

## The APICS Piedmont Triad Chapter Working For YOU

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 award status 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 profession 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 February 31st, its membership represents over 105 local businesses including educational organizations with 287 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), 15 Certified in Integrated Resource Management (CIRM) and 42 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 [triadapics.org](http://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](http://www.triadapics.org).

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

As I was out driving today, I saw a gas station with an interesting message: "May your best of 2009 be your worst of 2010". The more I thought about this little tidbit, I pondered, how can I make this message true? Is it possible to make a plan and execute, so that 2010 can be that much better than 2009?

With 2009 full of the roller coaster events in both my personal and professional life, could I possibly be able to take the best of 2009 and smooth out the peaks and valleys in 2010 by being better prepared? I do believe that I am ready to take the journey this year, and it started last month with the goals that I have set for the year. I will enjoy the ride!

For the Piedmont Triad Chapter, 2009 ended with something to celebrate. We have won another national award for the Fourth Quarter of 2009. We received the Membership Award for our Chapter's continued growth, our retention, and our marketing ideas. As the winner in the Membership Category, we were also awarded the Grand Prize for the Fourth Quarter. Congratulations to both executive board and our members for making this award happen!

It is not too late to register for some of the education offerings that are currently available. The Piedmont Triad Chapter has both CPIM and CSCP education tracks being offered in the month of February. Please take a look at the new class schedules at [www.triadapics.org](http://www.triadapics.org).

Also, do not forget to register for the February 9<sup>th</sup> Professional Development Meeting with Tony Johnson, Corporate Senior Vice President, Chief Supply Chain Officer for Novant Health. Tony will be discussing the similarities for planning in the health care supply chain and the production supply chain. Please join Tony and the Piedmont Triad Chapter for an informative evening discussion on the Supply Chain.

Thank You and I hope to see everyone at the February 9<sup>th</sup> Professional Development Meeting at the Volvo Communications Center!

Sincerely,

*Jeff*

Jeffery T. Bell, CPIM, CIRM, CSCP



**The Chapter Board would like to thank the companies and universities that were represented at the January 12th Professional Development Meeting/Plant Tour**

Avgol Nonwovens, Banner Pharmacaps, BASF Corporation, Brayton International, ConvaTec, DCL Associates, Guilford Technical Community College, Hanesbrands, Johnson Controls, Krispy Kreme, New Breed, Precision Fabrics, RFMD, RJ Reynolds, Sealy Inc, SOH Delivery Service, Steelcase High Point, Syngenta, Tyco Electronics, Unilin Flooring, UPS Supply Chain Solutions, Volvo Powertrain.

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

2nd Tuesday—February 9th  
**The Supply Chain in Healthcare**

**Tony W. Johnson**

A large number of APICS members are involved in operations and supply chain in manufacturing companies. We now have opportunity to learn more about the similarities and differences between the supply chain for producing product and the supply chain(s) for providing healthcare.

Our February guest speaker is Tony W. Johnson, Corporate Senior Vice President, Chief Supply Chain Officer, Novant Health. Prior to joining Novant, Mr. Johnson served as Vice President of General Services for the Grady Health System in Atlanta, Georgia. Mr. Johnson has 32 years of healthcare experience in materials management, facilities, support services and operations.

He will be discussing the health care supply chain – the organization structure, health care supply chain scope, types of planning/forecasting methods used, and methods of distribution.

Please join us for a look into the health care industry from the perspective of supply chain strategy and management.

Tony W. Johnson, Corporate Senior Vice President, Chief Supply Chain Officer, joined Novant Health, a not-for-profit healthcare system, in October 2003. Prior to joining Novant, Mr. Johnson served as Vice President of General Services for the Grady Health System in Atlanta, Georgia. Mr. Johnson has 32 years of healthcare experience in materials management, facilities, support services and operations. He is a retired army lieutenant colonel.



Tony's accomplishments are many:

- He has held leadership roles in military hospitals, a combat logistics battalion and a global logistics center.
- He deployed to east Africa and served as the Chief Supply Chain Officer for healthcare for the Department of Defense in support of the Rwanda Refugee Crisis in 1994. Supported military and Department of State activities in Rwanda, Uganda, Zaire, Tanzania, and Kenya.
- He was project lead in designing and implementing satellite tracking technologies to track large shipments of medical supplies, real time, by line item across multiple continents (Europe, Asia, & Africa).
- He led the consolidation and integration of all supply chain activities and the implementation of a very successful strategic sourcing organization. Designed the build-out and implementation of a centralized distribution center. Both initiatives support a large integrated delivery network for healthcare with revenues at 4B.

Tony has an undergraduate degree in biology and a master's degree in materials management.

