



## Next PDM:

**TUESDAY,  
January 13, 2009**

### Sonoma Grille

5010 Main Street  
Snyder, NY 14226  
(Main St. West off Rte. 290)

**5:30-6:00 p.m.... Cash**

**Bar & Networking**

**6:00-7:00 p.m.....Dinner**

**7:00-8:00 p.m..... Program**

**\$25.00 Members & Guests  
\$15.00 Full-Time Students**

### Dinner Menu:

Chicken Francaise  
Roast Beef  
Rosemary Red Potatoes  
Seasonal Vegetable  
Mini Pastry Desserts

### **Reserve Early...**

For reservations, log on to  
[www.apics-buffalo.com](http://www.apics-buffalo.com) or  
call APICS at PPM  
OffiCenter,  
(716) 648-0972 or  
Fax (716) 646-1599

Reservations requested\* by  
**Friday, January 9th**

\* If you find that you can  
attend after this date, please  
give us a call.

**Same-day cancellations  
or no-shows will be  
invoiced.**

## Program:

## "Lean Enterprise Workshop Overview - Meet the Instructor"

Presented by: Jack Cook



Slow processes are expensive and error prone, resulting in dissatisfied customers and declining revenues. Product and service complexity impedes process flow, resulting in greater work-in-process (WIP). In an office environment, WIP is located everywhere, in inboxes, emails, databases, and action items to name a few. Greater WIP means customers wait much longer than they want for products and services. If you're interested in becoming customer focused, reducing defects and wastes, improving process velocity, and reducing complexity, please plan on attending!

- ◆ Do you chase down information?
- ◆ Do decisions require multiple approvals?
- ◆ Are you constantly interrupted?
- ◆ Do you need to expedite regularly?
- ◆ Does work get completed in batches?
- ◆ Does work sometimes get "lost"?
- ◆ Do you find yourself wondering what's important?
- ◆ Do customers (internal or external) complain about service?
- ◆ Are requests for products or services incomplete or contain errors?
- ◆ Does everyone seem to have their own method of prioritizing work?
- ◆ Does the backlog of work never seem to subside?
- ◆ Do employees have an over-reliance on "heroes"?
- ◆ In general, are standard procedures and metrics lacking?

By addressing issues such as those above, this Lean Enterprise presentation will help you discover better ways of doing business. As a result, dollars, people, materials and equipment are freed up for other purposes.

**About the speaker:** Dr. Jack Cook is a professor, speaker, author, and consultant. He is an Associate Professor of Information Systems at the Rochester Institute of Technology (RIT). His areas of expertise include Supply Chain Management, Lean Thinking, Information Systems, Operations Management and Electronic Commerce. Jack's extensive experience teaching and training over the last two decades includes over one hundred conference presentations and numerous journal articles. He has an entertaining and engaging approach and is known for bringing theories to life, resulting in him being honored five teaching awards.

Dr. Cook is a Certified Fellow in Production and Inventory Management (CFPIM), Certified Supply Chain Professional (CSCP) as well as a Certified Software Quality Engineer (CSQE). Dr. Cook earned his CPSM in 2008. He is a CPIM certification instructor, and has developed and delivered many seminars and on-site training programs. His education includes a Ph.D. in Business Administration, an MS in Computer Science, an MBA, an MA in Mathematics, and a BS in Computer Science



APICS - The Association for Operations Management - Buffalo Chapter #21  
 PO Box 888 • Hamburg, NY 14075-0888  
 Phone (716) 648-0972 • Fax (716) 646-1599  
 Website: [www.apics-buffalo.com](http://www.apics-buffalo.com)

**APICS-Buffalo's Board of Directors 2008-2009**

**PRESIDENT:**

Rick Haniszewski, CPIM, CSCP  
 (716) 480-8238  
[RHanisze@aol.com](mailto:RHanisze@aol.com)

**VICE PRESIDENT:**

Jeff Ball  
 Luvata Buffalo Inc.  
 PO Box 981, Buffalo 14240-0981  
 (716) 879-6935  
[jeffrey.ball@luvata.com](mailto:jeffrey.ball@luvata.com)

**SECRETARY:**

Pat McGovern  
 QBC Systems, Inc.  
 25 Hazelwood Dr., Amherst 14228  
 (716) 691-5201  
[patrick@qbc.com](mailto:patrick@qbc.com)

