

October 2008

Food Drive



William Hoefle

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.

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

Inside this issue:

Educational Article	2
Food Drive	3
Your Chapter &	
Networking	4
Join APICS	5 & 6
Chapter Offerings	7
President's Message	8

October Professional Development Meeting (PDM) Program

Tuesday, October 14th at the Volvo Corp Communications Center in Greensboro

Product Development with TOC

William Hoefle, President of The Goal Institute Se. Inc.

The science of managing multi-project product and service development environments is becoming more and more vital as time to market becomes the key metric in an organization's survival – not only for high tech companies, but in all types of industries. Yet, most organizations view project management as an abstract, uncontrollable area of their business - something best left to the most heroic and maverick of managers - the project manager. Find out how the same scientific, common sense approach utilized in the theory of constraints is applied to the highly chaotic discipline of product development to significantly shorten lead time, free up capacity, and bring project management systems under control.

William Hoefle is President of The Goal Institute SE, Inc. Mr. Hoefle founded The Goal Institute after an 11 year tenure with the Avraham Y. Goldratt Institute. Mr. Hoefle's work today includes the application of the Theory of Constraints on both a strategic and tactical level to improve the performance of organizations. He has lectured on product development and other topics internationally. Mr. Hoefle holds a Bachelor of Science Degree in Finance as well as an MBA from Indiana University.

October Second Harvest Food Drive

Tuesday October 14th at the Volvo Communications Center in Greensboro

Don't forget to bring a bag, box, or case... or more!... of canned foods to the October PDM. Go to page 3 for more information on how you can help.

Membership Postcard

In an attempt to be a greener chapter, this month we implemented mailing a monthly postcard as opposed to a newsletter to promote our upcoming professional development meeting. However... we will continue to publish our monthly newsletter which will be posted on the chapter's website at www.triadapics.org for easy accessing and downloading.

Achieving Balance in Sales and Operations Planning

Most sales and operations planning (S&OP) processes start on the supply side. An operations manager is interested in reducing inventory, improving on-time shipments, and controlling operating costs. Achieving a balance with the demand side is key to accomplishing these objectives. Often, however, getting the demand side interested and involved is not an easy task. Salespeople come to the party with "heel skid marks across the floor." Do these following concerns sound familiar?

"I don't have time."

"I'm supposed to be selling."

"I can't use the system."

"The system doesn't have the right data."

"More performance measurements?"

"What's in it for me?"

To successfully implement S&OP processes on the demand side, here are some tips for addressing the most common sales concerns.

"I don't have time."

No time. I don't buy it. S&OP, for a typical salesperson who manages several accounts, should take about four hours per month—two hours for analysis and two hours for a review meeting. That's 2.5 percent of the month when working 40-hour weeks. Everyone can find four hours monthly.

"I'm supposed to be selling."

While the pressure to sell is always on, it is important to remember that better operations leads to improved sales. Sales representatives serve as an organization's forward visibility. Operations go as sales go. If operations is driving blind, other departments are likely to crash in terms of high cost, excess inventory, stockouts, allocations, and poor customer service. So sales folks, provide the forward look—it's called sales forecasting.

"I can't use the system."

If salespeople lack the basic spreadsheet skills to perform the necessary tasks, ensure proper training is implemented. These individuals perform one of the most vital jobs in the company: getting in front of the customer. The knowledge they can impart is invaluable. Ensure they can log on to the system, click through a few screens, enter data, and run a report or two.

"The system doesn't have the right data."

Support from S&OP process designers and the IT crew is a critical component to ensuring salespeople can work effectively within a business or forecasting system. It's frustrating and ineffective to work with bad, unusable, or hard-to-access data. Get the data from the business or forecasting system in a fit-for-use condition so anyone can get what they need—either on screen or in a report—effortlessly. Copying and pasting spreadsheets or other post-processing wastes time. Information must be presented in good condition from valid and accurate data.

"More performance measurements?"

Performance measurement for salespeople generally equals stress. Measuring actual versus forecast helps to determine how to improve forecasting and S&OP processes. Measurement drives behavior. With the right measurements in place, the forward visibility of the business will get better and managers will make better decisions. By the way, more is not always better.

"What's in it for me?"

On-time shipments, available inventory, and reduced costs lead to happier customers and improved sales. When done correctly, S&OP helps ensure shipments are on time, inventory is available (but not too much), and costs (and price) are lower. Company managers talk with the customers more often and have the facts. Customers respect this, and both the customer and salespeople benefit. Getting the entire cast of players into the S&OP process isn't easy. S&OP is hard work, tedious, data-intensive, and filled with uncertainty. But it does work, and the salespeople need to be part of the process.

