

September 2008

Membership

Recognition



Michael D. Ford

### PDM Location Change

Volvo Corp  
Communications Center,  
7900 National Service Rd,  
Greensboro, NC

For more information  
including rates, times and  
directions go to  
[www.triadapics.org](http://www.triadapics.org)

Remember to register on-  
line before 7:00 PM on  
Wednesday before the  
meeting for best rate.

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## September Professional Development Meeting (PDM) Program

Tuesday, September 9<sup>th</sup> at the Volvo Corp Communications Center in Greensboro

### The Unintended Consequences of Good Intentions

Michael D. Ford, CFPIM, CSCP, COA, CRE, EI, QI

The course of history provides numerous examples of a good idea having negative consequences. The common case suggests this happens when an entity (a person, organization, or society at-large) feels the need to “do something” while failing to understand the nature of complex systems with a wide array of interrelated relationships. There are often unanticipated cause-and-effect results that produce the opposite of the intended benefit.

Join Michael Ford as he shares examples from both corporate initiatives and public policy that demonstrate the need to appreciate a fundamental understanding of why “doing the right thing” is often the worst thing to do.

**Warning: this will not be a politically correct presentation!**

A corporate example of a good intention: rewarding production personnel based on piece rate. Unintended consequences: the floor will overproduce, “cherry pick” large orders, and ignore the schedule.

A public policy example of a good intention: raising the minimum wage. Unintended consequences: prices go up; employers reduce hiring or start layoffs; and the unemployment rate goes up for those that have limited education and experience (the very demographic intended to benefit from the minimum wage!).

Michael is Principal of TQM Works Consulting, based in upstate NY. He provides innovative solutions based on 22 years of experience in retail, distribution, manufacturing, and consulting. His work history includes software implementation, business planning, inventory control, distribution planning and corporate training. He has presented at over 170 industry events to local, regional and international audiences across North America.

Ford is a strong advocate of “lifelong learning for lifetime success”. He is a graduate of SUNY-Buffalo, earning a B.S. in Industrial Engineering. He has earned the APICS’ Certified Supply Chain Professional and Certified Fellow in Production & Inventory Management as well as the ASQ’s Certified Reliability Engineer and Certified Quality Auditor. He is a Qualified Instructor for DC-Metro APICS.

He is the author of the following works: APICS “Distribution Inventory Management” workshop; Accenture’s “MFG 862: Scheduling Production, Projects and Operations” online course; APICS “Beyond the Basics of MRP” Webinar; many newsletter articles; a variety of white papers for conferences he has presented at; and several “Lessons Learned” features in the APICS magazine.



*Rebekah Chandler  
President, 2007-2009  
Piedmont Triad Chapter  
president@triadapics.org*

## 2007-2008

### Executive Officers

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treasurer@triadapics.org

## President's Message

Hello Piedmont Triad Chapter of APICS. For those of you who do not know me, I am Rebekah Chandler, and I am serving my second term as President of the Piedmont Triad Chapter of APICS Board of Directors.

I hope each of you has enjoyed your summer and is looking forward to the start of our chapter's 2008/09 program year.

During the summer months the board has been planning for the upcoming program year, and we have decided to focus on the following five major initiatives this year.

### **1. Leverage Chamber of Commerce membership(s) and their marketing opportunities to increase chapter membership and participation.**

The PTC board has joined the Winston-Salem Chamber of Commerce and may also pursue joining the Greensboro Chamber of Commerce and the High Point Chamber of Commerce. The board hopes that chamber memberships and the marketing and networking opportunities they will provide will help us broaden the awareness of our organization in the Triad's business community and thus increase our membership and participation in our activities.

### **2. Assist member companies in transitioning former company memberships into enterprise memberships.**

APICS headquarters has announced that company group-site memberships must transition to enterprise memberships at the time of renewal, starting with July 2008 renewals. The board plans to assist each of its member companies with the transition by contacting their corporate billing member to open discussion regarding the changes that will occur with the transition.