**CO-TREASURER:**

Richard Wasiura, CPIM  
 Reimann & Georger Corp.  
 1849 Harlem Rd., Buffalo 14212  
 (716) 895-1156  
[richard.wasiura@rgcproducts.com](mailto:richard.wasiura@rgcproducts.com)

**CO-TREASURER:**

Patrick J. Clancy, CPA & CFE  
 Freed Maxick & Battaglia  
 420 Main St., Buffalo 14202  
 (716) 847-2651  
[patrick.clancy@freedmaxick.com](mailto:patrick.clancy@freedmaxick.com)

**PROGRAMS/ARRANGEMENTS CO-DIRECTOR:**

Aaron Barber  
 Sherex Fastening Solutions  
 400 Riverwalk Pkwy., Ton. 14150  
 (716) 332-4894  
[aaron@sherex.com](mailto:aaron@sherex.com)

**PROGRAMS/ARRANGEMENTS CO-DIRECTOR:**

Bill Helfrich, CPIM  
 116 Tanglewood Dr., Orch Pk 14127  
 (716) 662-7927  
[bh7831@aol.com](mailto:bh7831@aol.com)

**MEMBERSHIP/COMPANY COORD. CO-DIRECTOR:**

John P. Blest, JONAH  
 Daemen College, Business Dept.  
 4380 Main St., Amherst 14226-3592  
 (716) 839-8349  
[jblest@daemen.edu](mailto:jblest@daemen.edu)

**MEMBERSHIP/WEBSITE CO-DIRECTOR:**

John Neureuter, CPIM, CIRM  
 AVOX Systems, Inc.  
 225 Erie St., Lancaster 14086  
 (716) 686-1444  
[jneureuter@avox.zodiac.com](mailto:jneureuter@avox.zodiac.com)

**ALLIANCE EVENTS MGR.:**

Bill Lignos  
 Irr Supply Centers  
 908 Nia. Falls Blvd., N.Ton. 14120  
 Cell (716) 866-3153  
[BillLignos@aol.com](mailto:BillLignos@aol.com)

**STUDENT CHAPTER DIRECTOR:**

Melissa Ruggiero  
 SUNY at Buffalo  
 308 Alfiero Ctr., Buffalo 14260  
 (716) 645-3232  
[mrugg@buffalo.edu](mailto:mrugg@buffalo.edu)

**EDUCATION DIRECTOR:**

Carol Goewey, CPIM  
 AVOX Systems, Inc.  
 225 Erie St., Lancaster 14086  
 (716) 686-1572  
[cgoewey@avox.zodiac.com](mailto:cgoewey@avox.zodiac.com)

**PLACEMENT DIRECTOR:**

Tom Ryan  
 Caplugs, LLC  
 2150 Elmwood Ave., Buffalo 14207  
 (716) 876-9855, ext. 193  
[tom.ryan@caplugs.com](mailto:tom.ryan@caplugs.com)

**MARKETING CO-DIRECTOR:**

Matt Bartels, CPIM  
 Rich Products Corp.  
 1 Robert Rich Way, Buffalo 14213  
 (716) 878-8963  
[mbartels@rich.com](mailto:mbartels@rich.com)

**MARKETING CO-DIRECTOR:**

Joost Vles  
 Moog Inc.  
 Seneca & Jamison, E. Aurora 14052  
 (716) 805-2401  
[jvles@moog.com](mailto:jvles@moog.com)

**TMN MANAGER:**

Bill Helfrich, CPIM

**MARKETING MANAGER:**

Asli Yimenicioglu

**EDUCATION MANAGER:**

Ed George, CFPIM

**ASSOCIATES:**

**REGION REPRESENTATIVE:**

Ron Calanni, CFPIM  
 4720 Baker St., Lakewood 14750  
 (716) 456-2351 (w)  
[rjcalanni@jep.cummins.com](mailto:rjcalanni@jep.cummins.com)

**BUSINESS SUPPORT:**

Nancy Boyd Haley  
 PPM Business Services  
 PO Box 888, Hamburg 14075-0888  
 (716) 648-0972  
 Fax: (716) 646-1599  
[ppmbs@roadrunner.com](mailto:ppmbs@roadrunner.com)

**UB STUDENT REP:**

Asli Yimenicioglu

**CANISIUS STUDENT REP:**

Jena Playfair



**President's Message**

I hope everyone had a wonderful Holiday and here's to wish all our Buffalo APICS members and their families a Happy New Year!

I hope to see you all at our Professional Development Meeting next week. The topic is LEAN and it is a preview of the APICS Lean Enterprise workshop.

