



News And Views

Piedmont Triad Chapter

January 2008

It's a New Year...

How can the APICS—Piedmont Triad Chapter Help You?

With our vast educational offerings, knowledge and experiences as a global leader and premier source of knowledge in operations management, including production, inventory control, supply chain, materials management, purchasing and logistics. Chartered in 1970, the Piedmont Triad Chapter has been serving in the north central area of North Carolina and the south central area of Virginia for over thirty-six years and is recognized as one of the leading chapters in APICS by being a platinum award recipient in the APICS chapter management performance evaluation program since 1988. The



chapter provides numerous educational opportunities covering a variety of topics to meet educational needs in subjects through a variety of methods such as professional development meetings, seminars, workshops, certification review courses, and as a board volunteer you can volunteer to participate in running a small business-like organization. Since 1957, individuals and companies have relied on APICS for its superior training, internationally recognized certifications, comprehensive resources, and worldwide network of accomplished industry professionals. The Piedmont Triad Chapter is the largest of 21 chapters in region 11 covering the three states of North Carolina, South Carolina and Virginia. As

of mid November, it's membership represented over 85 local businesses including educational organizations with 373 individual members covering the Piedmont Triad and surrounding area. The Piedmont Triad Chapter is also proud to have 118 members who have obtained certifications in production and inventory management (CPIM), 6 certified at the fellow level (CFPIM), 21 certified in integrated resource management (CIRM) and 29 certified as a supply chain professional. The chapter stands ready to help you and your organization continue the pursuit of excellence. To learn more and get assistance, you can contact us by accessing the chapter's newly designed website at www.triadapics.org.

Best Wishes for 2008...

The Piedmont Triad Chapter wishes you happiness, prosperity and success for the new year. We also acknowledge those who have contributed so much to make the chapter successful over the past years, and those same individuals and others who will help us succeed in maintaining our platinum award status in 2008 and the years to follow.

Your Piedmont Triad Chapter Board of Directors

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Tyco Electronics North Carolina Distribution Center *Monday, January 14, 2008*

At the December 2007 Professional Development Meeting, we heard Mr. Randy Krull, CSCP the Director, US Distribution Center Operations for Tyco Electronics, LLC describe the 10 Priorities for Today's Distribution Centers. He summarized how the priorities were applied that led to attaining and sustaining 99.9% financial inventory accuracy. Now you have a chance to see it in person.

The January 14, 2008 Professional Development Meeting will be a tour of the Tyco Electronics North Carolina Distribution Center located at 8000 Piedmont Triad Parkway in Greensboro.



The agenda will be:

- 5:30 – 6:15 PM – Registration, light meal and networking
- 6:15 – 6:20 PM – Welcome and Introductions
- 6:20 – 6:30 PM – Business meeting
- 6:30 – 7:45 PM – Plant Tour
- 7:45 – 8:00 PM – Questions and Wrap-ups

Some facts and figures about the Tyco Electronics North Carolina Distribution Center

- 230,000 sq. ft. – Globally Tyco Electronic's largest Distribution Center
- Output volume: 3,000 line items/day at 15,000 cartons/day

Features:

- RF technology (scanning & printing) to create a “paperless” operating environment;
- Narrow aisle pallet and loose carton shelving storage serviced with wire guided, pick vehicles;
- Miniload automatic storage & retrieval system to manage partial carton picking (6 aisles);
- Recirculation conveyor to accumulate and deliver order picks to packing;
- Sortation conveyor from picking to packing and shipping;
- Tote & trash overhead loop conveyor system;
- WMS integrated with a Miniload AS/RS conveyor system, and export management system.

Results:

- 99.9% inventory accuracy and exemption from physical inventories
- Immediate productivity increase of 30%

Go to the Chapter web-site at www.triadapics.org to register.
Check out the new website and let us know about your experience!



Preferred Registration Options: Register on-line at www.triadapics.org before 5:00 PM on Wednesday before the meeting. **Reservation Policy:** Space is limited and reservations are strongly recommended. The chapter is responsible for all meal reservations including no-shows. No-shows and cancellations received after 5:00 PM on Wednesday prior to the meeting will be billed. Pay at the door with cash, check, or credit card (VISA, Master Card or American Express). **Costs:** Pre-registered by deadline: \$30.00; **Late Registrants:** \$35.00; **Full-time Students:** \$15.00. Since we must pay for the meeting based on registration, you may send a substitute if you are unable to attend or we must bill you.

