

### Next PDM:

**TUESDAY,  
December 15, 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:**

Soup & Salad (served)  
Standing Round of Beef carved  
tableside  
Baked Virginia Ham  
Chicken Marsala  
Penne Pasta with Marinara &  
Mozzarella  
Oven Brownd Potatoes  
Fresh Mixed Vegetables  
Fresh Baked Rolls & Butter  
Vanilla Ice Cream with 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, December 11th**

\* 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:

## Critical Chain Project Management

Critical Chain Project Management (CCPM) was first developed by Eli Goldratt in the early 1990s and is now gaining popularity amongst a multitude of industries. Dramatic improvement in project cycle time and project delivery capacity has been realized by the aerospace, medical, pharmaceutical, consumer products, and construction industries. CCPM is, primarily, a project execution methodology that takes a scientific approach to managing variation and uncertainty in projects. This scientific approach, however, requires the understanding of several counter intuitive principals for planning, scheduling, and controlling projects. During this presentation, attendees will learn the fundamentals of CCPM, the role of technology, and the valuable CCPM techniques that can be implemented immediately in any project environment. Come to discover what organizations such as NASA, USAF, Boeing, Oregon Freeze Dry, and LeTourneau Technologies are using to achieve world class organizational performance.



#### **About our Speaker:**

**Michael Pitcher** has 25 years of experience in operations, product & process development, strategic planning, and consulting. He is recognized by the Theory Of Constraints community as a world leader in developing the knowledge base and implementation methods for Drum-Buffer-Rope and Critical Chain. He has been published in several professional journals including those printed by APICS and the SME (Society of Manufacturing Engineers). Prior to consulting, Michael specialized in manufacturing turn-arounds by applying World Class best practices to struggling business units. Michael is a patent author and won several company awards including the President's Award for Outstanding Performance at Becton Dickinson & Co.

Michael holds a BA in Chemistry from Oberlin College, an MBA from Ashland University, and the designation of "Jonah". He is certified by APICS for Integrated Resource Management and by the Theory Of Constraints International Certification Organization in all aspects of Theory Of Constraints.



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 2009-2010**

**PRESIDENT:**

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

**VICE PRESIDENT:**

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

**SECRETARY:**

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

**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 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  
 (716) 834-3251  
[john.neureuter@roadrunner.com](mailto:john.neureuter@roadrunner.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  
 (716) 674-6343  
[cwgoewey@gmail.com](mailto:cwgoewey@gmail.com)

**CHAPTER AMBASSADOR & CO-DIRECTOR PROGRAMS & MARKETING:**

Rick Haniszewski, CPIM, CSCP  
 SCIED/Science Kit  
 777 East Park Dr., Tonaw. 14150  
 (716) 515-4228  
[RHaniszewski@VWReduction.com](mailto:RHaniszewski@VWReduction.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:**

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

**ALLIANCE EVENTS MGR.:**

Cindy Stoddard  
 American Sales Company  
 1 Scrivner Dr, Cheektowaga 14227  
 (716) 668-9411  
[cindy.stoddard@aholdusa.com](mailto:cindy.stoddard@aholdusa.com)

**TMN MANAGER: open**

**MARKETING MGR: open**

**MANAGER PROGRAMS/ARRANGEMENTS: open**

**EDUCATION MGR: open**

**COMPANY COORDINATOR MANAGER: open**

**ASSOCIATES:**

**REGION REPRESENTATIVE:**

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

**NORTHEAST CHAPTERS PRESIDENTS' LIAISON:**

Kimberly Smith Frew  
[kimsmithfrew@aol.com](mailto:kimsmithfrew@aol.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:**

Manish Sabnis

**CANISIUS STUDENT REP:**

Jonathon M. Casey

# President's Message



Greetings All!

Many of us are now engaged in the "end of year" physical inventory planning, budgeting activities, organizational restructuring, as well as the company parties, family get-togethers, and holiday shopping.

Such a busy time of year!

It is important for all of us to prioritize our time and make sure we accomplish the most important tasks ahead and communicate our plans to all. We must recognize the "critical few" from the many "nice to have" activities that will consume our working and personal time.

Are you engaged in activities that will help make changes at your company to improve results? Are you confident in your ability to recognize what changes are needed? Have you prepared yourself to take a leadership role in developing and implementing these changes ?

As you make your year end plans and resolutions for the new year, I urge you to make a "Commitment to Excellence" and engage in activities that will help to make you a more effective and successful leader. I believe that APICS membership and its education, training, and networking opportunities can enhance your career path and employment options. Please review the programs available in the coming year and take advantage of our many convenient options to jumpstart and build your career.