### **3. Change the PDM location in order to reduce the cost to members and enhance the relationship with a member company.**

We have decided to move our monthly Professional Development Meeting location to Volvo, a member company that has volunteered its meeting space. This move will enable us to lower the cost of PDM's for members rather than raising prices this year; however, to ensure that members receive the benefit, we will be enforcing a tiered pricing structure with higher fees for non-members.

### **4. Introduce APICS' new Lean educational program and hold the workshop series for at least 25 participants.**

APICS is rolling out a new Lean educational program this year that consists of a series of seven workshops designed to give participants the knowledge and tools to develop a lean culture in their organizations. The chapter has two instructors who attended instructor training for this series this summer and plans to offer these workshops this year with a goal of at least 25 participants.

### **5. Enhance the chapter website to continue to improve its features and better utilize iChapter's chapter management functionalities.**

Last year we implemented iChapter software to improve our website's features and provide chapter management tools for board members. Although the software has been implemented, we are not yet utilizing all of its features and functionalities, so we plan to continue developments this year.

Rebekah Chandler  
President, 2007-2009  
Piedmont Triad Chapter of APICS, Inc.

## September Supply Chain Seminar

# Featuring The World Famous Beer Game, A Supply Chain Simulation

Tuesday September 9<sup>th</sup> at the Clarion Hotel in Greensboro

Michael D. Ford, CFPIM, CSCP, CQA, CRE, EI, QI

**About the Seminar:** Jay Forrester developed the Beer Game at MIT's Sloan business school in the early 1960's. It is a simple yet realistic simulator of the supply chain and is still used today as a teaching tool for industrial dynamics. It has been played all over the world by thousands of people ranging from high school students to chief executive officers and government officials.

**Each participant plays a role in the production and distribution of a product, in this case "beer".** Their objective is to manage inventory to achieve optimal customer service at each of the supply chain nodes, which turns out to be a challenging task.

**Players gain a deeper appreciation of the supplier/customer relationship,** the importance of supply chain visibility, and the impact of lead times. Most significantly, they learn how their decisions have an impact on the supply chain as a whole.

### JOIN THE FUN AND HELP MANAGE OUR BEER INVENTORY!!!

**Facilitator:** Michael Ford is an independent business consultant with 23 years experience in retail, distribution, manufacturing and training. His background includes hands-on experience as a warehouseman, shipping clerk, inventory control clerk, planner and buyer. Major projects include MRP implementation, physical inventory, cycle counting, needs analysis and warehouse layout.

#### Ford has experience with the following environments:

- Global Service Parts Distribution
- Printed Circuit Board Manufacturing
- Forklift Truck Manufacturing
- Automotive Supplier
- Pharmaceutical Processing
- Fiber Optics Assembly
- And others ranging from Engineer-to-Order to Make-to-Stock

**Ford combines technical knowledge with soft skills to develop unique "outside the box" solutions,** and is a committed "agent of change." Ford has a Bachelor of Industrial Engineering degree and has earned the APICS CFPIM and CSCP, as well as the ASQ's CQA and CRE.

#### Take this quick quiz to determine if you should attend this seminar:

1. Do you have any excess inventory?
2. And you somehow also have shortages?
3. Is forecast accuracy a concern?
4. Do your functional areas fly solo?
5. Would you like to manage beer inventory?

If you said "yes" to at least one, then this seminar is for you! For maximum benefit to your company, bring representatives of sales, operations, purchasing AND UPPER MANAGEMENT!



