

Looking for direction?



THE NAVIGATOR

Volume 7, Issue 4

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January 2008



January PDM LEARN TO LISTEN - TO LEARN

PRESENTED BY: Harvey McChesney, III, CPIM
President McChesney Associates

Just because you're talking, does not mean I'm listening. The skill of listening is taken for granted by nearly everyone. Active listening is not hard to do but it does require concentration and a conscious effort. In today's world of rapid change and greater use of teams to resolve problems or take advantage of opportunities, our ability to effectively listen is becoming increasingly important for success. We must be able to hear what someone else is saying and understand the entire message. That includes what is meant by the specific words used, by the emotions behind the words, and even an understanding of what is not said. Through the use of active listening that we can increase our individual and team productivity.

This interactive workshop will explore why good listening skills are so important and identify the key elements that must be done for successful active listening. The techniques for paraphrasing — to close the loop in active listening — will also be defined. Finally, all participants will have an opportunity to internalize their learning in an interactive listening and paraphrasing exercise. The exercise concludes with a discussion of observations to reinforce the learning. In this session, you will:

Discover what active listening is and why good listening skills are key elements in the pursuit of continuous improvement.

· Identify roadblocks that make effective listening so hard

Learn how to paraphrase someone else's words and enhance the two-way communication.

Actually practice active listening and paraphrasing skills in an interactive exercise.

CPIM designees will earn 1 point towards certification maintenance.

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

Reservations must be made by Monday, January 7th before 12 noon. Cost is \$25/Members or \$30/Non-members.

Make your reservation by sending email to reservations@apicsgulf.org or contact Kevin Hauge at (727)776-3950 . Cancellations must be received by 12 noon on Tuesday, January 10th. Please note that no shows will be billed.

INSIDE THIS ISSUE

- 2 Contacts
- 2 Officer's Corner
- 3 Calendar of Events
- 3 New Members
- 4 Education Survey
- 5/6 Membership Application
- 7 Company Coordinators
- 8 Directions to PDM

About the Presenter: **Harvey McChesney, III, CPIM** is president of McChesney Associates. Harvey's purpose is to help you vividly express your thoughts, feelings, and needs through effective communication. He has extensive experience teaching presentation skills, training methods, team competencies, facilitation skills, and structured problem solving. Harvey uses a natural and energetic style to create an interactive learning environment.

Continued Page 3

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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 February issue of THE NAVIGATOR is due by January 25th. Please address all correspondence to:

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Officer's Corner

Tina Jensen, CPIM
VP Finance & Administration

Happy New Year from the Florida Gulf Coast Chapter! We hope you all had a safe and happy holiday.

While some of us are looking forward to a new year, others are facing the challenges of downsizing and layoffs. Within the past couple of years, Tropicana has downsized due to the relocation of their headquarters to Chicago. In October, PGT Industries laid off 180 people due to the dramatic decrease in new homes being built. Hi-Stat announced in November that their Bradenton plant will be closing in 2008, putting 300 people out of their jobs. This region's manufacturing sector has been hammered recently with hundreds of layoffs at CFI Manufacturing, Wellcraft Marine, Honeywell International, and WPI Interconnect Products. In addition, hundreds in the construction and housing related industries have been affected by the housing slump.

There isn't much you can do to control these unfortunate events, but there are measures you can take to prepare yourself for them. Your best investment is in your education. APICS is the premier source of the body of knowledge in operations management. Take advantage of our classes and get your CPIM and/or CSCP certifications. Many employers require this in their positions, and at the very least, consider it a definite advantage.

If you have taken classes and have earned your certification, it's important to stay current in the field. Read your APICS publications, attend the monthly speaker meetings, workshops, and the annual APICS international conference. If your schedule is too busy to attend these, you can access a selection of recorded APICS Webinars at no charge on the APICS website.

It's important to build networks so that when you are faced with a layoff, you have other professionals to call on for new opportunities. A great way to do this is to attend the monthly professional development meetings where you can talk with others over dinner. An even more effective way to build relationships is to volunteer on the chapter or region boards. You really get to know someone well when you actually work with them.

Finally, keep abreast of what employers are looking for and keep your resume current. The APICS website has a Career Center section that lists available positions, a place to post your resume, salary surveys, and many articles with advice on writing resumes and cover letters, interviewing, and general career development.

Presenter continued

Harvey has 20 years experience in manufacturing engineering, process analysis, facilities design, systems definition and installation, project management, and productivity improvement. He received a B.S. in Industrial Engineering from Lehigh University, has served on the APICS Board of Directors and was the Chairman of the 1994 APICS International Conference and Exhibition. Harvey also led the team that revised the APICS Train the Trainer materials and developed the Learning Dynamics for Instructors course. He is a qualified instructor for both of these courses as well as a frequent speaker and can be reached at h.mcchesney@att.net or (610) 799-4756.

