies enable supply chain professionals to analyze larger volumes of operational data, identify demand fluctuations, anticipate supply chain disruptions, improve resource utilization, enhance collaboration, reduce operational inefficiencies, and generate more actionable insights for organizations.

For learners of the AI+ Microsoft 365 Copilot Supply Chain Specialty™ certification, understanding this transformation is essential for working effectively within modern supply chain environments and adopting AI responsibly across procurement, demand planning, inventory management, supplier coordination, logistics operations, operational analytics, forecasting, and business processes. As organizations increasingly adopt AI-powered technologies, supply chain professionals and business users need to understand AI foundations, Microsoft 365 Copilot capabilities, prompt engineering, AI-assisted procurement, supplier communication, inventory optimization, demand forecasting, logistics analytics, decision intelligence, responsible AI, ethics, bias, security, governance, human oversight, and the evaluation of AI solutions for supply chain environments.

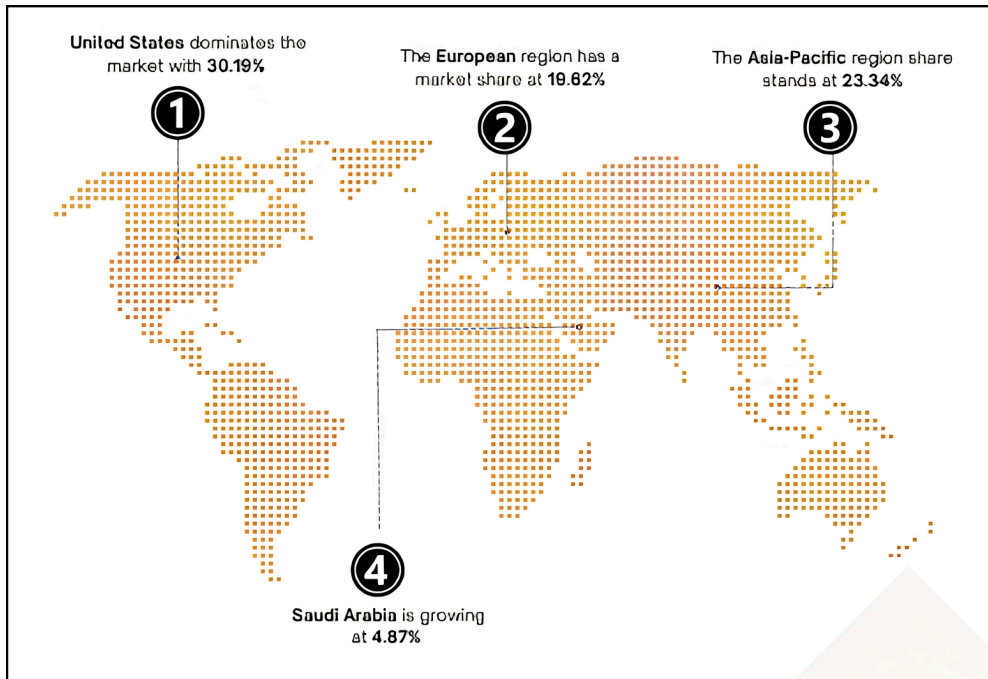


Figure 1: Market Share of AI from a Regional Perspective
(Source: MarketsandMarkets)

What is Next for AI?

As artificial intelligence continues to evolve, it is becoming more deeply integrated into supply chain processes, procurement, demand forecasting, inventory management, logistics operations, supplier collaboration, operational analytics, and business decision-making. Advances in generative AI, AI assistants, intelligent supply chain tools, predictive analytics, AI-powered recommendations, automated workflows, and supply chain intelligence platforms can help supply chain professionals analyze demand patterns, evaluate supplier performance, optimize inventory levels, coordinate logistics, prepare procurement documentation, improve forecasting, identify operational risks, and make more informed supply chain decisions. Future supply chain environments are expected to increasingly use AI-assisted planning, data-driven insights, intelligent automation, predictive monitoring, and responsible technology adoption to create supply chain operations that are more efficient, resilient, responsive, and effective. For learners completing the AI+ Microsoft 365 Copilot Supply Chain Specialty™ certification, understanding these developments builds a foundation for working effectively across increasingly AI-enabled supply chain environments.

