

Looking for direction?



THE NAVIGATOR

Volume 7, Issue 5

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February 2008

February PDM SALES AND OPERATIONS MANAGEMENT

PRESENTED BY ALAN MILLIKEN

ROSEDALE GOLF & COUNTRY CLUB IN BRADENTON
WEDNESDAY, FEBRUARY 13 - 6:00 PM

A key element in sustaining a competitive advantage in today's business environment is an effective Sales & Operations Planning (S&OP) process. BASF, the world's leading chemical company, first introduced S&OP in the early 90's through such APICS masters as Richard Ling, Dave Garwood, and Ollie Wight Associates. During the past decade BASF has expanded and evolved the process to manage all businesses effectively. This presentation will show you how to develop, implement, and sustain an S&OP process that leads to operational excellence. Key components of the presentation include:

- a. History of S&OP and Basic Process Steps
- b. Roles & Responsibilities – People, Process, Technology, Enablers
- c. Adjusting the Process for Your Business (e.g. Organization Size, Manufacturing Environment, Local vs. Global, etc..)
- d. Change Management and Sustainability
- e. Lessons Learned and Key Success Factors

Participants will leave with knowledge to improve both implementation of a new S&OP process and the effectiveness of an existing process.

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, February 11 before 12 noon. Cost is \$25/Members, \$30/Non-members, \$10/Students. Make your reservation at reservations@apicsgulf.org or call Kevin Hauge, CPIM, at (727) 776-

3950. Cancellations must be received by 12 noon on Tuesday, February 12th. Please note that no shows will be billed. Please note Rosedale's dress code is "No jeans or men's shirts without collars, please."

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About the Presenter: Alan Milliken is a consultant in BASF Corporation's Business Process Optimization group. He has extensive experience in manufacturing & distribution, supply chain consulting, and as a supply chain educator. He has been published in several supply chain journals and a supply chain textbook. Alan has spoken at many regional and international meetings including APICS International and the IBF Conference on such topics as Demand Planning, e-Business, Sales & Operations Planning, Inventory Management, and Supply Chain Metrics.

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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 March issue of THE NAVIGATOR is due by Friday, February 22nd. Please address all correspondence to:

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Officer's Corner

Katrien Dolk-Etz, CPIM
Past President

2008 Conference News

At the January PDM I had the pleasure of sitting near Harvey McChesney III, CPIM, our speaker for the evening. Harvey is a very dynamic and entertaining speaker, and if you ever have the chance to see him I highly recommend you don't pass it up!

During dinner, Harvey explained that he is involved with organizing the 2008 APICS conference in Kansas City, Missouri. He said that the organization of the conference will be different from prior years and I thought this was news worth sharing with our entire chapter.

The first thing you need to know is that the conference will be in September, not October as it normally has been. So if you're interested in attending this year, you can't go with the usual registration schedule. Mark your calendar for September 14-16. Registration dates have not been set yet, but we will publish them in The Navigator as soon as they're announced.

APICS is working to put together "tracks" depending on your interest. When you register you'll be asked to indicate which track you intend to follow, and then all of the sessions for that track will be laid out so that you can attend them all. (Yes, you may deviate from your track of sessions to attend others.) In other years, there were frequently sessions in competing time slots for the same types of topics, so attendees were forced to choose. The same goes for plant tours – if you were lucky enough to get a space reserved for one of them, you inevitably missed educational sessions while you were at the tour. The biggest difference, this year, is that plant tours will be part of your track. You don't have to worry about everything filling up and not being able to attend a plant tour, and similarly you won't have to worry about missing relevant sessions.

Apparently the businesses around the Kansas City area have really stepped up to the plate and many are coming to APICS asking to host tours. As part of the "track" focus, there will be multiple tours at each site but with the tour focus relating to your chosen track. So if you choose Global Supply Chain, for example, your tour guide will highlight things that tie into that track, whereas if you choose Warehousing, the tour highlights will be more focused on things that would be relevant to that.

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JOIN US AT APICS 2008

2008 APICS International Conference & Expo in Kansas City, Missouri, on September 14-16.

A conference designed to offer solutions for the hottest issues encountered every day by operations professionals around the globe.

What's your Hot Issue?

In 2008, we will bring you a new kind of conference. APICS 2008 is all about helping you find cool solutions to the hot issues you face at work each day.

We are building a conference program tailored to your needs. So tell us if you want to see sessions on RFID implementation, reducing inventory while maintaining production, Lean manufacturing in an ETO environment, or whatever else is on your mind. APICS 2008 is about you, your career, and your learning.

Don't forget to register for APICS 2008 to take advantage of the sessions we're creating for you. Registration opens in early 2008

NEW APICS MEMBER BENEFITS FOR 2008

APICS is pleased to announce new member benefits for 2008, including:

- Full access to the Aberdeen Research Archive of more than 5,000 documents focused on the global value chain (a \$995 value)
- Member pricing on American Management Association business and management training
- Member savings on registration to the APICS and IBF Sales and Operations Planning Conference.

