



News And Views

Piedmont Triad Chapter

April 2008

How can the APICS—Piedmont Triad Chapter Help You?

By our vast educational offerings, By 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-eight

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 range of topics to meet educational needs in subjects through professional development meetings, seminars, workshops, certification review courses, serving on the board as a volunteer. 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 one of the largest of 49 chapters in the new Southeast District covering nine states and Puerto Rico in the southeastern portion of the United States. As of

January 21st, its membership represented over 86 local businesses including educational organizations with 370 individual members. The Piedmont Triad Chapter is also proud to have 114 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 34 Certified as a Supply Chain Professional (CSCP). 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.

Don't forget... ... Location change to the Clarion in April

See page 3 more details

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 PDM will be billed. Pay at the door with cash, check, or credit card (VISA, Master Card or American Express). **Costs:** Pre-registered by deadline: \$20.00; **Late Registrants:** \$25.00; **Full-time Students:** \$10.00. 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.

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1/2-day Seminar... Sales & Operations Planning: A Management Tool for Integration

Tuesday, April 15, 2008 with Joe M. Calderon

What: The Piedmont Triad Chapter of APICS in cooperation with The Oliver Wight Companies is offering a 1/2-day Sales & Operations Planning and Demand Management Seminar.

When: Tuesday, April 15, 2008 beginning with a Deli Sandwich Buffet at 12:15 PM

Where: The Clarion Hotel on Swing Road at the Guilford College exit of Business I-40.

Your Instructor: Jose M. Calderon, a principal with Oliver Wight Americas, assists companies with their MRPII, ERP, SCM, DRP, and Lean and Agile manufacturing implementations. Prior to joining Oliver Wight, Jose was the materials manager for a steel service company and a capital equipment manufacturer. In both companies he had full responsibility for inventory planning and purchasing as well as traffic, warehousing, and price negotiations. He gained much of his manufacturing background at Hyster Company in Portland, Oregon, playing a key role in the successful implementation and operation of their Class A MRP II system. Jose immigrated to the United States in 1962 and became a U.S. citizen in 1975. He has a BS in Business Administration from Portland State University and is certified as a practitioner by APICS.



Who Should Attend: General Managers and senior staff, financial managers, demand managers/forecasters, marketing and sales managers, product managers, customer service managers, supply chain managers, master schedulers and planners, and everyone else desiring to improve their organizations integration.

What You Will Learn:

- How to organize, develop, implement and operate a Sales & Operations Planning process at your company
- Who the principle process owners need to be for S&OP success
- What the principal steps are to an effective Demand Management implementation
- How to develop Pre-S&OP meeting agendas for demand, supply, finance and R&D
- What kind of presentation data is necessary for S&OP and how can the can your company generate and manage this data
- How to determine your company's S&OP process model
- How to develop an agreed upon game plan that produces results
- How to develop and link all of your company's plans into a single "game plan" that will be used by all departments
- How Sales, Manufacturing, R&D and Finance can develop, work to and maintain an integrated operating plan
- You will learn how strategic corporate plans and your annual business plans can be accomplished through Sales & Operation Planning

Four (4)
Re-certification
Points

Benefits of Attending:

- You will receive the Oliver Wight S&OP Executive Synopsis
- You will understand top management's role in the decision-making process and what questions the GM should ask in the S&OP review
- We will cover the Sales & Operations Planning and Demand management framework and key inputs to the process.
- The course will include how multi-level S&OP works and how it can be applied in large, global organizations.
- You will learn how to evaluate the affect of new products on the S&OP process.
- You will know the key things to do before the S&OP meeting takes place and who should be involved.
- We will be raffling off an Oliver Wight textbook on S&OP/Demand Management and a complete Class "A" checklist for Business Excellence. Everyone will receive a CD sampler of Oliver Wight's S&OP data presentation tool called ES&OPT (Enterprise S&OP Tool)

Cost: Members:\$129.00 per participant, Non-members: \$199.00, BOD and Students: \$99.00
Teams of 3 or more — Members: \$115.00; Non-members: \$185.00

Registration: PTC website @ www.triadapics.org use the Events Calendar or vp_education@triadapics.org
Registration costs includes lunch and breaks.