His personal interests include astronomy, Porsches, and music.

In January of 2009, APICS announced that the **Piedmont Triad Chapter** was the **grand prize winner** for the 4th quarter 2009 Chapter Incentive Program. The chapter incentive program recognizes chapters for their contributions to the increased presence of APICS in their local markets.

Successful chapters are recognized based on the number of certifications attained through the chapter, number of new members, and the procurement of educational materials to support educational activities. Eligible chapters are divided into four groups based on chapter size (levels) to ensure fairness. Winning chapters are identified through quarterly reports of APICS certification, New Member, and APICS Bookstore sales activity.

**Your chapter was a winner in the new member category.**

Congratulations and thank you for your contributions. We encourage you to help us continue in our effort towards recognition for delivering exceptional education and supporting the APICS brand in 2010 and beyond. The quarterly winners are listed below:

## 2009 - 4th QUARTER GRAND PRIZE WINNER

Category	Chapter	District	Level
<b>New Member</b>	<b>Piedmont Triad Chapter</b>	<b>Southeast</b>	<b>3</b>

## 4th QUARTER WINNERS

Category	Chapter	District	Level
New Member	South Florida Chapter	Southeast	1
New Member	Kalamazoo/SW Michigan Chapter	Great Lakes	2
<b>New Member</b>	<b>Piedmont Triad Chapter</b>	<b>Southeast</b>	<b>3</b>
New Member	Toronto Chapter	Canadian	4
Certification	South Florida Chapter	Southeast	1
Certification	Oklahoma City Chapter (tie)	Terra Grande	2
Certification	Peel Chapter (tie)	Canadian	2
Certification	Brandywine Valley Chapter <i>formerly Southern Delaware Valley Chapter</i>	Mid-Atlantic	3
Certification	Twin Cities Chapter	Heartland	4
Bookstore	Capitulo Guadalajara Chapter	Terra Grande	1
Bookstore	Kalamazoo/SW Michigan Chapter	Great Lakes	2
Bookstore	DC-Metro Chapter	Mid-Atlantic	3
Bookstore	Chicago Chapter	Great Lakes	4



## 2009-2010 PDM Schedule

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

**Membership Recognition**  
Successfully Implementing S&OP  
Pat Bettini

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

**3<sup>rd</sup> 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**  
56-attendees

Company Spotlight—RJReynolds Processes  
Gary D. Willard, CPIM

2nd Tuesday Evening—**January 12, 2010**  
63-attendees

**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 & Professional  
Development  
Pamela Corbett

**Update your calendar,  
and plan to attend the  
monthly 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 [triadapics.org](http://triadapics.org) or contact Richard Marshall at 336.414.7761 or by e-mail at [educationregistrar@triadapics.org](mailto: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.

### Upcoming Southeast District Professional Development Meetings:

**February 19th & 20th, 2010—Charlotte, NC**

**May/June, 2010—San Juan, Puerto Rico**

**October 15th & 16th, 2010—Nashville, TN**

For more information, go the Southeast District website at [apicssoutheast.org](http://apicssoutheast.org)

## 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 [apicsconference.org](http://apicsconference.org) or call (800) 444-2742 or (773) 867-1777.

## APICS Social Networking

APICS Blogs—See the world through the eyes of fellow industry professionals and share your point of view.

- ⇒ APICS Learning Communities—An online forum where you can share and develop ideas, best practices, and solutions.
- ⇒ APICS on Facebook—Interact with fellow industry students and colleagues in a dynamic, electronic social environment with relevant content, videos, and pictures.
- ⇒ APICS on LinkedIn—Connect and network professionally with others in your field.
- ⇒ APICS YouTube Channel—View APICS-related videos or share videos or share videos you have from APICS events!

In 1994, The Piedmont Triad Chapter established the “*Excellent in Leadership*” nomination and award program. Since that time the chapter has received and had the opportunity and pleasure of presenting thirty-four “*Excellence in Leadership*” awards. We are counting on our members to help us continue to search and carry on this tradition to those who model “*Excellence in Leadership*”. If you know of someone who exhibits excellent leadership characteristics, this is your opportunity to submit their name for consideration.

Those nominated should be persons who significantly contribute to the successful operation of their company, their division, their department or their work team. They should be individuals who inspire others to excel in what they do.

To nominate someone for recognition in the “*Excellence in Leadership*” program, please consider the following: nominations must be received by March 1<sup>st</sup>, to be considered. Nominations must be submitted as a single page typed letter suitable for framing – preferably on company letterhead. Leave ¼” margin all around to allow for framing and include 2 blank “second sheets” of matching stationery to use in award preparation. Nominations must state the reasons this person should be considered for the “*Excellence in Leadership*” recognition.

