

“The Data Accuracy Challenge”
 Wednesday, January 21, 2004
 Gerald Kilty, CPIM, CIRM, President - QMS

How many times do we hear, “Garbage In, Garbage Out?” Do the users of your ERP system trust the data? How accurate are your inventory records? BOM records? Forecasting information? Master schedules? Kanban quantities? These are questions that plague many companies, in today’s interactive information environments. This presentation is aimed at answering these questions.

Data accuracy issues clearly create challenges for companies attempting to optimize their supply chain. This interactive presentation will demonstrate how to convert this challenge into many opportunities, which can be taken back to the office and implemented. Together, we will focus on the causes and solution alternatives to meet these challenges. Following this presentation, participants will be able to:

- § Identify the causes of data accuracy issues
- § Evaluate techniques that focus on determining root cause
- § Demonstrate the proper technique of cycle counting

For Reservations Contact Phil Safka at (941) 486-0100 ext. 2024 or reservations@apicsgulf.org
PLEASE NOTE THAT WE MUST CHARGE “NO SHOWS” FOR THE PDM MEETINGS

About the Presenter

Gerald L. Kilty, CFPIM, CIRM, is President and founder of Quality Management Solutions, Inc. (QMS), a consulting and education firm located in Clearwater, Florida. QMS concentrates on providing companies Operations Management education and specializes in providing practical applications of that education within companies through process improvement. Key areas of focus are Supply Chain

Management, Enterprise Resource Planning (ERP), Lean Manufacturing Sales and Operations planning, Materials Management, Data Accuracy, and Product Costing.

Jerry’s past APICS involvement includes having served most of the board positions on the local FLWC chapter Board, including President and two years on Region IV staff.

He currently chairs the CIRM Test Committee for Delivering Products and Services and he also serves on the FLWC chapter’s Board as Secretary.

Jerry is active on the Board of The Oldsmar/Upper Tampa Bay Regional Chamber of Commerce.

He is recognized by APICS as CFPIM and CIRM and has a BS degree in Accounting from Ball State University.

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THE NAVIGATOR is published monthly by the Florida Gulf Coast Chapter of APICS -- The Educational Society for Resource 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 February issue of THE NAVIGATOR is due by Wednesday, January 31st. Please address all correspondence to:

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Officer's Corner

Lee Stephens
VP Finance and Administration

Helping Fellow APICS Chapter Members

It's a brand new year and hopefully everything is going great. However, if you're in the challenging position of searching for employment, APICS and their supporting chapters offer help. We extend benefits to unemployed members and those called to serve in the military. Whether you take advantage of the unemployed or military member programs, the APICS website and the Career Center are great ways to stay in the loop and continue to experience the benefits of the APICS community. Information on these programs can be found on Society's website at www.apics.org. Here is an overview of the valuable benefits APICS offers.

Unemployed Member Benefit Program

To assist members who become unemployed, APICS offers an Unemployed Member Benefit Extension Program. This program, facilitated through chapters, enables members to extend their membership while searching for employment. Thus, members affected by unemployment can take full advantage of their contacts and member benefits to help secure a new position. Members who are unemployed and actively seeking work within the APICS business sector may extend their membership for a six-month period free of charge during the renewal cycle. Members apply for the extension through their local chapter, which approves the request and waives chapter dues.

Military Member Extension Program

While you serve the armed forces, APICS is here to serve you. We are proud to extend benefits and services to individuals who have answered the call for active duty. APICS members who have been summoned to military duty may request an extension of benefits coverage by completing the Reservists Extension Form. Under this program, reservists have the following two options:

Option 1—If your membership expires while on duty: When you are released from active duty, you can use the reservist form to renew or reinstate your membership for 6 months.

Option 2—If your membership renewal notice is delivered while on active duty:

You can use the reservist form to request a complimentary 6-month membership extension.

APICS Career Center

The APICS Career Center is an online job placement service that matches respected companies with highly skilled candidates. Members seeking a job can search a database of

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Officer's Corner

Continued from Page 2

listings, post their résumé to the site for review by potential employers, and receive e-mail alerts when new positions are posted that meet specific criteria. Employers can use the site to post vacant listings and search a database of highly qualified candidate résumés. More than 1,500 employers have listed jobs with the APICS Career Center since October 2000.

