

Who is the Piedmont Triad Chapter of APICS?

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 edu-

cational 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 Southeast District covering nine states and Puerto Rico in the southeastern portion of the United States. As of August 19th, its membership represented over 96 local busi-

nesses including educational organizations with 253 individual members. The Piedmont Triad Chapter is also proud to have 100 members who have obtained Certifications in Production and Inventory Management (CPIM), 3 certified at the fellow level (CFPIM), 14 Certified in Integrated Resource Management (CIRM) and 39 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.

Inside this issue:

President's Message	2
September PDM	3
Membership Recognition	4
Chapter, District & Society	5
Lean/Six-Sigma Green Belt & Map Your Lean Transformation with APICS	6
Training Kaizen Leaders for Success	7
CPIM Review Courses	8
Back to Basis With Inventory Management	9

Location of Monthly Professional Development Meetings

**Volvo Corp Communication 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.

Jeffery T. Bell, CPIM, CIRM—Jeff has been an APICS member for over eight years joining on May 2, 2001. He has served on the Board since 2002 and served on a variety of positions including Treasurer. He graduated with a BSBA majoring in Production & Operations Management from Appalachian State University in Boone, NC. His continuing professional education has included obtaining his Certified in Production Inventory Management (CPIM) designation from APICS in June of 2002. In 2004, he earned the Certified in Integrated Resource Management (CIRM) designation. In 2009, he was certified in Lean Six Sigma. He is a dedicated operations management professional with over sixteen years of experience in Master Scheduling, Rough Cut Capacity Planning, Planning/Scheduling, Forecasting, Continuous Improvement, Lean Manufacturing and Inventory Control. His interests include outdoors, salt water fly fishing, costal conservation and traveling with wife Julie in spare time.

President's Message

As we wrap up another valuable Summer Planning Board of Director's (BOD) Meeting, I am impressed with the diversity of experiences and backgrounds that makes up the 2009-2010 BOD. With that diversity, I hope that our Professional Development Meetings (PDMs), Educational Programs, Seminars and Special Events will provide a boost to the members of the Piedmont Triad Chapter.

From the surveys that have been turned in throughout the 2008-09 PDM year and the email surveys that have been completed and returned over the summer, we have gone about setting up our Educational Programs, Seminars and PDM Schedule. As you read thru the Chapter's newsletter, please make sure we are covering the topics and subjects that interest you, the member. If you have any suggestions for programs or education, please communicate your ideas to any of the board members.

When you register for this year's Professional Development Meetings, you may notice a new look to our website. As I am writing this message, we have changed service provid-

ers, and plan on updating the website to a newer software version, which will give the chapter some added benefits.

The September Professional Development Meeting will focus on Membership Recognition. We will be recognizing those members who have reached key milestones as well as new members. In addition, we will have Pat Bettini, Senior Partner at Oliver Wight Americas, presenting "Successfully Implementing S&OP." For more Information about the September 15th Professional Development Meeting, please visit www.triadapics.org.

Please note we do have openings on the Board of Directors for some team volunteers. The BOD would like to have your input and participation in the Piedmont Triad Chapter's future. We need people to be the company coordinator for your company by sharing information and being the point person; to make 10 to 15 phone calls to members or perspective members as reminders or networking; and to help coordinate the actual PDM event by helping the speaker get setup and ready, greeting people (especially visitors and first time attendees) at the door, and helping do the little tasks to prepare and clear the meeting room. Even if you can provide only 15 minutes a month, we would appreciate the help and new input.

I do hope to see everyone at the September Meeting!!!!

Sincerely,



Jeffery T. Bell, CPIM, CIRM



Tuesday, September 15th

Successfully Implementing Sales & Operations Planning

Pat Bettini, Senior Partner at Oliver Wight Americas

Successful performance isn't the product of a single department. Sales, R&D, Supply, Finance all need to be on the same "page" if your company is to achieve superior performance and profitability. Getting and maintaining functional alignment, how do you make it happen?...By Successfully Implementing Sales and Operations Planning!

