

Why Be a Member of the APICS Piedmont Triad Chapter

The APICS Piedmont Triad Chapter is recognized as one of the leading chapters in APICS, and only one of three chapters that has achieved platinum award for over twenty-two years in the APICS chapter management performance evaluation program since 1987. Platinum status is awarded to those APICS chapters that achieve the highest level (Gold level) of performance in the APICS annual performance management and measurement program for five or more consecutive years. The Piedmont Triad Chapter has achieved that Gold level

award every year since 1982. This level of performance has been achieved by the exceptional dedication of the many volunteers for board officers and member participation throughout the history of the 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. In 2010, the chapter will celebrate it's 40th anniversary!

APICS is built around the theory that your carrier is not a fixed entity, but a living, growing process that needs to be fed with new skills, nurtured with challenge, and enhanced with learning. The chapter stands by that by providing 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 APICS 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 October 29th, its membership represents over 113 local businesses including educational organizations with 258 individual members. The Chapter is honored and proud to have 98 members who have obtained Certifications in Production and Inventory Management (CPIM), 3 certified at the fellow level (CFPIM), 16 Certified in Integrated Resource Management (CIRM) and 37 Certified as a Supply Chain Professional (CSCP). The chapter is always 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.

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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.

Just like other Piedmont Triad Chapter members who have entered the transition phase, not only throughout our chapter, but the region and U.S., I have been looking for indicators of improvement and opportunities to stay job ready. After attending both the International Conference and the Southeast District Meeting in October, I have walked away with very encouraging news that the economic turn is beginning to show these various signs.

One of the glimmering signs has been the interest that has been created with the Supply Chain Manager Competency Model released by APICS late this summer. This model was created to guide individuals considering careers in supply chain management, supply chain professionals seeking to advance their positions, and human resource managers who are hiring in this fast-growing field. The link is http://www.apics.org/sitefiles/forms/apics_supply_chain_manager_competency_model.html.



Another sign of improvement has been found thru the APICS and UNC, Wilmington Operations Management Employment Outlook. The survey found that 48% of respondents with hiring responsibility anticipate hiring in the next 12 months, with many starting in the third quarter of this year.

Whether in transition or not, everyone can stay job ready with the education programs that are being offered thru the Piedmont Triad Chapter. Please visit <http://www.triadapics.org/events/> to view the current list of offerings. If you have any other education needs, please feel free to contact either Richard Marshall, CPIM, CSCP, or Dave Lehman, CFPIM, CIRM, CSCP.

I would encourage everyone to stay involved with our commitment to help Second Harvest Food Bank by bringing their donations to the November 10th Professional Development Meeting. **Our goal is to fill up all of the Food Bins** that have been provided by Second Harvest and set up throughout the Volvo NA campus. The November meeting will focus on Reengineering the Sales Process with guest speaker Justin Roff-Marsh. Please remember to mark your calendars to attend and help provide relief for others as we enter this holiday season.

Thank You and I hope to see everyone at the November 10th Professional Development Meeting at the Volvo Communications Center!

Sincerely,

Jeff

Jeffery T. Bell, CPIM, CIRM

The Chapter Board would like to thank the companies and universities that were represented at the October 13th Professional Development Meeting

Liquip Intl, Johnson Controls, New Breed Corp, Purolater Facet Inc, RJReynolds Tobacco Co, VF Jeanswear, Hanesbrands, Volvo NA, Banner Pharmacaps Inc, ConvaTec-Bristol Myers Squibb, UNC-G, Unifi Inc, Engineered Controls Intl, WF, Ciba Specialty Chemicals Inc, VPNA, McGuire Consulting Group, New Breed, SHRM, SOH Delivery Service, Lewis Storage, SherillTree, RFMD, Krispy Kreme Doughnut Corp, Syngenta, FedEx Office and Second Harvest Food Bank of NW

2nd Tuesday—November 10th Reengineering the Sales Process

Justin Roff-Marsh

Over the past years the operational elements of all businesses have been under extreme scrutiny and most have been re-engineered to remove the waste. But in today's global business environment where the constraint on businesses is in the marketplace, our speaker, **Mr. Justin Roff-Marsh**, clearly states that **"Your salespeople should achieve: four business-development appointments a day; five days a week!** This, claims Justin Roff-Marsh, is the hallmark of an effective sales process. How to achieve it is the subject of this month's professional development meeting presentation.