Looking ahead, supply chain professionals and business teams will increasingly work alongside AI assistants, Microsoft 365 Copilot capabilities, intelligent supply chain applications, automated workflows, analytics platforms, and AI-supported decision-making systems. Organizations will use these capabilities to support demand planning, procurement optimization, supplier communication, inventory management, logistics coordination, warehouse operations, shipment monitoring, supply chain risk assessment, forecasting,

operational performance analysis, and business operations. At the same time, new risks related to AI reliability, supply chain data quality, privacy, security, bias, fairness, transparency, governance, and responsible use will require appropriate controls. Human expertise will remain essential for validating AI-generated insights and recommendations, making strategic supply chain decisions, maintaining accountability, protecting sensitive supplier and operational information, managing disruptions, and ensuring responsible AI adoption. The certification prepares learners to use AI and Microsoft 365 Copilot as supply chain productivity, procurement optimization, operational analytics, forecasting, and decision-support capabilities while understanding their limitations, risks, and the practices required to keep AI-powered supply chain processes responsible, efficient, secure, resilient, and human-centered.

How AI Can Transform Supply Chain Practices Using with Microsoft 365 Copilot

Microsoft 365 Copilot helps supply chain professionals move from manual data analysis, repetitive operational tasks, and disconnected workflows toward more intelligent, coordinated, and efficient supply chain practices. By combining AI capabilities with Microsoft 365 applications, supplier information, operational data, and supply chain workflows, Copilot supports procurement planning, demand forecasting, inventory management, logistics coordination, supplier collaboration, operational reporting, and decision-making.

Copilot can help supply chain teams summarize supplier communications, draft procurement emails, prepare operational reports, analyze inventory information, review demand trends, create planning documents, and identify potential supply chain risks. It enables supply chain professionals to work more efficiently while maintaining control over supplier relationships, procurement decisions, inventory planning, logistics operations, and strategic actions through human expertise and responsible AI use.