Michael D Ford

#### Seminar Location:

**Clarion Hotel**  
415 S Swing Rd  
Greensboro, NC 27409  
336.299.7650

**The program begins at 11:30 am with a deli buffet lunch and the seminar kicking off at 12:30 pm and concluding by 4:45 pm.**

**Costs for the program are as follows:**

**Members: \$179.00**

**Teams of 3 members from same Company: \$159.00 ea**

**Non-Members: \$279.00**

**Teams of 3 non-members from same Company: \$249.00 ea**

**PTC BOD: \$159.00**

**FT Students: \$90.00**

**To register and for more information including rates, times and directions go to [www.triadapics.org](http://www.triadapics.org).**

**Remember to register on-line before 7:00 PM on Thursday before the seminar for best rate.**

2008 – 2009 PDM's

**New Location:**  
Volvo Corp Communications  
Center

**For more information and to  
register on-line go to  
[www.triadapics.org](http://www.triadapics.org)**

2<sup>nd</sup> Tuesday Evening  
**September 9, 2008**  
Member Recognition

2<sup>nd</sup> Tuesday Evening  
**October 14, 2008**

2<sup>nd</sup> Tuesday Evening  
**November 11, 2008**  
Education and Student  
Recognition

2<sup>nd</sup> Tuesday Evening  
**December 09, 2008**  
Company Spotlight

2<sup>nd</sup> Tuesday Evening  
**January 13, 2009**  
Plant Tour

2<sup>nd</sup> Tuesday Evening  
**February 10, 2009**

2<sup>nd</sup> Tuesday Evening  
**March 10, 2009**

2<sup>nd</sup> Tuesday Evening  
**April 14, 2009**  
Leadership Night & Election  
of Officers for 2009-2010

2<sup>nd</sup> Tuesday Evening  
**May 12, 2009**  
Chapter Board Recognition  
& Installation of 2009-2010  
Officers

## Your Platinum Award Winning Chapter

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-nine 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 August 10th, its membership represented over 146 local businesses including educational organizations with 352 individual members. The Piedmont Triad Chapter is also proud to have 107 members who have obtained Certifications in Production and Inventory Management (CPIM), 4 certified at the fellow level (CFPIM), 19 Certified in Integrated Resource Management (CIRM) and 33 Certified as a Supply Chain Professional (CSCP). The chapter stands ready to help you and your organization continue the pursuit of excellence by its vast educational offerings, knowledge and experience as a global leader and premier source of knowledge in operations management, including production, inventory control, supply chain, materials management, purchasing and logistics. To learn more and get assistance, you can contact us by accessing the chapter's newly designed website at [www.triadapics.org](http://www.triadapics.org).

## Network with You're APICS Colleagues

Don't forget to bring your business cards and exchange with at least two people you haven't met before. This is an excellent way to practice networking skills and learn more about your APICS colleagues! This is also a good opportunity to exchange business cards to keep your mailing directories up-to-date.

## Your Support Can Make A Difference

Last year in the fight against hunger in our community, you along with Food Lion and Wizards Cauldron helped us generously collect and give 3,810 food items to the American's Second Harvest Food Bank in Winston Salem. Can we count on your support again this year to make another big difference? Remember, "One person can make a difference and every person should try." Look for more information to be published in the October newsletter. You can also learn more about the Second Harvest Food Bank in Winston Salem at [www.hungernwnc.org](http://www.hungernwnc.org).

## Membership Recognition

**Members who have completed a 5-year increment of service from September 1, 2007**

### **25 Years of Membership**

Michael P Watts, CPIM  
Paul E Spedding

### **20 Years of Membership**

Dwayne C Robertson  
Rhonda L Addison  
Richard A Dissosway, CPIM, CIRM  
Stephen J Liberatore  
Beverly L Ryan, CPIM

### **15 Years of Membership**

Laura J Barnett-Lemon, CPIM  
Michael R Gatchel  
Lorace L Massay, CPIM  
Bruce A Wagie, CPIM  
Keith J Kushner, CPIM  
Kenneth E Lewis, CSCP  
Joseph J Snipes, CPIM  
Brenda K Kendrick, CPIM  
Brian Freund, CPIM CIRM

