

TOP MANAGEMENT NIGHT 2010

Tuesday, March 16, 2010

Salvatore's Italian Gardens
Venetian Room

6461 Transit Road, Depew, NY 14043

5:00-6:15 pm...Registration, Cash
Bar & Networking
6:15-7:30 pm....Dinner
7:30-8:30 pm....Program

Members/Guests: \$45.00

Students: \$35.00

Menu:

Minestrone Soup

Angel Hair Pasta Al Filetta

Caesar Salad

Combination Plate:

Chateaubriand & Chicken Francaise

Twice Baked Potato

Glazed Carrots

Brownie with Ice Cream & Chocolate
Sauce

**Make reservations early;
seats are limited!**

Companies--Reserve tables of 10, prepaid.

For reservations, log on to

www.apics-buffalo.com

or call APICS at PPM OffiCenter,

(716) 648-0972 or Fax (716) 646-1599

Advance Payment Requested, but payment by
cash or check at the door is acceptable.

Send Payment to:

APICS-Buffalo Chapter

PO Box 888 ♦ Hamburg, NY 14075-0888

** Cancellations and No-Shows
after March 12 will be billed at full cost.
Substitutions are acceptable.*

Program:

Benchmarking Best Practices



This year, the APICS Top Management Night dinner on Tuesday, March 16 will honor the best of the WNY manufacturing community. We have invited companies to participate earlier that day in a four-hour benchmarking workshop facilitated by Dr. Jack Cook. Companies will come together to share their own methods of performance measurement in the following areas: Inventory; Customer Service; Production; Supplier Performance; and Process Improvements. The results of this workshop will then be shared by Dr. Cook during our dinner presentation.

A number of companies have been targeted and specifically invited to participate. If you would like for your company to be involved, contact Joost Vles, CSCP, APICS VP, Office: (716) 805-2401, Cell: (716) 601-5040 or Email: jvles@moog.com.

Our goal at the end of the workshop is to have the participants agree on which measurements are the "best" in each category, then at the dinner that evening, Dr. Cook will present the results of the workshop. There, he will discuss what was learned sharing the "best" performance measurements in each category with the audience. We expect this format to stimulate thought and drive discussion and have everyone walking away from the session with a new benchmarking technique and a new approach to how they do things.

Dr. Jack Cook, CPIM, CSCP, CSQE is a professor, speaker, author, and consultant. He is an Associate Professor of Operations and 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). He is a CPIM and CSCP certification instructor, and has developed and delivered many seminars and on-site training programs. In addition to extensively consulting and training Lean Six Sigma Green and Black Belts, Dr. Cook developed a Lean Six Sigma x-Belt Certification program specifically designed for non-manufacturers. 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.

See the list of companies participating in the benchmarking workshop on page 3.



APICS - The Association for Operations Management - Buffalo Chapter #21
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**TMN MANAGER: open
 MARKETING MGR: open
 MANAGER PROGRAMS/ARRANGEMENTS: open
 EDUCATION MGR: open**

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UB STUDENT REP:

Manish Sabnis
 CANISIUS STUDENT REP:
 Jonathon M. Casey

President's Message



Greetings All,

This month your APICS Board of Directors has been busy finalizing the plans for the 2010 Top Management Night.

Our topic this year is "**Benchmarking Best Practices**", and the TMN Committee has decided on a rather unique way to explore, and present the results of a group of leading manufacturing professionals and top academic researchers. I encourage you to make a "**Commitment to Excellence**" and take advantage of this unique opportunity to learn more about how other companies plan for success, implement change programs, and monitor performance. Register to reserve your place while there is still time. See details of this exciting event in this newsletter!

While most of our PDM's are designed to present specific topics of interest to our *membership*, TMN is designed to showcase the value of APICS membership to our *senior management*. With limited budgets, and a slow economy, senior managers must be confident that an investment in APICS membership and certification courses will bring concrete results.

Throughout the evening, I encourage you to engage with senior managers of our local companies, find out what challenges they are facing, and share some of your experiences and ideas to meet these challenges. In short, how can **YOU**, as an operations management professional, help to solve the problems facing today's businesses?

