



PT/MO EXPRESS

Princeton Trenton Monmouth Ocean Chapter (www.apics-ptmo.org)

<<<< Check out our Chapter Website: www.apics-ptmo.org >>>>

November, 2003

Volume 7 Issue 3

Professional Development Meeting, November 19, 2003

Attention!!! Attention!!! New Meeting Site, please check the last page of this Newsletter

Closing the Gap between Theory and Reality

By: George N. Wells, CPIM

Learning Objective:

The focus of this talk is to discuss, with the participants, the ways to bridge the gap between the “theory” of how to run an enterprise as presented by the software providers and the professional societies and the realities of day-to-day operational constraints. The tools and techniques discussed will show how using the tools and techniques presented will lead to overall improved performance for the business.

The particular items of discussion will be:

- The basic structure of any business process
- The Managers areas of Response-Ability™
- The day-to-day decision maker’s areas of Response-Ability™
- The development and use of measurements that enhance Response-Ability™
- Executing, and growing the new organizational structure

Target Audience:

Managers and day-to-day decision makers who want to improve their performance.



Note:

This is a one-hour dinner talk that will cover all of the above items. However, this is linked to a one day or half day seminar that covers all these topics in more depth with class exercises to enhance the learning experience.

About The Speaker

George is a professional Supply Chain Management personal coach. He has been in the profession since the early 1970’s. His work experience includes various manufacturing companies in the Chemicals, Aerospace, and Tele-

communications industries. He was also an internal consultant/educator for Bell Laboratories before starting his own consulting practice.

George currently runs his own consulting firm (Ronin-Resources) where he specializes in assisting businesses in improving their day-to-day operations using the tools and staff currently in place.

He is a dynamic speaker at APICS and other professional society meetings at the local, regional, national, and international levels.

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Princeton-Trenton/Monmouth-Ocean Professional Development Meeting and Seminar Calendar, 2003-2004

September 17, 2003

Topic: "Implementing lean at Wiremold, and what we learned"

Speaker: Steven M. Maynard

Location: Cranbury Inn Restaurant, Cranbury, NJ

October 15, 2003

Topic: The Theory of Constraints - More Than Just Bot
tle necks and Buffers

Speaker: Frank Patrick

Location: Cranbury Inn Restaurant, Cranbury, NJ

November 19, 2003

Topic: Closing the Gap Between Theory and Reality

Speaker: George N. Wells, CPIM

Location: Cranbury Inn Restaurant, Cranbury, NJ

January 21, 2004 Seminar

Topic:

Speaker:

Location: TBD

February 18, 2004

Topic:

Speaker:

Location: Cranbury Inn Restaurant, Cranbury, NJ

March, 17, 2004

Topic:

Speaker:

Location: Cranbury Inn Restaurant, Carnbury, NJ

April 21, 2004

Topic:

Speaker:

Location: Cranbury Inn Restaurant, Cranbury, NJ

May 19, 2004

Topic:

Speaker:

Location: Cranbury Inn Restaurant, Cranbury, NJ

June 16, 2004

Top Management Night

President's Message: By Fred Cristaudo, CPIM

Our September meeting had a wonderful review on Steve Maynard with his presentation on Lean. At our October PDM Frank Patrick talked about the "Theory of Constraints". Our November speaker George N. Wells will be presenting on "Closing the Gap Between Theory and Reality" which will bring our fall schedule to a close in high fashion.

Our education classes are doing very well with Rhodia sponsoring two classes which are being

taught by Howard Forman. Rick Cathers is also teaching two classes at Firminich and Drew Nadzan is teaching the Basics of Supply Chain Management at Shiseido America. PTMO has become the leader in our area by providing top notch resource management education to the companies and employees.

In closing, in order to listen to the **Voice of our Customer** I can be reached by email at fdccrist@comcast.net (home) or by



phone (856) 468-7103 (home). Also, please answer the **Member Survey** on our web site, this valuable information will enable us to help you to attain your objectives for joining APICS.

From the Desk of George Lazarides, CPIM

Most of our certification classes for the fall have started with excellent participation. It seems as though many members and non members alike are working toward their certifications. Having just received my CPIM certification I can tell everyone it's well worth the time and effort.

Just a quick update on what we'll be offering in the winter session.

- At Shiseido in East Windsor we'll be offering evening classes. Basics of Supply Chain Management and Master Planning of Resources.
- At Rhodia in Cranbury we'll be offering day classes. Master Planning of Resources and Strategic Management of Resources.

