

Looking for direction?



THE NAVIGATOR

Volume 7, Issue 1

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September 2007



September PDM

CONTINUOUS IMPROVEMENT CULTURE

PRESENTED BY: WENDE HUEHN-BROWN, PH.D., CPIM

While these two words are used quite often, it seems that organizations struggle to actually practice continuous improvement. Not only internally, but these issues get worse across their supply chain! There are a variety of models, maybe an overwhelming array of choices, such as lean, six sigma, balance scorecard, ISO 9000, Malcolm Baldrige, etc. However, within each of these models, there are common features that support a culture for continuous improvement. How can you help your company create a culture needed to support continuous improvement?

In the *2005 World Class Manufacturing Report*, 51% of the management respondents indicated that they were not currently implementing kaizen (continuous improvement) because they claimed they had already done it! Does this sound like your company? In today's competitive world, can an organization ever be so satisfied with improving something that they think they are done? No, continuous improvement is an ongoing and never-ending journey to strive for excellence in a global world that is constantly changing. Does your organization have the culture needed to support this competitive operating environment?

In this meeting, we will discuss the basic elements for creating this continuous improvement culture. Participants will be able to assess their organization for these characteristics and identify strengths and weaknesses evident in their culture. Participants will also "take home" various ideas on how companies can apply these elements to help improve their organization's potential for continuous improvement.

CPIM designees will earn 1 point towards certification maintenance.

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

Reservations must be made by Monday, September 10th 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, September 11th. Please note that no shows will be billed.

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About the Presenter: Wende Huehn-Brown earned her Ph.D. in Engineering Management at the University of Missouri-Rolla in 2006. Brown's dissertation analyzed continuous improvement in lean and six sigma approaches for the automotive supply chain. Brown published two Engineering Management articles regarding how companies are (or are not) continuously improving their supply chain. Based upon the response to this research, Brown is currently working on an ASQ article as it appears many companies have become consumed with the buzzword models, while forgetting the basics needed for a culture that excels in continuous improvement. Brown has been an APICS member since 1999 and has taught numerous CPIM classes. Currently, Brown is a professor at St. Petersburg College in the Technology and Management programs.

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

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Officer's Corner

Jim Bedell, CPIM
President

Hardly a day goes by without news stories highlighting major failures in supply chain, manufacturing, and inventory management practices. This week the *New York Times* had an article on the criminal investigations around acquisition and distribution of weapons to "friendly forces" in Iraq.

Included among the discussions of bribery and other mismanagement were comments about poor record keeping resulting in over 100,000 AK-47 rifles, ammunition, and other "missing" weapons. That's a lot of missing inventory! Another article featured the huge problems Mattel faces in recalling millions of toys that their Chinese suppliers coated with paint containing lead. One mom showed up at Mattel's headquarters with a pile of toys demanding to know which were safe for her kids to use! It seems that one Mattel supplier ran out of approved material and substituted a different paint. Another supplier, claiming pressure from Mattel to reduce or maintain low prices, but experiencing rapidly rising Chinese labor, material and overhead costs, simply used an unapproved, cheaper paint supplier – without validating the product. Both companies were long-term Mattel suppliers who did their own quality inspections and certifications.

This year, thousands of animals in the US died because of contaminated food, and thousands of children and others around the world died or became seriously ill because of toxic, cheaper chemicals being substituted into medicines and cosmetics, including toothpaste.

Quite clearly, as we start a new chapter year, we as operations and materials management professionals are embroiled in controversies and discussions that span all the hot topics of outsourcing, offshoring, vendor certifications, source quality assurance, regulatory compliance, and many other issues. Also quite clearly, these discussions include disciplines far beyond the traditional APICS manufacturing constituency.

At the GULF Chapter board meeting in early August, we focused on multi-year strategic objectives including:

Develop a new marketing plan that addresses value, education, partnerships with other professional organizations, and reaches out to non-manufacturing companies.

Continued page 6

Ready to Become CSCP Certified?

Get your reservations in early to sit for the CSCP exam. The exam date and locations are:

December 8th NEW CSCP Exam Schedule

8:00 a.m. Report to the testing center

8:30 a.m. Exam begins (approximately) No candidates will be admitted after this time.