I am convinced of the benefits that APICS certification programs can bring to a company, and I believe that your APICS-Buffalo Chapter has the most effective and responsive education coordinators and instructors available in WNY. However, for long term success, it is essential that senior management understand and value the APICS training programs and networking opportunities.

Skill Building, Knowledge Sharing, Leadership Development, Networking, Confidence. These are the bottom line attributes that your APICS-Buffalo Chapter strives to develop in each and every member. Take advantage of Top Management Night to get involved and make a "Commitment to Excellence" to yourself and to your company's success!

I look forward to seeing you all at the 2010 Top Management Night on Tuesday, March 16 at Salvatore's.

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

How Cool are You?



My sons recently started talking about being cool, and I recalled my own teenage years and the need to be cool. That driving desire dictated the clothes I wore, the music I listened to, and what subjects I became conversant in. And, yet despite all my motivation and effort, it remained elusive.

When I look back, I can see that all I really wanted was to be accepted, liked and admired. But, whatever I tried, I never quite felt cool enough. The problem was that I didn't really understand the term until I'd spent a few years living and working in the real world.

So, I explained to my kids, "Cool is when there's a problem and you do not get upset by it. When everyone else is panicking, rushing around and over reacting, the cool person is the one who stays calm, assesses the situation, then makes a reasoned decision on what to do."

One day, I'll tell them about Frances Healan, my friend who completely owned this concept. Mrs. Healan walked with a limp, and I learned that she had a severe condition or injury that could deteriorate and prevent her from ever walking again. That diagnosis was simply unacceptable to her. She had three daughters and two sons, all less than two years apart, with whom she had to keep up. Instead she ignored the pain and struggled to maintain the ability to walk under her own power. I never once knew her to mention the pain she continued to endure.

I met her when my friend Tony started dating Becky, the wildest of her children, and I dated Becky's best friend. It was while Tony and I waited for our dates to get ready, that I learned what an amazing conversationalist Mrs. Healan was. She would talk of her family and friends, of movies and novels. Pleasant stories that had no impact on my life or the world, and yet they were irresistibly soothing and peaceful. Meanwhile, with five rambunctious kids and their friends, hers was the house on the street where everything happened. It was a tumultuous environment of laughter one moment and tears the next as young personalities came together then clashed. Nothing ever seemed to rattle Mrs. Healan, she was always calm and relaxed.

Tony and Becky didn't last very long, but I refused to give up those wonderful conversations and started showing up just to hang out. Over the years, I realized that whenever my own life got a little stressed, I was drawn to the Healan household. Once there I would just sit and listen to Mrs. Healan's stories and absorb her serene energy. I was rejuvenated by her presence.

I never planned any of those visits. I would just start to feel the need, and before I knew it, was in the car driving. Those visits continued for years. Eventually the cumulative responsibilities of work, marriage and children made my life too busy for the simple pleasure of spending an afternoon with Mrs. Healan.

A few years ago she died of lung cancer. Frances was never a smoker, but a critical spot on her lung was missed on a routine chest xray. Her oncologist said that if he'd seen the xray when it was taken he could have saved her life. Despite that Frances Healan was never bitter.

Even though I had not seen her in years, her children called

me to visit on her last day. When I arrived, her daughter Judy said, "Look Mama, it's Bobby Wilson." Mrs. Healan raised her head and said, "Bobby Wilson! Who's dying?" We all laughed. That moment sums up her life for me. Facing death she maintained her sense of humor. She was quite simply the coolest person I've ever known.

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.

Workshop Participants for "Benchmarking Best Practices" March 16 TMN Program (partial list)



Cameron Compression
Greatbatch Inc.
Luvata Buffalo
Moog Inc.
New Era Cap Co., Inc.
Perry's Ice Cream Co., Inc.
Rich Products Corp.