Sales & Operations Planning (S&OP) is an Integrated Business Planning (IBP) process where the executive team continually achieves focus and alignment between all the functions of the organization. The S&OP process is a communication and management decision-making process that sets the direction, priorities and boundaries for the rest of the organization. Through the S&OP process, the general manager and staff members regularly and routinely review demand plans and supply resources and "re-plan" across an 18 to 24 month rolling planning horizon and provide for deployment of their strategic objectives by regularly reviewing new product plans and projects and integrating them with the demand, supply and financial management of the business.

What you'll learn:

- How to implement a process that will integrate long-term strategy and the business plan with the new product plan, sales plan and production plan so that all departments are operating from the same "game plan" and striving to achieve unified business goals
- The key "success factors" to implementing a successful, best-practice S&OP process at you company
- How to use Sales & Operations Planning

to gain the control and flexibility needed to meet ever-changing marketplace demands

How companies who have implemented an integrated Sales & Operations Planning process have increased market share, improved customer service and enhanced top-line and bottom-line growth.



Who should attend:

Sales & Operations Planning is the *Integrated Business Planning process* that gives the General Manager and his team a practical and very effective way to improve control of the entire business: Attendees should also include the GM and staff, marketing managers, product managers, sales managers, demand planners/forecasters, customer service managers, ERP project managers, and supply chain project managers

Mr. Pat Bettini is Senior Partner at Oliver Wight Americas. His 35-year career covers "hands-on" management as a production engineer, production and inventory control manager, and materials manager, followed by a move to the Manufacturing Systems Division of Xerox, first as a Senior Consultant and then as Director of Education and Consulting. He gained senior management experience as the Vice President of Sales and Marketing for an international MRPII/ERP systems company before joining Oliver Wight. Pat was APICS certified in 1979.

Members who have completed a 5-year increment of service from September 1, 2008 & New Members from July 28, 2008