Justin will argue that a sales process today looks like a manufacturing process would have done 200 years ago. The modern salesperson is effectively an *artisan*: a person who is responsible for the entire end-to-end sales and customer-service function. As a consequence, a typical salesperson performs **just two true business-development appointments a week**.

Justin will show how to apply lessons from the recent history of manufacturing to multiply the effectiveness of the sales function. He'll show you how to apply division-of-labor to the sales process to significantly increase throughput. He'll then show you how to protect process integrity using standardization and — this is where it gets controversial — centralized scheduling.

Justin will devote special attention to major-account-sales environments — demonstrating the importance of tight integration between sales and production, and showing how *sales process engineering* can deliver this.

Justin will introduce you to both the logical basis for *sales process engineering*, and to its practical application. He'll be happy

to field questions — and, yes, even challenges — from the group. Regardless of whether or not you ultimately choose to apply *sales process engineering* within your organization, this presentation will recast sales as a formal discipline — and give you tools you need to manage the sales function scientifically.

For 12 years, our speaker's deep thinking and writing on the subject of *sales process engineering* has blazed a trail for others to follow.

Justin Roff-Marsh is the founder and managing director of Ballistix — a management consultancy with operations in both Australia and the USA. He's the author of *Reengineering the Sales Process*, the editor of *AdVerb* — a periodical that is read by 25,500 managers and academics the world over — and a popular speaker. He's also an expert (Jonah) in the *Theory of Constraints* — the process-engineering methodology that underpins Ballistix's contrarian approach to the sales process. Justin's approach to the sales process is as revolutionary as Deming's was to manufacturing. He argues passionately that the application of scientific management principles to the sales process is the next great uncharted frontier for industry. His message is always controversial, but he never fails to delight audiences with his fast-paced presentation style and his encyclopedic knowledge of business strategy.



Don't forget...

- Bring a can or more of food for the Second Harvest Collection boxes that will be available at the November meeting for the **"Get Fired Up For Food"** campaign!
- Bring your business cards and take time to network with members and potential members of APICS!

At the November 10th Professional Development Meeting, the Piedmont Triad Chapter of APICS will end its 3rd Annual Food Drive in support of the Second Harvest Food Bank in continuing its commitment for giving back to the community as a core objective of the chapter.

This past June, Second Harvest Food Bank of Northwest of NC in Winston Salem announced their food drive campaign, “*Get Fired Up For Food!*” to raise an additional 2 million pounds of food throughout its 18 county service areas during the 2009-2010 fiscal year to provide more food to our hungry neighbors. The organization’s 415 partner agencies are reporting an average 76% increase in clients coming to them for food assistance. Second Harvest Food Bank secures and distributes about 9 million pounds of food annually to food pantries, soup kitchens, homeless shelters, etc., but its warehouse capacity is 13 million pounds. The Second Harvest organization is embarking on a 3-year food drive campaign to reach capacity, starting with fiscal year 2009-2010.



The APICS Piedmont Triad Chapter and Volvo Corp volunteered to partnership on the campaign, “*Get Fired Up For Food!*” to help our local Second Harvest Food Bank. Collection boxes for food drop offs have been available throughout the Volvo Corp campus over the past month and two are available where the chapter holds their Professional Development meetings. Don’t forget to remember to bring your canned goods or needed items to the November 10th meeting.

