



PT/MO *Express*

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

October, 2005

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PDM October 19, 2005

Professional Development Meeting

Lean Best Practices: The Momentum Builds

Presentation

Best Practices in Lean: Learning from the Leaders

Many best-in-class manufacturers have been successfully been deploying Lean philosophies and techniques for several years. However, globalization, tougher competitors, and mandated price reductions are driving mature Lean manufacturers to scale their Lean implementations beyond a single line or location – and less mature manufacturers to quickly introduce Lean into their organizations.

In the ‘Lean Best Practices: the Momentum Builds’ study by Aberdeen Group, profiles nine companies with best-in-class Lean implementations. Some of these initiatives are just beginning to ramp up and others are being deployed on a global basis; in all cases, technology is helping to provide the foundation for streamlining manufacturing, and integrating manufacturing with the enterprise, customers, and suppliers.

In this presentation, the author will review the results of this research study with a focus on identifying those strategies that set the best-in-class apart from the rest.

**Jane Biddle, CFPIM, VP
Manufacturing Research,
Aberdeen Group**

Jane Biddle leverages her 25+ years of manufacturing, enterprise, supply chain, and international logistics expertise to lead Aberdeen’s research efforts in the global manufacturing sector. She has been at the forefront of technology since implementing MRP systems for Hewlett-Packard customers. In the 1990s, she established the manufacturing practice for Benchmarking Partners before joining SAP to initiate and manage its Industry Centers of Expertise for the Americas. She is a frequent speaker at industry conferences and has published a number of articles



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Editor's Note

Dear Readers,

The 2005-2006 season starts off with a bang;

The September PDM was very successful with 75 attendees in attendance, PTMO was joined by WERC (The Warehousing Group) and the Material Handlers Group. Joe Aiello, CFPIM, CIRM held the group in the palm of his hand throughout his presentation. PTMO does apologize for the lack of parking that evening with the Cranbury Inn having just paved their parking the same day of our meeting. The October meeting should be fine in this category.

Enjoy this issue of PTMO Express!

Fred J. Cristaudo, CPIM
Editor

President's Message: By Bob Wetherill, CPIM

Welcome to APICS

Presidents Message October 2005

I would like to extend a welcome to all visitors and members as we enter the 2005 fall season!

Once again the APICS PTMO Chapter has achieved Platinum status in the Passport program, a program developed by APICS headquarters to measure the success of each

chapter, covering all aspects of the organization ranging from the level of education to membership support to the extent of activities and innovations for the past year.

Many exciting things are in store for this year! September's Dinner Meeting had record attendance as we all learned about warehousing cost control along with our guests from the WERC and MHSNJ organizations. We will continue to have the monthly dinner meetings at the Cranbury Inn in Cranbury, NJ.

This month our speaker will be talking about Benchmarking Lean Companies. In November our topic will be "Efficiency in Operations".

Check the education section for our course schedule. One of the core competencies within the APICS PTMO

chapter is our knowledge of Lean Manufacturing! Watch for our educational offerings coming up in Lean education.

Get ready for January when we will be co-hosting a plant tour of Grainger in Robbinsville, NJ.

As always I am available by phone or e-mail for any of your questions or concerns.



My e-mail address is urwethe@optonline.net.

My phone number is 609 689-3776.

Bob Wetherill, MBA, CPIM
President



Congress for Progress 31 - A Value Proposition

Is it time to make the future happen at your company? Are you serious about making needed improvements? We're looking for organizations that recognize they can no longer accept the status quo - that are ready to bust through the inertia and embrace the strategic rewards of dramatic change!

CP31 is structured to show your own employees how to lead change from within, while minimizing your dependence on outside sources. Integrate your solution for operations success in April 2006! CP31 will enable your future to happen in a fraction of the time, at a fraction of the cost!