Check our web site for more information www.apics-ptmo.org



*George Lazarides CPIM
Rhodia HPCII
Supply Chain
e-mail - george.lazarides@us.rhodia.com*

A Message from Marketing Team

This year, we have only one focus – Listening to the VOICE OF OUR CUSTOMER. The PTMO chapter has made available various mediums and platforms, where you can voice your Concerns, Issues, Needs and Encouragement. Some of these are PDM, List Serve, Newsletter, Website and Personal Communication. In addition to these, we have launched a **"Member Survey"** on PTMO website, focusing on YOU and YOUR NEEDS. . It will take about 15 minutes of your time to let us

know your concerns and suggestions on how the chapter can better address your needs and meet your expectations.

As an appreciation for your time and feedback, PTMO chapter will send you a memorable gift – A collection of original articles by Blair Williams published under "Blair Basics" in electronic format. Each article is a gem, covering various basic manufacturing and planning concepts and practices. In addition to this, we will also send you a \$10 discount coupon, which can be used

for any PTMO organized event e.g. PDM, Seminar or education class during the year 2003-2004. We look forward to your active participation in the survey and helping us to serve you better. Please fill out the survey at the following site and claim your free gift:
<http://www.apics-ptmo.org>
Contact:
Anil Mehrotra @732-309-0309 - for Princeton/Trenton
Drew Nadzan @ (732) 477-7738 - for Monmouth

Lean and Supply Chain by Dave Hollinger, CPIM



November's Topic:

Spread the News

Questions or comments can be directed to Dave by phone at (732) 922-0255 or by e-mail at Dave@PrimeBusinessGroup.com

The topics covered so far were: Lean Overview, and Building Organizational Awareness.

“Spread the News” is the objective of the third phase. The successes in small areas can be spread to other areas. Other systems can be considered, and aligned with the work being done on lean in the initial areas. The entire company begins to be lean.

“Spread the News” is not just about telling people about the “Lean Initiative”. There have been lots of initiatives in the past, and some of the were successful, and most were not. How many failed initiatives can you remember in your own facility? Spreading the News is about demonstrating that lean works.

Lean starts with a vision. As we've discussed that vision pursues perfection, and we will constantly be 'traveling' toward perfection. We will never get there, so lean is about a constantly changing, never ending journey. That vision has to be expressed by, espoused by, and exemplified by leaders.

Who are your lean leaders? They can be any employee, line operators, foreman, managers, or presidents. The leader supplies the vision. The essential thing is that top management must offer real support, in terms of time, money, and priorities.

Going Lean is not about a sudden change. In fact, it is best to take action, achieve small successes, and let the accomplishments 'sell' the vision. When people view actual results, they are more ready to adopt the methods.

This gradual implementation takes place through a process of Continuous Improvement, or “Kaizen” in Japanese.

A 'Kaizen Team' determines and implements changes focused on a few simple strategies:

- q Lowering inventories
- q Avoiding wastes of resources
- q Improving the value stream
- q Reducing costs in general
- q Increasing the quality of the process and the product
- q Improving the safety and the morale of your personnel
- q Increasing the reliability of your equipment
- q And many other logical issues

If you make progress toward those goals, surely people will be interested in asking how it was done, and request help in doing it themselves so they can repeat your success. If you achieve partial success on some of these goals, won't people be less stressed, and therefore more satisfied? Won't they keep looking to create additional successes? They will spread the news about how great a job they are doing.

Lastly, let others in the company know about your successes. Create a few essential metrics: Space Utilized, On-time delivery, Production by hour, Orders & Shipments, Planned vs. Actual, etc.. Post them for all to see.

So what are the essentials in “Spread the News”?

- q Vision & Support
- q Kaizens & Small Successes
- q Satisfied Employees
- q Public Results

As you “Spread the News”, the company will begin to change to lean.

I'd appreciate your comments and suggestions.
Thank you.

Dave Hollinger, CPIM
Sr. Partner, Prime Business Group
Institute for Independent Business

Membership Corner

Director of Membership: Bob Franzblau

Below acknowledges our newest members since July as of the October APICS listing who have recently joined APICS for the first time:

Amy L Hollback Rhodia Inc.
Jim R Huizinga Accurate Forming
Charles Segar Accurate Forming
Jodi L Sisnetsky Rhodia Inc.
Donald T Schwing
William H White
Stephanie Smith Bristol Myers Squibb

I also want to thank the PTMO chapter members who have **recently renewed** their APICS membership to continue with their APICS education and other chapter benefits.