—John E. Boyer Jr., CFPIM, president, J.E. Boyer Company, Inc., can be reached at (801) 721-5284 or via e-mail at.

Second Harvest Food Drive

Tuesday October 14th at the Volvo Communications Center in Greensboro



Last year, APICS partnered with America's Second Harvest with a campaign entitled "Supply Chain Against Hunger." Through this partnership, APICS members were encouraged to contribute monetary gifts to help fight hunger all across the USA. In addition to participating in the national challenge, locally we partnered with Second Harvest Food Bank of Northwest NC and our chapter held a food drive as a part of the October PDM. Members and sponsoring companies donated over 3,000 cans of food to the food bank that evening.

While we did a wonderfully good deed and our local participation was greatly appreciated, people in our area are still hungry and they still need our help. We will provide opportunity for everyone to help again this year by participating in our second annual Second Harvest food drive to be a part of the October 14th PDM. Here is how you can help:

- **Attend the PDM.** Paul Jones, from Second Harvest who is also one of our newest APICS chapter members, will be in attendance and will speak to us briefly about the work being done to fight hunger among northwest NC families.
- **Bring a bag, box, or case...or more!... of canned foods to the PDM** to be donated to Second Harvest.
- If your company policy allows, please feel free to **conduct your own food drive** at your place of business or in your community. Paul will be taking all that we can collect to the food bank from the PDM. Just get it to the PDM and we'll handle it from there.

Most needed items are as follows:

Protein – canned tuna, salmon, chicken, bean soups, baked beans

Milk – dry milk, evaporated milk, boxed shelf stable milk

Grains – oatmeal, pasta, whole grain cereals, whole grain rice, flour

Fruits and Vegetables – canned fruits and vegetables, fruit and vegetable juice, diced tomatoes, spaghetti sauce

Second Harvest Food Bank of Northwest NC services 18 counties and distributes over 10 million pounds of food annually. Please help them help our hungry neighbors in northwest NC!

For more information about Second Harvest, please visit their website at www.hungernwnc.org.

VOLUNTEER

Volunteers are making a difference every day at the Second Harvest Food Bank. More than 2,000 volunteers annually donate their time, talents and energy to help sort, package and label food and help out with office work. Volunteers also are needed to help out with special programs and events that take place away from our warehouse facility. For example to serve meals and tutor children participating in the Kids Cafe program, to help out at the Community Garden and to work on our special events.

To learn more about how you, your family, friends, company and schools can get involved go to www.hungernwnc.org.

2008 – 2009 PDM’s

New Location:
Volvo Corp Communications
Center

For more information and to
register on-line go to
www.triadapics.org

2nd Tuesday Evening
September 9, 2008
Member Recognition

2nd Tuesday Evening
October 14, 2008
Food Drive

2nd Tuesday Evening
November 11, 2008
Education and Student
Recognition

2nd Tuesday Evening
December 09, 2008
Company Spotlight

2nd Tuesday Evening
January 13, 2009
Plant Tour

2nd Tuesday Evening
February 10, 2009

2nd Tuesday Evening
March 10, 2009

2nd Tuesday Evening
April 14, 2009
Leadership Night & Election
of Officers for 2009-2010

2nd Tuesday Evening
May 12, 2009
Chapter Board Recognition
& Installation of 2009-2010
Officers

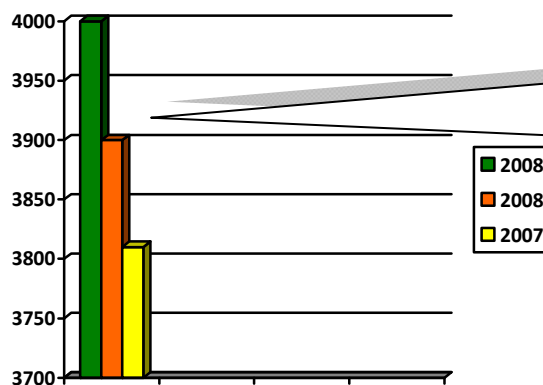
Your Platinum Award Winning Chapter

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.

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.

Bring a bag, box, or case... or more!... of canned foods to the October PDM



Can we exceed 3,810? Why sure... let's reach for 3,900 or 4,000!

Why Do People Join APICS

APICS members are looking for ways to help them remain relevant in their careers and competitive within their organizations.

People join the organization first and foremost for **personal development**: to make themselves more competitive and to advance in their careers. **Certification** is an opportunity to validate the education and competency that a member brings to the table. They also seek **education** via conferences, professional development meetings, the APICS body of knowledge (BOK), and training opportunities. In addition, members **network** with colleagues in order to discuss problems at work, determine the right tools and solutions for their businesses, and to find employment.