DID YOU KNOW?

Another Membership Benefit from APICS is a FREE six month extension of membership which can be done up to three times for a total of 18 months for unemployed members.

WELCOME NEW MEMBERS

Lisa Hall
Tampa Armature Works

Elizabeth Emminger
Tampa Armature Works

Christine Long
Marine Concepts

Spencer Coletta
Scott Signs

Alan S. Lindsay

David Shobrook

Calendar of Events

January PDM

DATE Wednesday, January 9, 2008

TOPIC Learn To Listen - To Learn

SPEAKER: Harvey McChesney, CPIM

PLACE Rosedale Golf & Country Club

TIME 6:00 pm

COST \$25members/\$30 non-members

CONTACT Kevin Hauge (727) 776-3950

OR RESERVATIONS@APICSGULF.ORG

February PDM

Top Management Night

DATE Wednesday, February 13, 2008

TOPIC Sales & Operations Planning- Two
Decades of Learning at BASF

SPEAKER: Alan L. Milliken, CFPIM, CIRM,
CSCP

PLACE Rosedale Golf & Country Club

TIME 6:00 pm

COST \$25members/\$30 non-members

CONTACT Kevin Hauge (727) 776-3950

OR RESERVATIONS@APICSGULF.ORG

March PDM

DATE Wednesday, March 12, 2008

TOPIC Theory of Constraints and
Lean Manufacturing

SPEAKER: Brad Voss, CPIM, Jonah

PLACE Rosedale Golf & Country Club

TIME 6:00 pm

COST \$25members/\$30 non-members

CONTACT Kevin Hauge (727) 776-3950

OR RESERVATIONS@APICSGULF.ORG

CPIM Education Survey

We have a few people interested in participating in getting another round of CPIM training. We would like to have your input to help in arranging these needs. If you are interested in this training, please take a few minutes to respond to these questions.

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

Do we want to do this series again?

(3) 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 50-60 hours. The length of time depends on the level of understanding and experience of the participants

- * Do we want to try and run this program here? Almost 100 people in Missouri went through this program with an 80% pass rate on initial tests.
- * Cost depends on the number of people we can recruit to take the course. Our best guess is approximately \$950.00 per person. This would include the Tony Arnold textbook and a handsout set of the instructor's PowerPoint slides.
- * Classes would be taught jointly by Jerry Kilty, CFPIM, CIRM, CSCP and Wende Huehn-Brown, PhD, CPIM

(4) In the past, we have had a company sponsor the training. They supported a location to offer the training, refreshments, etc.

- * Do you know of a company that is willing to do this?
- * Since some companies do not do training like this will other companies, is this okay? We can do classes for a specific company if there is interest.

(5) We need anyone taking this training to commit their time and support. This means attending 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 ahead of time.

After we receive your input, we can move forward on a schedule. We must have enough people committed to do either program in order to offset our costs. Please respond via email to education@apicsgulf.org.

More information regarding CPIM certification is available on our website 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

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

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.

Free APICS Webinars On-Demand

Take advantage of a great membership benefit

APICS offers its members free access to a selection of recorded APICS Webinars. These sessions enable you to connect with industry experts for specialized topic-focused education. Each 60-minute event features an educational discussion, case studies, and a Q&A session. Participate in an APICS Webinar On-Demand from your home or office—all you need is an Internet connection and computer speakers.

There are more than 50 APICS Webinars On-Demand covering operations management subjects such as Accounting, e-Business, Forecasting, Inventory, Lean, Management, Six Sigma, Supply Chain, Theory of Constraints (TOC), and others available to APICS members free of charge. Begin exploring one of your APICS member benefits today! For more information, visit www.apics.org/Education/Webinars/Free/default.htm

KEEP THE DATE OPEN

FEBRUARY 13, 2008

TOP MANAGEMENT NIGHT

**SPEAKER: ALAN L. MILLIKIN, CFPIM,
CIRM, CSCP**

**TOPIC: SALES AND OPERATIONS
PLANNING**

Company Coordinators

ASO CORPORATION	
LEE STEPHENS	(941) 379-0300
BOAR'S HEAD	
CINDA WHALEY	(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

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APICS
Florida Gulf Coast

Volume 7, Issue 4 **www.apicsgulf.org** **January 2008**

January PDM
LEARN TO LISTEN - TO LEARN

LOCATION:	Rosedale Golf and Country Club Bradenton, FL	DATE:	January 9, 2008
SPEAKER:	Harvey McChesney, CPIM	TIME:	5:30pm Registration 6:00pm Dinner
COST:	\$25 members / \$30 non-members		

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.