Again, I urge all members to check their profiles with APICS headquarters to make sure it is both correct and up-to-date. It is important to have your profile reflect both your employer information as well as your home address and phone numbers. You can update your profile at the APICS National website: www.apics.org/ (go to Members only/ Log In/ Member info/ Member profile). I also have forms (with prepaid postage) for those that prefer to mail in your updated contact information. Remember, keeping your records up to date will help APICS and the PTMO chapter to serve you better and will ensure that you receive all the benefits of membership.



Mid Atlantic Supply Chain & Resource Management Symposium

brought to you by
Congress for Progress 29
and sponsored by the
MID ATLANTIC CHAPTERS of APICS

Everything about it is new, but at the same time we believe we still offer the same old tradition, convenience, and overall value that makes it a conference not to be missed.

To register go to:
www.cp-apics.org

APRIL 14, 15, & 16, 2004
Hershey Lodge and Convention Center Hershey,
Pennsylvania

Company Coordinator's Meeting – Oct 1st 2003

In attendance:

Ira Hoffman – National Starch
Dennis Moore – Okidata
Melissa Wisner – Firmenich
Amy Hollback – US Rhodia
Robert Russo – Osteotech
Henry White – Unattached
Fred Cristaudo – Deptcor
Blair Williams – Coordinator

Regrets

John Zoller – Shiseido
Nick Fiore – Roche
Bill Nelson – Deptcor
Susan Antoniato – J & J
Tim Walker - IMN

1. The objectives of the Company Coordinators (CC's) were reiterated as:
 - a). Spread the word about the programs and activities of APICS within your company and particularly about your chapter PTMO. We have a great website www.apics-ptmo.org that has all our activities. The APICS website is www.apics.org
 - b). Know about and publicize our Educational offerings, and the value they offer, in your company and to associates
 - c). Meet and discuss other approaches and activities to propagating APICS and PTMO
 - d). As a result of 1, 2 and 3, grow membership and increase PDM attendance
2. Action items were generated as follows:
 - a. Post a presentation of 'Why APICS' on PTMO website. CC's would select relevant slides from this to talk to their management **Blair**
 - b. CC's would approach their management and set up a awareness meeting at which Blair would make a presentation on 'Why APICS' **ALL**
 - c. Send a electronic copy of newsletter to all CC's and three hard copies each **Blair and Jim**
 - d. Sent a brief report of APICS experience to Blair – Why and How **Amy & Melissa**
 - e. Henry White would be Company Coordinator for unemployed members. Publicity will be given to have unemployed members register with Henry. Henry will coordinate job postings etc **Henry**
 - f. Members of each company and members who are due to renew or suspended will be sent to CC's to speak to their company members **Bob Franzblau & Blair**
 - g. Fred would spend 10 minutes at the end of every education class, reinforcing APICS with the class. This will be coordinated by George Lazarides **George L& Fred**
3. Discussions centered on the need to relate the value of APICS to execution techniques. Dennis mentioned that ISO recertification requires companies demonstrate 'continuous improvement'. Programs to meet this requirement are not available. This represents an opportunity. To develop this further **Dennis**
4. Discussions covered the need for a solid college program **Nick**
5. Need to enumerate the advantages of APICS. . To develop further (Blair in presentation) **Ira (all)**
 - a. Some of these are: - Networking, State of the Art Knowledge; Provides mobility as certification and knowledge transportable; Social opportunity; pay differential
6. Develop best practices. Companies are less interested in Planning. Focusing on execution **Robert (all)**
7. Next meeting tentatively scheduled for Feb 11th (second Wednesday). **Mark the date pl All**

Please let me know if I have omitted or misrepresented any important point.

The meeting generated enthusiastic discussions and developed innovative ideas and approaches. It was a great start. Thanks to all.

Blair Williams (blairrw@att.net)

October PDM Feedback

There were 18 respondents. Subject: 8.29, Speaker Knowledge: 8.61, Speaker Effectiveness: 7.35, Meeting Facilities: 8.33, Dinner: 7.76. There were 2 guests and 16 members.

Comments:

- Frank is very knowledgeable, but he tried to present to much - should have been more focused, more real world examples
- Good meeting
- Speaker a little too long, need more real life, practical examples
- Presentation was informative, but somewhat dry, too much info on the screen
- Noisy
- Noisy

Have you faced competition from China and won?

