

Looking for direction?



## THE NAVIGATOR

Volume 6, Issue 7

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April 2007

### April PDM

#### PROCESS VARIABILITY - THE ENGINE OF SUPPLY CHAIN EXCELLENCE

PRESENTED BY DICK VERBEEK, CPIM, CIRM

ROSEDALE GOLF & COUNTRY CLUB IN BRADENTON  
WEDNESDAY, APRIL 11TH - 6:00 PM

The objective of this presentation is to demonstrate how the quality control concepts of process variation can be applied to generate new levels of supply chain excellence. Specifically, this interactive presentation will explore the use of histograms, Taguchi's quality loss function, and Statistical Process Control (SPC) as supply chain continuous improvement tools.

Following this presentation, participants will be able to:

- Recognize the importance of managing variability in any process.
- Utilize histograms and statistical process control (SPC) charts to measure variability and the causes of process variability.
- Apply quality tools to drive improved supply chain performance.

**CPIM designees will earn 1 point towards certification maintenance.**

**Registration** begins at 5:30pm at the Rosedale Golf & Country Club in Bradenton. Directions to Rosedale Golf & Country Club can be found on Page 8 (last page) of this newsletter.

**Reservations** must be made by Monday, April 9th before 12 noon. Cost is \$25/Members, \$30/Non-members, \$10/Students. Make your reservation by noon on April 9th at [reservations@apicsgulf.org](mailto:reservations@apicsgulf.org) or contact Kevin Hauge at (941) 587-1598. Cancellations must be received by 12 noon on Tuesday, April 10th. Please note that no shows will be billed. Please note Rosedale's dress code is "No jeans or men's shirts without collars, please."

**About the Presenter: Dick Verbeek**, CPIM CIRM is the founder, owner, and President of Performance Plus Consultants, an industry leader in the delivery of experiential learning in continuous improvement and supply chain concepts. Prior to entering the consulting and educational field, he was employed in industry for over eighteen years in a variety of positions including Materials Manager, Internal Quality Consultant, and Information

Analyst. He led projects, which successfully achieved Class A MRP II registration, ISO9001 registration, and the implementation of VMI/CRP in the retail sector.

#### INSIDE THIS ISSUE

- 2 Contacts
- 2 Officer's Corner
- 3 Calendar of Events
- 4 CPIM Classes
- 5/6 Membership Application
- 6 New Member Welcome
- 7 Company Coordinators
- 8 Directions to Rosedale Golf & CC

Dick Verbeek has a Bachelor of Applied Science from the University of Toronto. He served on the board of directors for the Toronto chapter of APICS, the Association for Operations Management, from 1992-1995 and is a frequent speaker at the APICS International Conference.

As a consultant for the past sixteen years, Mr. Verbeek has assisted numerous organizations develop and implement Sales & Operations Planning (S&OP), demand management, forecasting, and inventory management business solutions.

## Contacts

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THE NAVIGATOR is published monthly by the Florida Gulf Coast Chapter of APICS -- The Association for Operations Management. THE NAVIGATOR is sent each month to members of the APICS Florida Gulf Coast Chapter. Annual subscription is included in the APICS membership dues.

All material submitted for the May issue of THE NAVIGATOR is due by Friday, April 20th. Please address all correspondence to:

Irene Carey  
Honeywell International  
8323 Lindbergh Ct.  
Sarasota, FL 34243  
[irene.carey@honeywell.com](mailto:irene.carey@honeywell.com)

## Officer's Corner

By Tina Jensen, CPIM  
VP Programs

### Maintaining Your CPIM or CFPIM

Did you know that 38% of our 107 members are CPIM or CFPIM? That is an achievement that our chapter is very proud of! The work, however, does not end the day you receive your certificate in the mail. APICS requires you to maintain your certification every five years by earning 75 points for CPIM or 100 points for CFPIM. This program was established to enable individuals with certification to demonstrate currency in their field and to encourage commitment to lifelong learning through professional development activities. There are a myriad of ways to earn these points, and it doesn't have to require a lot of work.