30 Years of Membership

Brooke A Saladin, CFPIM

25 Years of Membership

Van Sherrill, CPIM, CSCP

Diana W. Meacham, CPIM, CIRM

Mark C. Hardison, CPIM, CSCP

20 Years of Membership

John D Hudson, Jr

Beth A. Resciniti

William S. Webster, CPIM, CSCP

Chris R. Johnson, CPIM, CIRM, CSCP

Traci C. Carter, CPIM

Daniel L. Swan, CPIM

Roger C. Downs, Jr

David E. Graney, CPIM

Stephen J. Liberatore

15 Years of Membership

Paul G. Mistor

James M. Rogers, CPIM

Ala James Zicarelli, CPIM

Kevin R. Besecker

Bruce C. Wiley, CPIM, CSCP

10 Years of Membership

Karen G McDaniel, CPIM

Steven C. Jones, CPIM

David C. Parrott

Louis Saffioti

John J. Teggart

David W. Voy

Peggy M. Robbins, CPIM

Christopher D. Hendryx, CPIM

Thomas B. Plachecki, CPIM

David J. Skowron, CSCP

Linda M. Garner, CPIM

5 Years of Membership

Mark P. Thomas, CPIM

Bev J. McCarthy, CPIM

Michael R. Johnston, CSCP

Dawn H. Phillips, CPIM, CSCP

Dan L. Atwell, CPIM, CSCP

Darrell E. Brown

Trent Hennigar, CPIM

New Members

Holly M. Howell

Benjamin J. George

Valerie I Norman

Patricia S. Kirby, CSCP

Paul A. Jones, III

David Clark

Eric TeVault

Craig Jackson

Fred L. Smith

Pooja R. Thakurdesai

Ethan Prevette

Kevin McAdams

Michael J. Bilodeau

Barry C. Williams

Weston T. Keit

Hesham Etohami

Dionisio Hernandez

Michael B Harris

Heather M. Gilliam

Douglas C. McGlasson

Dax Vieira

Sonya Clayton

Matthew J. Bergemann

Sharon G. Cooper

Kelvin Ford

Lauren L. Haywood

John Howell

Michael W. Kirks

Krista Leonard

Shanika F. Mcintosh

Susan Thomas

Suzanne P. Williamson

Steven C. Nalley Sr

Jeffrey L. Vannoy

Samantha A. Lorenzen

Anita Yates

Matthew L. Hague

Morgan J. Bryant

Paul D. Flinchum

Mark H. Moore

Michael Carter

Michael Stang

Tim LaMar

Dave Longman

Patricia Hardison

Plan ahead and mark your calendar...

3rd Tuesday Evening—**September 15, 2009**
Membership Recognition
Successfully Implementing S&OP
Pat Bettini

2nd Tuesday Evening—**October 13, 2009**
Are We in This Together?
Nancy McGuire

2nd Tuesday Evening—**November 10, 2009**
Student & Education Recognition
Reengineering the Sales Process
Justin Roff-Marsh

2nd Tuesday Evening—**December 8, 2009**
Company Spotlight—RJReynolds Processes
Speaker TBA

2nd Tuesday Evening—**January 10, 2010**
Plant Tour
RJReynolds—Tobaccoville, NC
Speaker TBA

2nd Tuesday Evening—**February 9, 2010**
Program TBA
Speaker TBA

2nd Tuesday Evening—**March 9, 2010**
Global Logistics
Scott Munker

2nd Tuesday Evening—**April 13, 2010**
Leadership and Top Management Night
Program TBA
Speaker TBA

2nd Tuesday Evening—**May 11, 2010**
Topic TBA
Pamela Corbett

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
- ⇒ Global Sourcing
- ⇒ Train-the-Trainer
- ⇒ 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 educationregistrar@triadapics.org.

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.apicsseasoutheast.org.

Upcoming Southeast District Professional Development Meetings:

October 23rd & 24th, 2009

Hilton Garden Inn
Charleston Airport
5265 International Blvd
North Charleston, SC 29418

Reservations: 843-308-9330 or 800-445-8667.
Room Rate \$119.00 per night
Booking code "APS"

International Conference and Exposition

Plan ahead for 2009

October 4th — 6th in Toronto, Ontario, Canada

Education, Plant Tours, General Sessions, Exhibitors and Sponsors

For more information, go to www.apicsconference.org or call (800) 444-2742 or (773) 867-1777.

APICS Social Networking

Join APICS at <http://www.apics.org/Membership/>. Whether you want to engage with other APICS-education professionals on the APICS Facebook page, connect to operations management professionals around the world through the APICS LinkedIn group or APICS Learning Communities, or check out the latest videos by APICS members or staff on YouTube—APICS has something online to offer you.

- ⇒ Facebook — apics.org/facebook
- ⇒ LinkedIn — apics.org/linkedin
- ⇒ You Tube — apics.org/youtube

What: The Lean/Six-Sigma green belt is a certification program requiring extensive class work, self-study, a team Six-Sigma project completion and a final examination. The result of this program is the award of the Lean/Six-Sigma green belt. This certificate is widely recognized as a hard-earned symbol of achievement. All elements of our training program fully comply with industry-accepted standards of excellence.

The unique training and development of Lean/Six-Sigma Boot Camp includes hands-on application and workplace deployment of Lean application as well as the Six-Sigma curriculum. The combination of these two disciplines prepares the student to solve complex business issues and return substantial value to their organization.

Where: Clarion Hotel on Swing Road in Greensboro, NC

When: Starting on Wednesday, September 23, 2009 from 1:00 to 7:30 pm and continuing on September 30, October 14, October 21, and finishing on November 11, 2009

Deadline for registrations is September 11, 2009

Earn Your Six Sigma Green Belt in Only Five Class Days

Cost: Members: \$1,249.00 per participant, Non-members: \$1,449.00, BOD and Students: \$1,149.00
Teams of 3 or more - Members: \$1,149.00; Non-members: \$1,349.00

Registration: Go to the PTC website @ www.triadapics.org and use the Events Calendar to register and pay for the program. Registration costs include the course materials as well as break snacks, soft drinks and a Deli-style Meal.

