

The Care and Feeding of a Continuous Improvement Initiative
Joint Meeting between APICS and ISM
Thursday, October 23 - Professional Development Meeting at PGT Industries
Guest Speakers: Bill Dejonghe, Manager of Continuous Improvement - Pall Aeropower

Bill Dejonghe will present a unique look, from a practitioner's and a trainer's perspective, on the development and maintenance of continuous process improvement initiatives within an organization. He will explain the process of setting the proper stage to successfully implement a Six Sigma Initiative. Additionally, Bill will provide an overview of the Six Sigma methodology.

Bill is a Design and Project Engineer with over 20 years of manufacturing experience. He has extensive training within the Six Sigma Methodology. He is a Six Sigma Blackbelt. Bill has implemented over 55 Kaizen Events, developed Six Sigma Greenbelt Training Curriculum, been involved with 12 Blackbelt Projects and has participated in 16 Greenbelt Programs.

Note that this PDM meeting is being held at PGT Industries, in Nokomis. Upon completion of the presentation, Brad Voss, (past president of the chapter) will conduct a plant tour of the PGT facility. Brad will highlight some of the continuous improvement initiatives that PGT has implemented.

APICS Membership Grows

Congratulations to our members who have recently been awarded the CPIM designation by APICS. GREAT job!!!

Also, Florida Gulf Coast is proud to welcome new members to the local chapter. We look forward to meeting and working with all of you!



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

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Officer's Corner

Katrien Dolk-Etz, CPIM
Executive VP

APICS Membership

Why are you an APICS member? Or if you haven't joined, why not? As I look back over the 10+ years of my membership, my reasons for being a part of APICS have changed over time.

When I neared graduation from college I joined APICS as part of my job search. I looked at it as a great way to network with other professionals and learn what companies were in the area. I also thought it wouldn't hurt to have it on my resume - it demonstrates commitment to the field. After graduation and relocating, I contacted the president of the local chapter and attended my first PDM. I met a lot of people and quickly learned that Kodak, one of the major employers in the area, required CPIM certification to be promoted to management. So I sat at a table of 50+ year old men who were all now working towards certification -- I decided then and there that I would rather start sooner than later!

I quickly found employment as a Planner and soon thereafter started attending CPIM review classes in the evenings. I paid for my classes and exams myself, mostly because I saw certification as something that would benefit my career. I also didn't know if my company would support my efforts, since they were not encouraging APICS certification or involvement at that time (not Kodak!). After working through half of the modules, my work became too much of an obstacle to getting through the exams, and I reluctantly put certification on hold.

I continued to maintain my APICS membership, also paid for out of my own pocket, as a matter of professional pride. I knew improvements could be made in my department and company and I wasn't going to let the status quo drag down my ideals! Staying connected with APICS continued to be a good way for me to learn how other companies were addressing issues and find out what worked and what didn't.

Since moving to Florida I have joined PGT, where our chapter's past president, Brad Voss, CPIM, Jonah, has made APICS involvement and certification a priority within the Materials Management department. I completed my certification, doing self-study and then taking the chapter-sponsored classes when the modules I needed were offered. My department's demonstrated APICS knowledge has spurred others within the company to enroll in the Fundamentals series of classes and also pursue certification. Can you imagine how nice it would be to work with people outside of Materials who have an understanding of what we do?! Meanwhile PGT is reaping the benefits of an APICS-educated workforce: PGT continues to grow at an astonishing rate while our inventories continue to shrink, all without impacting service to our customer.

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Officer's Corner

Continued from Page 2

I was recruited to the BOD just over two years ago, and now my membership brings me to yet another stage - volunteering. Through my volunteer work I'm now in a position to help others learn more about APICS and how much it helps with both professional development and company performance. I've had the privilege of meeting many of our members and non-members, both in person and via email, and it's a great feeling to be a part of the local resource management community. All this, and I still get to learn from others as I hear their success stories. And don't forget about those certification maintenance points that I now need!

Each of you are at different stages in your career and involvement with APICS - are you reaping all of the benefits of APICS membership?

November CPIM Course

Master Planning of Resources

Your local chapter is pleased to offer another course within the CPIM review suite, Master Planning of Resources. The course will be held November 3, 10, 17, at PGT Industries in Nokomis. Each session is held from 8:00 am - 5:00 pm.