In closing, it has been a very busy year and I hope you have been able to get the maximum benefits from your membership in APICS and the APICS Buffalo Chapter. On behalf of the entire Board of Directors, I wish you a safe and happy holiday season and look forward to seeing you all in the new year.

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.



## More Powerful than You Know

"Writing is not a job; it's a hobby!" thundered my father when I told him my plans for college. "You need to get a profession: medicine, law, engineering or accounting."

I cheerlessly acquiesced and enrolled in a pre-med program, but at the end of my first year, after struggling through chemistry, I changed my major to philosophy. When I told Dad, he grunted, "That and a dime will get you a cup of coffee." He passed away shortly after that but his words echoed in the back of my mind for years.

After graduation I searched for a job in writing. At the same time, I wrote short stories like crazy, and sent them off to dozens of magazines. Years passed and I failed to find a job in writing, so I supported myself by waiting tables and bartending. Meanwhile, rejection letters from the magazines began piling up, and I was beginning to get discouraged.

Then one day, I met a friend for a beer in a bar near the campus of my alma mater. When I visited the restroom, some graffiti written on the wall with an arrow pointing to the toilet paper dispenser caught my eye. It read: "Bachelor of Arts Degrees - take only one, please!" Rather than laugh, I grimaced and thought, "Boy, does that sound like my Dad."

Five years had gone by, and other than a few freelance jobs writing advertising copy, I had not made a penny from writing. I was beginning to re-think my life, when I recalled the encouraging words from my ninth grade English teacher.

She had assigned my class with several essays to write. I remembered the glowing paragraphs of praise she wrote in bright red ink at the top of all my papers. There must have been a dozen of those compositions, and just recalling them gave me hope. I thought, "At least one person in the world believes in my writing."

It was just the encouragement I needed, and I doubled my efforts to find work. Soon I was getting a great deal more freelance work. Enough that I was able to quit working in restaurants. Enough to make a down payment on a house. Then whenever I needed a boost in confidence, I would think again of those dozen glowing paragraphs of praise written in bright red ink at the top of my essay papers.

Suddenly everything seemed to gel. I sold my first book; I won several very important advertising awards; and three colleges were asking me to teach a class in copywriting. I was feeling very grateful and once again thought of my ninth grade English teacher and those glowing paragraphs of praise written in bright red ink. I decided to look her up and give her a call.

When I got her on the phone my first shock was that she did not remember me. I was certain I had been one of her favorites. My second was when she told me that she never wrote paragraphs of praise. "There were simply too many papers to grade to write more than a word or two," She said. "I would write 'Nice Work' or 'Good Job,' but never anything more."

Unconvinced, when I got off the phone, I went up to the attic



and dug out the box that held my old school work (yes, it's true - I'm a total pack rat - especially when it comes to things I've written!). It took a while, but I finally found those old papers. She was right; there were no paragraphs. And, there was far less than a dozen - only two. About the only thing I remembered correctly was the bright red ink. I did, however, rate more than one or two words. On the first one she wrote, "Nicely written - well thought out." On the other, "Good Sense of Humor!"

Nine words. Nine little words that were so heartening that over the next 15 years they grew into hundreds in my mind. Nine words that motivated me to stick to my dreams. My point? Even the least bit of praise can be powerfully motivating. So, don't keep it in - use your power!

*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](http://www.jumpstartyourmeeting.com).*



## Calendar of Events

**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

**Tuesday, February 16, 2010**

**PDM**

Salvatore's Italian Gardens

**Tuesday, March 16, 2010**

Top Management Night  
Salvatore's Italian Gardens

**Wednesday, April 28, 2010**

Joint BNPAlliance Meeting  
Panel Discussion:

"Doing Business Better and Overcoming Recession"

**Tuesday, May 18, 2010**

Plant Tour



# APICS' Report on Education

## A Commitment to Excellence...

### EDUCATION SCHEDULE 2010 (open enrollment)

Course	Start	Length	Location	Cost
CPIM Execution & Control of Operations	January 20, 2010	10 weeks	Moog	\$575
CPIM Strategic Management of Resources	April 21, 2010	10 weeks	Moog	\$575
CSCP Certified Supply Chain Professional	January 2010	13 weeks	TBD	\$1100
Lean Enterprise Workshop (certificate)	April 2010	10 weeks	TBD	\$895

The **CPIM Certification** is broken into 5 separate modules:

Course	Start
o Basics of Supply Chain Management	September 2010
o Master Planning of Resources	TBD
o Detailed Schedule & Planning	September-November 2009 (complete)
o Execution & Control of Operations	January 20, 2010
o Strategic Management of Resources	April 21, 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.