**For more information or to register teams contact Dave Lehman at 336-854-0908
or by email at educationregistrar@triadapics.org**

MAP YOUR LEAN TRANSFORMATION WITH THE APICS LEAN ENTERPRISE WORKSHOP SERIES OF SEVEN FAST PACED SESSIONS

Even the most driven individuals need to create a map to achieve their goals. When organizations decide to go lean, they need a skilled team to lead them. Build your skills and become a lean leader at your organization with the new APICS Lean Enterprise Workshop Series.

Go to the Piedmont Triad Chapter website at www.triadapics.org for more information on this newly updated and improved program that will be starting on October 27, 2009 at 12:30 pm with facilitation by Camilla Deyton.

Watch for next month's chapter newsletter for complete details on this course.

Kaizen — What does it mean? In the U.S., **kaizen** is often synonymous with "**Kaizen Blitz**" or "**Kaizen Event**." Such events rapidly implement workcells, improve setups or streamline processes. In Japanese, the definition of **Kaizen** is "**improvement**" and particularly, "**Continuous Improvement**"-- slow, incremental but constant.

Taiichi Ohno and Shigeo Shingo developed both kaizen versions at Toyota. They are important tools for Lean Manufacturing, the Toyota Production System (TPS), Just In Time (JIT) and other effective manufacturing strategies. Before the recent popularity of the Blitz, **kaizen** meant "**Continuous Improvement**." **This is the slow accumulation of many small developments in processes and quality that, over 50 years, has helped make Toyota the lowest cost and highest quality automobile company in the world.** Let's call these improvements "Mini Kaizen."

The **Kaizen Blitz** (or **Kaizen Event**) is a focused, short-term project to improve a process. The most common targets for kaizen events are:

- ⇒ **Workcell Implementation and Workflow Improvement**
- ⇒ **Reduction of the time to execute a process**
- ⇒ **5S of the work area**

It includes training followed by an analysis, design, and re-arrangement of a product line or area. The usual Kaizen Event takes 2-10 days. Significant resources such as Engineering and Maintenance must be available. Process owners are part of the team. A consultant often orchestrates the "Blitz".

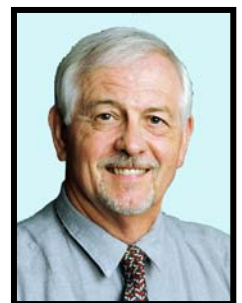
The purpose of this seminar is to train the participants to be successful **Kaizen Event Leaders** and the program is done in a "How-to" format so that everyone has the takeaways for success.

- Where:** Clarion Hotel on Swing Road in Greensboro, NC
- When:** Thursday, September 24, 2009 from 8:15 am to 4:45 pm
[Deadline for registrations is September 12, 2009](#)
- Cost:** Members: \$249.00 per participant, Non-members: \$449.00, BOD: \$199.00
and Students: \$179.00
Teams of 3 or more—Members: \$219.00; Non-members: \$419.00
- Registration:** PTC website @ www.triadapics.org use the Events Calendar
Registration costs include breaks and lunch.
- Information:** For more information or to register teams contact Dave Lehman at 336-854-0908 or educationregistrar@triadapics.org

Who should attend: Managers, engineers, supervisors, and everyone else that wants to help lead their organization to the continuous improvements that will allow the organization to grow profitably while improving customer service.