*Rick*

Rick Haniszewski, CPIM, CSCP  
 2008-2009 President, APICS-Buffalo Chapter

**APICS Education Course Offerings**



APICS Buffalo Chapter is pleased to announce the CPIM course offering:

What: **Master Planning of Resources - CPIM certification preparation course**

Where: Moog

When: Wednesday evenings starting January 14, 2009 (8 weeks course)

Time: 6:00 - 9:00 p.m.

Cost: \$ 575.00 -- this includes course material.

This course is designed to prepare you to take the CPIM certification exam.

**If you are interested in participating please contact: Carol Goewey, (716) 686-1572 or [cgoewey@avox.zodiac.com](mailto:cgoewey@avox.zodiac.com)**

**Coming in March** - sign up early to reserve your spot in the class.

- ♦ APICS CSCP certification preparation course - more details to follow.
- ♦ APICS Lean Manufacturing certificate program - Join us at the January 13, 2009 Professional Development Meeting for more information.

Carol Goewey CPIM, CSCP  
 APICS Director of Education  
 phone: 716-686-1572  
 email: [cgoewey@avox.zodiac.com](mailto:cgoewey@avox.zodiac.com)



This newsletter is published monthly by the APICS Organization, Buffalo Chapter 21, whose membership totals over 300 professionals, educators and students in the Western New York area involved in the Production and Inventory Management Field (P&IM) and resource management. APICS is over 50 years old and provides its members opportunities to attain job skills and knowledge that will set them apart from others through seminars, workshops, conferences, exhibitions and meetings. APICS and the Board of Regents of the University of the State of New York have made it possible for you to earn college credit for passing APICS' CPIM and CIRM examinations.

## Buffalo Niagara Professional Alliance Joint Dinner Meeting -- APICS-Buffalo, NAPM-Buffalo, BNHRA & InfoTech

In the quest for operations managers to achieve continuous success within their organization, the BNP Alliance presents...

### The Art & Science of Culture and Climate Panel Discussion on Best Places to Work in WNY

“The only way to generate enduring profits is to begin by building the kind of environment that attracts, focuses, and keeps talented employees.”

*Buckingham and Coffman, First Break All the Rules*

Please join us as we learn about the successes and watchouts from a panel of experts who have created four of the best places to work in Western New York according to the 2008 Business First list.



**Wednesday, February 11, 2009**

Millenium Hotel, 2040 Walden Avenue, Cheektowaga, NY

5:15-6:00 p.m....Networking

6:00-7:00 p.m.... Dinner

7:00-8:30 p.m...Presentation

Fee: \$25.00 Members & Guests; \$15.00 Full-Time Students

#### Panelists:

Gord Cumming, VP Human Resources and Organizational Development  
Independent Health

Dan Gigante, Founding Partner  
clevermethod

Tom Grogan, Managing Partner  
Brock, Schechter & Polakoff, LLP

**The workplace is changing of that there's no doubt,  
And some organizations have figured that out.**

**They've created great climates, their places all buzz,  
They've adopted best practice as no one else does.**

**Their cultures are different, they've learned to adapt,  
Their employees' diversity is what they have tapped.**

**Hear how they've managed to change with the times,  
Listen to tales about new paradigms.**



### Plan4Demand Solutions "S&OP" with Miguel Mota

**1) How effective was the speaker?:**

32% fair, 32% average, 24% good, 12% excellent

**2) How useful was the topic?:**

8% fair, 20% average, 52% good, 20% excellent

**3) Would you attend a future session on this topic with a different speaker?:**

88% yes, 12% no

**4) How much knowledge did you gain from this program?:**

Scale 1 to 5 from little to a great deal: #1(0%), #2(28%), #3 (36%), #4 (28%), #5 (8%)

**5) What is your level of expertise in this topic area?:**

Scale 1 to 5 from none to expert: #1 (0%), #2 (16%), #3 (40%), #4 (32%), #5 (12%)

**6) Did you learn ideas/techniques to be applied on your job?:**

56% yes, 44% no

**7) Was the program announcement accurate?:**

100% yes

**8) Were the food & facilities satisfactory?:**

92% yes, 8% no

#### Comments:

- ◆ Russell's was an excellent location; room & food also excellent. It has a fun bar! But, needs work; meal served too late. Try again after it's open for awhile.
- ◆ Meeting lasted too long.
- ◆ Excellent topic to discuss with people working in different industries.
- ◆ Very good presentation. Speaker weak, not a lot of meat to discussion.
- ◆ Hard to hear speaker and difficult to see charts.
- ◆ Kitchen too loud with noisy compressor.