Organizational development is another key reason for joining. As John Newlyn, CFPIM, CIRM, CSCP, C.P.M., and president of the San Joaquin Valley Chapter, explains, “Most of our members are supported by their companies, which tells me that the companies see value in their APICS membership ... For example, if you send an employee to APICS and, as a result, they reduce your firm’s average inventory by \$10,000—assuming a 20 percent carrying cost, you’ve saved \$2,000 during the first year of their membership. Spending \$200 on dues to save \$2,000: What a great investment.”

What is the value of APICS membership

It’s about the value APICS members *perceive*, and value is at the heart of the matter. APICS leaders agree that, in order to assuage concerns about a 36 percent dues increase, the organization must remain focused on continuing to provide member value year after year. In order to help chapter leaders communicate this value, the following list of initiatives are being supported by the additional dues:

- APICS is expanding its course offerings to include finance for operations managers and global sourcing.
- APICS courseware will be continually updated. This includes major advancements to CSCP and CPIM courseware in 2008.
- More APICS Webinars-On-Demand, new career development Webinars, and expanded Webinar offerings will be available.
- The new APICS/SAP Benchmarking Study will enable APICS member companies to compare productivity through joint study.
- The APICS Web site will feature new design, heightened capabilities, and greater functionality.
- *APICS* magazine will be repositioned to offer a mix of digital and print content for every issue and additional digital content in between issues. Also, a new digital delivery option will provide faster, more reliable delivery to members. This is especially valuable for international members, who experience unreliable delivery of hard copies.
- APICS members will have exclusive access to Aberdeen Resources. This major online research repository is focused on the global, technology-driven value chain
- Members will receive discounts to the American Management Association, the largest nonprofit training organization. They also will receive member pricing and access to public seminars and exclusive Web site content.
- *The Production and Inventory Management Journal* will be re-launched in 2008.

Membership

Personal
Development

Certification

Education

Networking

Organizational
Development

Leadership
Development

APICS New Membership Dues Structure

CPIM

The APICS Board of Directors approved a new membership dues structure beginning April 1, 2008. The focus for APICS has always been on providing the value that members seek to improve their on-the-job performance, advance in their careers, and thrive as operations management professionals. The new dues structure will provide greater support and resources to APICS partners (chapters, districts, and IAs) who deliver programs locally.

CSCP

Member association dues will increase from \$110 to \$150 for professional members. Professional members belonging to chapters will pay a flat fee of \$50 for the chapter portion, for a total dues amount of \$200 for professional members. (If a chapter charges more, APICS will collect the additional amount on behalf of the chapter.)

Fundamentals

The dues will change from \$110 to \$200 for domestic members-at-large; from \$130 to \$200 for international members-at-large. The dues amount for retired members will change from \$55 to \$75, plus chapter dues if applicable. There are no changes to academic, student, and international associate fees.

Lean

The enterprise membership will change to a tiered structure. Enterprise membership APICS will offer enterprise members the opportunity to add additional members based on a sliding scale (illustration below). The current group membership structure will be phased out and current group members will transition to enterprise members as memberships come up for renewal.

Enterprise Membership/Group Membership (*Effective April 1, 2008*)

Total # of Members	Amount Per Member	APICS Corporate	Local Chapter
5 – 24	\$200	\$150	\$50
25 – 99	190	\$140	\$50
100 >	180	\$130	\$50

Back to Basics

The new dues structure support will enhance the capabilities of APICS partners with support from corporate office funded field staff, funding to deliver enhanced member benefits and services locally, and new and enhanced tools and resources for chapter leaders.

APICS will continue to enhance association programs and services. Already, members can take advantage of new and enhanced benefits in 2008. Many of these benefits are accessible online at www.apics.org/membership.

Seminars

APICS members benefit from these new and enhanced programs and services:

Local Chapters

APICS chapters offer localized services, which may include educational programs, certification review courses, career placement opportunities, plant tours, and networking. With greater resources from the new dues structure, chapters will have the opportunity to reinvest in member services.

APICS is pleased to add value to membership with these new and enhanced programs and services for members.



PO Box 19432
Greensboro, NC 27419-9432

We're on the Web!
See us at:
www.triadapics.org

Your Platinum Award Winning Chapter

- ⇒ 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 or contact Dave Lehman at 336.854.0908 or by email at 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. If you would like to be added to the chapter's electronic e-mail distribution list, you can register directly from the chapter website at www.triadapics.org or e-mail Barbara Swann at vp_chapterdevelopment@triadapics.org with your request.

New Location For Monthly Professional Development

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

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

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