The seminar leader is Mr. John Hudson. John has over 40 years of industrial experience with assignments as: Project Manager – **VPMEP**; Executive Director – **A.L. Philpott Manufacturing Center**; Director of Technology Assistance – **Virginia's Center for Innovative Technology (CIT)**; President – **Advanced Data Technology Inc.**; Business Systems Analyst; Manufacturing Systems Manager – **Dan River Inc.**; and Statistician – **Tennessee Eastman Company**

He received his advanced education at **Virginia Tech** with a B.S. in Mathematics and an M.S. in Statistics. Additionally John has continued his lifelong learning by receiving the following certifications: Lean Six Sigma Black Belt, certified by **George Group (Accenture) & Virginia Tech**; Certified Quality Engineer (CQE) from the **American Society for Quality**; and is a Certified Academic Jonah by the **Avraham Y. Goldratt Institute**. John is an active member of the Piedmont Triad Chapter of APICS Board of Directors serving on the educational team.



FasTrak Program Listing for 2009-10 Program Year

<i>FasTrak Module & Class Code</i>	<i>Dates</i>	<i>Location</i>
Basics of Supply Chain Management CPIM091001	September 15-16-17, 2009 Register by September 2, 2009	Lewis Storage Greensboro NC
Master Planning of Resources CPIM091002	October 27-28-29, 2009 Register by September 29, 2009	Lewis Storage Greensboro NC
Detailed Scheduling and Planning CPIM091005	December 8-9-10, 2009 Register by November 10, 2009	Lewis Storage Greensboro NC
Execution and Control of Operations CPIM091006	January 26-27-28, 2010 Register by December 15, 2009	Lewis Storage Greensboro NC
Strategic Management of Resources CPIM091009	March 30-31, 2010 April 1, 2010 Register by February 23, 2010	Lewis Storage Greensboro NC

Evening Program Listing for 2009-10 Program Year

	<i>Tuesday</i>	<i>Thursday</i>
Course:	Execution and Control of Operations	Master Planning of Resources
Course Number:	148-CPIM091003	149-CPIM091004
Start Date and Time:	September 22, 2009: 5:30 — 8:30 pm	September 17, 2009: 4:00 — 7:00 pm
Location:	ConvaTec — Greensboro	Dow Corning — Greensboro
Facilitator:	Camilla Deyton, CPIM CSCP	Richard Marshall, CPIM CSCP Dave Lehman, CFPIM CIRM CSCP
Registration Deadline:	September 15, 2009	September 9, 2009
	<i>Tuesday</i>	<i>Thursday</i>
Course:	Strategic Management of Resources	Detailed Scheduling and Planning
Course Number:	153-CPIM091007	154-CPIM091009
Start Date and Time:	January 19, 2010: 5:30 — 8:30 pm	January 14, 2010: 4:00 — 7:00 pm
Location:	ConvaTec — Greensboro	Dow Corning — Greensboro
Facilitator:	Camilla Deyton, CPIM CSCP	Richard Marshall, CPIM CSCP Dave Lehman, CFPIM CIRM CSCP
Registration Deadline:	January 12, 2010	January 7, 2010
	<i>Tuesday</i>	<i>Thursday</i>
Course:	Basics of Supply Chain Management	Execution and Control of Operations
Course Number:	156-CPIM091010	157-CPIM091011
Start Date and Time:	April 20, 2009: 5:30 — 8:30 pm	April 22, 2009: 4:00 — 7:00 pm
Location:	ConvaTec — Greensboro	Dow Corning — Greensboro
Facilitator:	Richard Marshall, CPIM CSCP	Richard Marshall, CPIM CSCP Dave Lehman, CFPIM CIRM CSCP
Registration Deadline:	April 13, 2010	April 15, 2010



The Piedmont Triad Chapter's first workshop series for 2009-10 is a repeat presentation of the sell-out "Back to Basics with Inventory" and includes four 4-hour Monday afternoon workshops. All sessions begin with a networking lunch at 12:12 pm and will conclude by 4:45 pm. The program will be held in the conference room of the Apple Spice Junction Deli in Greensboro. The descriptions of the individual workshops are:

Wednesday – September 23, 2009: The Basics of Inventory Management — To most organizations inventory is one of the more visible and tangible aspects of doing business. Beginning with the management of suppliers delivering raw materials to goods in various levels of completion in the production process and management and delivery of finished goods in the distributions channel, each type represents money tied up until the inventory becomes purchased products. This workshop provides a broad overview of basic concepts and good inventory management strategies. The objectives are:

- ⇒ Provide a basic description of the functions of inventory management.
- ⇒ Define various methods of inventory management.
- ⇒ Discuss real world applications of inventory management.