### Professional Membership

The easiest way to earn six points per year is to renew your APICS professional membership. Please note that if you are a non-voting, associate member on a corporate membership, you cannot count these points. You must either be a voting corporate member or have an individual professional membership. You can also earn one point for membership in other related professional societies.

### Continuing Education

Earn one point per instructional hour for attending any educational program or course that directly relates to resource management. This includes attendance at our chapter's monthly Professional Development Meetings, seminars, CPIM certification review courses, and Fundamentals courses. You can earn up to 24 points by attending one APICS International Conference. These are all great ways to stay current in operations management, expand your knowledge base, and learn about best practices at other companies.

### APICS CSCP Certification Program

With the launch of the APICS Certified Supply Chain Professional (CSCP) program, APICS added two ways to earn certification maintenance points. Individuals who earn a certificate of completion for the APICS CSCP Learning System will receive 30 points and those who pass the CSCP exam will receive an additional 20 points. You can also earn 10 points for each CPIM or CIRM you pass.

### Service to the Resource Management Profession

You can earn varying amounts of points for serving as an officer or member of a governing board or committee at the chapter, region, or society levels. I am earning two points per year for serving on our chapter's board of directors.

Continued Page 3

## Did You Know That GULF is a Platinum Chapter!

APICS evaluates chapters annually against defined benchmarks and reporting standards. We are pleased to have been awarded the Platinum award level for 2005-2006. This award denotes that our “chapter provides exemplary member services and professional development opportunities to APICS members and customers.”



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### Officer's Corner

*continued from Page 2*

We are currently accepting nominations for our upcoming election of the 2007-8 Board, so if you are interested in volunteering please contact Katrien Dolk-Etz, CPIM. Serving on our board is a great way to learn how to run a business, give back to your chapter, develop business contacts outside your company, and earn maintenance points.

#### **Presentations, Publications, and Educational Development**

Earn two points per instructional hour for conducting courses, instructional meetings, seminars, workshops, and presentations directly related to resource management. If you would like to present a topic at a PDM and earn some points, please contact me.

Publish an article, directly related to operations management, in a book, booklet, magazine, or newsletter and earn two points for each one. We welcome any articles you would like to submit for publication in our chapter's monthly newsletter.

#### **Tracking & Reporting Your Points**

The Certification Maintenance Bulletin provides the official guidelines for accepted activities and points earned. The Professional Development Journal is the method for keeping track of your professional development points. Once you have earned the correct number of professional development points, submit your completed Certification Maintenance Application, Professional Development Journal, and processing fee no later than the last day of the anniversary month in which you were certified. All of these forms can be downloaded from the APICS website at [www.apics.org/certification/maintenance](http://www.apics.org/certification/maintenance).

## Calendar of Events

### **April PDM**

Date Wednesday, April 11, 2007  
Topic PROCESS VARIABILITY - THE ENGINE OF SUPPLY CHAIN EXCELLENCE  
Speaker Dick Verbeek, CPIM, CIRM  
Place Rosedale Country Club, Bradenton  
Time 5:30 pm Registration  
Cost \$25 members/\$30 non-members  
Contact Tina Jensen (941) 746-2101 or [RESERVATIONS@APICSGULF.ORG](mailto:RESERVATIONS@APICSGULF.ORG)

### **May PDM**

Date Wednesday, May 9, 2007  
Topic REKINDLING THE FLAME - BACK FROM BURNOUT  
Speaker Joni White, CFPIM, CIRM, CSCP  
Place Rosedale Country Club, Bradenton  
Time 5:30 pm Registration  
Cost \$25 members/\$30 non-members  
Contact Kevin Hauge(941) 587-1598 or [RESERVATIONS@APICSGULF.ORG](mailto:RESERVATIONS@APICSGULF.ORG)

### **June PDM**

Date Wednesday, June 13, 2007  
Topic PLANT TOUR  
Speaker Brad Landman: Business Unit Mgr.  
Michael Springer: Production Control Manager  
Ruth Laurent: Supply Chain Manager  
Place Hi Stat Manufacturing, Sarasota  
Time 6:00 pm  
Cost \$10members/\$15 non-members  
Contact Kevin Hauge(941) 587-1598 or [RESERVATIONS@APICSGULF.ORG](mailto:RESERVATIONS@APICSGULF.ORG)