Course Description:

The Master Planning of Resources (MPR) course includes the activities: demand management, sales and operations planning (S&OP) and master scheduling. Demand management is the function of recognizing all demands for goods and services to support the marketplace. Sales and operations planning is a process that provides management with the ability to strategically direct its business to achieve competitive advantage continuously by integrating customer-focused marketing plans for new and existing products with the management of the supply chain. Master scheduling is the process that includes the activities involved in the preparation and maintenance of the master schedule.

Course Objectives:

The following topics will be discussed: The MPR course is divided into three major areas:

1. Demand Management
2. Sales and Operations Planning (S&OP)
3. Master Scheduling

CALENDAR OF EVENTS

APICS INTERNATIONAL CONFERENCE & EXPOSITION

DATE OCTOBER 6 - OCTOBER 9
PLACE LAS VEGAS, NV
COST \$1,249 FOR MEMBERS / \$1,349 FOR NON-MEMBERS
\$99 FOR STUDENT MEMBERS

CONTACT APICS CUSTOMER SUPPORT
AT (800) 444-APICS (2742)
OR (703) 354-8851
(CREDIT CARD REGISTRATIONS ONLY.)
OR WEBSITE

WWW.APICS.ORG/CONF&EXPO/REGISTRATION/STEP1.ASP

OCTOBER PDM (JOINT MEETING WITH ISM)

DATE THURSDAY, OCTOBER 23
TOPIC THE CARE AND FEEDING OF A CONTINUOUS IMPROVEMENT INITIATIVE

SPEAKERS BILL DEJONGHE, MANAGER OF CONTINUOUS IMPROVEMENT - PALL AEROPower

PLACE PGT INDUSTRIES, NOKOMIS
TIME 5:30PM REGISTRATION
COST \$15 FOR MEMBERS / \$25 FOR NON-MEMBERS
\$10 FOR STUDENTS

CONTACT TROY BARNETT, (941) 744-1322
OR EMAIL RESERVATIONS@APICSGULF.ORG

MASTER PLANNING OF REOURCES CPIM REVIEW COURSE

DATE MONDAYS, NOVEMBER 3,10,17
PLACE PGT INDUSTRIES, NOKOMIS
TIME 8:00 AM - 5:00 PM
COST \$495 INCLUDING PARTICIPANT GUIDE
CONTACT JERRY KILTY, CPIM, CIRM (727) 725-7674
OR EMAIL CPIM@APICSGULF.ORG

Three Critical Elements of a Successful Job Search

Any marketing guru will tell you, the success of a product launch depends on the quality of its advertising message, its exposure to a targeted audience and the skill of its sales presenters. If any one of those critical elements is missing, revenues fall short of corporate goals. Likewise, a successful job search requires:

- * A clear marketing message (resume and cover letter)
- * Ample exposure to targeted employers
- * Polished interview skills to secure the job offer.

Fall short on either of the three, and an extended, lengthy job search is the result. The first step to a successful job search is a resume that communicates a strong marketing message. Just like a print ad entices the reader toward purchase, your resume has one job: to entice employers to call you for an interview. How does one transform a boring, historical document into a marketing message that sells?

- * Focus on benefits rather than features.
- * Use accomplishments to illustrate marketable skills.
- * Appeal to management buying motivations with examples of bottom-line impacting results.

Once you've transformed your work history into a marketing message, you'll want to give it as much quality exposure as possible. Marketing professionals use various media to get their message out. New athletic shoes may be promoted through print ad, television and online medium. Likewise, get maximum exposure of your job-search marketing message, with several strategies, both proactive and reactive. One of the most common complaints I hear from job seekers is that they get no response from their resume. When asked how they use their resume, it's usually 100% in response to posted job listings. Securing an interview from a job posting is like trying to catch a fish in a pond that is ringed elbow-to-elbow fishermen. To make matters worse, there's a sign posted at the pond that reads, "Due to budgetary cuts, the pond wasn't stocked this year." To get maximum exposure and more interviews you'll want to include some of the following strategies:

- * Networking with professionals who may provide job lead information.
- * Conducting your own target-market campaign to selected employers.
- * Resume distribution to a large, yet select group of qualified headhunters.