President's Message

Hello again, Piedmont Triad Chapter of APICS! I hope that all of you have had a joyous holiday season thus far and are looking forward to a fresh start as we ring in the new year of 2008.



Thanks to everyone who came out for our December Professional Development Meeting (PDM). We enjoyed a great presentation by Randy Krull, CSCP, who is the Director of U. S. Distribution Center Operations for Tyco Electronics, Ltd. Randy described the design of Tyco's local distribution center during his talk on what he believes should be the top ten priorities for today's efficient distribution centers. Randy discussed features of the local Tyco distribution center such as quick-access storage, high-accuracy inventory management (99.9%), automation, paperless Warehouse Management Systems (WMS), RFID and certified quality assurance. From what we heard, the facility is impressive, and I hope we will get a good turnout for the tour we will take of it at our January PDM.

In addition to his work at Tyco, Randy is a member of the Piedmont Triad Roundtable for Logistics and Distribution. This led him to bring a special guest with him to our PDM, David Hauser, who is the Director of Logistics and Distribution for the Piedmont Triad Partnership.

The Piedmont Triad Partnership is an economic development group that markets the Triad to businesses that are relocating or expanding in hopes that they will settle here, creating growth and job opportunities in our area. The partnership is funded by the U. S. Department of Labor, and our Piedmont Triad Region was one of 13 regions nationwide to receive Workforce Innovation in Regional Economic Development (WIRED) grants to assist in transforming the region's economy.

David discussed during his presentation that the Triad is the right place for companies to grow and profit because of our region's business climate, strategic central east coast location, health care and artistic talents.

This area has a strong manufacturing background that has been hit hard by the loss of many textile and furniture manufacturing jobs in recent years. However, manufacturing in the area is not dead; in addition to furnishings, local companies manufacture a diverse group of products ranging from mechanical to biotech to food and beverage. Our region also has a solid number of service-related companies in industries such as communications and health care. This variety of commerce and able workforce create a positive business climate that could be attractive to companies looking for a location.

As a logistics person, David was excited to tell us about another reason companies may want to invest in our area: a prime geographic location that offers many transportation advantages. The Triad is centrally located between the north and south, and it is an intersection for major north/south and east/west highways, making it a great location for truck transportation. We also have ample freight and passenger rail service in the area. Our region is relatively close to the coast, offering opportunity for ocean transportation as well. Further, air transportation is available via PTI airport, and a FedEx hub will be coming to our area soon.

David commented during his presentation that as long as there is stuff to move, distribution and logistics jobs will be in demand. He expects these types of jobs to grow rapidly in the near future as the economy

continues to globalize. Hopefully, they will be growing here in the Triad as companies see that our location and business climate is ideal for this type of operation.

As part of its strategy for economic development, the Piedmont Triad Partnership is also focusing on creative businesses such as architecture, advertising and marketing, writing and publishing, graphic design, visual arts, film and performing arts. These industries are important to our traditional manufacturing environment, as we need innovative designs for new products and their packaging, sound and efficient buildings to store them and creative avenues through which to sell them. Growth of these industries in our area would increase the benefits available to companies that are considering our location, and we have already proven our artistic capabilities with the history of beautiful furnishings that have been designed in this area for years.

In addition to marketing the Triad to businesses, another focus of the Piedmont Triad Partnership is workforce development. An interesting program that David mentioned during his presentation is the "School to Work" program, which is a collaborative effort between our region's public schools, business leaders and economists to prepare students for the 21st century workplace. The programs, which vary by school district, help ensure that our youth are learning the skills they need to succeed in the workplace. They also serve to educate the youth about the various career paths that may be available to them once they are ready to enter the workforce.

This was not only interesting to me because, as some of you may know, I was a public high school teacher for a short time, but also because it reminded me of a conversation a co-worker and I had over lunch the other day. We were discussing how our very different backgrounds and life paths led us both to the Global Planning department of RFMD. We joked that we have never heard anyone say that when they were little they thought, "I want to be a planner when I grow up!" I'm sure most of you could enter your operations management job title in the place of "planner" with much the same result! It's interesting to think that if we implement these types of programs in our schools and distribution jobs grow like David predicts they will, would we actually hear that someday? Just a thought to ponder...

Wow! I started the morning with writer's block, and now I've filled the page with a discussion on one PDM! Obviously, the topic was not only interesting to me, but also encouraging. It was refreshing in this time of news each day about layoffs and economic downtrends to hear someone speak enthusiastically with positive thoughts about the Triad's economic future. Hopefully the strategies of the Piedmont Triad Partnership will help businesses in our region.