# CPIM Training Opportunities

We have a few people interested in getting started on another round of CPIM training. We would like everyone's input in trying to arrange these needs. If you are interested in this training, please take a few minutes to respond to these questions:

- a) Do you have a **time** of day, **date**, and **location** preference?
- b) Traditionally, these classes are taught separately for each of the five tests:
  - 5 modules x 40 hrs. training each for a total of 200 hrs. of training.
  - Scheduled 2 modules per year and extended over 2-3 years.
  - Cost was 5 modules x \$525 each for \$2625 total per person.
  - This cost includes an APICS workbook for each module.

**Do we want to do this series again?**
- c) Our VP Education has access to a comprehensive CPIM training program she developed for a company in Missouri. This covers the majority of all the test content in approximately 50 to 60 hrs. (the length of time depends on the level of understanding and experience in the participants).
  - **Do we want to try and run this program here?** Almost 100 people in Missouri went thru this program with an 80% pass rate on initial tests.
  - Cost depends on the number of people we can spread it over. Our best guess is around \$950 per person. This would include the Tony Arnold textbook and a handout set of the instructor's PowerPoint slides.
  - Classes would be taught jointly by Jerry Kilty and Wende Huehn-Brown.
- d) In the past, we have had a **company sponsor** the training. They supported a location to offer the training, refreshments, etc.
  - Do we have a company that wants to do this?
  - Some companies do not want to do training like this with other companies, is this ok? We can do classes at a specific company if there is interest.
- e) We need anyone taking this training to **commit** their time and support. This means attending the classes, studying material between classes and for the tests, etc. Is there any reason why this could be a problem?
  - If so, then maybe this is not the right time for you to pursue your CPIM.
  - If you just want to attend the training to learn the body of knowledge and not take the certification tests, please let us know up front.

After we get everyone's input, we can move forward on a schedule. We must have enough people committed to do either program together in order to offset our costs.

Contact: Wende Huehn-Brown  
Ph.D., CPIM  
[education@apicsgulf.org](mailto:education@apicsgulf.org)

# Individual Membership Application

Priority Code: 00APP

Please complete all sections. Please print or type.

Today's date: \_\_\_\_/\_\_\_\_/\_\_\_\_

Questions? Call APICS Customer Service at (800) 44-APICS (2742) or (703) 354-8851.

## 3 WAYS TO APPLY FOR MEMBERSHIP

**FAX:** Send this form (front & back) to (703) 354-8556 with your credit card number.

**PHONE:** Call APICS Customer Service at (800) 444-APICS (2742) or (703) 354-8851, 8:30 a.m.—6:30 p.m., EST, Monday through Friday. Have your credit card ready.

**MAIL:** Return a completed application form by mail to:

APICS, Membership Dues  
P.O. Box 75381  
Baltimore, MD 21275

**APICS USE ONLY**  
**(DO NOT WRITE IN THIS SPACE)**

BATCH #

CHECK AMOUNT \$

CHECK #

DUES AMOUNT \$

## 1. Member Information

APICS member or customer ID number? \_\_\_\_\_  CIRM  CPIM  CFPIM  
Please print your legal name and address as they should appear on mail.  Mr.  Mrs.  Ms.  Miss

LAST NAME FIRST NAME MIDDLE INITIAL

Please check your preferred mailing address.  Work  Home

JOB TITLE COMPANY NAME

BUSINESS ADDRESS

CITY STATE/PROVINCE ZIP/POSTAL CODE COUNTRY

\_( )

BUSINESS PHONE

\_( )

BUSINESS FAX

HOME ADDRESS

CITY STATE/PROVINCE ZIP/POSTAL CODE COUNTRY

\_( )

HOME PHONE

Check here to exclude your name from rented or traded mailing lists. Telemarketing use of APICS mail lists by sources other than APICS is strictly prohibited.

*The following information is requested for identification purposes only. This information is optional and will not be provided to any outside sources.*

Female  Male Date of Birth \_\_\_\_\_ Social Security Number \_\_\_\_\_

Please complete the demographics page (other side) and submit it with this application.

