

November PDM

The Changing Nature of the Workforce: *Is a Workforce Storm Brewing?*

Presented by Jay J. Jamrog, Executive Director, Human Resource Institute, University of Tampa
Rosedale Golf & Country Club in Bradenton
Thursday, November 18th - 6:00 PM

A host of factors are redefining how companies recruit, retain, and motivate people. There are four generations with very different attitudes and needs in the workforce. Rising energy and housing costs are making manufacturing labor pools shrink in many geographic areas. "Offshoring", outsourcing, technology, and supply chain collaborating are changing skill requirements. Many workers are coming from at-risk environments and may not be adequately prepared for the work that is available. These more diverse, multicultural, and multilingual populations dictate different management styles, educational and training programs, and other workforce tactics from our employers and broader community.

Further, with quit rates the lowest they've been in decades, management might gain a false sense of confidence that retention programs are right on target. Experts warn, however, that today's employee "loyalty" may be driven more by the economy than anything else. As the economic picture brightens, they say, watch for a spike in turnover. Indeed, there appears to be storm clouds building on the horizon. The combination of rising job dissatisfaction, an improving economy, and demographic trends that predict labor shortages, skill deficits and fewer knowledge workers has all the elements for a perfect storm where retention and engagement issues will be in the eye. And, this storm could last for decades. Pay, benefits and other company programs can help attract talented employees, but by themselves will not work to retain and engage key talent. This seminar will explore the key trends, and help build an understanding of the different values, attitudes and needs of our multi-generational and multicultural workforce.

CPIM designees will earn 1 point towards certification maintenance.

Registration starts at 5:30 pm at the Rosedale Golf & Country Club in Bradenton.

Reservations must be made by Monday, November 15th. Cost is \$15 for members and \$25 for non-members. To reserve your spot, contact Jeff Cordes at reservations@apicsgulf.org or (941) 486-0100 x2912. Cancellations must be received by Tuesday, November 16th. Please note that no shows must be billed.

Directions to Rosedale Golf & Country Club can be found on Page 8.

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About the Presenter: Jay is a futurist. He has devoted the past 20 years to identifying and analyzing the major issues and trends affecting the management of people in organizations. Currently, Jay and his staff are following approximately 150 demographic, social, economic, technological, political, legal and management trends, and there are over 100 major corporations supporting this research with annual grants.

Over the years, Jay has helped some of the most innovative organizations gain a deeper understanding of the world's changing business environment and has helped them think strategically about today's actions and tomorrow's plans. Jay conducts over 50 seminars annually for major corporations on subjects related to the changing nature of the workplace and workforce.

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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 January issue of THE NAVIGATOR is due by Wednesday, December 22. Please address all correspondence to:

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Officer's Corner

Jim Bedell, CPIM
VP of Marketing

Karen Stevens, Virginia Behr, and I represented the Florida Gulf Coast Chapter BOD at the APICS International Conference and Exposition in San Diego October 10th-13th. As BOD members, we tried to cover as many different sessions as possible to identify potential, high-quality speakers to invite for future GULF dinner meetings. We also attended some of the nineteen Volunteer Leadership sessions on October 9th covering topics such as: How to Sell APICS to Nontraditional Customers and How to Accept Credit Cards for Chapter Functions.

The conference was truly International, and I met attendees from Russia, China, Thailand, Korea, France, South Africa, and heard that over thirty other countries were represented. Although an official headcount wasn't announced, the number 2,500 was mentioned in one general session, and many sessions were standing-room-only. The Expo area was moderately crowded most of the time.

The general motivational sessions were well attended and very good – the one by Dan Thurmon was so good that I bought his video tape. Thurmon delivered an APICS-audience-specific message about managing multiple inventory and production priorities — while he continuously surprised us by juggling 3-5 items and/or riding a six-foot-high unicycle and/or doing back flips – even teaching an audience member basic juggling.

One of the key themes this year – which will have major impact on most companies in the near future – was RFID (Radio Frequency Identification). These sessions focused not only on the forthcoming Department of Defense and Wal-Mart requirements, but also on sorting out the various technologies, standards, applications, and limitations of RFID.

"Is Overseas Manufacturing Costing Your Firm Millions?" was profoundly eye opening in how companies, rushing to save labor costs, overlook the real costs of "offshoring" and frequently place themselves at great risk financially and otherwise. Another presentation was "Protecting Your Supply Chain from Theft, Sabotage, and Terrorism." An interesting point made was that the heightened security at US borders after 9/11/01 has caused many organized crime rings to turn from drugs to hijacking trucks and selling the loot via the internet. Indeed, these crime rings have infiltrated into some companies – particularly through under-paid security guards on 2nd and 3rd shifts – and literally clean out their warehouses.

These are but a very few of the thousands of ideas presented at the Conference. Every member should get your free copy of the Proceedings as described later on page three. The CD contains nearly 400 indexed and searchable pages of session articles and slides..