Buffalo Niagara Professional Alliance (BNPA) Dinner Meeting

(APICS, NAPM, BNHRA, InfoTech)

Wednesday, April 28, 2010

Salvatore's Italian Gardens
6461 Transit Road, Depew 14043

"Growth Strategies for the Post-Recession Economy"



Featuring panelists:

Tops Markets: Frank Curci, CEO
Cannon Design: Kathleen Cartus, Dir. of Organization
Development & Principal
Catholic Health System: Debbie Wojciechowski, Director
of Purchasing
Delaware North Cos.: Jamel Perkins, CIO
Moog Inc.: Pete Mayer, Director of Supply Chain
Management



APICS' Report on Education

A Commitment to Excellence...

EDUCATION SCHEDULE 2010 (open enrollment)

Course	Start	Length	Location	Cost
CPIM Strategic Management of Resources	April 21, 2010	10 weeks	Moog	\$575
CPIM Basics of Supply Chain Mgmt.	Sept. 2010	10 weeks	Moog	\$575
CSCP Certified Supply Chain Professional	March 8, 2010	13 weeks	Moog	\$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	TBD
o Execution & Control of Operations	January 20, 2010 (in process)
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.

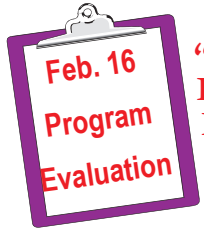
APICS is currently looking for companies to host the certification programs, if you are interested please contact me, Carol Goewey at carol.goewey@parker.com or call (716) 674-6343.

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

Best regards,

Carol Goewey
Director Education, APICS - Buffalo Chapter
carol.goewey@parker.com
716-674-6343





“Lean Six Sigma in a Public Service Environment” with Bill Carey at Salvatore’s

- 1) Speaker clear & easily understood:**
Scale 1 to 5 from poor to excellent: #1(0%), #2(0%), #3 (10%), #4 (45%), #5 (45%)
- 2) The material content was clear & understandable:**
Scale 1 to 5 from poor to excellent: #1(0%), #2(0%), #3 (0%), #4 (60%), #5 (40%)
- 3) The program topic was interesting & informative:** Scale 1 to 5 from poor to excellent: #1(0%), #2(0%), #3 (0%), #4 (50%), #5 (50%)
- 4) The questions/answers were direct & to the point:** Scale 1 to 5 from poor to excellent: #1(0%), #2(0%), #3 (15%), #4 (50%), #5 (35%)
- 5) The speaker was knowledgeable:**
Scale 1 to 5 from poor to excellent: #1(0%), #2(0%), #3 (10%), #4 (30%), #5 (60%)
- 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?:** 70 % yes, 30% no

Comments:

- ◆ Government being a leader is inspiring - congratulations to Erie Cty and its residents.
- ◆ Interesting topic -government relativity.
- ◆ Great presentation; great food.
- ◆ Good speaker on a very relevant topic.
- ◆ A fresh break from more technical supply chain focused topics and lectures.
- ◆ More networking happened this evening. A more diverse group. Topic applied to all companies very well.

Future Topic Suggestions:

- ◆ Let’s get Chris Collins and Carl Paladino, etc. panel back.
- ◆ Speakers who discuss real life success stories or failures in business or supply chain environments.
- ◆ Culture change - lean empower value creators.
- ◆ Toyota quality breakdown insight.

Student Chapter Report:



Canisius Chapter Report:

Canisius APICS Student Chapter has solidified plans anxiously awaiting a personalized tour of the Moog, Inc. facility set for Friday, March 5, 2010. An active group of Canisius APICS members will be participating.

As plans are set for the chapter’s participation at the annual Boston APICS Case Competition, Canisius will be presenting the morning of Saturday, April 3, 2010. A team of four members will be preparing a real world case analysis and solution the day of the event. Contribution of members at Bryant University hosting the event will showcase talent to accomplished industry professionals attending from New England and New York.

Additionally, our chapter is discussing plans for our annual alumni, faculty and members dinner. This will serve as a social event to conclude the academic year and introduce the Leadership Team for the 2010-2011 year.

Submitted by
Jonathon M. Casey, President, Canisius APICS Student Chapter
casey3@canisius.edu

UB Chapter Report:

UB SCOM club had an official spring welcome on Tuesday, February 9. It was a success with attendance of around 30 students, some who were interested in joining APICS SCOM club, while others were already members. We had good food arranged with lots of information on APICS.

