

Looking for direction?



THE NAVIGATOR

Volume 8, Issue 3

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November 2007



November PDM PIERCE MANUFACTURING PLANT TOUR

PRESENTED BY: **SAMA**

WEDNESDAY, NOVEMBER 14TH - 6 P.M.

We have been invited to participate in a plant tour of Piece Manufacturing for an inside look at one of our area's leading manufacturing facilities. Pierce is internationally recognized for producing fire trucks and emergency service vehicles.

CPIM designees will earn 1 point towards certification maintenance.

Registration begins at 6:00 pm at Pierce Manufacturing in Bradenton. Directions can be found on Page 8 (last page) of this newsletter.

Reservations must be made by Monday, November 12th before 12 noon. Cost is Free. 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, November 13th. Please note that no shows will be billed.

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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 January issue of THE NAVIGATOR is due by December 21st. Please address all correspondence to:

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Sarasota, FL 34243
irene.carey@honeywell.com

Officer's Corner

Kevin Hauge, CPIM
VP Programs

I just crack myself up. I am reporting to you on the 2007 APICS conference and Expo which was held in Denver this year.

We attended the Leadership conference which met on the Saturday the day preceding the conference. If you've been to a district meeting you know what this was about. I don't want to dissuade anyone from attending at least once. Landing in Denver was a hoot as we hit high winds coming out of the Rockies for the last 45 minutes of our flight. Upon waking Sunday morning we found that Denver had a surprise for us. Ohhh!! goodie, 27 degrees and 4 inches of snow. Whose idea was it to have this thing in Denver? The high altitude and the walk, walk, walking had us huffing and puffing by the time we returned to our car. I should have had another chocolate covered fortune cookie to give me strength.

The first General Session speaker was Ken Blanchard. He is a mesmerizing speaker. I had seen a video of him speaking when I was in college, but seeing and hearing him in person made this trip worthwhile. Values based Management, what a concept, we need to spread it around!

The second General Session speaker was Steve Uzzel an award winning photographer. Steve spoke about his experience with creative problem solving. His methods and ideas were note worthy but his photographs were stunning and the lengths he and his crew go to get that one perfect shot were something else. Except for all the work, I could do that. Where's my camera?

The third General Speaker was Jack Bacon. Jack Bacon has had some great accomplishments as a member of the team that developed the Space Station for NASA. But he was billed as a world- renowned futurist. He had a couple of interesting points about changing demographics and consumption of natural resources, however his talk about the future seemed to be that no one knows what the future will bring. Huh?

There were some interesting speakers and topics in the educational sessions and of course some that were not so much. There was one in particular that had the room so packed you could not even stand let alone sit, but you will have to wait to hear about him next year as I work to get him for a PDM.

Outstanding Job Opportunity for Director of Customer Service/Operations

Overview:

The Director, Customer Service and Operations will provide overall leadership and vision to the Program Management, Operations, and Product Support teams. The Director, Customer Service and Operations will ensure the highest level of customer satisfaction based on best practices for customer support, operations and program management. This position requires a network and/or security professional whose strength is management, leadership, and program management based on execution and delivery.

Responsibilities:

- Monitors statistical reporting data for ongoing measured success.
- Monitors measurement standards that have been developed to ensure corrective actions are permanent.
- Oversees inventories for optimum operations with no overstock.
- Manages local Manufacturing Sites, as applicable, and works with remote manufacturing sites.
- Oversees New Product Launches to ensure production readiness (User Acceptance).
- Continuously initiates aggressive cost reduction programs. Coordinates installation and support of products for customers.
- Supports and responds to RFP, RFQ's, or customer inquired in support of Bids.
- Schedules involvement of technical assistance for pre or post sales.
- Understands customer's requirements and how they relate to corporate product offerings.
- Makes recommendations of future product development for customer requirements.
- Understands the competitive market and new security solutions available to clients.
- Responsible for post-sales satisfaction of clients.
- Responsible for post sales support, problem reporting, and escalation of product issues.
- Manages warranty program including product returns and replacements.
- Responsible for the development, management and delivery of service programs and activities such as product repair, maintenance, and training.
- Responsible for the development and implementation of product training for our partners and end users.