- | | |
|---|---|
| Choice of one of four 10-hour workshops: | 2-night stay at the Hyatt, along with breakfast & lunch both days |
| 1 – Developing & Enhancing Global Supply Networks | Wednesday evening "Meet & Greet" Cocktail Hour |
| 2 – Six Sigma / Concepts for Creative, Contributing Team Candidates | Thursday evening reception and tour held on the USS Constellation in the Baltimore Inner Harbor |
| 3 – Challenges and Solutions in Inventory Management | Thursday evening Keynote presentation by Joel Zeff - "Creativity in Communication: Yes, They Go Together" |
| 4 – Lean Operations Workshop | |
| Choice of two from eight technical sessions that compliment the workshops | CD copy of conference / workshop proceedings |

**Please plan to attend
This is an exclusive and limited educational experience
Only 200 attendees will be accepted.
Register early! Don't be number 201!**



Receive "POINTS"
when you attend CP 31!

APICS Re certification Points

ISM - Qualified C. P.M. Hours

<http://www.cp-apics.org/>

Education Update

From the Desk ofJosie Levendosky

Along with the arrival of fall comes the start up of classes, which PTMO has prepared for, and began instruction of the Basics of Supply Chain Management on September 29, 2005. Topics covered in this course include elements of Supply Chain, Demand Planning, Just-In-Time, Total Quality Management, Manufacturing Resources Planning and Capacity Management. These topics explore the basic concepts in managing the complete flow of materials in a supply chain. In today's competitive business environment, acquiring this knowledge and applying it to your work and even outside of work offers you the ability to identify efficient processes and eliminate non-value added tasks.

Earning APICS certification not only increases your breadth and depth of knowledge, but also your potential for career advancement, as it is recognized worldwide as a standard of professional excellence. In pursuit of CPIM certification, we will be offering additional courses in the future; look for monthly updates in our PTMO newsletter, and also check out our website www.apics-ptmo.org to view more news about additional education enhancement, such as our monthly Professional Development Meetings (PDM's).

Looking forward to your continued education and to seeing you at a PDM soon! Feel free to contact me if I can be of further assistance to you.

Josie Levendosky, CPIM

VP, Education

PTMO Chapter

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Professional Development Meetings Calendar 2005-2006

Date	Place	Topics	Speaker
October 19, 2005	Cranbury Inn	Benchmarking Lean Companies	Jane Biddle CFPIM ,Vice President Manu Aberdeen International
November 16, 2005	Cranbury Inn	Efficiency in Operations	Tom Halligan , Director Manufacturing Shiseido NA
January 18, 2006	Grainger	Plant Tour, Joint Tour with the Material handling Group	

APICS Society Update

Certified Supply Chain Professional (CSCP)

This is the first of two communications regarding the APICS Certified Supply Chain Professional (CSCP) program

The APICS Certified Supply Chain Professional (CSCP) program will be launched at APICS 2005 International Conference in Oct

BECOMING A CSCP CANDIDATE

The CSCP program is for professionals who are interested in increasing their knowledge and expertise in the field of supply chain management. This new program is for individuals who have relevant work experience and would like to advance their careers in this growing field and gain a broader understanding of all of the areas that make up the supply chain.

To be eligible to sit for the CSCP exam, a candidate must meet **one** of the following criteria:

- Bachelor's degree or equivalent, plus two years of related business experience
 - CPIM, CFPIM, CIRM, or C.P.M. designation, plus two years of related business experience
- five years of related business experience.

CSCP LEARNING SYSTEM

The CSCP Learning System is a comprehensive training tool that helps students prepare for the CSCP examination. The easy-to-use system contains learning and reference tools needed to study for the CSCP examination.

The CSCP Learning System was developed to reflect the four domains of the CSCP body of knowledge, which are:

- **Supply Chain Management Fundamentals**
- **Building Competitive Operations Planning and Logistics**
- **Managing Customer and Supplier Relationships**
- **Using Information Technology to Enable Supply Chain Management**

Membership Corner

Director of Membership: Bob Franzblau

Below acknowledges our newest members to the PTMO chapter that have recently either transferred in, have been reinstated or have joined APICS for the first time this past year.

Those in bold and italics are the latest members to join.