As always, your Piedmont Triad Chapter of APICS hopes to help as well by striving to meet your individual and business needs for operations management education and networking. I look forward to meeting with you again in January as we see the efficiencies of our local Tyco distribution center.

Rebekah Chandler, Chapter President 2007-2008

Chapter's Professional Development Meetings

January 2008

Register online at
www.triadapics.org

Monday Evening—**September 10, 2007** (57)
Membership Recognition
Lessons From A Consumer Driven Company...
...Showcasing Food Lion—Part 1

Monday Evening—**October 9, 2007**
APICS 50th Celebration
Lessons From A Consumer Driven Company...
...Showcasing Food Lion—Part 2

Tuesday Evening—**November 13, 2007**
Location: Clarion in Greensboro
"Lean Success with A.O. Smith"
Esther Bennett

Wednesday Morning—**November 14, 2007**
Location: Clarion in Greensboro
Product Development with Theory of Constraints
William E. Hoefle

Monday Evening—**December 10, 2007**
Location: Airport Marriott in Greensboro
Education and Student Recognition
Company Spotlight—Tyco Electronics
Randy Krull, CSCP

Monday Evening—**January 14, 2008**
Plant Tour—Tyco Electronics NC Distribution Center
Randy Krull, CSCP

3rd Tuesday Evening in Feb—**February 19, 2008**
Location: Clarion in Greensboro
Measuring the Supply Chain Throughput
Terry Lunn, CFPIM, CIRM, CSCP

3rd Wednesday Morning in Feb—**February 20, 2008**
Location: Clarion in Greensboro
Measuring the Supply Chain Throughput
Terry Lunn, CFPIM, CIRM, CSCP

Monday Evening—**March 10, 2008**
Topic—TBD
Pat Bettini

Tuesday Evening—**April 15, 2008**
Location: Clarion in Greensboro
Leadership Recognition
Topic—TBD
Arvil Sexton, CPIM, CIRM

Wednesday Morning—**April 16, 2008**
Location: Clarion in Greensboro
Sales & Operations Planning
Arvil Sexton, CPIM, CIRM

Monday Evening—**May 12, 2008**
Chapter Board Recognition & Installation of 2008-2009 Officers
Planning for Career Success
Joyce Richmond

Chapter Educational Offerings

- ⇒ CPIM Review Courses
- ⇒ CSCP Review Courses
- ⇒ Fundamentals of Materials and Operations Management Program
- ⇒ Moving Forward with Lean Workshop Series
- ⇒ Back to Basics with Inventory Workshop Series
- ⇒ Custom Design Courses, Programs and Workshops

Certification Programs

For more information, go to the chapter website at www.triadapics.org or contact Dave Lehman at 336-854-0908 or by e-mail at dave@thedcl.com.

Southeast District

APICS' 14 regions will become 9 districts in January of 2008. The Piedmont Triad Chapter will be one of the 49 chapters of the Southeast District covering 8 states. The Southeast District's website will be up and running before January 1, 2008 so during the transition you can still access the Region 11 website at www.apicsregionxi.org for updates.

Upcoming Southeast District Professional Development Meetings:

February 8th & 9th, 2008

Orlando theme: Education/Instructors

June 6th & 7th, 2008

Raleigh theme: Chapters and Strategy

October 17th & 18th, 2008

Chattanooga theme: Chapter and Volunteer Leadership.

International Conference and Exposition

Plan ahead for 2008

September 14th — 16th in Kansas City, MO

For more information, go to www.apicsconference.org or call (888) 889-4674 or (301) 694-5243.

Definition of the Month from the APICS dictionary...

manufacturing process—The series of operations performed upon material to convert it from the raw material or a semifinished state to a state of further completion. Manufacturing processes can be arranged in a process layout, product layout, cellular layout, or fixed-position layout. Manufacturing processes can be planned to support make-to-stock, make-to-order, assemble-to-order, and so forth, based on the strategic use and placement of inventories. See: production process, transformation process.

APICS members are eligible to receive one copy of the printed dictionary free of charge. Go to the Society website at <http://www.apics.org/resources/dictionary/>, and order yours today.

Search Is Underway For Leadership Nominations

January 2008

The Board of Directors of the Piedmont Triad Chapter of **APICS** desires to recognize those who model “**Excellence in Leadership**”, and will present the awards during the chapter meeting held on April 15, 2008, at the Clarion in Greensboro. If you know of someone who exhibits excellent leadership characteristics, you may submit their name for consideration.

