

April 2009

Leadership Night &
2009-2010 Officer
Nominations



Richard C. Ling

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
rate.

Inside this issue:

PDM	1
Map to PDM	2
Past Presidents'	3
Leadership	4
Carrer Growth	5 & 6
Chapter Info	8

April Professional Development Meeting (PDM) Program

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

A Promise Made Is a Debt Unpaid

Mr. Richard C. Ling will explain how a quality he learned from his father, "A Promise Made is a Debt Unpaid", is a key component for achieving customer satisfaction and business success. Promising your customers and making good on your promises is at the heart of what makes your customers happy with you as a supplier.

Dick will discuss the attitude, the policies, the process and the tools required in order to do what is right for both you and your customer.

Be prepared to share how you excite your customers.

Richard (Dick) C. Ling—Is an internationally recognized subject matter expert in Operations Management. Dick is a 1960 Graduate of the University of Rochester and in the early 1960's he was a pioneer in the development of MRP systems while with IBM. He joined Arista in the late sixties, where he continued to pioneer developments in the area of Manufacturing Systems.

While working for two clients, Ingersoll Rand and Warner and Swasey, he led the development of two level Master Scheduling with the use of planning bills. In 1974 at Arista, he helped develop the first Master Scheduling software. This software was the first to incorporate available to promise (ATP) as a capability. Dick founded his manufacturing consulting and education Company in 1979 in order to help companies improve their operations through better-informed managers and integrated systems. He began teaching with the Oliver Wight Companies in the late 70's and helped them expand their Consulting and Education into Europe and Australia. In the mid 80's he led the development of the Sales and Operations Planning concept. Dick is co-author of the Book *Orchestrating Success*, Improve control of the business with Sales and Operations Planning. In 2000 Dick joined with Andy Coldrick and Chris Turner to form Stratabridge. Dick's focus for the last ten years has been to assist companies with the implementation of Sales and Operations Planning and he has been a long time supporter of APICS, speaking at over 500 APICS events. In 2000 Dick was presented with the APICS lifetime achievement award for his contributions to APICS and the area of Manufacturing Systems. He lives in Mebane, North Carolina with his wife Natalie.

Map to PDM at Volvo Corp Communications Center

7900 National Service Rd, Greensboro, NC



For more information, go to the chapter website at www.traidapics.org.

My Chapter: Piedmont Triad Chapter

April 6th Membership Total: 264

Professional Members:	252
Corporate Voting Members:	5
Student Associate Members:	3
Retired Members:	1
Honorary Chapter Members:	1
Academic Professional Members:	2



Past Chapter President Recognition

2007-2008 Rebekah Chandler
2006-2007 Charles London, CPIM, CSCP
2005-2006 Bruce Knobloch
2004-2005 Bruce Knobloch
2003-2004 Terry Hagman, CPIM
2002-2003 Karen Pentz, CPIM
2001-2002 David C. Lehman, CFPIM, CIRM, CSCP
2000-2001 Barry Marcus, CPIM
1999-2000 Robert (Kc) Kasserman, CPIM, CIRM, CSCP
1998-1999 Diana Meacham, CPIM, CIRM
1997-1998 Barbara D. Swann
1996-1997 Michelle Pizarro, CPIM
1995-1996 Dr. Larry Taube, CPIM
1994-1995 Rodger Burden, CPIM
1993-1994 Beverly Fisher Ryan, CPIM
1992-1993 Halit Maner, CPIM
1991-1992 Mike Resler, CPIM
1990-1991 Frank Rumsey, CPIM
1989-1990 Dr. Umit Akinc, CFPIM
1988-1989 Dr. Larry Taube, CPIM
1987-1988 Dr. Brooke Saladin, CFPIM
1986-1987 Janet Nelson, CPIM
1985-1986 Bob Fowler, CPIM
1984-1985 Mike Carroll, CPIM
1983-1984 Guy Sorrell, CFPIM
1982-1983 Glenda Teague, CPIM
1981-1982 Dr. Gaylord May, CFPIM
1980-1981 Wilson B. Grab
1979-1980 Larry Mannis, CFPIM
1978-1979 Richard Thayer, CPIM
1977-1978 Gene Baruch, CPIM
1976-1977 F. John Sari III, CFPIM (12/17/1941 – 04/22/2002)
1975-1976 Edgar Long
1974-1975 Dick Ling, CFPIM
1973-1974 Edward Benson
1972-1973 Paul Maranka
1971-1972 Hal Mather, CPIM
Chartered October 1970

Leadership Thought

This month's leadership thought is about *Leveraging the Power of Questions and Courageous Conversation*.

In Lean and Six Sigma, we talk about several methods to get to the root cause of an issue. One method is 5 Whys, attributed to the Toyota Manufacturing System. It's about asking "Why?" repeatedly until we move from identifying symptoms to uncovering a root cause. It's simple, requires no training, and can be effective in analyzing manufacturing processes.

"Why?" you may be asking. Because in a controlled process environment, there probably is a clear and specific root cause that can be found and agreed upon after asking "Why?" over and over again.

But what about understanding and getting to root causes of things like waning manufacturing jobs in our area, a sluggish economy and workforce transformation? These issues are much more challenging and we must depend on leaders and experts so we can learn, understand, and participate in being part of the solution – not victims of the problems.