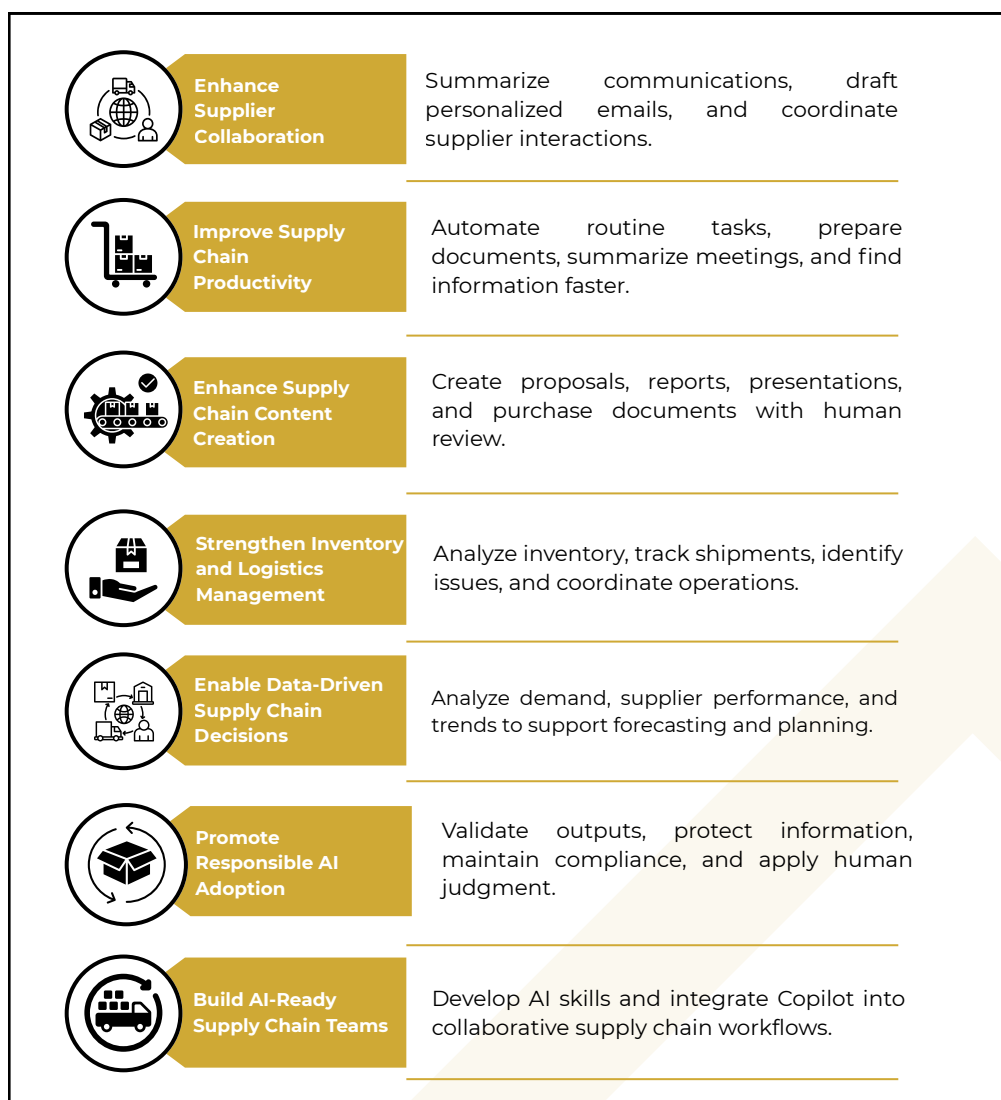


Fig. 2: How AI Can Transform Supply Chain Practices

How AI Can Address Current Supply Chain Challenges with Microsoft 365 Copilot

AI technologies are reshaping supply chain practices by helping professionals overcome challenges related to demand forecasting, procurement, supplier management, inventory optimization, logistics coordination, operational collaboration, and decision-making. The AI+ Microsoft 365 Copilot Supply Chain Specialty™ certification introduces practical applications of Artificial Intelligence, Generative AI, Large Language Models (LLMs), Microsoft 365 Copilot, prompt engineering, AI-powered demand planning, procurement optimization, inventory management, supply chain analytics, forecasting, and responsible AI practices.

By combining AI capabilities with Microsoft 365 tools, reliable supply chain data, effective processes, and operational expertise, professionals can improve productivity, strengthen supplier collaboration, optimize inventory management, streamline procurement activities, analyze supply chain performance, anticipate potential disruptions, and make data-informed decisions. At the same time, AI-generated recommendations, content, forecasts, and insights require appropriate validation, security controls, privacy protection, and meaningful human oversight to support responsible supply chain practices.

