



PT/MO EXPRESS

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

September, 2004

Volume 8 Issue 1

Professional Development Meeting, September 22, 2004

“How To Run A KAIZEN”

Presented by: Marypat Cooper, Lean Champion

Marypat Cooper will speak on “How to Run a Kaizen”. She will draw on personal experiences in organizing and running hundreds of kaizen events in the USA, as well as in Japan, and Europe. She will explain the different approaches used in the East as compared with the West. You will have the opportunity to have your Kaizen questions answered by a “hands-on” practitioner; one the recognized experts in the world.

You are guaranteed an interesting and informative evening. Marypat is a very dynamic speaker.

Some of the topics Marypat will cover are:

- ❖ **How to Lead Kaizen**
- ❖ **Kaizen Preparation**
- ❖ **During the Kaizen**
- ❖ **KAIZEN RESULTS**

About The Speaker

Marypat Cooper, formerly Lean Champion for Brooks Electronics Division of The Wiremold Company, has led



process revolution in manufacturing at a world-class facilities for over 14 years. Expert in the Toyota Production System as well as Human Resources and Quality Assurance, Hoshin Leader and Internal Consultant for The Wiremold Company, Marypat has led hundreds of shop floor, front office, supplier, machine design and information flow Kaizens. She has led and consulted for teams across the United States and in the United Kingdom and Poland. She is joining Moffitt Associates to continue her career in the international promotion of lean enterprise.

Her passionate efforts to fully integrate kaizen and continuous improvement across her company have resulted in record-breaking productivity and profit gains. She overhauled the pay system to meet lean enterprise requirements, led a successful production acquisition,

and created software and visual controls that replace batch manufacturing control systems. She has created and published workshops, handbooks and training simulations to sustain a corporate culture of technical expertise and social development.

Marypat holds a Bachelor’s Degree in International Studies from the University of Wisconsin. She has extensively studied with Dr. W. Edwards Deming, Mr. Chirhiro Nakao, and participated in multiple work-study projects in Japan. She is enthusiastically endorsed by her mentors, Art Byrne, Marty Carroll and Gary Brooks.

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Editor's Note

Dear Readers,

Congratulations! The PT/MO Chapter recently earned a Platinum Award, the highest award in the APICS Passport to Future Improvement Program. This award recognizes our chapter's achievements in building a strong program for organizational management practices (solid strategic planning, continuity among leadership, and recruiting and retaining members). The chapter is recognized on the APICS Web site.

As the new season starts, we will continue to bring up-to-date news and business from PT/MO to you. If you would like to make comments or submissions to the newsletter, we welcome them as always. We also particularly encourage you to write to us if you would like to contribute articles in the following subjects, which provide perspectives for interesting dialogue in our community:

- ◆ Supply Chain in different industries/businesses
- ◆ RFID knowledge and applications
- ◆ Regulatory Affairs in different industries
- ◆ Risk Management and Change Management
- ◆ Six Sigma & Lean Manufacturing
- ◆ TQM and/or Reengineering
- ◆ ERP Software strengths and weaknesses
- ◆ Where are manufacturing jobs going?
- ◆ SAP body of knowledge
- ◆ Other topics of interest to the community

Continued on page 3

President's Message: By Fred Cristaudo,

Welcome back for another exciting year with your APICS Chapter, Princeton Trenton Monmouth Ocean. We have exciting and new topics to share with all of our members. I hope everyone has enjoyed their summer with their family and friends.

I will continue to pursue in the 2004-2005 educational year the same objective of listening to the **Voice of the Customer**. We listened to our customers last year and were very successful in providing education to our member companies that wanted education brought to them in the work place. The APICS

Body of Knowledge is a system of tools that will help you through not only your job but your personal life.

We have added three new members to our Board of Directors and with the additional help we will find ways to improve on what we have built. We will continue to work as a unified team to meet your needs and requirements to fulfill your expectation of being an APICS member.



In closing, in order to listen to the **Voice of our Customer** I can be reached by email at fdccrist@comcast.net (home) or 4319@scppool.com (work) or by phone (856) 468-7103 (home) or (856)-764-1500 (work).

Pumped up as always
Fred J. Cristaudo, President

How To Run A KAIZEN

Presented by: Marypat Cooper, Lean Champion

Continued from page one.

As an accomplished speaker and workshop creator, Marypat's continuing efforts are widely recognized and specifically acknowledged in such books as Lean Thinking and Who's Counting.