Information: For more information or to register teams contact Dave Lehman at 336-854-0908 or vp_education@triadapics.org

Two April Professional Development Meetings

Learning and Networking—April 15th PM and 16th AM at the Clarion in Greensboro

The Piedmont Triad Chapter is once again providing the more casual Networking format during the April 2008 Professional Development Meetings. In this format you will have the opportunity for an extended period of networking with the other professionals in attendance while enjoying a heavy Hors d'oeuvres buffet in the PM session and a Continental Breakfast in the AM session for the reduced cost of \$20.00. Following the networking we are pleased to have Mr. Jose Calderon, a principle with Oliver Wight Americas, as the presenter with two different but related Sales and Operations Planning topics.

In the Tuesday evening PDM Jose will discuss the key elements of “Integrated Business Management and S&OP” that addresses: how to develop an agreed upon game plan that produces results; how to develop and link all of your company’s plans into a single “game plan” that will be used by all departments; and, how Sales, Manufacturing, R&D and Finance can develop, work to and maintain the integrated operating plan.

In the Wednesday morning PDM he will present the topic “Diagnosing a Company’s Problem and Driving Needed Improvements” that will guide you through the diagnostic assessment process so you can determine where you company stands against the best in the business. You will learn to measure your company’s planning and control capabilities such as sales and operations planning, demand management, supply management, and overall internal and external supply chain processes using the most up-to-date business excellence criteria. The importance of supply chain integration and performance measurements will also be emphasized.

One (1)
Re-certification
Point for each
PDM

Jose M. Calderon, a principal with Oliver Wight Americas, assists companies with their MRPII, ERP, SCM, DRP, and Lean and Agile manufacturing implementations. Prior to joining Oliver Wight, Jose was the materials manager for a steel service company and a capital equipment manufacturer. In both companies he had full responsibility for inventory planning and purchasing as well as traffic, warehousing, and price negotiations. He gained much of his manufacturing background at Hyster Company in Portland, Oregon, playing a key role in the successful implementation and operation of their Class A MRP II system. Starting as a machinist, he advanced to management positions in material and capacity planning, inventory control, and cost accounting. Jose migrated to the United States from Cuba in 1962 and became a U.S. citizen in 1975. He has a BS in Business Administration from Portland State University and is certified as a practitioner by APICS.

Oliver Wight is a global management consulting and education firm that specializes in helping companies work smarter, faster, and more profitably than their competitors. The firm provides long-term coaching and support for clients striving to attain business excellence through sustainable, Class “A” behavior change.

The new Oliver Wight 6th edition Business Excellence Checklist is now available.

**The April Professional Development Meetings will be held at the
Clarion Greensboro Airport Hotel—Off I40 at Exit 213 (Guilford College Road)**

Times: Tuesday evening program on April 15th allows networking opportunities starting at 5:30 PM with heavy finger foods including two hot items, ice tea or coffee for only \$20.00 per person and \$10.00 per student. Cash bar will be open for sodas and strong liquids so bring extra cash.

Wednesday morning breakfast program on April 16th allows networking opportunities starting at 7:30 AM for only \$20.00 per person and \$10.00 per student. **Driving Directions:** Take I-40 to Guilford College Road, Exit 213. The Clarion Hotel is located beside the BP gas station on Swing Road.

Note: Write yourself a big note to Not go to the Marriott on Monday evening, but to go to the Clarion on Tuesday evening and/or Wednesday morning.

Preferred Registration Options —page 1

President's Message

Hello again, Piedmont Triad Chapter of APICS. I hope you all are enjoying the extended daylight and looking forward to spring.

Thanks to all of you who came out for our March PDM to hear Wake Forest University professor, Dr. Brooke Saladin, speak on the pros and cons of outsourcing. Not only did we have a great turnout, but the presentation was also well-received by those who attended.