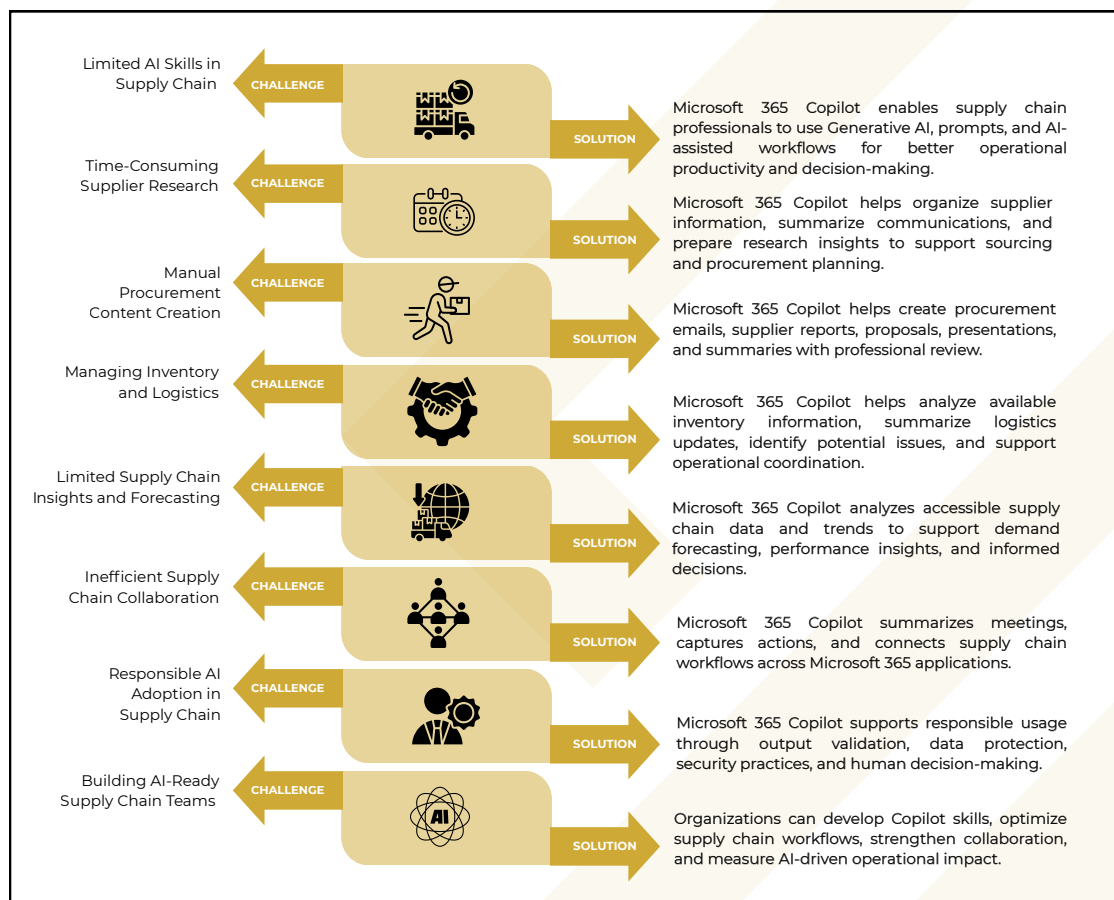


Figure 3: How AI Can Address Current Supply Chain Challenges

How AI Adoption is Transforming Supply Chain Practices Across Industries with Microsoft 365 Copilot

Supply chain organizations are increasingly adopting AI to strengthen procurement, supplier management, demand forecasting, inventory optimization, logistics coordination, operational productivity, analytics, and business decision-making. Supply chain professionals use AI-powered tools to research suppliers, evaluate procurement opportunities, forecast demand, monitor inventory levels, analyze operational data, prepare procurement documents, coordinate logistics activities, track supply chain performance, and support data-driven decisions. AI-powered supply chain ecosystems also connect Enterprise Resource Planning (ERP) systems, Microsoft 365 applications, Supply Chain Management (SCM) platforms, procurement solutions, inventory management systems, analytics tools, and business applications to create more integrated, responsive, and insight-driven supply chain environments.

AI is also becoming an important part of modern supply chain transformation, creating new opportunities for AI-powered procurement, Generative AI, Microsoft 365 Copilot, AI assistants, AI agents, Retrieval-Augmented Generation (RAG), workflow automation, predictive analytics, demand forecasting, inventory optimization, and intelligent logistics management. Responsible AI adoption requires organizational readiness, appropriate governance, supplier and operational data protection, security, transparency, human validation, supply chain team enablement, continuous evaluation, and alignment with business objectives. These practices help ensure that AI improves supply chain efficiency, operational resilience, procurement effectiveness, logistics performance, and organizational productivity while maintaining accountability and meaningful human oversight.

How to Integrate AI into Supply Chain Workflows Using Microsoft 365 Copilot

To successfully integrate AI into modern supply chain practices, a structured and responsible approach is essential. Supply chain organizations and professionals need to assess AI readiness, identify meaningful supply chain use cases, select appropriate AI tools, prepare teams through training and enablement, conduct focused pilot implementations, integrate successful AI applications into supply chain workflows, establish governance and data protection practices, validate AI-generated outputs, and maintain human oversight throughout the AI lifecycle. This ensures that AI improves procurement planning, supplier management, demand forecasting, inventory optimization, logistics coordination, operational analytics, decision-making, and supply chain productivity while maintaining data security, privacy, accuracy, transparency, accountability, and responsible AI practices.

Below are the key steps to integrate AI into supply chain workflows:

- **Connected Supply Chain Information** : Connect Outlook, Teams, Word, Excel, PowerPoint, and authorized business systems to access and work with relevant supply chain information.
- **AI-Powered Supplier Research** : Use Copilot to summarize supplier details, analyze communications, and prepare sourcing insights for effective procurement planning.
- **Enhanced Procurement Communication** : Create supplier emails, procurement proposals, presentations, and follow-up messages with Copilot assistance.
- **Smarter Meeting Management** : Generate meeting summaries, capture action items, and organize follow-up activities using Copilot.
- **Improved Inventory and Logistics Management** : Analyze inventory information, organize shipment updates, and gain better visibility into supply chain operations.
- **Responsible AI Usage** : Review AI-generated outputs, protect supplier and operational information, and apply human judgment in supply chain decisions.