Networking

Members can network in the APICS community in a variety of ways to learn from peers and gain knowledge of key career opportunities.

On behalf of the Florida Gulf Coast Chapter Board of Directors and Company Coordinators, we wish everyone a safe and happy new year. I hope one of your new year's resolutions will be to work towards obtaining your CPIM or CIRM certifications. Check our chapter's web site at www.apicsgulf.org for information on our CPIM review courses. Signing up for these courses are a very good start towards earning your certification. I am looking forward to seeing you throughout the year.

January CPIM Course

Detailed Scheduling and Planning

***Note that the session originally scheduled for January 5th, has changed to begin January 19!** The DSP course will be held on Jan 19, Jan 26, and Feb 2, at PGT Industries in Nokomis. Each session is held from 8:00 am - 5:00 pm.

Course Description:

Detailed Scheduling and Planning (DSP) includes inventory management, material requirements planning (MRP), capacity requirements planning (CRP) and procurement and supplier planning. Inventory planning concepts, policies, methodologies and techniques determine component stocking levels, order quantities, safety stocks, forecasts and handling/storage requirements. MRP determines dependent demand requirements for purchasing and production. CRP provides capacity alignment such that the material plan can be successfully executed. Procurement and supplier planning includes the planning and evaluation activities that companies employ to qualify suppliers and establish effective communication channels.

CALENDAR OF EVENTS

DETAILED SCHEDULING AND PLANNING

CPIM REVIEW COURSE

DATE MONDAYS, JAN 19, 26, FEB 2
PLACE PGT INDUSTRIES, NOKOMIS
TIME 8:00 AM - 5:00 PM
COST \$525 INCLUDING PARTICIPANT GUIDE
CONTACT JERRY KILTY, CPIM, CIRM (727) 725-7674
OR EMAIL CPIM@APICSGULF.ORG

JANUARY PDM

DATE WEDNESDAY, JANUARY 21, 2004
TOPIC THE DATA ACCURACY CHALLENGE
SPEAKERS JERRY KILTY, CPIM, CIRM, PRESIDENT QMS
PLACE ROSEDALE COUNTRY CLUB
TIME 5:30PM REGISTRATION
COST \$15 FOR MEMBERS / \$25 FOR NON-MEMBERS
\$10 FOR STUDENTS
CONTACT EMAILTO:RESERVATIONS@APICSGULF.ORG

QMS eCPIM & eCIRM Courseware Module Release Dates

CPIM Module Release Dates

DATE	MODULE
9/1/03	BASICS OF SUPPLY CHAIN MANAGEMENT
11/1/03	MASTER PLANNING OF RESOURCES
1/1/04	DETAILED SCHEDULING & PLANNING
3/1/04	EXECUTION & CONTROL OF OPERATIONS
5/1/04	STRATEGIC MANAGEMENT OF RESOURCES

CIRM Module Release Dates

DATE	MODULE
8/1/03	ENTERPRISE CONCEPTS & FUNDAMENTALS
10/1/03	IDENTIFYING & CREATING DEMAND
12/1/03	DESIGNING PRODUCT & PROCESSES
2/1/04	DELIVERING PRODUCTS & SERVICES
4/1/04	INTEGRATED ENTERPRISE MANAGEMENT

CONTACT EMAILTO:QMSjerry@ij.net or call Jerry or Tom Kilty at (727) 725-7674

Top 10 Interview Bloopers...and How to Avoid Them

We've all heard stories of job candidates who looked great on paper but who were absolute disasters in person. With fewer and fewer interview opportunities available in this competitive market, it's essential to make the best possible first impression. You can learn from the mistakes of others and avoid the top 10 worst interview blunders.

1. Poor handshake

The three-second handshake that starts the interview is your first opportunity to create a great impression. But all too often an interview is blown right from the start by an ineffective handshake. Once you've delivered a poor handshake, it's nearly impossible to recover your efforts to build rapport. Here are some examples: The Limp Hand - Gives the impression of disinterest or weakness, The Tips of the Fingers - Shows lack of ability to engage, The Arm Pump - Sincerity is questionable, much like an over-aggressive salesman. Even if you're a seasoned professional, don't assume you have avoided these pitfalls. Your handshake may be telling more about you than you know. Ask for honest critiques from several friends who aren't afraid to tell you the truth.