Those nominated should be persons who significantly contribute to the successful operation of their company, their division, their department or their work team. They should be individuals who inspire others to excel in what they do.

To nominate someone for recognition in the “**Excellence in Leadership**” program, please consider the following: nominations must be received by March 1st, to be considered. Nominations must be submitted as a single page typed letter suitable for framing – preferably on company letterhead. Leave ¼” margin all around to allow for framing and include 2 blank “second sheets” of matching stationery to use in award preparation. Nominations must state the reasons this person should be considered for the “**Excellence in Leadership**” recognition. Nominations must be mailed (not faxed) to **Barbara Swann** at RFMD, Inc., 7628 Thorndike Rd, Greensboro, NC, 27109 and early enough to be received by the deadline, March 1st, 2008. It would be helpful if you would protect the nominating letter and extra sheets so they are not folded or damaged in the mail. If you have questions, please call **Barbara** at (336) 678-7261.

New APICS Member

November 19th thru December 16th 2007

Jennifer Jackson

My Chapter Membership

December 16, 2007:

Membership Total:	373
Professional Members:	275
Corporate Voting Members:	90
Student Associate Members:	6
Honorary Chapter Members:	1
Academic Professional Members:	1
Corporate Associates (not included in total):	226

Membership Changes

APICS Members,

Experienced any life changes lately?

New Employer?

New Address?

Remember to update APICS

Go to www.APICS.org

Log in and select Edit My Info

It's never to late to renew your membership!!!
Go to www.APICS.org

Membership

The APICS community is composed of more than 42,000 individuals from 20,000 companies worldwide across all segments of manufacturing, service, retail, and wholesale industries. APICS members hold titles from production and inventory manager and director of global supply chain to vice president of operations and chief operating officer.

Join APICS today to profit from our vast educational offerings as well as the knowledge and experiences of thousands of our operations management professionals worldwide. Also, read [APICS Connection](#) for the latest membership benefit news and information.

Day Seminar... High-Impact Lean & Constraints Management

January 2008

Presented by John Hudson of VPMEP and Phil Mintz of NCSU

Where:

Clarion Hotel on Swing Road in Greensboro NC

When:

Tuesday, January 29, 2008 from 8:15 AM to 4:45 PM

John Hudson



Phil Mintz



Cost:

Members: \$229.00 per participant, Non-members: \$319.00, Board Members and Students: \$149.00

Teams of 3 or more—Members: \$199.00; Non-members: \$289.00

Registration:

Piedmont Triad Chapter website @ www.triadapics.org use the Events Calendar and credit card to register. Registration cost includes breaks and lunch.

Information:

For more information or to register teams, contact Dave Lehman at 336-854-0908 or dave@thedcl.com

Who should attend:

Managers, engineers, supervisors, planners, schedulers and everyone else that wants to improve their organization.

This seminar has helped hundreds of organizations in improving quality, reduce delivery times, produce less waste, and lower costs through understanding and implementing lean methodologies. Attend this "High-Impact Lean" workshop to learn the keys to their success by applying principles from both lean manufacturing and the "The Goal".

Participants will view and discuss "The Goal," a 45-minute video of Dr. Eli Goldratt's best-selling book. Gain hands-on experience via a production simulation of a typical manufacturing plant. This vividly demonstrates how the systematic analysis and improvement of the flow of materials and information dramatically increases company profitability, productive capacity, customer satisfaction, and employee involvement.

As participants apply lean principles and Constraints Management concepts to the simulated company, they will see how and why the concepts work. This will allow them to recognize the benefits of these techniques in their firm and apply them.

Learn how to:

- Leverage lean manufacturing tactics for maximum benefit;
- Develop the measurements that will connect every action to your bottom line;
- Set priorities according to bottom line impact;
- Align all parts of your organization with company goals;
- Focus your efforts with Constraints Management to improve throughput, cycle time, and quality;
- Reduce manufacturing cycle time, up to 90%;
- Improve on-time shipments, up to 98% on-time;
- Reduce work in process, up to 90%;
- Improve quality, up to 50%;
- And reduce floor space, up to 75%.

Testimonials:

"It (The Goal) changed my thinking about bottlenecks and about maximizing efficiencies."

- Steve Stone, Production Manager, Precision Steel

"The video helps relate the topic to an actual work scenario."

- Teresa Bryant, Planner/Scheduler, Novozymes

"Constraints Management is an excellent complement to the Lean and Just-In-Time philosophy. Indeed the cycle of optimizing, breaking, and finding new constraints within the system is an extremely effective form of continuous improvement."

