

Be a Valuable 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 December 4th, its membership represents over 111 local businesses including educational organizations with 274 individual members. The Chapter is honored and proud to have 97 current 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 35 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

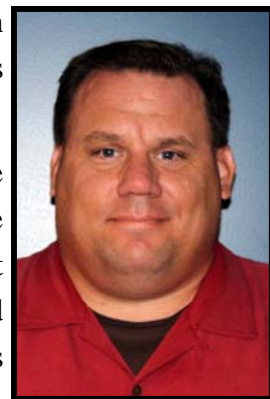
**Volvo Corp Communication Center
7900 National Service Rd, Greensboro NC**

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.

As this holiday season has arrived and everyone is in capacity overload throughout both their personal and business lives, please take a little time to reflect on the positive events that have happened this year.

One of these positive events that has happened personally for me this year, is that of the role of President of the Piedmont Triad Chapter. I have been involved with or on the Board of Directors (BOD) since 2002, and I think that this year's BOD has had the most cohesion of any of these past BOD's. I would like to personally thank everyone involved in the BOD and Committee Roles that have helped to make this year and move to this position seamless. Serving as President, I have also had the opportunity to meet and develop relationships that would have not existed otherwise.



Though the year has been very tumultuous for business and employees alike, everyone can benefit themselves with some of the upcoming education offerings. This all starts with making a plan of investing time for personal and career growth. Please take a moment to look at the various CPIM, CSCP, and special interest topics that will be offered starting in January for the second half of the program year on the www.triadapics.org website.

Please join us this month for our December Professional Development Meeting with Gary Willard. Gary, Senior Manager-Master Scheduler/RCCP, will be presenting the company spotlight on R J Reynolds Tobacco Company in preparation for the January Plant Tour. Please make plans to include the company presentation and plant tour preview as part of your busy holiday schedule.

Thank You and I hope to see everyone at the December 8th 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 November 13th Professional Development Meeting

Volvo NA, Ballistix, Banner Pharmacaps, ConvaTec Inc, DCL Associates Inc, Dow Corning Corp, Hanesbrands Inc, Johnson Controls, Liquip Intl, NC A&T Statue University, Purolator Facet Inc, RFMD, Sealy Inc, Second Harvest Food Bank of NW, SOH Delivery Service, Velocity Trade Exchange, VF Jeanswear, VPNA, Wake Forest University.

The Chapter Board would also like to thank the individuals that were in attendance and represented as independent, in-transition and retired.

2nd Tuesday—December 8th Company Spotlight—RJReynolds Processes Gary Willard, CPIM

Don't miss December's Professional Development Meeting (PDM) as the Piedmont Triad Chapter welcomes Gary D. Willard, CPIM and Senior Manager-Master Scheduler/RCCP from R.J.Reynolds. Mr. Willard will discuss, "*How RJR applies the Oliver Wight Business Management Process into the RJR supply chain process.*" He will cover at a high level product, demand, and supply with emphasis on demand and supply. This informative talk will inform us about RJR and the processes that drive the production. The PDM will be at Volvo Communications Center in Greensboro, NC on Tuesday, December 8, 2009.

As a follow-up to Gary's presentation January's PDM will be a plant tour of R.J.Reynolds' facility, which is located in Tobaccoville, NC. The plant tour will be on Tuesday, January 12, 2010.



Just to give you a quick synopsis, on September 19, 1986, R.J. Reynolds Tobacco Company dedicated its Tobaccoville Manufacturing Center, which is located on a 614-acre site just outside of Winston-Salem in Tobaccoville, N.C. This nearly 2.5 million square foot facility has the capability of processing *almost 400 acres of tobacco per day and more than 200 million pounds of tobacco per year* for both domestic and export business. The Tobaccoville facility also operates R.J. Reynolds' data center, a fiber optic telecommunications link that provides redundant, high-speed data communications between R.J. Reynolds' office and production locations. R.J. Reynolds Tobacco Company (R.J. Reynolds) is the *second-largest tobacco company in the United States*, manufacturing about one of every three cigarettes sold in the country. R.J. Reynolds product line includes *five of the nations 10 best-selling cigarettes*.

Gary's presentation and the plant tour will help to develop a better understanding of the complex and immense operations at a large agribusiness that processes an agricultural commodity into a consumer product and which employs thousands of US workers & provides a tax base for state, local and national programs that benefit all citizens.

Gary D. Willard has been with RJR for 34 years, 25 in cigarette manufacturing and the last 9 years in Supply Chain. Gary is currently the Master Scheduler and Rough Cut Capacity Planner for RJR's two Winston-Salem facilities. He manages RJR's Promotion Operation facility which is used to assemble various domestic and export promotional products. He also works in SAP/APO for their long term planning and short term execution system.