Conversation is how we discover, understand, and leverage both common ground and differences, motivations and barriers, and personal beliefs and visions. Conversation is one of the most powerful tools that a leader has, and questions lead conversation. If we want to tackle the real issues, we have to lead with powerful questions that evoke courageous conversation. Powerful questions lead conversation. Courageous conversation leads to understanding and change.

Camilla Deyton

Executive Vice President

2009-2010 Officer Nominations

President – Jeff Bell, CPIM, CIRM

Executive Vice President – Camilla Deyton, CSCP

Secretary – Margie Henningsen, CPIM

VP of Professional Development – Michael Brown

VP of Education – Richard Marshall, CPIM, CSCP

VP of Membership – Eric TeVault

VP of Marketing & Chapter Development – Barbara Swann

Treasurer – Dave Lehman, CPIM, CIRM, CSCP

Three Tips for Career Growth to Survive Corporate Change

By Deborah Walker, CCMC — Career Coach at Alpha Advantage Inc.

The biggest difference between today's employment world and that of our fathers' is the rapid pace of corporate change. Expectations of company stability and long lasting employment are a thing of the past. If one isn't tuned into the signals of corporate change it can mean an unexpected layoff and months of unemployment and job searching. Do you have a career management plan to ensure your career growth in times of corporate chaos?

To prevent career disaster, live by these three rules of career management:

- ▮ **Expect Change**
- ▮ **Adjust quickly to change**
- ▮ **Build a strong professional network in good times**

Expect change — Change in the work place is far less traumatic when it is expected as the norm. One of the most important career management skills is the ability to detect signs of corporate change. For instance:

- Rumors of corporate merger or takeover
- Corporate profit levels spiraling downward
- No end-of-year bonuses given
- Hints of layoffs to trim the budget
- Upper management suddenly resigning
- Your peers jumping ship to the competition

Don't get caught off guard by holding on to a false sense of security or displaced loyalty. Those who fear change trust corporate loyalty rather than face the reality of their precarious position in the corporate food chain. Expect change and keep your eyes and ears open—or you could be the last in line when it's time to find new career opportunities.

Don't wait for change to strike. While your job is secure and your work environment is stable, take steps to keep your skills highly desirable in the job market. For starters:

- Stay current with technology trends of your industry
- Get certified if appropriate
- Keep your resume current at all times
- Be ready to interview at a moment's notice

Adjust quickly to change — your ability to keep your career momentum building in the midst of corporate chaos depends on your skill at adjusting quickly to change. First, don't over analyze your dilemma. Too often valuable time is wasted trying to figure out ways to make a bad situation work. Second rule, don't take it personally, or you won't be able to plan your exit strategy clearly. Third, take action as soon as possible.

If your resume is kept current at all times you will be ahead of the pack when others consider moving on as well. Your resume should be updated every six months. For quick updating keep an ongoing record of your accomplishments as you overcome work challenges.

Article continues on page 6...

Three Tips for Career Growth to Survive Corporate Change

Continue from page 5...

Maintaining confidentiality during a job search while still employed is a challenge that requires discretion and level headedness. Ideally, no one in your company should even suspect that you are looking for other employment. Resist the urge to speak to coworkers about your decision for action. Not only do loose lips sink ships, but why put ideas in the minds of others who may become your interview competition? Keep your regular work hours and try to schedule interviews during off-work time. Avoid posting your resume online where your employer may find it.

Build a strong professional network in good times — One thing that hasn't changed over the decades is the fact that a majority of people still get new positions faster through networking. What used to be called the “good ol' boy system” is as active in the job market as ever. Technology will never replace the need to be connected to a vast network of people who can help you find new career opportunities quickly.

The problem is that most people ignore their network until they need it. Bad idea! If you haven't kept in touch with former coworkers how will you know how to find them when you need them?

If your professional network is slim to none, get working on it right now. There are many great venues for building your network: professional associations, college alumni groups and former colleagues to name a few. Take time to meet with non-work people on a regular basis. Get to know them as friends and develop relationships built around mutual interests, friendship and trust. Make relationship building your lifelong habit and you'll never be without help when you need to make a career change.

More than ever, proactive career management is essential to professional growth. Keep these rules of surviving corporate change as the building blocks of your career management plan and you'll stay in control of your professional growth and income potential.

You can contact Deborah Walker at Deb@AlphaAdvantage.com or the Alpha Advantage website at www.AlphaAdvantage.com.

Benefits of Sales & Operations Planning

Experts say that companies with best-in-class sales and operations planning (S&OP) programs average a *14% higher gross margin* than their competitors. S&OP has been called today's single most important tactic for managing profitability and risk.

Sales & Operations Planning will bring all your company's planning information together – sales, marketing, innovation, procurement, manufacturing, transportation and financial – into one integrated plan.

- Increase supply chain visibility
 - Improve promotion effectiveness
 - Slash inventory levels
 - Improve forecast accuracy
 - Collapse cycle times
 - Analyze your business based on multiple units of measure
-



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.

Tuesday, May 12th PDM

Joint Meeting with ASQ and ISM

Topic: “Utilizing LinkedIn for Business and Career Growth”

Speaker: Charles Rein, President CEO at Charles Rein Associates LLC and Regional Executive Director

Location for Monthly PDM

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

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 blast, you can register directly from the chapter website at www.triadapics.org or e-mail Barbara Swann with your request at vp_chapterdevelopment@triadapics.org or at bswann@triad.rr.com.

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

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