## 2. Society Dues (\$110.00 Plus Chapter Dues)

Society Dues\* \$110.00

Place me in the Florida Gulf Coast chapter.

Chapter Dues \$ 35.00

Annual dues must include both Society and chapter dues.

(a) Total Membership Dues \$145.00

\* A portion of your dues, a \$24 nondeductible value, supports your subscription to APICS – The Performance Advantage, and cannot be deducted from your dues amount.

### SIG Membership

Check all SIGs you wish to join (SIG names and dues are subject to change).

Complex Industries (CI)  Process Industries (PI)  Small Manufacturing (SM)  Constraints Management (CM)  
 Remanufacturing (REMAN)  Repetitive Manufacturing (RMG)  Textile and Apparel (TA)  Service (SVC)

(b) \$15 x \_\_\_\_\_ (no. of SIGs) = \$ \_\_\_\_\_

(c) I wish to join APICS for  1 year  2 years  3 years  4 years  5 years.

Total Dues (a + b) = \$ \_\_\_\_\_ x No. Years (c) = \_\_\_\_\_ = Total Amount \$ \_\_\_\_\_

## 3. Payment

Please submit payment in U.S. dollars only. Purchase orders are not accepted. APICS dues are not deductible as a charitable contribution for federal tax purposes, but may be deductible as a business expense. Please include member name and company name on check.

Check no. \_\_\_\_\_ is enclosed for \$ \_\_\_\_\_ (Checks must be made payable to APICS and drawn on a U.S. bank.)

Charge to:  MasterCard  VISA  American Express  Discover

**APICS. Making Business Run Better**

Please provide the following demographic information by checking all of the square(s) applicable for each

APICS - The Educational Society for Resource Management is a not-for-profit international educational organization respected throughout the world for its education and professional certification programs. With nearly 70,000 individual and corporate members in 20,000 companies worldwide, APICS is dedicated to using education to improve the business bottom line.

APICS is recognized globally as

- the source of knowledge and expertise for manufacturing and service industries across the entire supply chain - in such areas as materials management, information services, purchasing and quality.
- the leading provider of high-quality, cutting-edge educational programs that advance organizational success in a changing, competitive marketplace.
- a successful developer of two internationally recognized certification programs, Certified in Production and Inventory Management (CPIM) and Certified in Integrated Resource management (CIRM)
- a distribution center for hundreds of business management publications and educational materials.
- a source of solutions, support, and networking through local chapters, workshops, symposia, and the annual APICS International Conference and Exposition

**4. Member Profile**

**a. Business Environment (Check one.)**

- a. Manufacturing       d. Academic  
 b. Service               e. Government  
 c. Consulting

**b. Industry Type of Your Division (Check all that apply.)**

- |  |   |
|--|---|
| <input type="checkbox"/> a. Automotive               | <input type="checkbox"/> n. Mining                        |
| <input type="checkbox"/> b. Aviation/Aerospace       | <input type="checkbox"/> o. Transportation                |
| <input type="checkbox"/> c. Communications           | <input type="checkbox"/> p. Retail                        |
| <input type="checkbox"/> d. Defense                  | <input type="checkbox"/> q. Maintenance/Repair/Operations |
| <input type="checkbox"/> e. Distribution             | <input type="checkbox"/> r. Metal Fabrication             |
| <input type="checkbox"/> f. Education                | <input type="checkbox"/> s. Pharm/Chemicals               |
| <input type="checkbox"/> g. Electrical               | <input type="checkbox"/> t. Plastics/Rubber               |
| <input type="checkbox"/> h. Electronics              | <input type="checkbox"/> u. Textile/Apparel               |
| <input type="checkbox"/> i. Health Care/Med. Devices | <input type="checkbox"/> v. Lumber/Paper                  |
| <input type="checkbox"/> j. Food/Beverages           | <input type="checkbox"/> x. Software/Hardware             |
| <input type="checkbox"/> k. Furniture                | <input type="checkbox"/> y. Utilities                     |
| <input type="checkbox"/> l. Glass                    | <input type="checkbox"/> 1. Biotechnology                 |
| <input type="checkbox"/> m. Graphic Arts             | <input type="checkbox"/> 2. Machinery                     |
|  | <input type="checkbox"/> z. Other _____                   |

