

Next PDM:

**TUESDAY,
November 17, 2009**

Protocol Restaurant

6766 Transit Rd., Williamsville 14221
www.protocolrestaurant.com
(632-9556)

**5:15-6:00 p.m.... Cash Bar,
Registration & Networking**
6:00-7:00 p.m.....Dinner
7:00-8:00 p.m..... Program

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

Buffet Dinner Menu:

Chef Salad
Pasta Salad
Black Angus Top Round of Beef
Italian Sausage
Chicken Parmesan
Penne Pasta with Marinara
Oven Browned Potatoes
Mixed Vegetables
Rolls & Butter
Vanilla Ice Cream w Chocolate Sauce

Reserve Early...

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

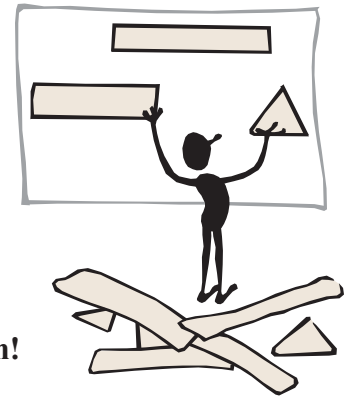
Reservations requested* by
Friday, October 16th.

* 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:

Integrated Business Management Through Sales & Operations Planning



Successful planning doesn't just happen!

Integrate insights from all functional disciplines to produce superior results through a single, fully integrated operating plan.

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

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

What you'll learn:

- ♦ Management to gain the control and flexibility needed to meet changing customer demands
- ♦ How companies who have implemented an integrated Sales & Operations Planning process have increased market share, improved customer service and enhanced top-line and bottom-line growth.
- ♦ How to develop and link the business plan, operating plan, sales plan, and forecast so that all departments are operating from the same game plan and striving to achieve the same goals
- ♦ How to use Sales & Operations Planning to synchronize all your company's plans, and keep them in alignment month after month throughout the year
- ♦ How IBMgt/S&OP can be used to develop you business plans

Who should attend:

Sales & Operations Planning is the Integrated Business Management process that gives the General Manager and his team a practical and very effective way to improve control of the entire business: Attendees should also include the GM and

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UB STUDENT REP:

CANISIUS STUDENT REP:

President's Message



Greetings All!

This time of year I always seem to start thinking about CHANGE. The leaves are changing colors and are beginning to fall. The weather is changing and the temperature is starting to get a little brisk. The days are changing and are getting a bit shorter. And on, and on, and on. But, what about you and your business, you and your company, you and your career?

One thing is for sure, the RATE of CHANGE in our business world is continuing to accelerate. What we did in the past is no longer acceptable. What we did even last year is no longer cutting edge or best in class. Are you and your company prepared to meet the challenges of competing in a rapidly changing global economy?

From a personal standpoint, are you preparing yourself to compete in this rapidly changing world? As company ownership and management teams change, are you preparing yourself to confidently step up as a strong leader with the knowledge, skills, and networking resources to solve your company's Operations Management and Supply Chain challenges? Are you preparing yourself to move up to the next level of leadership in your company or a perhaps even a new career? Is your network of resources and professional contacts well stocked and available at a moments notice?

From a company standpoint, are you helping to develop your staff with the body of knowledge that is required for today's professionals in Operations and Supply Chain Management? Does your company realize the important role that Operations and Supply Chain Management can play in ensuring current profitability and future success?

No matter what stage of our career, we must constantly keep our skill set up-to-date and continue to expand our network of professional contacts and resources. We must be open to learning new ways of working and working in new environments, with new people, and in some cases, new cultures.

I strongly believe that APICS can help you keep your skills up to date, and can help you build up your network of professional contacts and resources. However, it is up to you to make the effort. You must make a COMMITMENT TO EXCELLENCE to always strive to develop yourself both personally and professionally.

Check out the Education and Training offerings of the Buffalo APICS Chapter and our schedule of PDMs (Professional Development Meetings), to help jump start your career and your own personal competitive advantage today!

Best Regards,
 Jeff Ball, CSCP, President - APICS Buffalo Chapter 2009-2010

This newsletter is published monthly by the APICS Organization, Buffalo Chapter 21, whose membership totals approximately 250 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.



THE UN-COMFORT ZONE with Robert Wilson

Pack Mentality

When my son was two years old, we got a Samoyed puppy, and for the next 18 months they were the best of friends. Then the dog changed. Suddenly she started growling at my son and biting him. At first I thought that maybe he was pulling her tail or something else that was irritating her, but that wasn't it.

My dog had become an adult and instinct kicked in. She became concerned with her place in the pack hierarchy. I learned that our family was her pack, that I was alpha-dog, and that she had no intention of being at the bottom of the pecking order. That meant someone had to be beneath her and the easiest choice was my toddler.

Through training and discipline we got the biting to stop, but to this day she still considers my son subordinate to her.

It's all about status and exclusivity. And human beings are just as motivated by it as a pack animal. When Abraham Maslow created his Theory of Human Motivation in 1943, he identified five levels of motivation or five needs that humans strive to satisfy. Those needs are, in order: Survival, Safety, Social, Esteem, and Fulfillment.