12:30 p.m. Exam ends (approximately)

December 8th CSCP Exam Locations

Birmingham, AL

Phoenix, AZ

Los Angeles, CA

San Jose, CA

Tampa, FL

Chicago, IL

Atlanta, GA

Houston, TX

Dallas, TX

Denver, CO

Lexington, KY

Worcester, MA

Grand Rapids, MI

St. Paul, MN

Charlotte, NC

Newark, NJ

Columbus, OH

Pittsburgh, PA

Memphis, TN

Alexandria, VA

Salt Lake City, UT

La Crosse, WI

San Juan, PR

Toronto, Canada

Montreal, Canada

Queretaro, Mexico

Mexico City, Mexico

Monterrey, Mexico

Questions may be addressed to:

mfitzgerald@apics.org

Calendar of Events

September PDM

DATE Wednesday, September 12, 2007

TOPIC Continuous Improvement Culture

SPEAKER: Wende Huehn-Brown, Ph.D., CPIM

PLACE Rosedale Golf & Country Club

TIME 6:00 pm

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

CONTACT Kevin Hauge (941)

OR RESERVATIONS@APICSGULF.ORG

October PDM

DATE Wednesday, October 10, 2007

TOPIC "The Beer Game"

SPEAKER Jerry Kilty, CFPIIM, CIRM, CSCP

PLACE Rosedale Golf & Country Club

TIME 6:00 pm

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

CONTACT Kevin Hauge (941)

OR RESERVATIONS@APICSGULF.ORG

APICS INTERNATIONAL CONFERENCE AND EXPOSITON

DATE October 21-October 23

PLACE Denver, Colorado

APICS 2007 International Conference & Expo

This year's Conference in Denver, Colorado promises to be one of the best ever, as APICS celebrates its 50th Anniversary. Mark your calendars for October 21-23, and check out the pricing. Significant discounts are available if you register early. Plant tours also tend to sell out quickly, so that's another reason to get your registration sent in before you get away on your summer vacation. Visit www.apics.org for more information.

	Early (until 7/13)	Regular (until 9/14)	Late (after 9/14)
Individual			
Full Conference (Member)	\$949	\$1,149	\$1,299
Full Conference w/Membership	\$1,099	\$1,299	\$1,449
Full Conference (Non-Member)	\$1,050	\$1,250	\$1,400
Two-Day Conference (Member)	\$899	\$899	N/A
Two-Day Conference w/Membership	\$1,049	\$1,049	N/A
Two-Day Conference (Non-Member)	\$999	\$999	N/A
One-Day Conference (Member)	\$699	\$799	\$899
One-Day Conference (Non-Member)	\$799	\$899	\$999
Team (4 or more)			
Full Conference (Member)	\$899	\$1,099	\$1,249
Full Conference w/Membership	\$1,049	\$1,249	\$1,399
Full Conference (Non-Member)	\$1,000	\$1,200	\$1,349



CELEBRATING

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

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

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

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

Officer's Corner

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We want to hear from you what issues, topics, alliances, and endeavors are important to not only you and your company, but also what you think might be beneficial to our profession in our particular geographic area. Some areas already mentioned include:

- Joint programs with health care organizations like hospitals that have significant inventory and lot track/trace concerns.
- Initiatives with agricultural and food processing and distribution companies and organizations who are dealing with the significant regulatory requirements of the FDA Bioterrorism Act of 2002, especially section 306 records maintenance, which essentially demands full lot track/trace from farm to store shelf of all human and animal food products, components, and packaging.

We are APICS, *The Association for Operations Management*, and we want to know what you as members or interested parties want and need from our chapter. You can communicate via email to president@apicsgulf.org or visit our website, www.apicsgulf.org

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

Looking for direction?

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APICS
Florida Gulf Coast

Volume 7, Issue 1 **www.apicsgulf.org** **September 2007**

**September PDM
Continuous Improvement**

LOCATION: Rosedale Golf and Country Club
 Bradenton, FL
SPEAKER: Wende Huehn-Brown, Ph.D., CPIM
COST: \$25 members / \$30 non-members

DATE: September 12, 2007
TIME: 5:30pm Registration
 6:00pm Dinner

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.