In last month's President's Message, I discussed the last region meeting, which focused on chapter educational programs. Your Piedmont Triad Chapter offers a range of educational opportunities from classroom-based instruction on the fundamentals of operations management to those that prepare attendees for the association's certifications to workshops and seminars on specific operations management-related topics.

The Fundamentals of Materials and Operations Management class series is a non-certification program designed to teach the basic concepts, techniques and terminology of materials and operations management. This series is ideal for people new to the field or working in positions that interact with those who do. The series contains four modules, Fundamentals of Inventory Control, Fundamentals of Planning, Fundamentals of Manufacturing Control and Fundamentals of Operations Management. Each module consists of twelve three-hour classes that are typically held one evening per week from 5:30 to 8:30.

Our most well-known educational offering is the APICS Certified in Production and Inventory Management (CPIM) preparation class series. The classes and corresponding exams for this program are broken into five modules, Basics of Supply Chain Management, Master Planning of Resources, Detailed Scheduling and Planning, Execution and Control of Operations and Strategic Management of Resources. The PTC offers CPIM prep classes in a variety of locations and times to meet your needs. We offer an evening class that typically meets one night a week from 6:00 to 9:00 for ten weeks for each module. Another option is the afternoon class that typically meets one day a week from 4:00 to 7:00 for ten weeks for each module. For those who cannot make a ten-week commitment, we offer accelerated classes that meet three consecutive weekdays from 8:15 to 4:45 for each module. Once attendees have completed a module's class, they should utilize the weeks of break before the start of the next module's class to take the exam offered through an independent testing agency, and then move on to the next module. Although it's recommended to take the modules in order, it is not required. After passing all five exams, you are CPIM certified!

The association's new certification program, Certified Supply Chain Professional (CSCP) encompasses the entire supply chain, from the supplier's supplier, through your supplier, your enter-

prise, to the immediate customer, and beyond to the ultimate end consumer. This program contains four modules, Supply Chain Management Fundamentals, Building a Competitive Infrastructure, Managing Customer and Supplier Relationships, and Using Information Technology to Enable Supply Chain Management. Unlike the CPIM program, the CSCP modules are taught throughout one course and combined into one exam, which is taken afterwards. We offer these courses in a variety of locations and times as well, including an evening class that meets one night a week from 5:30 to 8:30 for 14 weeks, an afternoon class that meets one day a week from 1:00 to 8:30 for seven weeks and a weekend class that meets on seven Saturdays from 8:00 to 4:00.

In addition to these classes, we also offer workshops on specific topics such as Inventory Management and Lean Manufacturing a couple times per year. These workshops are typically held one half day or day per week for four or five consecutive weeks. Each session has a specific focus, such as basics, physical inventory, cycle counting and distribution inventory management for the inventory series and introduction, mapping, constraints, 5S, and lean scheduling for the lean series. Participants may attend just one of the sessions, although a discount is given if you register for the entire series.

The PTC also offers day seminars a few times per year. These are generally held in conjunction with a PDM, as either the seminar will elaborate upon a topic discussed during the PDM, or the same speaker will present both the PDM and the seminar. This year, February PDM speaker, Terry Lunn, also presented a seminar on "Teamwork Through the Supply Chain," and we look forward to April PDM speaker Jose Calderon also presenting a seminar on "Sales & Operations Planning: A Management Tool for Integration."

I just wanted to provide an overview and summary of our various types of educational offerings, but our website contains all the specifics such as more detailed class descriptions and outlines, as well as schedules and registration for upcoming classes. Please check it out at www.triadapics.org and further your knowledge in operations management by attending one or more of our education events!

I look forward to seeing you at one of those as well as our April PDM's as we return to the Clarion for a Tuesday evening networking session with Jose Calderon presenting "Integrated Business Management and S&OP," followed by a Wednesday morning breakfast with his presentation on "Diagnosing a Company's Problems and Driving Needed Improvements."