### **10 Years of Membership**

Meredith Scales  
Ronnie J Jarriel, CPIM, CIRM  
David C Parrott  
Louis Saffioti  
John J Teggart  
Terry S Yoder  
Sherri J Kilgore  
Troy T Farst  
Ronak D Shah, CPIM  
Michael D Walker  
Lee R Dolby, CPIM, CIRM  
Terry L Cranfill, CPIM, CSCP  
Scott H Douglas, CPIM  
Selvan Thirumalairaj, CPIM

### **5 Years of Membership**

Erin L English  
Jinx C Wood  
Margie A Henningsen, CPIM  
Jerry L Pool, CPIM  
Jackie J Zimmerman, CPIM  
Rebekah A Chandler  
Derek S Brown, CPIM, CSCP  
Virginia L Beckett  
Greg E Tan

### **Obtaining APICS CPIM Designation**

Joseph J Snipes, CPIM  
Peggy M Robbins, CPIM  
Michael R Kochel, CPIM  
Mark A Coleman, CPIM  
Johnny R Walker, CPIM  
Maynard Chris Graves, CPIM  
Barry L Page, CPIM  
Alison W Grindstaff, CPIM

### **Obtaining APICS CSCP Designation**

David J Skowron, CSCP  
Terry L Cranfill, CPIM, CSCP  
Bruce C Wiley, CPIM, CSCP  
Robert B Loftin, CSCP  
Nemiah Bryant, CSCP  
May L Vansteen, CSCP  
Jon R Nedell, CSCP

### **New Members 2007-08**

Luther G Brock, III  
Thomas O McCollum  
Jerry Coggin  
Deanna M Jones  
Jim Astbury  
Mark Uren  
William R Barbee  
Ciara M Crenshaw  
Mihir A Wagh  
Joseph J Snipes, CPIM  
Miguel A Perez  
Linda D Keaton  
Mark D Sullivan  
Rhonda F Beddingfield  
Timothy M Hayden  
Chaohao Hou  
David Z Bryson  
Paul F Nocida  
TaYi Chang  
Jennifer S Jackson  
Tim Grabus  
Gary D Willard  
Derek B Smith  
Michael J Weiss  
Brian D Mathis  
Vani Ramabhatt  
Danielle S Allred  
Janelle B Rutherford  
Ramesh Jhamnani  
Bonita G Bober  
Tony D Williamson  
Lisa A Womack  
Hal A Sands  
Carol Craig, MS  
Eileen L Tate  
Kim Throckmorton  
Kimberly S Fernandes  
Davina O Romeo  
Philip H Neal  
Mabel V Myers  
Kathryn W Bryant  
Anup Pathak  
Holly M Howell  
Benjamin J George  
Valerie I Norman

**APICS**  
**Piedmont Triad Chapter**

PO Box 19432  
Greensboro, NC 27419-9432

We're on the Web!

See us at:

[www.triadapics.com](http://www.triadapics.com)

## Chapter Educational Offerings

- ⇒ CPIM Review Courses – A Certification Program
- ⇒ CSCP Review Courses – A Certification Program
- ⇒ 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

For more information, go to the chapter website at [www.triadapics.org](http://www.triadapics.org) or contact Dave Lehman at 336.854.0908 or by email at [vp\\_education@triadapics.com](mailto:vp_education@triadapics.com).

## Newsletter Options

If you would like a copy of the chapter newsletter you can easily download from the chapter website at [www.triadapics.org](http://www.triadapics.org). If you would like to subscribe 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 [vp\\_chapterdevelopment@triadapics.org](mailto:vp_chapterdevelopment@triadapics.org).

## New Location For Monthly Professional Development

Volvo Corp Communications Center  
7900 National Service Rd  
Greensboro, NC 27409



PO Box 19432  
Greensboro, NC 27419-9432

### Share your News And Views with your friends and colleagues in:

- ❖ Operations Management
- ❖ Planning
- ❖ Production Control
- ❖ Inventory Control
- ❖ Logistics
- ❖ Information Systems
- ❖ Other