Required Skills:

- B.S. degree (Advanced degree preferred).
- Eight (8 +) or more years' experience in the network security industry, with at least five (5 +) or more years' recent experience in leading and directing Customer Service/ Operations with at least three (3+) or more years' management experience in a Senior Management level role. Experience with Program Management.
- Demonstrated experience in leading, developing, and motivating diverse teams.

Calendar of Events

November PDM

DATE Wednesday, November 14, 2007

TOPIC Pierce Manufacturing Plant Tour

SPONSORED BY SAMA

PLACE Pierce Manufacturing

TIME 6:00 pm

COST FREE

CONTACT Kevin Hauge (727) 776-3950

OR RESERVATIONS@APICSGULF.ORG

January PDM

DATE Wednesday, January 9, 2008

TOPIC TBD

PLACE Rosedale Golf & Country Club

TIME 6:00 pm

COST \$25 MEMBERS/\$30 NON MEMBERS/
\$10 STUDENTS

CONTACT Kevin Hauge (727) 776-3950

OR RESERVATIONS@APICSGULF.ORG

December PDM

HAPPY HOLIDAYS TO ALL

NO SCHEDULED MEETING

Education Survey

We need your input so that we can get another set of classes scheduled. Please take just a few moments to follow the [survey link](#) and send your feedback to education@apicsgulf.org.

Continued Page 4

Job Opportunity continued...

Hands-on experience in implementing, managing and executing effective strategies and plans within a key operational role.

-Experience working with manufacturing facilities. (Preferred).

Track record of strong strategic decision making; obtaining information, and identifying key issues and relationships relevant to long-range goal or vision. Current knowledge of cutting-edge manufacturing, supply-chain and operations best-practices a plus.

A leading developer of Information Security Solutions, is seeking an experienced **Director of Customer Service and Operations with experience in the network security/ IT / telecommunications industries**. This role is responsible for Order Administration, Sales Support, Help Desk/Customer Services, Program Management & Bids, and Supply Chain (Distribution, Procurement, Planning, Inventory Management, Stockroom, etc.). This position will provide excellent leadership to achieve company-wide teamwork and cooperation. The opening is in the Ft. Lauderdale area and comes with a very attractive compensation package. The job description is below. Interested candidates are invited to send their resume to me as a WORD attachment along with the following information.

- 1) Date of availability
- 2) Current base salary
- 3) Desired base salary range
- 4) Are you willing to relocate to the Ft. Lauderdale area?
- 5) Are you willing to travel 25%, both nationally and internationally?
- 6) Reason you are entertaining a new position.
- 7) Are you able to legally work in the US?
- 8) Best times and days for phone and onsite interviews.
- 9) All available phone numbers
- 10) Please outline your experience, including number of years, as follows:
 - a) Overall experience in the network security industry
 - b) Recent experience in leading Customer Service/Operations
 - c) Experience with Program Management
- 11) Please provide the best example of your leading, developing, and motivating a diverse team.
- 12) Please provide the best example of your implementing, managing and executing effective strategies and plans within a key operational role.
- 13) What has been your leadership experience working with manufacturing facilities?
- 14) Please list your most current knowledge of cutting-edge best practices in the following.
 - a) Manufacturing
 - b) Supply chain
 - c) Operations

I will look forward to hearing from you.

Best regards,

Joyce Harder

Senior Recruiter

Recruiting Technology International, Inc.

843-884-5944

Applicants selected for this position may be subject to a Government Security Investigation and must meet eligibility requirements for access to classified information. US citizenship is required.

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.)

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

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

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

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

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

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

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

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

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

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

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

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

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

i. Membership Involvement (Check all that apply.)

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

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

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

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

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

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

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

Current Local Job Opportunities

Sr. Supply Chain Scheduler @Tropicana in Bradenton

Tropicana has a great opportunity for a Sr. Supply Chain Scheduler, their most senior production scheduling position. This person will be responsible for detail scheduling one of our packaging departments as well as managing comprehensive alignment of all detailed schedules. This role also maintains our production scheduling tool. Some must have's... * Minimum 3 years supply chain experience. Preferably a scheduling background * Bachelors Degree* Comfortable working in the "trenches" and ability to make decisions* APICS credentials or agreeable to be certified within 3 years* Leadership qualities - this person is defacto leader of the scheduling group in days 1-21 Applicants should post their resume via the PepsiCo Career Center (go to Tropicana link below). The job id is #8675.

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.