Status is an esteem need and regardless of where we fall on the economic ladder, we all strive to achieve status before we can move on to the highest need. Whether we admit it or not, we all want to feel as if we are a little bit better than the people around us. We begin to establish that - at least in our own minds - with the accouterments of wealth such as branded clothing, jewelry, luxury automobiles, and exclusive neighborhoods. Even the poorest of people find symbols with which to establish their status. The visibility of these status symbols can create the powerfully motivating emotion of envy.

Most happiness that is acquired by achieving status symbols is short lived. Over time such trappings become meaningless to us, at which point, we seek genuine achievements to prove our worth. Studies have shown that after reaching a certain income level (usually around \$250,000 a year) an individual's happiness does not increase until they reach the status of super rich (approximately \$10,000,000 a year).

But, status can continue to motivate us long after money ceases to do so. Bestowing a new title with added responsibilities yet without any added pay is a common method for rewarding employees.

Volunteers can be motivated in a similar fashion. I have been a Boy Scout leader for the past five years. The Boy Scouts of America rewards its leaders with patches embroidered with colorful square knots that are worn on the adult uniform. Different colored square knots represent the variety of services a volunteer has provided or achievements that he or she has earned. Some square knots represent achievements earned years earlier when the volunteer was a Boy Scout. When I attend formal full uniform functions, I find myself scanning fellow leaders' square knots to note their status. There is one we all look for; it is the red, white and blue knot that indicates the wearer earned the highest status in scouting as a youth: the Eagle Scout award.

When the United States was founded, one of its distinguish-



ing characteristics from the rest of the world was the lack of a feudal or caste system. That doesn't mean status doesn't exist in America. Indeed it does, but here we must earn it. Best of all, people have a choice and can rise above the station they were born into

Lacking status puts us in the Un-Comfort Zone and drives us to achieve. When you help someone up the social ladder, you can motivate them in a powerful and positive way.

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.jumpstartyourmeeting.com.

Integrated Business Management Through S&OP

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staff, marketing managers, product managers, sales managers, demand planners and sales forecasters, customer service managers, ERP project managers, and supply chain project managers. For a company to be truly responsive to its customers, it needs an effective demand planning and demand management process as the primary input to their integrated Sales and Operations Planning process.

About our Speaker:

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

Oliver Wight is a global management consulting and education firm that specializes in helping companies work smarter, faster, and more profitably than their competitors. The firm provides long-term coaching and support for clients striving to attain business excellence through sustainable, Class "A" behavior change. **The new 6th edition Business Excellence Checklist is now available.**





APICS' Report on Education

A Commitment to Excellence...

EDUCATION SCHEDULE 2009-2010 (open enrollment)

Course	Start	Length	Location	Cost
CPIM Execution & Control of Operations	Jan 2010	10 weeks	Moog	\$575
CPIM Strategic Mgmt. of Resources	Mar 2010	10 weeks	Moog	\$575
CSCP Certified Supply Chain Professional	Jan 2010	13 weeks	TBD	\$1100
Lean Enterprise Workshop (certificate)	Apr 2010	10 weeks	TBD	\$895

The CPIM Certification is broken into 5 separate modules:

Course	Start
o Basics of Supply Chain Management	Apr - Jun 2009 (complete)
o Master Planning of Resources	Jan - Apr 2009 (complete)
o Detailed Schedule & Planning	Sep 9, 2009 (in-process)
o Execution & Control of Operations	Jan 2010
o Strategic Management of Resources	Mar 2010

These are instructor lead courses, meeting once per week for approximately 10 weeks; the courses are designed to prepare an individual to take the CPIM exam for the specific module. The cost of the instructor lead program is \$575 per module, this includes the course book.

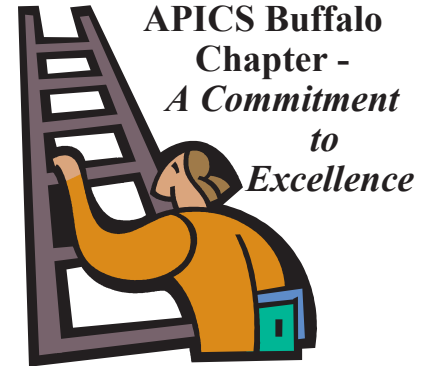
The exam registration is not included; you must register separately through the on-line APICS International site "<http://www.apics.org>" official APICS test center at a cost of \$120 per exam for members and \$155 for non-member.

APICS is currently looking for companies to host the certification programs, if you are interested please contact me, Carol Goewey at cwgoewey@yahoo.com, or call 716-674-6343.

If you're interested in any of the programs sign up and reserve your place, contact me @ cwgoewey@yahoo.com, or call 716-674-6343, or log onto <http://www.apics-buffalo.com>.

Best regards,

Carol Goewey
 Director Education, APICS - Buffalo Chapter
cwgoewey@yahoo.com
 716-674-6343.