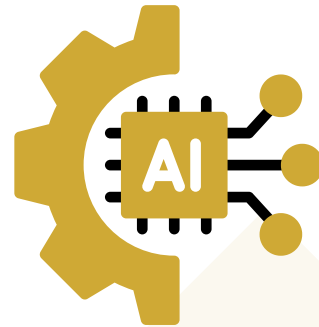


Fig 4: Key Steps to Integrate AI into Supply Chain Workflows

By following these steps, AI can be integrated effectively into modern supply chain environments. The AI+ Microsoft 365 Copilot Supply Chain Specialty™ certification helps learners build the knowledge and practical skills required to apply AI across AI fundamentals, Microsoft 365 Copilot capabilities, prompt engineering, AI-assisted procurement, supplier collaboration, demand forecasting, inventory management, logistics coordination, supply chain analytics, operational decision intelligence, responsible AI, security and governance, AI-powered supply chain transformation, AI agents, and human-AI collaboration while maintaining appropriate validation, ethical practices, business alignment, and human oversight.

Module 1: Foundations of AI and Microsoft 365 Copilot in Supply Chain

Supply chain teams increasingly rely on AI to interpret complex information and coordinate decisions across planning, sourcing, manufacturing, and delivery. Yet unfamiliar tools, fragmented data, and convincing but inaccurate outputs can create costly mistakes. Understanding how generative AI and Microsoft 365 Copilot work helps professionals recognize useful applications without confusing assistance with automation or autonomy. It also establishes the data literacy and human judgment needed to use AI responsibly across everyday operations.

In this module, you will explore generative AI, large language models, and the Microsoft Copilot ecosystem, including embedded and sidecar experiences. You will compare standard Copilot capabilities, custom agents, and retrieval-augmented approaches; examine Microsoft Graph, Fabric, and Dataverse; and identify high-value supply chain use cases. You will also learn to assess data quality, recognize hallucinations, apply the trust-verify-escalate-override framework, and communicate AI-assisted decisions with clarity and accountability in real operational settings.

Module 2: Microsoft 365 Copilot for Supply Chain Planning and Analysis

Demand and supply planning require timely, dependable insights, yet teams often spend hours reconciling spreadsheets, writing forecast commentary, and preparing reports. Delays or overlooked anomalies can weaken inventory decisions, capacity plans, and service levels. Understanding Copilot-supported analysis helps planners turn available data into clearer scenarios and faster conversations without treating AI as a substitute for statistical forecasting systems or professional judgment. This knowledge improves coordination between demand, supply, finance, and leadership.

In this module, you will use Copilot in Excel to examine demand trends, flag anomalies, and summarize sales and operations planning variances. You will practice supply chain prompts across Word, PowerPoint, Outlook, and Teams; explore scenario comparisons, price-demand relationships, and capable-to-promise and available-to-promise decisions; and interpret Power BI dashboards. You will also examine retrieval-augmented assistants grounded in SharePoint, Dataverse, and Fabric, focusing on source verification, reliable recommendations, and defensible planning decisions.

Module 3: Copilot for Procurement, Sourcing, and Supplier Management

Procurement decisions affect cost, product availability, supplier relationships, and business continuity. Manual RFx preparation, fragmented supplier records, and delayed risk reviews can slow sourcing and obscure important trade-offs. Understanding AI-enabled procurement helps professionals use relevant data more consistently, identify emerging supplier concerns, and prepare stronger recommendations. It also clarifies where automated assistance ends and buyer approval begins, protecting fairness, accountability, and commercial judgment throughout sourcing and purchasing activities across global networks.

In this module, you will examine Copilot-assisted supplier onboarding, qualification, RFx drafting, and category recommendations. You will explore the Procurement Agent, Supplier Communications Agent, and Dynamics 365 Supply Chain Management features for purchase-order collaboration and exception summaries. You will assess supplier scorecards, financial-health signals, contracts, negotiation preparation, spend patterns, total cost of ownership, and diversification options. Throughout, you will apply responsible supplier scoring and identify decisions that require human approval.