Nominations must be mailed (not faxed) to **The Piedmont Triad Chapter** at PO Box 19432, Greensboro, NC, 27109-9432 and early enough to be received by the deadline, March 1<sup>st</sup>, 2009. It would be helpful if you would protect the nominating letter and extra sheets so they are not folded or damaged in the mail. If you have questions, you can e-mail them to Camilla Deyton the Executive Vice President at Executive\_vp@triadapics.org.

The Chapter Board of Directors will present the awards during the chapter meeting held on April 13, 2010 at the Volvo Communications Center in Greensboro.

## With APICS...

**Improve productivity**—Develop a highly trained and productive workforce through APICS education, training, and certification programs.

**Gain a competitive advantage**—Keep employees up to date on the latest trends and solutions through award-winning APICS publications, APICS Learning Communities, and industry resources.

**Enhance your company’s bottom line**—Apply APICS’ best practices and solutions to improve quality and gain efficiency throughout your organization.

**Maximize your technology investment**—Promote full use and understanding of your supply chain and manufacturing technology through APICS education and training.

**Develop and retain employees**—Enhance employee performance and satisfaction with development opportunities that foster continuous improvement and competitive success.



## Students:

- Gain competitive edge before graduation
- Have better career opportunities
- Enhance career performance
- Experience greater job satisfaction

## Academic Advisors:

- Connect with working professionals in like field of study
- Make a difference in the professional growth of students entering the workforce
- Increase student satisfaction rate
- Create employer-endorsed programs that help successfully prepare students for employment
- Receive student referrals leading to more dollars for research, programs, faculty, and resources

## APICS Piedmont Triad Chapter:

- Prepares future leaders of the profession
- Reaps the rewards of learning from students and envisioning future needs
- Builds relationships with students who may become lifelong chapter members and peers

## What students are looking for:

- Career enhancement and professional development opportunities
- Interaction with practitioners to gain real-world experience
- Competitive advantage while looking for employment
- Active participation in association to make a difference
- Leadership opportunities

## APICS Piedmont Triad Chapter can help by

- Delivering high quality education
- Teaching skills and concepts to build students' knowledge and competency
- Offering internships that provide real-world experience and practical application of what's learned in the classroom
- Promoting APICS education and certification programs
- Assigning mentors (experienced professionals) who help students explore career options, share career advice, and help prepare students for the transition into the workplace
- Helping students find their first job
- Inviting students to chapter educational and networking events to expand their knowledge base and professional contacts

## APICS Corporate Clients

- American Express
- Avon
- BASF
- Boeing
- Bristol-Myers Squibb
- Caterpillar
- Clorox
- Dow Chemical
- Dow Corning
- DuPontI
- Exxon Mobil
- Gulfstream
- IBM
- Intel
- Jockey International
- Johnson & Johnson
- Microsoft
- Motorola
- Nestle
- PepsiCo
- Pfizer
- SC Johnson
- Unilever
- Volkswagen
- Wyeth Pharmaceuticals



APICS The Association for Operations Management, the global leader in supply chain and operations management certification, education, and membership, released the second edition of the trusted and widely-used *APICS Operations Management Body of Knowledge (OMBOK) Framework*, which defines the scope of the operations management profession and provides a dynamic resource and framework to understand field of operations management today and for years to come.

The latest edition of the *APICS OMBOK Framework* introduces new features, including two appendices that feature tables illustrating the relevancy of the *APICS OMBOK Framework* to specific job titles, including supply chain manager and materials manager, and to industries outside manufacturing, such as distribution, health care, retail, utilities, and hospitality.

"This new edition of the *APICS OMBOK Framework* connects the knowledge and competencies required to be effective in the operations management field to the daily work of professionals around the globe," said Dan Castle, CFPIM, CIRM, CSCP, chair of the 2009 APICS Body of Knowledge Committee. "It helps operations and supply chain management professionals apply their knowledge to their work."

APICS education provides operations professionals with the knowledge and skills they need to positively impact the bottom line," said APICS CEO Abe Eshkenazi, CSCP, CPA, CAE. "The second edition of the *APICS OMBOK Framework* also connects the knowledge and skills to specific job functions and non-manufacturing industries."

The 2009 edition of the *APICS OMBOK Framework* includes two appendices developed from a May 2009 survey of operations and supply chain management professionals who rated the relevancy of the *APICS OMBOK Framework* to job titles and nonmanufacturing industries. The first appendix is produced from the results of operations management and supply chain management professionals in the distribution, health care services, retail, utilities, and hospitality industries.