2. Talking too much

In my recruiting days, I abhorred over-talkative candidates. So did most of my client employers. Over-talking takes several forms: Taking too long to answer direct questions - the impression is the candidate just can't get to the point, Nervous talkers - the impression is the candidate is covering up something or is outright lying. To avoid either of these forms of over-talking, practice answering questions in a direct manner. Avoid nervous talking by preparing for your interview with role-play.

3. Saying negative things about your current or past employers/managers

The fastest way to talk yourself out of a new job is to say negative things. Even if your last boss was Attila the Hun, never, never state your ill feelings about him/her. No matter how reasonable your complaints, YOU will come out the loser if you show that you disrespect your boss. When faced with the challenge of talking about former employers, make sure you are prepared with a positive spin on your experiences.

4. Showing up late or too early

The first lesson in job-search etiquette is to show up on time for interviews. A lot of job seekers don't realize, however, that showing up too early often creates a poor first impression as well. Arriving more than ten minutes early for an interview is a dead giveaway that the job seeker has too much time on their hands, much like the last one picked for the softball team. Don't diminish your candidate desirability by appearing desperate. Act as if your time were as valuable as theirs. Always arrive on time, but never more than ten minutes early.

5. Treating the receptionist rudely

Since the first person you meet on an interview is usually a receptionist, this is also the first impression you'll make. Don't mistake low rank for low input. Often, that receptionist's job is to usher you into your interview. The receptionist has the power to pave your way positively or negatively before you even set eyes on the interviewer.

6. Asking about benefits, vacation time or salary

What if a car salesman asked to see your credit report before allowing you to test drive the cars? That would be ridiculous and you'd walk away in disgust. The effect is about the same when a job seeker asks about benefits or other employee perks during the first interview. Wait until you've won the employer over before beginning that discussion.

7. Not preparing for the interview

Nothing communicates disinterest like a candidate who hasn't bothered to do pre-interview research. On the flip side, the quickest way to a good impression is to demonstrate your interest with a few well thought out questions that reflect your knowledge of their organization.

8. Verbal ticks

An ill-at-ease candidate seldom makes a good impression. The first signs of nervousness are verbal ticks. We all have them from time to time-umm, like, you know. Ignore the butterflies in your stomach and put up a front of calm confidence by avoiding verbal ticks. One of the best ways to reduce or eliminate them is through role play. Practice sharing your best success stories ahead of time, and you'll feel more relaxed during the real interview.

9. Not enough/too much eye contact

Either situation can create a negative effect: Avoid eye contact and you'll seem shifty or untruthful; offer too much eye contact, and you'll wear the interviewer out. If you sometimes have trouble with eye-contact balance, work this out ahead of time in an interview practice session with a friend.

10. Failure to match communication styles.

It's almost impossible to make a good first impression if you can't communicate effectively with an interviewer. But you can easily change that situation by mirroring the way the interviewer treats you. For instance, if the interviewer seems all business, don't attempt to loosen him/her up with a joke or story. Be succinct and businesslike. If the interviewer is personable, try discussing his/her interests. Often the items on display in the office can be a clue. If asked a direct question, answer directly. Then follow up by asking if more information is needed. When you allow the interviewer to set the tone of conversation, this can vastly improve your chances of making a favorable impression. You can put the interviewer at ease-and make yourself seem more like them-by mirroring their communication style. Just as a strong resume wins you an opportunity to interview, strong interview skills will win you consideration for the job. You already know that you won't earn an interview unless your resume sets you apart as a candidate of choice. Likewise, you should know that polishing your interview skills can mean the difference between getting the job offer-and being a runner-up.

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 (\$95.00 Plus Chapter Dues)

Society Dues* \$95.00

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 \$130.00

* 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

ACCOUNT NO.

EXPIRATION DATE

APICS. Making Business Run Better

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

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

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.)