Module 4: Copilot for Logistics, Warehousing, and Risk Management

Logistics networks face delays, weather disruptions, equipment failures, cyber threats, and shifting demand. When teams detect problems only after service is affected, costs rise and recovery options narrow. Understanding AI-supported monitoring and risk management helps professionals recognize early signals, prioritize exceptions, and assess response options before disruptions escalate across carriers, warehouses, and production sites. Equally important, knowing the security risks of connected agents helps prevent new vulnerabilities from undermining operational resilience.

In this module, you will explore predictive disruption analytics, early-warning systems, scenario stress tests, and AI-assisted logistics exception handling. You will examine shipment tracking, route and carrier insights, warehouse picking, slotting, cycle counting, inventory rebalancing, and manufacturing quality or maintenance analysis. You will also assess cascading agent failures across interconnected systems, prompt injection, data leakage, third-party risks, and secure deployment practices using permissions, Microsoft Purview, sensitivity labels, and human oversight.

Module 5: Copilot Studio and Agentic Supply Chain Workflows

AI assistants are evolving into agents that can monitor events, coordinate tools, and complete defined supply chain tasks. This creates opportunities to reduce manual follow-ups and resolve routine exceptions, but poorly designed automation can spread errors or trigger high-impact actions without adequate review. Understanding how agents are built and supervised allows supply chain professionals to automate selectively, retain decision authority, and design workflows that are useful, traceable, and safe to operate.

In this module, you will learn to design, connect, test, and publish low-code agents using Microsoft Copilot Studio. You will explore topics, triggers, actions, knowledge sources, Model Context Protocol, and connections to SharePoint, Dataverse, and Dynamics 365. You will compare planning, sourcing, exception, and logistics agents; examine multi-agent orchestration; and apply approval checkpoints, escalation, rollback, and human oversight. Power Automate, AI Builder, Power Apps, and Power BI complete the workflow.

Module 6: Digital Supply Networks, Manufacturing, and Emerging Technology

Traditional supply chains often operate through disconnected reports and periodic planning cycles, making it difficult to respond to real-world changes. Digital supply networks connect sensors, operational systems, and partners so teams can understand conditions earlier and test possible responses. Understanding these technologies helps professionals distinguish practical AI applications from exaggerated claims, improve manufacturing decisions, and evaluate sustainability outcomes. It also prepares organizations to balance visibility, automation, investment, and human control.

In this module, you will explore digital twins, control towers, IoT data integration, and connected supply networks. You will examine Copilot-assisted production scheduling, capacity planning, predictive maintenance, quality analytics, and manufacturing exceptions across different production environments. You will also investigate emissions tracking, circular supply chains, reverse logistics, and ESG reporting. Emerging topics include multimodal AI, robotics, time-series foundation models, compact language models, and synthetic data for scenario testing and evidence-based evaluation.

Module 7: Responsible AI, Governance, and Supply Chain Transformation

As AI influences supplier selection, forecasting, procurement, and workforce planning, unreliable outputs or unfair recommendations can affect people and business performance. Wider adoption also increases exposure to sensitive data, security incidents, and unclear accountability. Understanding responsible AI and Copilot oversight is essential for building trust, meeting organizational requirements, and controlling agent behavior. Strong evaluation and monitoring practices help organizations scale useful AI capabilities while keeping consequential decisions explainable, auditable, and under human control.

In this module, you will examine fairness, transparency, explainability, privacy, security, and human oversight in supply chain AI. You will explore bias detection, risk classification, audit trails, Copilot licensing, permissions, and controlled rollout, alongside Microsoft Purview and data loss prevention. You will assess retrieval quality, agent monitoring, repeatability, and AgentOps practices. Finally, you will develop adoption roadmaps, understand Centers of Excellence, and evaluate emerging roles and maturity models for accountable transformation.

Module 8: Capstone – Copilot-Enabled Supply Chain Transformation and Governance

Learning isolated Copilot features is not enough to improve an interconnected supply chain. Real business problems often span demand planning, procurement, inventory, logistics, and multiple systems, with decisions carrying operational and financial consequences. A capstone brings these elements together so learners can practice defining a worthwhile problem, designing a workable solution, and demonstrating measurable value. It reinforces the need for credible data, security controls, human approval, and clear implementation decisions.