Rebekah Chandler, Chapter President 2007-2008

Chapter's Professional Development Meetings

Register online at www.triadapics.org

Meeting Location—Marriott Airport in Greensboro unless specified The Clarion Greensboro Airport which is located near 40 Exit 213 (Guilford College Road.

Monday Evening—September 10, 2007

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

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 Tues. Evening in Feb.—February 19, 2008

Location: Clarion in Greensboro—Network Buffet

“Measuring the Supply Chain Throughput”

Terry Lunn, CFPIM, CIRM, CSCP

3rd Wed. Morning in Feb.—February 20, 2008

Location: Clarion in Greensboro—Network Breakfast

“Measuring the Supply Chain Throughput”

Terry Lunn, CFPIM, CIRM, CSCP

3rd Monday Evening in Mar.—March 17, 2008

“Outsourcing/Offshoring: Good or Bad News”

Brooke A. Saladin, PhD., CFPIM

***3rd Tues. Evening in Apr.—April 15, 2008

Leadership Recognition

Location: Clarion in Greensboro—Network Buffet

“Integrated Management and Sales & Operations Planning”

Jose M. Calerdon, Oliver Wight Americas

***3rd Wed. Morning in Apr.—April 16, 2008

Location: Clarion in Greensboro—Networking Breakfast

“Diagnosing a Company's Problems and Driving Needed Improvements”

Jose M. Calerdon, Oliver Wight Americas

2nd Monday Evening in May—May 12, 2008

Chapter Board Recognition & Installation of 2008-2009

Officers

“Planning for YOUR Career Success”

Speaker—TBA

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

The Piedmont Triad Chapter is one of the largest of 49 chapters in the new Southeast District covering nine states and Puerto Rico in the southeastern portion of the United States. For more information about the Southeast District, go to the website at www.apicssoutheast.org.

Upcoming Southeast District Professional Development Meetings:

June 6th & 7th, 2008

Raleigh theme: Chapter and Strategic Planning

Holiday Inn—Crabtree Valley Mall

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

Education, Plant Tours, General Sessions, Exhibitors and Sponsors

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...

sales planning—The process of determining the overall sales plan to best support customer needs and operations capabilities while meeting general business objectives of profitability, productivity, competitive customer lead times, and so on, as expressed in the overall business plan.

APICS Online Dictionary—Search for definitions for more than 3,5000 inventory and supply chain management terms from the APICS Dictionary, 12th edition. This online version of the dictionary contains terms based on the continually expanding APICS body of knowledge. Only APICS members have access to this useful on-line tool.

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

The APICS Dictionary and the APICS Illustrated Dictionary CD-ROM are also available for purchase through the APICS Bookstore.

APICS Corporate Office Relocates

APICS members should already be aware that the APICS corporate office relocated from Alexandria, Virginia to Chicago, Illinois. Although APICS changed locations, it will be business as usual. Members and customers will continue to receive excellent customer service, free domestic shipping, streamlined ordering, and high-quality membership services, education and certification programs.

Your local chapter will continue to serve you. One of the benefits of moving to the dynamic city of Chicago is its central location. More members will be able to take advantage of training sessions and events in APICS' new city.

APICS The Association for Operations Management
 8430 West Bryn Mawr Avenue
 Suite 1000
 Chicago, IL 60631-3439
 Phone: (800) 444-2742 or (773) 867-1777
 Fax: (773) 867-1916

**Don't forget to
 update your address book**

New APICS Member from March 3rd 2008 thru April 1st 2008

Tony Williamson Lisa Womack
 Vani Ramabhatt Hal Sands Mike Hartman

My Chapter Membership

April 01, 2008:

Membership Total: 360
Professional Members: 274
Corporate Voting Members: 73
Student Associate Members: 9
Honorary Chapter Members: 1
Academic Professional Members: 2

Corporate Associates (not included in total): 195

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**

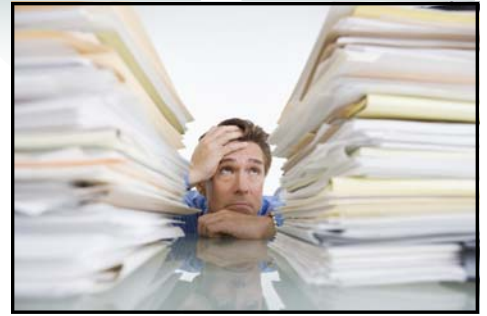
Chapter Member—Sharon W. Verdrey...