Continued from page two. (Editor's Note)

Starting next month, we will add a new section, Job Leads, to help members network with each other on job opportunities. If you have any information on position openings from your work place and would like to post them in our Newsletter, please contact me at w-huang@comcast.net.

Cheers,
Willi Huang
Editor



Dave's Digest

Kaizen Tips 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.



This month Marypat Cooper will be speaking at our Sept. 22, 2004 meeting. I thought it might be appropriate to offer a few Kaizen tips. We are all in organizations that use processes as a way to get things done. Some of these processes are written, and some are not. These processes were developed to get things done right. But usually, they were developed a long time ago. So are they still right? Yes, you say? Are you saying your business works exactly the way it did back in '70's? (or even the same way it did back in 1998?).

I think we can all agree that business conditions change, and our business processes must change as well. Since the business must change, then the first question we should ask is "How do we encourage change?". Change entails a degree of risk, so perhaps, the question should be rephrased as "How do we encourage change, but reduce the risk?". You, and your company can make large changes, but this means that the company is going to spend a lot of time and money, as well as take a large risk that the new "program" will be successful. Alternatively, you can make small changes. By making small changes in a limited area using the skills and creativity of the people who know the process best, you can help your business adapt to new conditions, limit the risk, as well as the cost. Making small changes continuously, is what Kaizen means, implies, and is.

If you are in top management, you can establish a culture for change. You can ask people to help make changes by requesting their ideas. When they make suggestions, tell them to go ahead and try them out in their areas. If an idea is successful, congratulate them on their success. If the idea fails, remind them that since the test was limited, little money was spent, and little time was wasted. Then ask what they learned, and what they would try next. Encourage them to try again. Create a culture of continuous change.

If your top management commits to a change oriented atmosphere, it certainly does make it easier for you to embrace change. Certain things can change without much effort, i.e., your work area; or your part of the process. You can suggest change and get approval in those areas where you require additional support. But don't wait – don't make excuses, get started.

Here are some Kaizen tips that will help you make changes.

1. Don't make excuses
2. Assume you are doing it all wrong, and that there must be a better way.
3. Rethink the standard way of doing things
4. Think of how it can be done, not why it can't be done.
5. Don't seek perfection. Accept any improvement.
6. Correct it right away, if you do make a mistake.
7. Don't spend a lot of money or time, use your wisdom.
8. Ask "Why?" 5 times, and seek the root cause.
9. Seek the wisdom of ten people instead of the knowledge of one

Do you need more information? Come to the PDM, Wed., Sept. 22, and ask Marypat questions that will help you, your department, and your company, adapt to a changing world.

**From George Lazarides CPIM
Director of Education PT/MO Chapter**

Okay. It's that time of year again. Summer is just about over. Hopefully we all have had a chance to take some vacation and spend some time with the loved ones. September is upon us so it's time to get back to work and get serious about our education for ourselves and our families.

Your APICS chapter is now scheduling evening certification classes. Take advantage of this opportunity to learn new techniques relating to Supply Chain and advance your career.

Classes begin late September / early October. For more details check out our web site apics-ptmo.org. Click on education

Companies in Monmouth, Ocean, Mercer and Middlesex Counties

IMPROVE PRODUCTIVITY, REDUCE COST

THROUGH SUPPLY CHAIN MANAGEMENT (INTEGRATING SUPPLIERS, MANUFACTURERS, DISTRIBUTORS AND RETAILERS)

AND/OR

LEAN OPERATIONS (ELIMINATING WASTE)

WE ARE ON YOUR DOORSTEP –Princeton, Trenton, Monmouth, Ocean Chapter of **APICS** –and we **SPECIALIZE IN EDUCATION** in Supply Chain Management and Lean

“APICS brings functional knowledge; common language and terminology; a source of excellence” (Ken Simone – VP Supply Chain Firmenich). Firmenich has conducted over 70 APICS courses

WRITE OR CALL FOR SPECIFIC INFORMATION

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Company Coordinators: Frank Abatan-

NickFiore

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US Rhodia

OceanSpray

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Iternal Solutions

Robert Russo

Lawrence Shemesh

Rossetti Wang

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JohnZoller

Osteotech

OPS Design

Bristol-MeyersSquibb

Firmenich

Shiseido

To become a Company Coordinator please contact
Frank at: eja96@aol.com

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.