Don't forget...

- Bring your business cards and take time to network with members and potential members of APICS!

The APICS Global Sourcing series has been designed in recognition of the demand in the marketplace for education about critical tasks and challenges associated with sourcing globally. This program is exclusively available through the APICS Piedmont Triad Chapter.

Business professionals who are responsible for (or who have staff members who are carrying out) global procurement and supply chain activities will benefit from this training. This focused series will be useful to global managers who are responsible for import/export, operations management, purchasing, production and inventory control, human resources or logistics functions. Also benefitting from this knowledge would be marketing and financial managers who want or need a better understanding of supply chain strategy and the choices involved with supplier alliances. Key supply chain partners such as freight forwarders, logistics services providers, technology experts, and customs managers will find this course to provide a sound background and knowledge base for a competitive performance analysis of the activities that add value as perceived by the customer.

The Modules are:

Executive Overview (6-hour stand-alone workshop) and **Introduction** (4-hour introduction to the in-depth workshops) cover the following topics:

- Recognizing advantages and disadvantages of global sourcing
- Selecting criteria for evaluating countries
- Selecting logistics partners, addressing supplier qualifications, and determining supply chain stability
- Finding resources for researching cultural differences
- Listing considerations for opening an international procurement office

Global Suppliers (4-hour workshop) covers the following topics:

- Locating and researching international suppliers
- Evaluating potential suppliers
- Understanding the levels of supplier relationships
- Using Requests for Proposals to qualify international suppliers
- Conducting site visits
- Selecting an outsourcing manager

Cultural Relationships (4-hour workshop) covers the following topics:

- Recognizing the challenges presented by global supply chains not typically found in domestic supply chains
- Appreciating unique cultural values
- Assessing negotiating and decision-making styles
- Maintaining productive international supplier communications
- Managing from a distance

Logistics Requirements (4-hour workshop) covers the following topics:

- Constructing a global logistics strategy
- Maximizing value through partner selections
- Applying contract terminology
- Navigating paperwork compliance requirements
- Choosing proper modes of transport
- Managing cash flow

Watch the Piedmont Triad website www.triadapics.org for schedule. If your organization is interested in hosting or holding this program please contact Dave Lehman at 336-602-0136 or dave@thedcl.com.

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**
45-attendees

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 12, 2010**
Plant Tour

RJReynolds—Tobaccoville Manufacturing Ctr
Gary D. Willard, CPIM

2nd Tuesday Evening—**February 9, 2010**
The Supply Chain in Healthcare
Tony W. Johnson

2nd Tuesday Evening—**March 9, 2010**
Global Logistics in a “V” Market
Scott Munker

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

2nd Tuesday Evening—**May 11, 2010**
Personal and Professional Development
Pamela Corbett

**Plan ahead and mark
your calendar to
attend the monthly
Professional
Development
Meetings**

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.apicsseasouth.org.

Upcoming Southeast District Professional Development Meetings:

February 19th & 20th, 2010

Location change and 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

Since 1973, more than 80,000 manufacturing professionals from around the world have turned to the APICS CPIM (Certified in Production and Inventory Management) program to optimize career possibilities, increase specialized knowledge, improve efficiency and boost salary potential.

The APICS CPIM Program

- **Basics of Supply Chain Management**—Discover the basic concepts in managing materials in supply chain.
- **Master Planning of Resources**—Learn to develop sales and operating plans and assess internal and external demand.
- **Detailed Scheduling and Planning**—Study techniques for material and capacity scheduling.
- **Execution and Control of Operations**—Discover how to prioritize work, execute plans, implement controls, report results, and provide feedback.
- **Strategic Management of Resources**—Investigate how to align process and resources with the strategic plan to implement.

Professionals in the fields of operating management production and inventory management, supply chain management, procurement, materials management, and purchasing who earn the APICS CPIM designation acquire the most current industry knowledge which enables them to advance their careers.

APICS CPIM Program Benefits

- Increase your functional knowledge of production and inventory management.
- Improve efficiency of your organization's supply chain.
- Streamline operations through accurate forecasting.
- Predict outcomes more accurately.
- Maximize ROI on systems and technologies.
- Increase profitability by optimizing your organization's inventory investment.
- Enhance your credibility among peers, employers, and customers.

Your learning experience will be easier with three options that personalize your APICS CPIM curriculum. Mix and match these learning methods to your individual learning style.