With the feedback we got from the group, we initiated an informational session by our department head, Professor Suresh Nallan on Wednesday, March 3 to talk about the concentration, Global Service Supply Chain, offered by UB.

Also we floated the poll to gauge the interest in the Harmac Medical tour and we have received 8-10 positive responses so far. Also thanks to my mentor, Rich Stauffer, who is ready to spend his valuable time after his work hours with us to give us a presentation on Vendor Management. We have decided the best time to be Wednesday night, so now we need to work around his schedule to keep his session immediately after spring break.

We encouraged students to take part in the APICS Boston case competition and we also got feedback that around six students would be interested to participate in the workshop session during the afternoon prior to Top Management night.

Submitted by,
Manish Sabnis, UB MBA, Class of 2010
mcsabnis@buffalo.edu



Calendar of Events

TMN - Tuesday, March 16, 2010
Salvatore’s Italian Gardens

Wednesday, April 28, 2010
Joint BNPAAlliance Meeting- Panel Discussion:
“Growth Strategies for the Post Recession Economy”

Tuesday, May 18, 2010
Plant Tour

Scholarship Money Available for APICS Members and Family



This year APICS-Buffalo will be awarding \$500 in scholarships for eligible members and their families. Two scholarships valued at \$250 each will be awarded to qualified applicants enrolled in a Fall 2010 degree program.

- ◆ One scholarship worth \$250 is open to registered members enrolled in a full-time or part-time Undergraduate or Graduate degree program.
- ◆ One scholarship worth \$250 is open to a registered member's immediate family (spouse, daughter, son, step-son, step-daughter), enrolled in a full-time Undergraduate or Graduate degree program.

The APICS Buffalo Scholarship committee will select successful recipients solely on the basis of information provided with the application such as scholastic ability, community activities, career plans and essay. The committee will not have access to the names of the applicants.

Applications must be sent to arrive by mail or courier post-marked no later than April 30, 2010. Winners will be notified in writing on or before June 30, 2010.

Applications and additional important details regarding the program and eligibility can be found on the Chapter website at

www.apics-buffalo.com

If you are experiencing any difficulty accessing the website, please call our office at (716) 648-0972.

Rick Haniszewski,
Scholarship Committee

JOB OPPORTUNITIES

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



Forecasting Manager.....Posted February 17

Senior Supply Chain Specialist.....Posted March 1

Supply Chain & Information Tech Specialist....Posted March 1

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

Calling for Company Coordinators



The Buffalo Chapter is expanding our "Company Coordinator Program". We are looking to establish a contact person within member companies to help promote APICS Education/Networking Opportunities!

Suggested Duties:

- ◆ Post APICS-Buffalo Newsletters/Training Events on your company bulletin boards.
- ◆ Communicate verbally upcoming events to co-workers who may have an interest in a PDM topic. Offer to bring them to a PDM meeting with you.
- ◆ Coordinate company registration to PDM Meetings, classes, etc.
- ◆ Attend Company Coordinator Meetings (2 meetings per year).

Benefits:

- ◆ Receive formal recognition in monthly Chapter Newsletters/Website.
- ◆ Build Leadership Skills and enhance your level of impact/influence w/APICS & within your company.
- ◆ Build your reputation within your company as a motivated individual skilled as an "Operation Management Professional".
- ◆ Receive 2 free PDM Vouchers (one each in Fall/Spring) for attending the Company Coordinator Meetings.

Sound interesting? There are more benefits, but you'll have to contact me to get the "rest of the story". **Please contact Cindy Stoddard at cindy.stoddard@aholdusa.com**

Welcome New Members



New members since 2/1/2010

Susan Stockweather
Jonathan Casey, Canisius College
Jamie Clark, Canisius College
Dietrich Kuhlmann, Canisius College
Jennifer LoTempio, Buffalo Public Schools
Eric Olson, SUNYAB

New companies represented in APICS:
Buffalo Public Schools