You may not be aware but the food bank summer donations are traditionally lag, but this summer was the worst the food bank has seen in 28 years! The Chapter and Volvo Corp knows by working together we can make a difference over a two months time frame by “*Get Fired Up For Food!*” with colleagues, family and friends in our community.

Don’t wait... start collecting some of the most needed items; boxed cereals, canned vegetables & fruits, canned stews, soups and pork & beans, canned meats (tuna, chicken, etc), peanut butter & jellies (plastic jars only), pudding cups, crackers, goldfish, fruit cups, fruit bars, raisins, boxed juices and milk.

Plan to attend the November 10th meeting and drop off the items you collected. If you are unable to attend, make arrangements to drop them off early or have a colleague drop them off for you.

2009-2010 PDM Schedule

3rd Tuesday Evening—**September 15, 2009**
66-attendees

Membership Recognition
Successfully Implementing S&OP
Pat Bettini

2nd Tuesday Evening—**October 13, 2009**
61-attendees

3rd Annual Food Drive
Are We in This Together?
Nancy McGuire

2nd Tuesday Evening—**November 10, 2009**
3rd Annual Food Drive

Student & Education Recognition
Reengineering the Sales Process
Justin Roff-Marsh

2nd Tuesday Evening—**December 8, 2009**
Company Spotlight—RJReynolds Processes
Gary D. Willard, CPIM

2nd Tuesday Evening—**January 10, 2010**
Plant Tour
RJReynolds—Tobaccoville Manufacturing Ctr
Gary D. Willard, CPIM

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

**Plan ahead and mark
your calendar to
attend the monthly
Professional
Development
Meetings
(PDM's)**

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.apicssoutheast.org.

Upcoming Southeast District Professional Development Meetings:

February 19th & 20th, 2010

Holiday Inn—Billy Graham Parkway Hotel
321 W. Woodland Rd
Charlotte, NC 27217
More TBA including room rate and booking code.

International Conference and Exposition

2010 International Conference

October 17th — 20th in Nashville, Tennessee at the Grand Ole Opry
Education, Plant Tours, General Sessions, Exhibitors and Sponsors

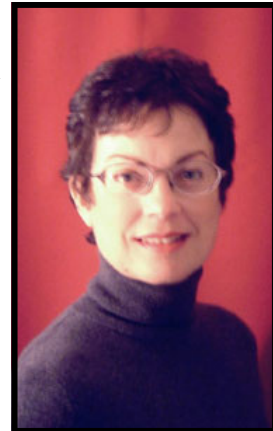
For more information, go to www.apicsconference.org or call (800) 444-2742 or (773) 867-1777.

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

With the doldrums of Summer hiring behind us, Fall is a great time to update your resume. Labor Day to Thanksgiving is typically an active interview season. Don't be late when opportunity knocks. If you haven't updated your resume in the past year the following four steps will help you bring your resume up to date with new focus and polish.



1. **Identify your new career objection.** If you're dissatisfied with your current job this is the time to ask why. Before making any changes to your resume ask yourself the following questions:

- * What part of my job would you rather not do in my next position?
- * What skills, tasks or responsibilities would I like to continue in my next job?
- * What other industry might I use my skills?
- * What other occupation might I apply my skills?

Your response to these questions will shed light on the changes in your career path. Write out your answers and do a reality check to see how likely you are to obtain your new career direction.

2. **Get rid of the old to make room for the new information.** Your new resume should reflect your current career direction. The first resume rule says that everything within your resume should relate to your career direction. This means you may need to delete information about outdated technology. You may also need to weed out old responsibilities that you no longer want to perform. If your resume includes special training or certifications that are no longer needed take them off as well.

Additionally, check your accomplishments from earlier years. If they do not support your career objection either delete or adjust them to relate. You might even need to take off your earliest employment entries if they represent a completely different career path.

3. **Add your most recent employment entry.** Write your current employment entry in light of your new career focus. Do not include responsibilities that you do not wish to perform in your next job. Include only what you want to continue to do. Use job postings as a guide for key words that you'll need to use as verbiage. Job postings also provide clues to transferable skills, technology and education that you'll want to include.