We would like to remember and recognize Sharon Verdrey for her APICS volunteer work as a Volvo company coordinator for the Piedmont Triad Chapter. Sharon was a business support manager for Volvo Parts North America in Greensboro and a APICS member since May of 2002. She was a valued member of the chapter who willingly forwarded all her APICS mailings and registered everyone for APICS programs. We extend our deepest sympathy to her family and friends during this time.

May 6, 1943—March 23, 2008

In the newspapers and periodicals, on television and radio, and, over the internet, all the talking heads are discussing the economy and where it is headed. Of course no one knows what is going to happen but we must be prepared. In a recent Parade Magazine article the number one priority was to “**Stay JOB-READY**”. Financial adviser Sheryl Garrett states, “Your biggest single asset is your ability to earn Money”. She continues, “In a weaker economy, you want to strengthen your marketability.” Suggestion, to do this, included: Bring your resumé up to date, consider taking courses to improve your skill, keep in touch with professional contacts,—and make new ones, attending business events and/or working as a volunteer.



In the Institute of Supply Management’s 2006 Salary Survey, two key points were documented: On **Education**: In general, salary levels increase with the educational level of the respondent; and, On **Certification**: Respondents who hold one or more certifications reported an average salary that was higher than those who do not.

Knowing this information, what are you doing to “**Stay JOB-READY**”? The Piedmont Triad Chapter has opportunities for you to participate in both certification review courses and a variety of other educational programs.

Certification: In the area of certification, the chapter conducts both the **Certified Supply Chain Professional (CSCP)** and **Certified in Production and Inventory Management (CPIM)** review courses in a variety of formats to allow you to gain the knowledge to become certified.

CSCP—The APICS CSCP brings your company’s entire value chain into perspective. By giving you a truly end-to-end view of the supply chain, you become the expert, not just within your organization’s walls—you become the global expert. From manufacturing to service, in business and consumer markets, the increasingly important role of effective supply chain management affects all organizations. Customer expectations are high—with the APICS CSCP, you can ensure that your company not only meets, but exceeds them.

CPIM—Since 1973, the CPIM program has educated more than 75,000 manufacturing professionals on essential terminology, concepts, and strategies related to demand management, procurement and supplier planning, material requirements planning, capacity requirements planning, sales and operations planning, master scheduling, performance measurements, supplier relationships, quality control, and continuous improvement.

Education: The Piedmont Triad Chapter also provides a variety of other educational opportunities and they include:

Fundamentals of Materials and Operations Management (FMOM)—The **FMOM** program offers an exciting classroom-based, instructor-led educational opportunity for people new to materials and operations management or people working in positions that interact with this field. The four-module format of the Fundamentals course teaches basic concepts, techniques, and terminology of materials and operations management. For professionals aspiring to APICS certification, Fundamentals establishes a solid entry-level base of knowledge upon which to build.

Seminars—The subjects range from supply chain teamwork, Hi-Impact Lean with the Theory of Constraints, to S&OP the tool to Business Integration. Watch the chapter website for upcoming seminar details.

Workshops—In addition to the above learning opportunities, the chapter can offer workshops on the subjects of Inventory Management, Lean Operations, Theory of Constraints, Enterprise Resource Planning, Just-In-Time, Finance for the Operations Management Professional to name a few.

For more information, go to the chapter website at www.triadapics.org
or the Vice President of Education at vp_education@triadapics.org

Dave Lehman, CFPIM, CIRM, CSCP

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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: _____