**c. Industry Classification of Your Division (Check all that apply.)**

- |   |  |
|---|--|
| <input type="checkbox"/> a. Job Shop        | <input type="checkbox"/> e. Repetitive       |
| <input type="checkbox"/> b. Process         | <input type="checkbox"/> f. Discrete         |
| <input type="checkbox"/> c. Remanufacturing | <input type="checkbox"/> g. Nonmanufacturing |
| <input type="checkbox"/> d. Assembly        |  |

**d. Key Area of Responsibility (Check all that apply.)**

- |   |  |
|---|--|
| <input type="checkbox"/> a. Distribution          | <input type="checkbox"/> l. Quality/Service        |
| <input type="checkbox"/> b. Inventory Control     | <input type="checkbox"/> m. Human Resources        |
| <input type="checkbox"/> c. Operations            | <input type="checkbox"/> n. Mgmt. Info. Systems    |
| <input type="checkbox"/> d. Materials Mgmt.       | <input type="checkbox"/> o. Research & Development |
| <input type="checkbox"/> e. Engineering           | <input type="checkbox"/> p. Training/Education     |
| <input type="checkbox"/> f. Sales/Marketing       | <input type="checkbox"/> q. Supply Chain           |
| <input type="checkbox"/> g. Finance/Accounting    | <input type="checkbox"/> r. Self-Employed          |
| <input type="checkbox"/> h. Professional Services | <input type="checkbox"/> s. Planning/Scheduling    |
| <input type="checkbox"/> i. Shipping/Receiving    | <input type="checkbox"/> t. Forecasting            |
| <input type="checkbox"/> j. Production Control    | <input type="checkbox"/> u. Logistics              |
| <input type="checkbox"/> k. Purchasing            |  |
| <input type="checkbox"/> z. Other _____           |  |

**e. Your role in Product Acquisition (Check all that apply.)**

- |                                       |                                  |
|---------------------------------------|----------------------------------|
| <input type="checkbox"/> a. Recommend | <input type="checkbox"/> d. Buy  |
| <input type="checkbox"/> b. Specify   | <input type="checkbox"/> e. None |
| <input type="checkbox"/> c. Authorize |                                  |

**f. Your Job Title/Function (Check one.)**

- |  |
|--|
| <input type="checkbox"/> a. Senior Management (CEO/VP/General Mgr./Plant Mgr.)                         |
| <input type="checkbox"/> b. Department/Divisional Management (Materials Mgr./Operations Mgr./Director) |
| <input type="checkbox"/> c. Functional Management (Systems Analyst/Scheduler/Planner)                  |
| <input type="checkbox"/> d. Other Resource Management Professional                                     |

**g. Number of Employees at Location (Check one.)**

- |                                       |                                     |
|---------------------------------------|-------------------------------------|
| <input type="checkbox"/> a. Under 100 | <input type="checkbox"/> d. 500-999 |
| <input type="checkbox"/> b. 100-249   | <input type="checkbox"/> e. 1,000+  |
| <input type="checkbox"/> c. 250-499   |                                     |

**h. Why Are You Joining APICS? (Check all that apply.)**

- |  |   |
|--|---|
| <input type="checkbox"/> a. Networking                         | <input type="checkbox"/> b. Career enhancement/professional development |
| <input type="checkbox"/> c. Certification                      | <input type="checkbox"/> d. Recommended by _____                        |
| <input type="checkbox"/> e. Discounts on educational offerings | <input type="checkbox"/> f. Keeping up with industry developments       |
| <input type="checkbox"/> g. APICS publications/magazines       | <input type="checkbox"/> h. Chapter activities                          |
| <input type="checkbox"/> i. Recommended by employer            | <input type="checkbox"/> j. All of the above.                           |
| <input type="checkbox"/> z. Other _____                        |   |

**i. Membership Involvement (Check all that apply.)**

Please indicate the chapter activity in which you would like to participate.