Suzanne E Richmond

Christina Gonzalez

Joseph Stacewicz

Jonathan A Adar

Jaydatt Shukla

Mary Lou Szybel

Kevin McCarthy

Survee Singh

Carina Glasgow

Mary Kamien

Prateek Parakh

Dr. Yoshiro Ikura

Eugene C Wordehoff

Robert W Honneffer

Michael D Effron

John Vik

Elisabeth Hauptman

Thomas R Paquette

Neftali (Lee) Arroyo

Glenn Sokoloski

Greg H Russell

Gary P Dietz

Nancy E Endacott

Richard Rizzieri

Cheryl L Greenawalt

Robert J Kelly

Margaret O Acheampong

Dean Qualls

Lucille Lucas

David L Volz

Bracco Diagnostics, Inc.

PSGA Division of Ortho McNeil

Firmenich

Bristol Myers Squibb

Roche Molecular Systems

SAITECH Inc

Osteotech

American Standard Bath & Kitchen

American Standard Bath & Kitchen

Firmenich

Sigma Corporation

Client Solution Architects

American Standard Bath & Kitchen

American Standard Bath & Kitchen

American Standard Bath & Kitchen

Conexant Incorporated

Jobin Yvon Inc

ETS

Oracle Corporation

Hair System Inc.

Clarkston Consulting

Johnson and Johnson

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

What is APICS?

Enhance Your Knowledge of Operations Management

**Did you know that APICS got its start on March 9, 1957
at the Alcazar Hotel in Cleveland?**

APICS Membership

The APICS membership community of 265 local APICS chapters and 33 International Associates supports nearly 60,000 members in 20,000 manufacturing and service industry companies worldwide. By joining APICS, professionals keep up to date on industry best practices, new technologies, and proven techniques. They also gain access to networking opportunities, cost savings on educational materials, and exclusive members-only resources such as APICS magazine and the APICS Dictionary. Employers who endorse APICS membership for their employees enjoy a more capable, knowledgeable, and productive workforce. The PTMO Chapter normally meets on the 3rd Wednesday of every month. At these Professional Development meetings, members have the opportunity to network and hear presentations by professionals in the field or to take part in plant tours. We also offer employment assistance to both employers and our members with strict confidentiality.

APICS membership is made up of professionals who are ambitious about their career enhancement and want to gain a competitive advantage to improve their on-the-job performance. APICS member benefits are designed to build stronger and more timely techniques to help members maintain their edge.

If your company offers a product or service where manufacturing, purchasing, or the movement / distribution (logistics) of raw material, parts and finished goods are a vital part of the business, then the information and educational opportunities provided by being a member of APICS (Advancing Productivity, Innovation, and Competitive Success) can help improve your company's bottom line results. **APICS annual membership dues is \$110 plus \$35 for our local PTMO chapter dues, for a total of \$145.** If you are **not yet a member** and are considering joining APICS, you can obtain an application by going on the web to the following link:

<http://www.apics.org/Membership/Join/professional.htm>

then download a prospectus (PDF pages 9-12), or call APICS Customer Support at (800) 444-APICS (2742) or (703) 354-8851 to join by phone. download a prospectus (PDF), or call APICS Customer Support at (800) 444-APICS (2742) or (703) 354-8851 to join by phone. **Request to be placed in the Princeton/Trenton or Monmouth/Ocean, NJ chapter**

Dave's Digest

Supply Chain Basics

by Dave Hollinger, CPIM, Six Sigma Greenbelt

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



Customers are one of the most valuable assets of our businesses, but there is no measurement on the financial statements to indicate their value. There is some argument that they are the most valuable asset of all. Customers are hard to find and hard to keep. So what are some strategies that will help our companies manage their “most valuable asset”.

“ROI – Return on Impressions” means that as the customer’s impression of your company grows, you will get greater returns – revenue – and the opportunity to further increase revenue, and hence, profits. Additionally, you will make the marketplace a lot tougher for your competition.