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

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

- a. Job Shop e. Repetitive
- b. Process f. Discrete
- c. Remanufacturing g. Nonmanufacturing
- d. Assembly

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

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

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

- a. Recommend d. Buy
- b. Specify e. None
- c. Authorize

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

- a. Senior Management (CEO/VP/General Mgr./Plant Mgr.)
- b. Department/Divisional Management (Materials Mgr./Operations Mgr./Director)
- c. Functional Management (Systems Analyst/Scheduler/Planner)
- d. Other Resource Management Professional

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

- a. Under 100 d. 500-999
- b. 100-249 e. 1,000+
- c. 250-499

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

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

i. Membership Involvement (Check all that apply.)

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

- a. Education f. Seminars
- b. Publicity g. Treasurer
- c. Programs h. Secretary
- d. Membership i. Newsletter
- 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.

BOD Member Profile

Lee Stephens VP Finance and Administration

Lee Stephens is employed as a Master Scheduler at Aso Corporation, a manufacturer of private label bandages. Lee has been with Aso for the past 10 years. In that time, Lee has functioned in many roles while working up to the Master Scheduler position. The positions have included Machine Operator, Supervisor, QA Technician, Inventory Control Manager and Procurement Manager. Lee is currently implementing the MRP module of a Mapics ERP system in order to better utilize resources.

Lee graduated from high school in Louisiana, where his parents still reside. He is a single parent with 2 kids, a son (Spencer) 10 years old and a daughter (Megan) 8 years old. Additionally, he is a boy scout dad, a girl scout dad and engaged to be married later this year. Congratulations Lee!

Job Opportunities

from APICS National Website

Job Seekers
Director of Manufacturing
Medical Education Technologies, Inc.

Location: Sarasota, Florida
Full Time - Experienced

Description:
METI, the leading manufacturer of medical simulation devices has a key opening for a Director of Engineering. In this role, you will be responsible for all areas of manufacturing, test, and customer support for our product line of human patient simulators and exam simulators.

Requirements:

The ideal candidate will be a seasoned pro with a BS in Industrial Engineering, a minimum of 6 years management experience in a high tech manufacturing environment, experience with ISO 9000 implementation, cost management experience, and strong leadership, analytical, problem solving, communication, presentation, judgement, change management, and people skills. Experience in Engineering or Simulation a plus.

For more information, visit our website at: www.meti.com.
Apply with salary history to tlupo@meti.com. EOE

Company Coordinators

ASO CORPORATION	Lee Stephens	(941) 379-0300
BOARS HEAD PROVISIONS	CINDA WHALEY	(941) 955-0994
EATON AEROSPACE	MARCUS TAYLOR	(941) 751-7113
FLORIDA GULF COAST UNIVERSITY	ELIAS KIRCHE	(941) 590-7325
FOX ELECTRONICS	Joe Denison	(941) 693-0099
HONEYWELL	Melissa Little	(941) 360-6100
PGT INDUSTRIES	Jeff Cordes, CPIM	(941) 486-0100
TELEFLEX ELECTRONIC SYSTEMS	Carol Mosley	(941) 907-1000
TROPICANA	Gene Griffin, CPIM	(941) 742-3250

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 [George Pastujov](mailto:George.Pastujov), 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.



Florida Gulf Coast Chapter
c/o Jim Brooksher, CPIM
Tropicana Products, Inc.
1001 13th Ave. East



Looking for direction?

APICS
Florida Gulf Coast

THE NAVIGATOR

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January PDM – The Data Accuracy Challenge

LOCATION:	Rosedale Country Club - Bradenton, FL	DATE:	January 21, 2004
SPEAKER:	Jerry Kilty, CPIM, CIRM - President	TIME:	5:30pm Registration
COMPANY:	QMS		6:00pm Dinner
COST:	\$15 members / \$25 non-members /\$10 students		7:00pm Presentation

Directions to the January PDM at Rosedale Country Club:

From Bradenton:

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

From Naples:

Take I-75 north to Exit 217A (old 41A) SR-70. Turn right onto SR-70. Turn left onto 87th Street East (Rosedale development's entrance - Note that a new traffic light has been installed at the entrance to Rosedale.)