- |  |  |
|--|--|
| <input type="checkbox"/> a. Education  | <input type="checkbox"/> f. Seminars   |
| <input type="checkbox"/> b. Publicity  | <input type="checkbox"/> g. Treasurer  |
| <input type="checkbox"/> c. Programs   | <input type="checkbox"/> h. Secretary  |
| <input type="checkbox"/> d. Membership | <input type="checkbox"/> i. Newsletter |
| <input type="checkbox"/> e. Employment |  |

**j. How many years have you been in the resource management field?**

- 4 yrs. or less     5-8 yrs     9-14 yrs.     15+ yrs.

APICS does not currently participate in or contribute to any lobbying efforts.

**Questions? Call APICS Customer Service at (800) 444-APICS (2742) or (703) 354-8851, 8:30am - 6:30pm EST Monday through Friday.**

## New Member Welcome

Please join us in welcoming our latest new member!

**Robert Foster**  
*Saminco Inc.*

# SAVE THE DATE

October 21-23, 2007

Join us in Denver, Colorado to celebrate our  
50th anniversary at the capstone event,  
the 2007 APICS International Conference & Expo.

**APICS**  
The Association for  
Operations Management

CELEBRATING **50**

Registration Opens March 2007  
[www.apicsconference.org](http://www.apicsconference.org)

## Company Coordinators

### **ASO CORPORATION**

LEE STEPHENS (941) 379-0300

### **BOAR'S HEAD**

CINDA WHALEY (941) 955-0994

### **EATON CORPORATION**

INA WALDRON, CPIM (941) 751-7118

### **Hi STAT MANUFACTURING**

JOHN ELLIOT (941) 355-9761

### **HONEYWELL**

IRENE CAREY (941) 360-6141

### **PGT INDUSTRIES**

FRANK CREHORE, CPIM (941) 486-0100

### **SUN HYDRAULICS**

LYN HAYCOCK (941) 362-1345

### **TROPICANA**

SCOTT CHANCE, CPIM (941) 749-3925

Interested in learning more about APICS and what's happening in your local chapter? Contact your Company Coordinator! If your company isn't listed contact Cinda Whaley, VP Membership, to find out how you can help.

### **A Company Coordinator promotes APICS within their own company by:**

- Defining the benefits of membership.
- Explaining the certification programs.
- Circulating the monthly meeting announcement and offering to make the necessary reservations.
- Posting schedules of seminars, certification review courses and fundamentals classes.
- Leading by example and attending as many Professional Development meetings as possible.

### **Benefits of being a Company Coordinator:**

- Earn 2 points/year towards CPIM maintenance.
- Professional growth by learning about all the programs that APICS Florida Gulf Coast has to offer and participating in those programs.
- Personal growth in helping your colleagues develop their professional skills.
- Recognition by your superiors as being a team player who wants to help the company grow and doesn't just show up at the job.
- Recognition at the chapter's annual top management night.



Florida Gulf Coast Chapter  
 c/o Irene Carey  
 Honeywell International  
 8323 Lindbergh Court  
 Sarasota, FL 34243

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## THE NAVIGATOR



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Volume 6, Issue 7
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April 2007

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**April PDM**  
**Process Variability - The Engine of Supply Chain Excellence**

LOCATION:	Rosedale Golf & Country Club Bradenton, FL	DATE:	April 11, 2007
SPEAKER:	Dick Verbeek, CPIM, CIRM	TIME:	5:30pm Registration 6:00pm Dinner
COST:	\$25 members / \$30 non-members / \$10 students		7:00pm Presentation

Directions to the PDM:

**From Bradenton:**

Take 301 South. Turn left onto SR-70. Continue on SR-70 past I-75. Turn left onto 87th Street East (Rosedale development's entrance-Note traffic light at the entrance to Rosedale) Follow the signs to the CC clubhouse.

**From Naples:**

Take I-75 North to Exit 217A (SR-70). Turn right onto SR-70.  
 Turn left onto 87th Street East (Rosedale development's entrance-note traffic light at the entrance to Rosedale)  
 Follow the signs to the CC clubhouse.