All the exposure in the world will not get you closer to your next career position if your interview skills are not sharper than your competition. Just like a sales person whose rent money depends on his/her ability to outsell the competition, so must the job seeker hone his/her interview skills in order to win the offer. Second choice still means "unemployed." Some job-seekers cringe at the thought of conducting a job interview as a sales presentation. Natural-born sales people are rare. The most effective and highly paid sales professionals had to learn and practice their skills. Job seekers of any background and personality style can adapt sales skills to perfect their interview skills. Minimally, those skills should include:

- * Pre-interview research of the prospective employer.
- * Anticipation of and answers to relevant questions.
- * Questions to uncover unstated concerns.
- * Closing skills that lead to the next stage or the offer.

Job seekers in a lengthy job search may benefit from analyzing which of the three critical elements is not working for them. Start by asking these questions:

- * Is my resume-send-out to interview ratio low? Maybe it's a resume problem.
- * Am I finding enough job leads? Maybe it's time to implement proactive strategies for better exposure.
- * Do I consistently end up "second choice" in job interviews? Probably time to sharpen the interview skills.

Making sure your skills are their sharpest in all three critical elements of the job search will help you gain your career objective in the shortest amount of time with the least amount of stress.

Deborah Walker, CCMC

Resume Writer ~ Career Coach

For more in-depth information on resumes, job-search strategy and interview skills, check out the article archive at my website: www.AlphaAdvantage.com

Email: Deb@AlphaAdvantage.com, Toll-free phone: 888-828-0814

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.)

- | | |
|--|---|
| <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.)

- 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

Katrien Dolk-Etz, CPIM - Executive VP

Certification: CPIM, 2002

Company: PGT Industries

Job Title: Assistant Materials Manager

Industry: Fenestration

Areas of Expertise: Forecasting, Modeling & Simulation

Education: B.A. Mathematics - Rutgers University

M.S. Operations Research - University of Delaware

Thesis: China's Consumption Patterns: An Almost Ideal Demand System

Job Description: Manages the Purchasing, Inventory Control and Material Planning functions.

Career Highlights: Progressed through various positions within Materials Management field, ranging from Production/Inventory Planner to Forecast Analyst to Global Demand Planning Manager. Designed and programmed a simulation model of a company's entire internal supply chain to model the impact of various equipment cycle times on required finished goods and component inventory levels to support required customer service levels. Model results were used by R&D to provide focus on which manufacturing aspects needed to be enhanced to achieve desired results.

Job Opportunities

from APICS National Website

Job Number: 5657

Job Title: Strategic Sourcing Services Team Lead

Industry: Consulting

Area of Expertise: Supply Chain

Contact Info:

Accenture - Tallahassee, FL

Job Number: 5658

Job Title: Sourcing Event Services Specialist

Industry: Consulting

Area of Expertise: Supply Chain

Contact Info:

Accenture - Tallahassee, FL

APICS Special Membership Offer

Attention all APICS members. Renew or extend your membership October 1-12 and have your name entered into a drawing for a free year's membership and be entered into a drawing for a free 2004 APICS International Conference and Exposition registration. Any member can renew or extend APICS membership during the Month of the Member. When you renew in October, we will extend your current membership expiration date (whenever it is) for 12 months from your existing membership expiration date.

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](#), 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

Volume3, Issue 2 www.apicsgulf.org October 2003

The Care and Feeding of a Continuous Improvement Initiative

LOCATION:	PGT Industries	DATE:	October 23, 2003
SPEAKER:	Bill Dejonghe, Manager of Continuous Improvement	TIME:	5:30pm Registration
COMPANY:	Pall Aeropower		6:00pm Dinner
COST:	\$15 members / \$25 non-members / \$10 students		6:30pm Presentation
			7:00pm Plant Tour

Directions to the October PDM at PGT Industries:

Take I-75 to Exit 195 (Laurel Road). At the end of the off-ramp, turn left onto Laurel Road. Go straight through the next traffic light, then turn left onto Knights Trail. Take your first left onto Technology Drive. Go straight to the end and check in with the Guard, telling him you are attending the APICS/ISM PDM meeting. He will direct you to the main entrance.