Wednesday – October 7, 2009: Physical Inventory; The Right Way — This workshop discusses the steps essential to preparing for an accurate physical inventory. These activities include preparing the materials to be counted; preparing the counters themselves; and preparing the facilities, equipment, and system that will be used in conducting the physical inventory. The best physical inventories require the best, most thorough preparation. Workshop participants will also learn how to conduct a physical inventory, reconcile differences, and report results. This course guides the way. After completion of this course you will be able to

- ⇒ List areas that require preparation.
- ⇒ List preparations for those areas.
- ⇒ Define criteria for control of inventory tags.
- ⇒ Properly prepare counters.
- ⇒ Properly reconcile count discrepancies.
- ⇒ Effectively work with auditors.
- ⇒ Complete and close a physical inventory.

Wednesday – October 21, 2009: Cycle Counting for Success — In this workshop, the participants will learn how to implement or improve a cycle counting program and what the real purpose of cycle counting is: finding and fixing the causes of inventory errors. Also included are several methods for selecting items to count, using correct accounting techniques, and reconciling any outstanding transactions. In addition, the participant will learn various reporting methods to illustrate the results of the cycle counting program to employees and management. [After completion of this workshop you will be able to:](#)

- ⇒ Recognize the true purpose of cycle counting.
- ⇒ Perform an ABC analysis of your inventory.
- ⇒ Understand at least 5 benefits of cycle counting.
- ⇒ Correctly define a "control group" and its use.
- ⇒ Recognize at least six common causes of inventory errors.

Wednesday – November 18, 2009: Success with Distribution Inventory Management — To most organizations inventory is one of the more visible and tangible aspects of doing business. Beginning with the management of suppliers delivering raw materials to goods in various levels of completion in the production process and management and delivery of finished goods in the distributions channel, each type represents money tied up until the inventory becomes purchased products. This workshop provides a broad overview of basic concepts and good inventory management strategies. After completion of this workshop you will be able to:

- ⇒ Understand the supply chain distribution model.
- ⇒ Identify the strategic planning issues related to distribution.
- ⇒ Understand the distribution operational activities.
- ⇒ Be able to execute effective inventory management.
- ⇒ Utilize Lean/JIT techniques within the distribution functions.
- ⇒ Understand and perform ROP, DRP, and other qualitative replenishment calculations.

Program Costs:	Member Costs	Non-member Costs	BOD & Full-time Students
Single 4-hour Workshop	\$149.00	\$349.00	BOD \$109.00 & Students \$99.00
Teams of 3 – 4 hours	\$129.00/person	\$329.00/person	NA
Total Series one person	\$495.00/person	\$695.00/person	NA

To register go to the chapter website at www.triadapics.org or for more information contact Dave Lehman at educationregistrar@triadapics.org.

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APICS—Piedmont Triad Chapter

PO Box 19432

Greensboro, NC 27419-9432

Website: www.triadapics.com

Newsletter—The chapter newsletter can be easily accessed and downloaded from the chapter website at www.triadapics.org.

APICS Membership—It's never to late to join or renew YOUR membership!!! Go to www.APICS.org or contact a chapter board member to assist.

Advancing Productivity, Innovation, and Competitive Success

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

- Inventory: _____
- Planning: _____
- Manufacturing Control: _____
- Operations Management: _____
- Logistics: _____
- Information Systems: _____
- Other: _____