Here are several ways you can increase your “ROI”:

- Always remember you customers are your greatest asset and scarcest resource Price cutting, marketing budgets, and product launches are as easy for your competitors as for you. What is difficult is understanding and anticipating customer needs. Invest in constant communication.
- Don't destroy long term value with short term decisions. The more your company focuses on short term results, the more likely it is that long term values will suffer. There are many examples of companies that have set short term objectives that have ultimately harmed the company.
- Balance both short term and long term goals Of course, selected short terms goals must be achieved and measured. But long term goals, such as, customer value perception, market share, and customer needs also need to be measured. “ROI” is neither short term nor long term; rather, it is a balance of both.

- Be sure your company earns the customer's trust “Walk a mile” in your customer’s shoes. Check out your organization from their point of view. If you understand “balanced value”, then trust will be an integral part of your strategy.
 - If customers are different, treat them differently There is no “one-size” fits all. If the customers are, in fact, different, it is certainly OK to treat them differently. Of course, you must balance the short & long term “ROI”. If you have “high-end” customers, then develop a program for them.
 - Balance both short term and long term value Use “ROI” to create and balance the value of current customers and future customers. A strategy that solidifies future customer value and trust may be a good decision even if it results in lower profit growth. The opposite course of action would certainly be questionable. Again, the focus is on balance
- Obtain “buy-in” from the CEO This always seems to be in every list of management goals, but it is critical. If you have a good idea, you will most likely get the funding. Correspondingly, the CEO should be the one of those who is already promoting the concept of delivering good value to the customer, and obtaining a large “ROI”.

If you increase your “ROI”, you will be able to beat the competition every time.



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

Address Correction
Requested
Time Sensitive Material

**PRINCETON TRENTON /
MONMOUTH OCEAN
CHAPTER**

APICS-PTMO Profession Development Meeting Wednesday, October 19, 2005

Our meeting this month will be held at the:

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

Wednesday, October 19, 2005

Registration: 5:30 p.m.

Presentation: 6:30 p.m.

Dinner: 7:15 p.m.

NOTE: Cost: \$25 APICS Members
\$30 non-members, Students \$15
cash or check only.

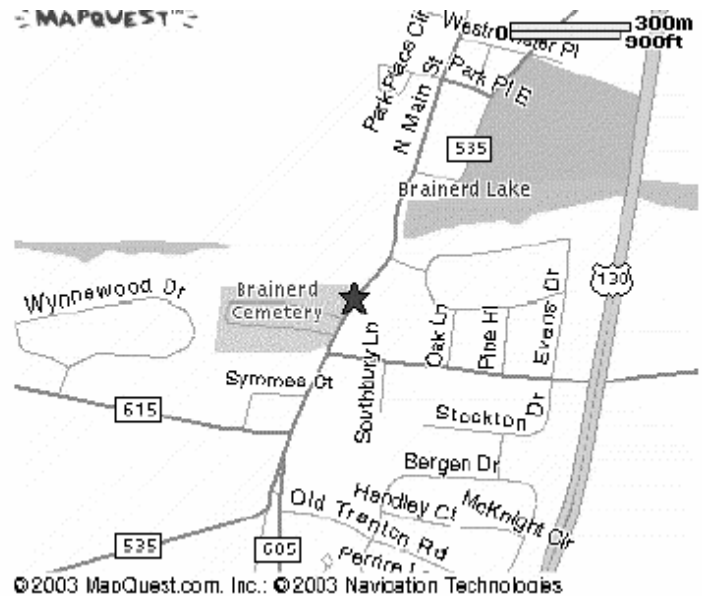
Reservations: www.apics-ptmo.org
Cancellations 24 hours prior please

Speaker:

Jane Biddle, CFPIM

Lean Best Practices:

The Momentum Builds



- ◆ From South Jersey use Exit 8A on the NJ Turnpike
- ◆ Take Rt. 32 West to Rt. 130 South, Proceed south on Rt. 130, Go past the intersection of Dey Road (in the right lane) 200 ft. south bear right onto North Main St. in of Cranbury. Go through Village and cross over the lake, The Cranbury Inn is on the left.
- ◆ South on Rt. 130, 3 miles south of Dayton and Deans note the "Park & Ride on your right. Follow directions from above.