**THE UN-COMFORT ZONE**  
with Robert Wilson



## Don't Get Stuck in Reverse

I love this quote by Gandalf the Gray from the book *Lord of the Rings* by J. R. R. Tolkien, "When we despair we cease to choose well. We give in to short cuts."

It's so true and we all know that we have been guilty of it at some point in our lives.

It reminds me of the Dot Com Bubble that burst in March of 2000 and caused the stock market to crash, I remember those heady days of "irrational exuberance" as Federal Reserve chairman, Alan Greenspan referred to it. It seemed like everyone was worried they were going to miss out on the digital revolution. They were motivated by the dreams of easy money. It was all about taking a short cut.

Several start ups approached me to help them promote their new Internet businesses in exchange for stock options. I looked at a couple of cobbled together companies that were little more than a guy with a website and the hopes of mining some venture capital. The idea was to generate web page hits with a clever name or gimmick, sell a ton of stock at the Initial Public Offering, then retire a millionaire. I decided to stick with those willing to pay in cash.

After the burst, I read about a repo man in Silicon Valley who repossessed the expensive cars of former Internet millionaires. He reported that he frequently found dozens of losing lottery tickets in the cars -- evidence that the former car owners were acting out of despair and looking for short cuts back to the elusive wealth that had slipped from their grasp.

Beverly Sills, the famous opera soprano, once said, "There are no shortcuts to any place worth going." But, too often when times are good we pile on the responsibilities. Later on when we encounter adversity, we look backwards instead of forward. We attempt to go back to where we enjoyed success in the past even when it is counter-productive to our current goal.

In my seminars on innovation I conduct a fun exercise that demonstrates how we frequently feel we must go backwards before we can go forward. A volunteer from the audience is selected and sent out of the room. The audience chooses a simple behavior they want the volunteer to do (like jumping up and down on their left foot). What makes it fun is that the volunteer must guess the behavior. The audience can only help by saying the word, "yes" when the volunteer does anything that comes close to the desired behavior. They are not allowed to say, "no" or give any other hints.

Once the volunteer performs the desired behavior, the audience rewards it with a round of applause. I ask for a second volunteer, but this time we change the rules after the person leaves the room. When the desired behavior is reached, the audience goes silent, says nothing, and gives no applause. Since the volunteer is no longer getting feedback in the form of "yes" he or she will go back and repeat behaviors that did elicit a "yes." The audience, however, remains silent.

As we watch the volunteer, we can see despair forming on

his or her face. The volunteer will then go further backward to find a previous behavior that generated success. Eventually the volunteer quits going backwards and starts initiating brand new behaviors in the hopes of regaining another, "yes." It is after several new behaviors are performed that the audience is signaled to applaud and reward the volunteer for his or her efforts. The purpose of the exercise is to force the volunteer to back-track to the point that they realize success can only be found by moving forward.

In life, the trick is to stay focused even when our luck seems to be changing. We may have to slow down or make changes in our methods, but the goal must remain the same. Henry David Thoreau observed, "We rarely hit where we do not aim." In other words, if you're moving backward you are moving away from your goal... and it's hard to hit a target when you're facing the wrong direction.

*Robert Evans Wilson, Jr. is a motivational speaker and humorist. He works with companies that want to be more competitive and with people who want to think like innovators. For more information on Robert's programs please visit [www.jump-startyourmeeting.com](http://www.jump-startyourmeeting.com).*



## JOB OPPORTUNITIES

The APICS Placement Director reports that the following job opportunities are available locally. Please visit our web site for more information.

### Job Opportunities

### Date posted

Material Planner.....11/11  
Planner/Buyer.....11/20

If your company would like to advertise an opening, please contact Tom Ryan at (716) 876-9855 x3193 or [tom.ryan@caplugs.com](mailto:tom.ryan@caplugs.com) for more information.



## Coming Events

Wednesday, February 11, 2009  
BNP Alliance Joint Meeting

"The Art and Science of Culture and Climate"  
A Panel Discussion on Best Places to Work in WNY

Wednesday, March 4, 2009  
Top Management Night

"Benchmarking", Ron Ireland, Oliver Wight Companies  
Salvatore's Italian Gardens

Wednesday, April 8, 2009  
BNP Alliance Joint Meeting

"A Look Back & Going Forward"  
Panel featuring: Erie County Executive Chris Collins,  
Kevin Hardwick and others.