APICS CPIM Study Options

- **Online APICS CPIM Review Courses**—Prepare for exams from the convenience of your own home in an instructor-led or independent study online format.
- **APICS Workshops**—Instructor-led review at your local chapter or the APICS corporate office leads you through interactive discussions for a one-on-one experience.
- **APICS CPIM Self-Study**—From flashcards to study notes, our extensive self-study resources will help you uncover testing insights, improve your performance, and strengthen your knowledge base.

APICS Piedmont Triad CPIM Programs

- Go to the chapter website at www.triadapics.org.
- Contact Dave Lehman at 336-854-0908 or by e-mail at educationregistrar@triadapics.org.



The 2009 APICS CSCP Learning System is a comprehensive professional development and exam preparation program. It consists of four print modules and Web-based study tools that reflect the entire APICS CSCP body of knowledge and provides you with a broad, encompassing view of global supply chain management.

The 2009 APICS CSCP Learning System modules have been updated to keep pace with the rapid changes in the marketplace and to better align with the APICS CSCP exams.

Module 1—Supply Chain Management Fundamentals

- Explore how successful supply chain management adds value to your organization.
- Understand the supply chain management processes.
- Develop a supply chain strategy that aligns with corporate strategy.
- Assess and measure the effectiveness of supply chains.
- Establish a continuous improvement process of supply chains.
- Understand the importance of supply chain design and its continually evolving capabilities.

Module 2—Building Competitive Operations, Planning, and Logistics

- Understand natural dynamics within the supply chain to optimize performance and increase profitability.
- Assess the value of demands and reduce complexity in demand planning.
- Establish collaborations to replace or improve demand estimates.
- Include supply chain factors in product designs.
- Align distribution and transportation options with supply chain strategy.
- Develop and implement plans for using 3PL and 4PL service providers.
- Understand the importance of reverse logistics.

Module 3—Managing Customer and Supplier Relationships

- Categorize customers based on their profiles and needs.
- Understand customer loyalty and lifetime value of a customer.
- Establish measures of customer satisfaction.
- Understand the strategic importance of purchasing and supplier relationships.
- Establish a supplier rating system.
- Effectively use customer data to improve service performance and increase value to suppliers and customers.

Module 4—Using Information Technology to Enable Supply Chain Management

- Understand the role of data and information technology in support of the supply chain.
- Learn how technology-enabled supply chains contribute to business strategies and operating plans.
- Explore the IT infrastructure as it relates to the comprehensive set of supply chain management systems.
- Understand the innovative technologies enabling collaborative commerce and global visibility.
- Apply technology to enhance distribution, reverse logistics, and global supply chain communications.

APICS Piedmont Triad CSCP Programs

- Go to the chapter website at www.triadapics.org.
- Contact Dave Lehman at 336-854-0908 or by e-mail at educationregistrar@triadapics.org.

Register for the December/January APICS CSCP CBT Exam

Earn the APICS Certified Supply Chain Professional (CSCP) designation to demonstrate your mastery of supply



chain best practices and your commitment to the profession. This valuable credential enhances your earning potential, increases your job security and differentiates you in a competitive job market.

Register for the December APICS CSCP exam today and start benefiting from your new credential in early 2010. The APICS CSCP CBT exam window is December 12, 2009–January 16, 2010.

Register Now

Special Offer! When you register for the APICS CSCP CBT exam during the December–January window, you will be eligible for a special discount on the retake exam. In the event that you need to retake the exam, you can purchase a voucher for a special retake fee of \$250 (\$100 off the normal retake fee of \$350). This opportunity is only valid if you purchase your retake voucher from APICS before March 31, 2010*. The voucher is valid for one year from the date of purchase.

Register early to get your preferred test date, time, and location.

Follow these steps to register for the APICS CSCP CBT Exam

1. Purchase your retake voucher from APICS Customer Service.
2. Once you receive your voucher, go to www.pearsonvue.com/apics.
3. Have your APICS ID number available as listed on your eligibility confirmation/approval-to-test e-mail. Note that Pearson VUE requires the APICS ID number in the format APICS0000000, so you will need to add APICS in front of your ID number when Pearson VUE requests it.
4. Click on "[Certified Supply Chain Professional](#)" for registration instructions. When you are asked for a payment method, provide the voucher number.

*To receive the special discount, contact APICS Customer Support at (800) 444-2742 or (773) 867-1777 today. This discount voucher is only available to individual candidates.

For questions concerning the program or application process, please e-mail certification@apics.org.

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.

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.

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.

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.

APICS Piedmont Triad Back to Basics with Inventory Workshop Series

- Go to the chapter website at www.triadapics.org.
- Contact Dave Lehman at 336-854-0908 or by e-mail at educationregistrar@triadapics.org.

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APICS—Piedmont Triad Chapter

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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: _____