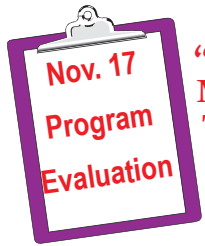
**APICS is currently looking for companies to host the certification programs, if you are interested please contact me, Carol Goewey at [cwgoewey@gmail.com](mailto:cwgoewey@gmail.com), or call 716-674-6343.**

If you're interested in any of the programs -- sign up and reserve your place by contacting me @ [cwgoewey@gmail.com](mailto:cwgoewey@gmail.com), or call 716-674-6343, or log onto <http://www.apics-buffalo.com>.

Best regards,

Carol Goewey  
Director Education, APICS - Buffalo Chapter  
[cwgoewey@gmail.com](mailto:cwgoewey@gmail.com)  
716-674-6343





**“Integrated Business Management Through S&OP” with Pat Bettini, Oliver Wight Americas**

# Student Chapter Report:



## UB Chapter Report:

We had an opportunity to attend the PDM on October 20 and this PDM had dual interest for students like me. This was going to be not only a great networking event but also an opportunity to reconnect with our mentors after our initial meetings. While for some of the students this was the first time they were meeting their mentors after a conversation on email. This APICS mentor/mentee program started recently and it was good to see the mentors’ enthusiasm to help students. The PDM was professionally organized with good food, focused agenda, and an excellent inventory reduction techniques presentation. Our new Buffalo Chapter President Jeff gave an inspirational speech which made us even more interested in APICS as an organization. Many of us who would be graduating from school in June 2010 echoed the thought of joining APICS as a professional and would continue to maintain the active student participation. As a student community we are right now only getting the benefits and have our contribution in terms of participation. My mentor Rich and our Chapter President Jeff has offered to have a plant tour in their facilities for our club. The Club had few meetings later, on how to attract more students and make sure that our participation in events like this is at its maximum. We also discussed on how to go about chalking the plans for the coming semester with plant tours and a case competition to have active involvement from students.

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

## Canisius Chapter Report:

The Canisius Student APICS Chapter is working to set plans for next semester as we wrap up our current term. Recently members enjoyed a night of food and fun at Dave and Busters restaurant. Our Statistical Gaming Night was well attended, and members were able to engage, fostering new ideas as we set our team calendar for the coming months. Members are excited to interact in several on-site tours. Our chapters initial launch date was achieved and we are happy to announce our web presence at [www.canisiusAPICS.com](http://www.canisiusAPICS.com).

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

## Mentor Update:

Four APICS student members are being officially mentored by three APICS professional members this 2009-2010 academic year. After the first few months, I have received a bit of feedback already and am looking forward to assessing the program more as time goes on. Our mentors are meeting with our students individually, in person and via phone. They are offering site visits to their places of employment for the mentee and for the entire clubs. They are offering advice on where the students should be applying for jobs and forwarding resumes to their own HR personnel. One student mentioned “I believe this initiative is helping me grow as a person as well as helping me in my job search.” One of our mentors commented to me on how impressed he was with his mentee’s professionalism and the questions he had prepared to learn about the “inner workings of our business”. So far, so good.

To be a mentor for the 2010-2011 year, contact me directly at [mrugg@buffalo.edu](mailto:mrugg@buffalo.edu), 716.645.3232



Melissa Ruggiero, Student Chapter Chair

### 1) Speaker clear & easily understood:

Scale 1 to 5 from poor to excellent:  
#1(0%), #2(0%), #3 (0%), #4 (46%), #5 (54%)

### 2) The material content was clear & understandable:

Scale 1 to 5 from poor to excellent:  
#1(0%), #2(0%), #3 (0%), #4 (54%), #5 (46%)

### 3) The program topic was interesting & informative: Scale 1 to 5 from poor to excellent: #1(0%), #2(0%), #3 (09%), #4 (33%), #5 (67%)

### 4) The questions/answers were direct & to the point: Scale 1 to 5 from poor to excellent: #1(0%), #2(0%), #3 (16%), #4 (33%), #5 (51%)

### 5) The speaker was knowledgeable:

Scale 1 to 5 from poor to excellent:  
#1(0%), #2(0%), #3 (0%), #4 (16%), #5 (84%)

### 6) Food & facilities were satisfactory: 100% yes, 0% no

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

### 8) APICS member?: 71 % yes, 29% no

### Comments:

- ◆ Very informative and applicable.
- ◆ The chairs were hard.
- ◆ Excellent speaker/informative.
- ◆ Great topic/excellent speaker.
- ◆ Great topic & in-depth analysis.
- ◆ Best descriptive of S&OP!
- ◆ What has happened to Linked-In APICS page?

### Future Topic Suggestions:

- ◆ Inventory vs. Setup Costs
- ◆ Spoilage & Scrap
- ◆ Inventory Control