The second appendix is based on operations management and supply chain management professionals currently holding job titles, including materials manager, supply chain manager, logistics manager, master scheduler, lean operations facilitator, and more. The second edition also includes a new, easy-to-use index. Information about the *APICS OMBOK Framework*, second edition, can be found at [www.apics.org/ombok](http://www.apics.org/ombok).

**APICS The Association for Operations Management** is the global leader and premier source of the body of knowledge in operations management, including production, inventory, supply chain, materials management, purchasing, and logistics. 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. Visit [www.apics.org](http://www.apics.org) for information.

APICS membership provides you with a wide array of timely news, proven practices, essential resources, and expert connections to help you excel in your operations or supply chain management career.

Make the most of your APICS membership. Get involved with your local chapter or APICS International Associate, attend educational events, read APICS publications, and visit [apics.org/membership](http://apics.org/membership) for complete access.

**APICS International Conference & Expo** Increase your capability, your marketability, and your global ability at APICS 2009 in Toronto, Ontario, Canada. The conference is designed to help you compete in the global marketplace and provide skills to make your company run more effectively in an increasingly competitive economy. APICS is featuring plant tours, integrated learning paths, key industry presenters, and career guidance services. APICS members save up to \$350 on registration. Learn more at [apicsconference.org](http://apicsconference.org).

**APICS Operations Management Body of Knowledge Framework (OMBOK)** Gain access to the body of knowledge that defines your operations management work. Understand the language, best practices, and techniques that help you succeed. APICS members receive a free electronic copy of the OMBOK Framework. Learn more at [apics.org/ombok](http://apics.org/ombok).

### APICS Dictionary, 12th edition

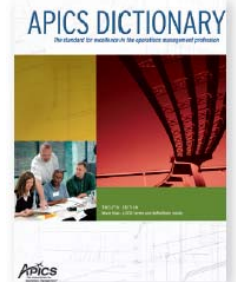
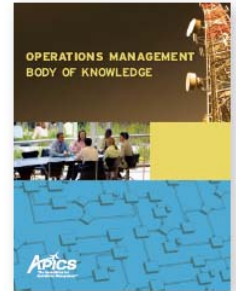
The *APICS Dictionary* is the standard for terms and definitions in the inventory and supply chain management field. The 12th edition contains more than 4,000 essential terms, 500 of which are new. Members may request a free copy at [apics.org/freedictionary](http://apics.org/freedictionary) or contact APICS Customer Support as indicated below.

### Supply Chain Council SCORmark Benchmarking Access

SCC is the world's leading authority on supply chain methodology, diagnostics, and benchmarking based on the SCOR® standard. Its product offerings are a complement to APICS education and certification programs. APICS members worldwide receive

- Member rates on SCC training classes and the SCOR Professional Certification.
- Access to the acclaimed SCORmark benchmarking program. SCORmark benchmarks an organization's supply chain based on SCOR metrics and enables users to measure how it rates in relation to other organizations.
- Member pricing at SCC events.

Take advantage of this exciting new member benefit by visiting [apics.org/scc](http://apics.org/scc).

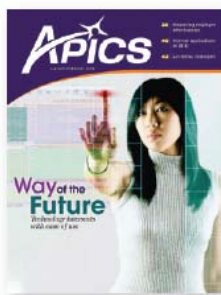


### Enhanced! APICS Magazine

Get information on the latest systems, practices, and principles designed to improve organizational competitiveness and productivity. *APICS* magazine contains a new mix of digital and print content, including:

- Six issues of the print magazine during the year.
- More timely and valuable news updates online and via e-mail in between issues of *APICS* magazine.
- An enhanced digital version of the magazine on the APICS Web site.

Watch your mailbox for print issues and read *APICS* magazine online at [apics.org/resources/magazine](http://apics.org/resources/magazine).



**Questions about your member benefits?** Contact APICS Customer Support at (800) 444-2742 or +1 (773) 867-1777 Monday-Friday, 8:00 a.m. to 5:00 p.m. CT or e-mail [service@apics.org](mailto:service@apics.org).

## Volume 39, Issue 6

**APICS—Piedmont Triad Chapter**  
**PO Box 19432**  
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**Website: [triadapics.com](http://triadapics.com)**

Stay in touch  
with APICS.

Update your contact  
information at  
[apics.org/myinfo](http://apics.org/myinfo).

**Newsletter Article** —Have an APICS story/article you would like to share with the membership? E-mail Barbara Swann at [vp\\_chapterdevelopment@triadapics.org](mailto: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](http://www.triadapics.org).

**APICS Membership**—It's never to late to join or renew YOUR membership!!! Go to [APICS.org](http://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: \_\_\_\_\_

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