In this capstone, you will select a project in demand planning and inventory, procurement and supplier risk, or supplier communication. You will map the current process, identify data sources and bottlenecks, and design a Copilot-enabled solution using relevant Microsoft 365, Dynamics 365, Copilot Studio, and Power Platform capabilities. You will define agent actions, human checkpoints, security and monitoring controls, then test, document, present, and evaluate results against practical business performance indicators.

How Can AI CERTs Help in Building an AI-Ready Culture?

AI technologies bring significant advantages, but organizations often encounter challenges such as skill shortages, data complexity, security concerns, and integration hurdles during adoption. At AI CERTs, we recognize these challenges and have developed certifications that help teams build practical AI knowledge while strengthening responsible, secure, and effective implementation.

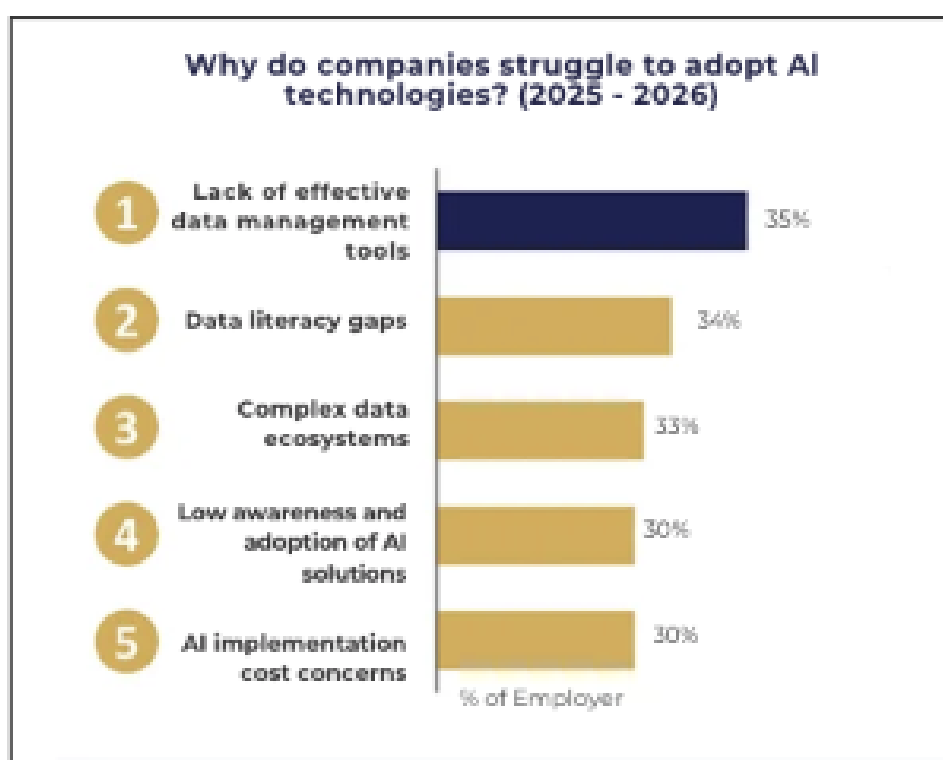


Figure 5: Factors Determining the Lack of AI Adoption

(Source: Precisely, State of Data Integrity and AI Readiness Study 2026)