If so, we want to hear from you!

We recently conducted a survey of nearly 400 CEO's of manufacturers in NJ about competition from China. As a follow-up, we want to interview NJ manufacturers that have successfully faced this challenge. Your company's information will be treated confidentially and aggregated with that of 150 other companies. As a participant, you will be eligible to receive a copy of both studies and learn about the successful strategies of others. The survey will be conducted by phone and take less than 15 minutes of your time. If you want to be part of this exciting new study, please call Stacy at New Jersey Manufacturing Extension Program, Inc. (NJMEP) to set up an interview time. **Call 1-800-MEP4MFG**



Why Choose APICS Certification Programs?

APICS certification programs open the door to job opportunities and your career advancement. According to a recent APICS Salary Survey, respondents with CPIM or CIRM credentials earned 15 percent to 23 percent more than non-certified professionals.

In addition, more Internet-savvy manufacturing companies are demanding APICS certification on applicant resumes. On Monster.com, more than 61 percent of manufacturing jobs request APICS certification!

The CPIM and CIRM programs specialize in results-oriented education, which means that you will walk away with more than the professional credentials that you have earned. You will learn to apply what you have learned in your own job, giving you enhanced credibility and recognition as a valued resource within your company.

The APICS Certification Maintenance program prepares you for the challenges ahead by preserving the currency of your hard-earned certification credentials.

Special Notice

" Your PTMO Board of Directors passed a resolution to admit ALL unemployed members and all members of the teaching profession, FREE, to any certification class conducted by the chapter. You will need to pay for your participant books only. Please avail of our offer to add value to you, our membership. Please see the courses scheduled for Fall 2002 under Education"

PRINCETON TRENTON /
MONMOUTH OCEAN
CHAPTER

Address Correction
Requested
Time Sensitive Material

C/o Bob Franzblau
Membership Chairman
6 Elisa Court
Manalapan, NJ 07726

FIRST CLASS MAIL

APICS - The Educational
Society For Resource
Management

APICS Professional Development Meeting. WEDNESDAY November 19, 2003

Our meeting this month will be held at the:

The Cranbury Inn Restaurant
21 South Main Street, Cranbury, New Jersey
609-655-5595

Wednesday, November 19, 2003

Registration: 6:00 p.m.

Presentation: 6:30 p.m.

Dinner: 7:45 p.m.

NOTE: Cost: \$25 APICS Members

\$30 non-members, Students \$15

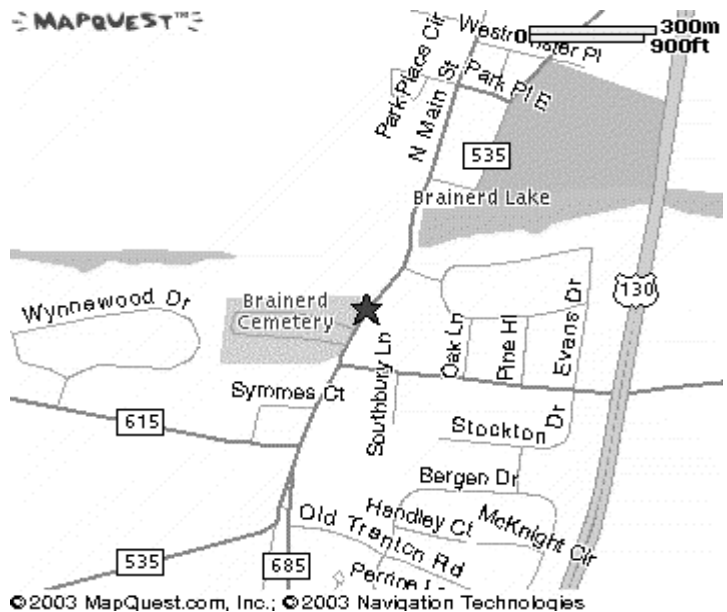
cash or check only.

Reservations: www.apics-ptmo.org

Cancellations 24 hours prior please.

Speaker: George N. Wells, CPIM

Topic: **Closing the Gap between Theory**



From the North: NJ Turnpike to Exit 8A, take Rt 32 West to Rt 130 South. Go past Dey Rd (in right lane) 200 feet south of Dey Rd bear right onto North Main St. The Cranbury Inn will be on the left, after lake.

From the South: NJ Turnpike to Exit 8, take Rt 33 East to Rt 133 North to Rt 130 North, go to circle turn left on to South Main St. The Cranbury