Advancing Productivity, Innovation, and Competitive Success

APICS Unveils New Name at 2004 International Conference and Launches New Brand in 2005

Alexandria, VA (October 12, 2004) APICS—The Educational Society for Resource Management is pleased to announce that it will change its name to APICS The Association for Operations Management, effective January 1, 2005. The association will use a new tag line—Advancing Productivity, Innovation, and Competitive Success. APICS unveiled the new name publicly at the 2004 APICS International Conference and Exposition in San Diego, California, on October 12.

Advancing Productivity, Innovation, and Competitive Success APICS has evolved to meet the needs of the community it serves, but the name no longer fully recognized the value proposition the association delivers. The new name will honor our rich history in production and inventory control, better define the broad application of the APICS body of knowledge, and position us for the future. APICS was founded in 1957 as the American Production and Inventory Control Society, Inc. In the early 1990s, it adopted the name APICS—The Educational Society for Resource Management to acknowledge its growing international presence and expanded scope.

Today, APICS represents a diverse community of professionals from virtually every manufacturing and service industry. The APICS body of knowledge spans all aspects of operations management, which includes production, inventory, supply chain, materials purchasing, and logistics. By changing its name, APICS The Association for Operations Management clearly defines its body of knowledge in terms that are universally understood. The new name asserts the association's leadership position of delivering superior training, internationally recognized certifications, and comprehensive resources, while representing a worldwide network of accomplished industry professionals.

APICS is the resource that individuals and companies rely on for operations management education and validation of one's knowledge through obtaining the Certified in Production and Inventory Management and Certified in Integrated Resource Management designations. The new tag line communicates the value that APICS delivers to an individual's career advancement, as well as an employer's bottom line."

APICS enlisted the research services of Wirthin Worldwide and strategic communications counsel of Fleishman Hillard International Communications in support of the rebranding efforts.

Calendar of Events

November PDM - A changing workforce.

Date Thursday, November 18, 2004
Topic The Changing Nature of The Workforce: Today's Generations at Work.
Speaker: Jay Jamrog, Director of HR Institute
Place Rosedale Country Club
Time 5:30pm Registration
Cost \$15 members, \$25 non-members
Contact Jeff Cordes, (941) 486-0100 x 2912
or eMail Reservations@apicsgulf.org

CRITICAL CHAIN PROJECT MANAGEMENT

November 17th - 8:30 AM - 4:30PM

Orlando, FL

Presenter: Kent C. Newton, P.E.

Cost: \$300

Info: dgillespie@thedenmarkgroup.com

There will be no PDM in the month of December due to holidays.

January PDM - TBD - Save the Date!

Date Thursday, January 20, 2004
Topic TBD
Speaker: TBD
Place Rosedale Country Club
Time 5:30pm Registration
Cost \$15 members, \$25 non-members
Contact Jeff Cordes, (941) 486-0100 x 2912
or eMail Reservations@apicsgulf.org

Conference Proceedings

Take the knowledge home with you. The fully searchable 2004 APICS International Conference and Exposition Proceedings CD-ROM is now available. Valued at more than \$40, the proceedings provide an overview of the best practices and solutions presented at the conference.

All members in good standing between September 2003 and September 2004 receive a **free** copy. Those who attended conference received their free copy onsite. Members who did not attend conference can obtain their free copy (stock #01647) by contacting APICS Customer Support at (800) 444-APICS (2742) or (703) 354-8851.

Nonmembers who wish to purchase the proceedings and members wishing to obtain multiple copies can do so through APICS Customer Support or by going to the **APICS Bookstore** at www.apics.org.

Win a Free Cruise!

Katrien Dolk-Etz, CPIM

Many of you have already attended our annual June sunset cruise on Sarasota Bay and had a great time. For those of you who haven't made it to this event, it's a fun, relaxing evening out - with no speaker, so you can bring your significant other without them getting bored. This year we're going to make it even easier for you to attend - here's all you have to do!

We'll be paying attention to participation in chapter activities for the chapter year, and then your Board of Directors will be voting on who has earned the Member of the Year and Company of the Year awards. The Member of the Year will win a voucher for our June cruise, and vouchers will be sent out to Company of the Year recipients. Company Coordinators - this is your chance to help your company shine, and win yourself one of those vouchers too!!

Don't want to leave your chances up to a Board of Directors vote? All you have to do is attend all of our Professional Development Meetings between November and May. You'll learn a thing or two, network with other area professionals, all while enjoying a good dinner. Then we'll give you a voucher to join our June cruise!

Let's fill up that boat!

How May We Help You?

Are you interesting in attending an APICS class and have scheduling conflicts? If you would like to attend a class held during normal business hours, or in the evening during the week, we would like to hear from you. Please send an e-mail to Katrien Dolk-Etz, CPIM at kdolk-etz@usa.net

If you have moved, changed employers, or changed your email address, please contact APICS Customer Service to update your records. Phone 1-800-444-2742.



Experience Membership in the APICS Community

Free APICS Dictionary - Expand your vocabulary!

APICS Dictionary, 11th Edition-Now Available

The *APICS Dictionary* is the standard for defining terms used in the inventory and supply chain management field. Use this powerful tool to expand your professional vocabulary and ensure that everyone on your team is speaking the same language. APICS members receive one copy of the printed dictionary as a member benefit. Request your free copy by contacting APICS Customer Support at (800) 444-APICS (2742) or (703) 354-8851 or e-mail service@apicshq.org.