4. **Add the final touch, accomplishments.** No resume is complete without accomplishments. They are the talking points of your resume. Even if the past year hasn't been as productive or positive as the past, find something to brag about. Think back on the challenges of the past year and how you solved them. Did you find a way to save time, cut costs or improve performance? Those are your accomplishments. They tell perspective employers that you are a problem solver for today's difficult business environment. If your goal is an internal promotion your accomplishments remind your employer of the value you bring to the organization.

Once you've updated your resume you'll be ready for any opportunity that comes your way. This may be your season for advancement, change or transition—get ready for it!

Deborah Walker, CCMC
Certified Career Management Coach
Read more job-search tips at:
<http://www.AlphaAdvantage.com>

The growing number of individuals choosing to pursue professional development through APICS' prestigious Certified in Production and Inventory Management (CPIM) and Certified Fellow in Production and Inventory Management (CFPIM) programs indicates a strong awareness that continuing education and skills development are essential to meeting the information and technological challenges in today's rapidly evolving workplace and global marketplace. Professional development opens doors to individual career opportunities and organizational success.

APICS' decision to introduce its Certification Maintenance program followed several years of careful consideration and intense market research. Information derived from surveys of certified members and nonmembers, as well as other benchmark data, showed not only that certification maintenance is standard among comparable organizations, but also that individuals overwhelmingly support some form of ongoing certification requirements for maintaining the integrity of their professional credentials.

The Certification Maintenance program upholds both the objectives of the CPIM and CFPIM programs and APICS' vision to promote lifelong learning. This flexible program recognizes that individuals are at various levels in their careers, come from many industries, have different educational needs and career goals, and have varying degrees of access to continuing education. Thus, requirements for maintaining certification can be met through multiple sources and a variety of professional development activities intended to help individuals prepare for the challenges ahead and maintain a professional edge by

- preserving the currency of hard-earned certification credentials
- expanding their knowledge of the latest industry practices
- exploring new technology solutions
- reinforcing skills
- improving job performance
- demonstrating commitment to excellence
- increasing competitive advantage

How the Certification Maintenance Program Works

Certification maintenance enables individuals with the CPIM and CFPIM designations to demonstrate ongoing knowledge in their field and commitment to lifelong learning through professional development activities. Every five years following initial certification, participants in these programs will maintain their certification status through a system of points (75 for CPIM and 100 for CFPIM) based on their involvement in the following four activity categories:

- Continuing education (CE)
- Presentations, publications, and educational development (PPED)
- Service to the operations management profession (SOMP)
- Professional membership (PM)

Note: Examinations are Not required to maintain certification unless your certification status lapses five years past your suspension date.

How to Earn Points

Points are obtained from core areas that are part of or related to, the APICS body of knowledge. Flexibility in selecting activities is built in to enable you to design a continuing education plan that meets your unique educational needs and career goals. Thus, points can be earned through multiple sources, including educational programs sponsored by APICS, employers, other professional societies, degree-granting institutions, and other providers, as long as the program content relates directly to operations management.

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Points may be accumulated in any combination from any of the four activity categories that occur following the original certification date. No points are awarded for professional development activities that have occurred previously to becoming certified. In keeping with APICS' educational mission to inspire lifelong learning, greater point emphasis is placed on Category I (Continuing Education) and Category II (Presentations, Publications, and Educational Development); however, an 80 percent limit (60 points for CPIM or 80 points for CFPIM) is placed on Category II to ensure that individuals who teach or publish extensively diversify their professional development activities.

Note: Certification maintenance does NOT require that you take and pass any exams UNLESS your certification status lapses for five years past your suspension date.

Activity Categories and Point Criteria

I. Continuing Education (CE)

One point per instructional hour (half-hour increments are accepted for .5 point) for attending any educational program or course that relates directly to operations management.