Willi C Huang CQE	Optimum Inc
James L Brodowicz	Roper Scientific
Reginald Davis	Ocean Spray Cranberries Inc
Paul A Wiese	Ocean Spray Cranberries Inc
Doreen Wood	Ocean Spray Cranberries Inc
Lawrence Shemesh	Operations Design Inc
Kenneth J Simone	Firmenich
Kalyani Kolachina	
Rajagopalan M Sathanur	Intelligroup Inc
Peter J Alvarez	Uniform Code Council Inc
Lisa D Griffin	
Roger Yackel	Rhodia

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.

Attending our PTMO chapter dinner meetings allow members to meet new people from different companies within the area. It provides a chance for company representatives to discuss their challenges with other members to solve problems together. Bringing fellow workers to these meetings sometimes allow dialogue and different perspectives to be brought out in the right atmosphere. I encourage all members to try to get their co-workers and friends to join the APICS PTMO chapter. Then, going to chapter dinner meetings will not only be productive and informative, but then they become memorable and fun evenings out.

How will APICS membership benefit my company or me?

The driving force of the APICS mission is to add value to business performance, through the development of information, solutions and services. When you join the APICS community, you join nearly 60,000 individuals from more than 20,000 companies who recognize and support lifelong learning, standard bearing knowledge assessment, and innovative improvements to global productivity. Access to APICS education and solutions improves your understanding of the trends, challenges, and needs of the supply chain management professional. You learn more, your company's bottom line improves—it is a win-win proposition.

Membership Corner Continued:

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.

In keeping with our theme of *listening to the voice of our customer*, we want to emphasize that PTMO chapter in coordination with APICS National will waive the dues of any unemployed member up to six months. This is when you need APICS the most to network and to keep abreast of the up-to-date techniques and approaches to be able to add value to your business performance. **Contact me for the necessary paperwork to accomplish this upon the renewal cycle of your membership.**

Mid Atlantic Supply Chain and Resource Management Symposium

brought to you by

Congress for Progress 30

April 6, 7, 8, 2005

Sheraton Society Hill Hotel

Philadelphia, Pennsylvania



The Game Plan for Success...CP30

"Ok, team, then it's agreed. We break out and each go to the Congress for Progress workshop that best provides "Value" for our unique businesses."

**APICS – The Educational Society
For Resource Management**

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

Address Correction
Requested
Time Sensitive Material

**PRINCETON TRENTON /
MONMOUTH OCEAN
CHAPTER**

APICS Personal Development Meeting. WEDNESDAY September 22, 2004

Our meeting this month will be held at the:

The Cranbury Inn Restaurant
21 South Main Street, Cranbury, New Jersey
609-655-5595
Wednesday, September 22, 2004

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.

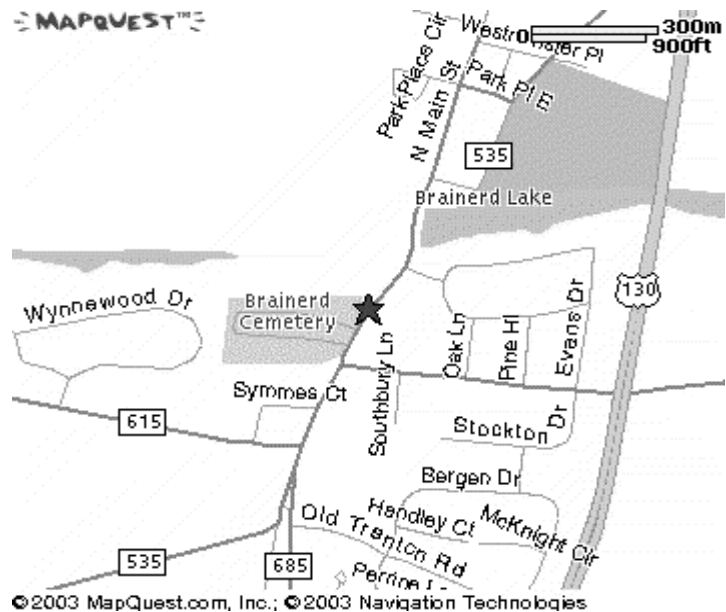
Reservations: www.apics-ptmo.org

Cancellations 24 hours prior please

Keynote

Speaker: **Marypat Cooper**

Topic: **“How To Run A Kaizen”**



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 Inn