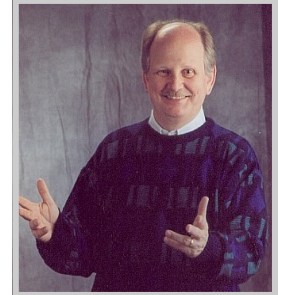
- Kermit Hobbs, Jr., Vice-President, Amadas Industries

Day Seminar... Teamwork Through the Supply Chain

January 2008

Tuesday, February 19, 2008 with Terry Lunn, CFPIM, CIRM, CSCP

Teamwork Through the Supply Chain is designed to discuss the interrelationships that exist between the various elements of an *effective supply chain*. It is designed for people who want to go beyond just a discussion of the basic principles and see actual applications. We will discuss ways that companies *have successfully applied basic principles to solve every-day problems*. We will cover the four main components of any logistics supply chain. Namely: procurement, manufacturing, distribution and marketing. Our focus will be on how these elements work together to provide *world-class customer service to the ultimate end customer*. We will stress how people foster teamwork across companies.



The learning objectives for the *Teamwork Through the Supply Chain* program are:

To experience examples of *good supply chain teamwork*.

To learn from these examples with real hands-on solutions to take back and *apply to your activities that will help make your company move closer to World Class*.

Benefits you will gain from this *Teamwork Through the Supply Chain* program are:

- ◇ The two key team players in forecasting
- ◇ Problem solved: How to measure demand
- ◇ 3 ways to measure forecast accuracy
- ◇ Problem solved: How to deal with demand spikes
- ◇ How two companies use postponement to achieve high fill rates
- ◇ 2 Keys to making a stockroom dependable
 - ◇ How two companies use schedule sharing (One works and one doesn't)
- ◇ 4 Ways to measure stockroom performance
- ◇ How one company runs a mixed model Master Schedule
- ◇ The key to shortening lead time in the shop
- ◇ 4 main points of supplier partnerships
- ◇ Problem solved: Huge spikes in demand
- ◇ One key thought to guide us on improvement

Who should attend the *Teamwork Through the Supply Chain* program?

This program is designed for those who are looking for examples of how *companies do in fact foster teamwork all across the supply chain*. Our focus is on how to *integrate and coordinate our efforts with those of other companies* in our logistics pipeline.

This program is designed not only for the team in our company, but also the team that crosses the line into other companies – our suppliers and our customers. Everyone associated with sales, marketing, order management, logistics, scheduling, purchasing and supply chain management will find the ideas presented very stimulating. A team from your suppliers, your own company, plus your customers will find the biggest rewards.

Terry Lunn, CFPIM, CIRM, CSCP, is a worldwide recognized expert, speaker, and author with over 20 years of experience as a consultant and trainer in the field of supply chain management specializing in production and inventory management. His clients include: Federal Express, FMC Corporation, IBM, General Motors, Arvin Industries, Motorola, Raychem, Halliburton, Oxford Shirt Group, Department of Defense and many others. Terry is a recognized leader in APICS having served on chapter, regional, and associational level certification committees. He is recognized as an international leader in motivational and technical programs. He was awarded the distinction of being voted "Best in His Class" at an APICS international conference, and best presentation at a World Symposium in South Africa.

What: Teamwork Through the Supply Chain
When: Tuesday, February 19, 2008 from 8:15 AM—4:30 PM
Where: Clarion Hotel on Swing Road in Greensboro

Registration cost includes breaks and lunch.

Registration Cost:	Member	Non-member	Board Members & Full-time Students
Per Person	\$295.00	\$395.00	\$225.00
Teams of 3 or more	\$275.00/person	\$355.00/person	NA

To register for this seminar go to the Piedmont Triad Chapter website and register through the Events Calendar with a credit card. Registrations and payments are due at least one week before the program's scheduled date.

For more information or to register, contact Dave Lehman at 336-854-0908
 or by e-mail at dave@thedcl.com

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Newsletter Options

If you would like a copy of the chapter newsletter you can easily download from the chapter website at www.triadapics.org. If you would like to receive a hard copy by mail or even be added or deleted from the chapter e-mail distribution list, you can e-mail Barbara Swann at bswann@rfmd.com with your request.

Advancing Productivity, Innovation, and Competitive Success

Share the **Piedmont Triad Chapter of APICS** *News And Views* with your colleagues:

Inventry: _____

Planning: _____

Manufacturing Control: _____

Operations Management: _____

Logistics: _____

Information Systems: _____

Other: _____