Bridging the AI Skill Gap

- **Challenge:** As AI becomes increasingly integrated into supply chain planning, procurement, supplier management, demand forecasting, inventory optimization, logistics, warehousing, manufacturing, and business decision-making, supply chain professionals need strong AI literacy alongside operational expertise. Many practitioners still lack the practical knowledge required to use Generative AI effectively, design effective prompts, interpret AI-generated insights, analyze supply chain data, evaluate supplier performance, improve demand planning, use Microsoft 365 Copilot capabilities, manage AI agents, protect sensitive business information, address AI risks, and adopt AI responsibly with appropriate human oversight.
- **Solution:** The AI+ Microsoft 365 Copilot Supply Chain Specialty™ Certification provides practical knowledge of AI foundations, Generative AI, Large Language Models, Multimodal AI, AI Agents, Microsoft 365 Copilot, prompt engineering, AI-powered supply chain planning, demand forecasting, procurement, sourcing, supplier risk management, inventory optimization, logistics analytics, warehouse operations, digital supply networks, manufacturing intelligence, Copilot Studio, workflow automation, predictive analytics, Responsible AI, security, privacy, governance, and AI-driven supply chain transformation. It helps learners apply AI across modern supply chain workflows while maintaining operational alignment, data validation, responsible practices, information protection, and human oversight.
- **Benefit:** This certification equips learners with the skills and confidence to apply AI across modern supply chain environments, improve operational productivity, strengthen supplier collaboration, optimize procurement activities, enhance demand forecasting, manage inventory effectively, analyze logistics performance, identify supply chain risks, support data-driven decisions, streamline workflows, and contribute to responsible AI adoption. It bridges traditional supply chain expertise with modern AI, data, and digital capabilities, preparing professionals to develop efficient, resilient, connected, and responsibly AI-enabled supply chain operations.

Strengthening Professionals with AI Skills

- **Challenge:** Supply chain teams often struggle to adopt AI effectively while maintaining operational accuracy, supplier reliability, inventory visibility, logistics efficiency, business alignment, data security, and appropriate human oversight. Increasing AI adoption across demand planning, procurement, sourcing, supplier management, warehouse operations, manufacturing, risk management, analytics, forecasting, and decision-making can challenge teams that lack structured AI literacy, prompt engineering skills, critical evaluation practices, data-driven operational capabilities, Microsoft 365 Copilot knowledge, and an understanding of responsible AI, cybersecurity, and governance risks.

- **Solution:** The AI+ Microsoft 365 Copilot Supply Chain Specialty™ Certification provides practical training across AI foundations, Generative AI, Large Language Models, Multimodal AI, AI Agents, Microsoft 365 Copilot, prompt engineering, supply chain planning and analysis, procurement optimization, supplier intelligence, inventory management, logistics coordination, warehouse operations, digital supply networks, manufacturing analytics, Copilot Studio, agentic workflows, predictive intelligence, Responsible AI, security, privacy, governance, AI adoption, and supply chain transformation. Learners develop structured methods for applying AI across supply chain functions while maintaining operational data protection, process alignment, output validation, ethical safeguards, organizational governance, and human oversight.
- **Benefit:** With practical AI and supply chain knowledge, learners can improve operational productivity, strengthen procurement and supplier management, optimize inventory planning, enhance logistics coordination, analyze supply chain performance, improve demand forecasting, identify operational risks, support data-driven decisions, streamline workflows, and contribute to organization-wide AI transformation. This builds future-ready supply chain capabilities while maintaining operational resilience, supplier trust, security, privacy, accountability, responsible AI practices, business alignment, and professional human judgment required in modern supply chain environments.

At AI CERTs, we offer a strategic solution, fostering a culture primed for AI integration and innovation. Our AI certification delivers in-depth training and industry-recognized credentials, equipping your workforce with the skills needed to drive your organization toward an AI-powered future.

AI CERTs Cultivate AI Culture in Several Ways:

Our structured certification fosters a comprehensive understanding of AI concepts and applications, making the technology more approachable and less intimidating.

We prioritize continuous learning, ensuring your workforce stays up to date with the latest AI advancements to keep your organization competitive.

By promoting collaboration through cross-functional projects, AI CERTs facilitate knowledge sharing and bridges departmental divides, supporting effective AI implementation.

AI CERTs: Your Pathway to Becoming AI-Ready

The future of business belongs to those who harness the power of AI.

Tailored for Success: Our certifications are tailored to the specific needs of your organization, avoiding a one-size-fits-all approach. Developed by industry experts, our specialized training provides your workforce with the targeted skills and expertise required to thrive in essential AI roles.

Actionable Expertise: We prioritize practical experience over mere theory. By engaging in real-world projects and case studies, your team will gain the hands-on skills and confidence needed to successfully implement AI technologies, fostering innovation and achieving tangible results.

Become an AI Leader: Lead the AI revolution, don't just follow it. Collaborate with AI CERTs to create an AI-driven culture, empowering your workforce to unlock AI's potential and place your organization at the cutting edge of transformation.



aicerts.ai

Contact

252 West 37th St., Suite 1200W
New York, NY 10018