- a conference, seminar, workshop, or APICS Webinar*
- a certification item-writing workshop
- a district meeting with an educational component
- a professional development program (e.g., chapter or district)
- a CPIM review course
- a course offered by a degree-granting institution of higher education (Note: Failed courses do not earn points.)
- a training program sponsored by your company or another independent organization, such as the Council of Supply Chain Management Professionals (CSCMP), Institute for Supply Management (ISM), Society of Manufacturing Engineers (SME), etc.

*webinars must be accredited to receive credit

APICS CSCP

With the launch of the APICS Certified Supply Chain Professional (CSCP) program in 2005, APICS added two ways to earn certification maintenance points. Individuals who earn a certification of completion for the APICS CSCP Learning System will receive 30 points and those who pass the CSCP exam will receive an additional 20 points. For information about the APICS CSCP program, visit apics.org/CSCP or 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.

International Conference and Exposition

A total of 24 points may be claimed for full conference attendance. Partial points for part-time attendance will also be accepted with one point awarded per educational or instructional hour.

APICS Exams

Ten points will be awarded for each CPIM and CIRM exam passed. Twenty points will be awarded for passing the CSCP exam. Only the exams passed after original certificate is earned are eligible for points.

II. Presentations, Publications, and Educational Development (PPED) (Maximum activity points earned: CPIM 60 points or CFPIIM 80 points)

Two points per instructional hour (half-hour increments are accepted for 1 point) for conducting the following programs directly related to operations management: courses, courses (including certification review), meetings (instructional), seminars, tutorials, workshops, other presentations.

Note: Points are awarded only once per year for presentations on the same topic. The time required to prepare presentations is not eligible for points.

Two points per article or contribution on a subject matter relating directly to operations management published in the following: book, booklet, magazine, monograph, newsletter, proceedings.

Note: The time required to research and develop material is not eligible for points.

Five points for original operations management research that is ultimately published and distributed (i.g., Journal of Operations Management, Production and Inventory Management Journal, white papers).

Thirty points for each written and published book that relates directly to operations management.

Ten additional points for any published material noted above that is cited at an APICS certification reference. (Note: These 10 points for certification reference materials are in addition to the points received for the actual publication.)

III. Service to the Operations Management Professional (SOMP)

Note: At each level, for those holding multiple positions only the highest service position can be claimed for points in any given year.

At the association level of APICS or another related national or international association:

- Five points per year as an officer of a governing board (examples: chair, chair-elect, president, president-elect, past president, secretary/treasurer, or vice president of chapter development)
- Four points per year as a member of a governing board (example: district director, region vice president)
- Four points per year as the chair of functional, standing council or committee (examples: CPIM/CSCP program, individual certification committee, Voice of the Customer Committee, Body of Knowledge Committee, Chapter Development Committee, or District Manager Committee)
- Two points per year as a member of a standing council or committee (examples: CPIM/CSCP program, individual certification committee, Voice of the Customer Committee, Body of Knowledge Committee, Chapter Development Committee, or District Manager Committee).

All the chapter or district level of APICS or another related national or international association:

- Three points per year as an officer of a governing board (examples: president, vice president, or secretary/treasurer)
- Two points per year as a member of a governing board (examples: vice president of educational development, or membership and chapter development)
 - Two points per year as the chair of a standing committee (examples: membership or education committees)
 - One point per year as a member of a standing committee (examples: membership or education committees)

IV. Professional Membership (PM)

Six points per year as a qualifying member of APICS

professional, student, lifetime, honorary member, international, honorary chapter, enterprise, e-membership

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APICS—Piedmont Triad Chapter

PO Box 19432

Greensboro, NC 27419-9432

Website: www.triadapics.com

Newsletter Article —Have an APICS story/article you would like to share with the membership? E-mail Barbara Swann at vp_chapterdevelopment@triadapics.org with your submission to be reviewed/approved for possible chapter newsletter publication.

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: _____