Calendar of Events

February PDM -

Top Management Night

Date Wednesday, February 13, 2008
Topic Sales & Operations Planning
Speaker Alan L. Milliken, CFPIM, CIRM, CSCP
Place Rosedale Golf & Country Club
Time 5:30 pm Registration
Cost \$25 members/\$30 non-members
Contact Kevin Hauge (727) 776-3950 OR
RESERVATIONS@APICSGULF.ORG

March PDM

Date Wednesday, March 12, 2008
Topic Theory of Constraints & Lean Manufacturing
Speaker Brad Voss, CPIM, Jonah
Place Rosedale Golf & Country Club
Time 5:30 pm Registration
Cost \$25 members/\$30 non-members
Contact Kevin Hauge (727) 776-3950 OR
RESERVATIONS@APICSGULF.ORG

April PDM

Date Wednesday, April 9, 2008
Topic Customer Relationship Management
Speaker Dan Marino
Place Rosedale Golf & Country Club
Time 5:30 pm Registration
Cost \$25 members/\$30 non-members
Contact Kevin Hauge (727) 776-3950 OR
RESERVATIONS@APICSGULF.ORG

May PDM

Date Wednesday, May 14, 2008
Topic Back to Basics: A Review of the Top-down Hierarchy
Speaker Michael Ford, CFPIM, CSCP, CQA, CRE, EI, QI
Place Rosedale Golf & Country Club
Time 5:30 pm Registration
Cost \$25 members/\$30 non-members
Contact Kevin Hauge (727) 776-3950 OR
RESERVATIONS@APICSGULF.ORG

Officer's Corner continued...

When I first started working, I toured various manufacturing facilities. My boss gave me great advice – when you get your tour – tell them to pretend that you're a Manufacturing Order, and you want to see the entire process from that perspective. Most times I followed the advice and learned everything I needed to help me from a planning perspective. But one time I didn't, and I ended up having so many questions because I just got this higher level overview that didn't give me all the nitty gritty details I wanted. I think this new direction with the plant tours is an exciting change that will benefit everyone.

As you can imagine, there will be a lot of logistics involved in organizing tours for 2000 people! At this point APICS is planning to use buses to get everyone to and from the tours, which sounds like another great opportunity for networking.

Lastly, if you're interested in influencing the track topics for the conference, APICS is soliciting your input. Visit the APICS website conference page www.apics.org/education/conference/default.asp and click on "Tell us about the hottest issues on your desk today" to go to the online zoomerang survey.

See you at Top Management Night on the 13th!

Alan Milliken continued...

Recently, Alan served as a Subject Matter Expert on the team that developed the new Certified Supply Chain Professional (CSCP) program for APICS. He also serves on the Board of Directors for the Institute of Business Forecasting and earlier he served as a Subject Matter Expert to develop their Certified Professional Forecaster (CPF) program. In 2002, Alan was assigned to BASF Mexicana for two years to consult and teach operations management. While there, he served as a guest professor at the University of Panamericana where he taught operations management.

Alan has been involved with APICS for over 20 years and currently serves as V.P. of Education for the South Alabama Chapter. He holds a BS degree in engineering from Auburn University and an MBA in management from Clemson University.

UPDATING YOUR MEMBER RECORDS

Any member can go to <http://www.apics.org>, select member services. You will see a list of services you can use on-line. One of those services allows you to update your mail address (both home and work) and indicate your preferred address. One required field is e-mail address. To improve communication across the board let's get our records corrected!

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?

- | | | | |
|---|----------------------------------|------------------------------------|-----------------------------------|
| <input type="checkbox"/> 4 yrs. or less | <input type="checkbox"/> 5-8 yrs | <input type="checkbox"/> 9-14 yrs. | <input type="checkbox"/> 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.

News From APICS Corp Office

For APICS members. Get your free copy of the 2007 APICS International Conference Proceedings before they are no longer available. Log on to the APICS website.

APICS Career Development Tools

The Career Development Tools section is useful for job seekers as well as those interested in maintaining a high level of employability. Whether you are looking for a new position or suggestions concerning your career, advice is just a click away.

Career Advice Column

View the career advice column for timely career development articles.

- [Résumés and Informational Interviewing](#)
- [Résumés and the Internet](#)
- [A Move Within or Out of Your Present Organization](#)
- [Résumé Technical Points](#)
- [Writing Cover Letters](#)
- [Ten Résumé Tips](#)
- [Wanted—Supply Chain Manager](#)
- [Interview Communication Skills 101](#)
- [Keeping Your Employability Up in a Down Economy](#)
- [Will Your Résumé Get Past the Scanner?](#)

Available by visiting www.apics.org

TOP MANAGEMENT NIGHT

FEBRUARY 13, 2008

Company Coordinators

ASO CORPORATION	
LEE STEPHENS	(941) 379-0300
BOAR'S HEAD	
VIVIAN SMITH	(941) 955-0994
EATON CORPORATION	
INA WALDRON	(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

Looking for direction?

THE NAVIGATOR

APICS
Florida Gulf Coast

Volume 7, Issue 5 **www.apicsgulf.org** **February 2008**

**February PDM
Sales and Operations Planning**

LOCATION:	Rosedale Golf & Country Club Bradenton, FL	DATE:	February 13, 2008
SPEAKER:	Alan Milliken	TIME:	5:30pm Registration 6:00pm Dinner
COST:	\$25 members / \$30 non-members		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.