On behalf of the APICS Buffalo Chapter's Board of Directors, and especially myself the Education Director, I'm pleased to announce Rich Products is sponsoring the CPIM Detailed Scheduling and Planning module at their facility. The program started on October 19, 2009, meets weekly, from 6-9 pm, for 9 weeks.

I would like to congratulate these individuals for taking the initiative and time out of their busy schedule to further their professional knowledge base.

Enrolled in the course are the following Rich Product associates:

- Margaret Pfeiffer
- Sharon Almendinger
- Mike Vanvelson
- Tim Taylor
- Lou Commendatore
- Tom Pantera
- Justin Waddington
- Erik Sifuentes
- John Stevens
- Annette Peacemaker
- Linda Huang
- Catherine Domin
- Mark Michaels
- Clark Woodruff
- Molly Boicourt
- Dan Pijanowski
- Sam Dean
- Matt Calipari (from R.P.Adams)



“Managing Inventories in a Changing Economy” with Doug Howardell

1) Speaker clear & easily understood:

Scale 1 to 5 from poor to excellent: #1(0%), #2(0%), #3 (9%), #4 (52%), #5 (39%)

2) The material content was clear & understandable:

Scale 1 to 5 from poor to excellent: #1(0%), #2(0%), #3 (4%), #4 (48%), #5 (48%)

3) The program topic was interesting & informative: Scale 1 to 5 from poor to excellent: #1(0%), #2(0%), #3 (9%), #4 (39%), #5 (52%)

4) The questions/answers were direct & to the point: Scale 1 to 5 from poor to excellent: #1(0%), #2(0%), #3 (22%), #4 (48%), #5 (30%)

5) The speaker was knowledgeable: Scale 1 to 5 from poor to excellent: #1(0%), #2(0%), #3 (0%), #4 (43%), #5 (57%)

6) Food & facilities were satisfactory: 87% yes, 13% no

7) Do you like this format for an APICS meeting?: 100% yes, 0% no

8) APICS member?: 74 % yes, 26% no

Comments:

- ◆ A bit long.
- ◆ Start program earlier.
- ◆ Shorter networking.
- ◆ Bar slow.
- ◆ Include green belt/black belt certification programs.
- ◆ Lean culture.
- ◆ Great product demo - we are going to be trying this at Harmac.
- ◆ Great to see what he was discussing in action spreadsheet.
- ◆ Sweater vests were awesome.
- ◆ Like Salvatore’s better.
- ◆ Great info - more time.
- ◆ Info beneficial.

Student Chapter Report:



UB Chapter Report:

As a scholar, I got an opportunity to attend APICS Expo 2009 conference in Toronto, Canada. The event was arranged in the best professional manner possible. The conference was filled with inspiring speakers, experts from the industry; excellent networking opportunities; lunch with different people from diverse industries; and a forum-like world café demonstrated the power of team work and discussion. On the last day we had a plant tour which gave me insight on how the supply chain learned in the classroom is actually implement in the industry. The most attractive feature of this event for me was getting to know my mentor and our Buffalo APICS chapter president. I learned so much from them -- about the current industry trends, about their companies, and about them personally.

Overall, as a scholar I was taken good care of - put up in one of the best hotels, student-specific workshops, scholar coupons to pick any book of my choice, a special student lounge where Jennifer helped me find my mentor in the large crowd at the conference, and many networking opportunities during lunch, dinner, forums and evening receptions. Now, I am looking forward to a PDM to meet my mentor and continue from where we left off at the conference.

Submitted by,
Manish Sabnis, UB MBA, Class of 2010

Canisius Chapter Report:

The Canisius APICS Chapter is currently planning a fun filled evening which will be the capstone of our semester. Every year APICS students and faculty come together for a wonderful “Statistical Gaming Night” at Dave and Busters. Thoughts are shared and plans are discussed for our upcoming semester, one we anticipate being filled with presentations, events, and several on-site experiential learning tours.

Our chapter is initiating the development of our online member and resume center. This is a new endeavor which will offer up many future possibilities. Our chapter site will allow members to post their resumes, read meeting minutes, and track our calendar of events, as well as the community to stay current on our plans and connect to other APICS web pages. Our target launch date is the end of this month.

Submitted by,
Jonathon M. Casey, President, Canisius APICS



Calendar of Events

PDM: Tuesday, November 17, 2009
Protocol Restaurant, Transit Road

PDM: Tuesday, December 15, 2009
“Critical Chain Project Management and Execution” with Michael Pritchard
Protocol Restaurant, Transit Road

PDM: Tuesday, January 19, 2010
“The Quest for the Total Cost of Ownership in Global Sourcing” with Marilyn Gettinger
Joint Meeting with NAPM-Buffalo
Salvatore’s Italian Gardens

January 2010
NE District APICS Meeting

PDM: Tuesday, Feb. 16, 2010
Salvatore’s Italian Gardens

Tuesday, March 15, 2010
Top Management Night
Salvatore’s Italian Gardens

PDM: April 2010
Joint BNPAAlliance Meeting

Tuesday, May 18, 2010
Plant Tour