Having a common language in the workplace enables organizations and individuals within them to operate more productively and profitably. Collaboration is made easier when the entire team uses and understands the same terminology.

Complementing the printed dictionary, the *APICS Illustrated Dictionary* on CD-ROM is an interactive, illustrated guide to the terms and concepts defined in the dictionary. Developed by Eriks Leimanis, CFPIM, Aire Educational Resources, the CD-ROM contains all of the 3,500 terms from the printed edition and offers colorful illustrations of more than 2,500 of those terms. This product is also available in a network version for organizations and work groups.

The APICS Educational and Research Foundation supports the *APICS Dictionary* development through a grant to the Terry College of Business at the University of Georgia.

More than 3,500 industry terms are defined in the 11th edition. **The dictionary is a benefit of APICS membership. Order your free copy today.**

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.

Job Opportunities

To apply, visit the APICS National Website, Career Center



Senior Manager of Global Planning ZLB PLASMA SERVICES

Salary: Open
Location: BOCA RATON
Type: Full Time Experienced

ZLB Plasma Services currently has an excellent opportunity for a hands-on planner. This strategic position responsible for ZLBPS Global Production Planning to ensure that long-term capacity requirements and resources are allocated to support corporate objectives. Main responsibilities include:

- Ensuring long-term capacity requirements and resources are allocated to support corporate objectives;
- Developing short term (2-3 month), medium (4-12 months) and long range (greater than 12 months) demand and production plans.
- Managing the performance against plan, ensuring timely execution.
- Coordinating customer demand, inventory, purchase and collection projections originating from ZLB, Kankakee, Marburg, Bern, and third parties to ensure the Master Schedule is updated accurately.
- Managing the planning and maintenance of the most favorable inventory levels to ensure maximum customer service levels.
- Managing inventory reserves of finished goods to accurately report inventory investment.

Requirements:

Successful Candidates Offer:

- Bachelor's degree in Business, Finance, Materials Management, or related field. MBA preferred.
- Minimum of ten years hands-on experience in forecasting, production planning, inventory management, purchase sourcing, financial analysis and cost/benefit analysis.
- APICS Certification and CPM preferred.
- High proficiency in MS Office application packages.
- Independent, with strong decision-making and negotiation skills.
- Excellent analytical, organizational, and communication skills.
- Ability to demonstrate the ZLB Group values of superior performance, innovation, integrity, collaboration and customer focus.

Company Coordinators

ASO CORPORATION

LEE STEPHENS (941) 379-0300

EATON AEROSPACE

JOYCE SPENCER (941) 751-7157

FLORIDA GULF COAST UNIVERSITY

ELIAS KIRCHE (941) 590-7325

FOX ELECTRONICS

JOE DENISON (941) 693-0099

HONEYWELL

MELISSA LITTLE (941) 360-6100

PGT INDUSTRIES

PAM CARR, CPIM (941) 486-0100

TELEFLEX ELECTRONIC SYSTEMS

CAROL MOSLEY (941) 907-1000

TROPICANA

SCOTT CHANCE (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 [Lee Stephens](#), 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.

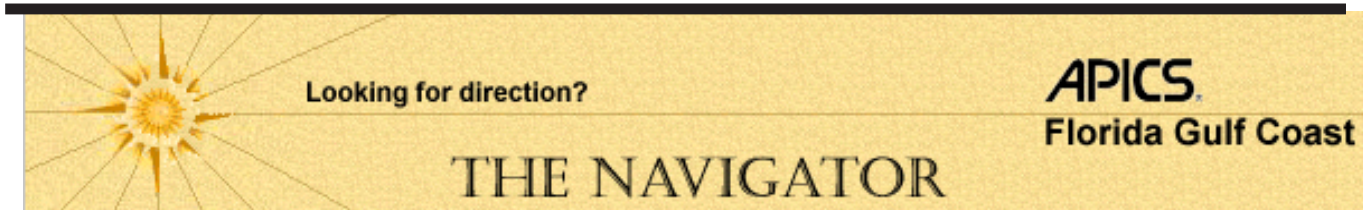
Benefits of being a Company Coordinator:

- 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 Virginia E. Behr
Tropicana Products, Inc.
1001 13th Avenue East
Bradenton, FL 34208



Volume 4, Issue 3

www.apicsgulf.org

November 2004

The Changing Nature of the Workforce: *Is a Workforce Storm Brewing?*

LOCATION: Rosedale Golf & Country Club
Bradenton, FL
SPEAKER: Jay Jamrog, Director of HR Institute
COST: \$15 members / \$25 non-members

DATE: November 18, 2004
TIME: 5:30pm Registration
6:00pm Announcements
6:15pm Dinner
7:00pm Presentation

Directions to the November PDM:

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.) Follow the signs to the CC clubhouse.

APICS—The Educational Society for Resource Management is the recognized global leader in professional certifications, educational programs, and publications for manufacturing and service industry professionals across the entire supply chain. Founded in 1957, the society supports nearly 60,000 members in 20,000 companies worldwide. To learn more, visit the APICS community at www.apics.org.