



FEEDBACK

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INSIDE THIS ISSUE:

FROM THE PRESIDENT 2

2009-2010 BOARD OF DIRECTORS 2

CALLING ALL EARLY RISERS! 3

STUDENT CORNER 3

EDUCATION AND CERTIFICATION 4

NETWORKING & JOB OPPORTUNITIES 5

PDM SCHEDULE 6

P&H MINING-THE CASE FOR COMPANY COORDINATORS

Why does APICS need company coordinators? Consider the following case study about P&H Mining Equipment Inc. located in Milwaukee.

Like many companies of its size (roughly 1,000 employees in Milwaukee), P&H has a history of ups and downs in its APICS involvement, but has hit a new high over the last year due largely to having a company coordinator. The firm had about a dozen CPIMs and a few CSCPs, and generally had a few folks in attendance at PDMs. Respectable by all accounts. In the last year alone, P&H has grown corporate membership from less than a dozen up to 29 members holding 16 CPIM and 4 CSCP designations, sponsored and hosted a PDM at their facility in conjunction with a full tour, supplied a board member to the chapter, sent employees to educational offerings, and successfully nominated an employee onto the National APICS Future Leaders Team. While the efforts cer-

tainly required company support, it took someone to drive it.

Anyone can be a company coordinator – it simply takes passion for the cause and relationships with coworkers.

Educational Opportunity

The company coordinator at P&H is a regular college-educated employee – not a manager or senior team member, not a “homegrown” local or a relative to anyone prominent in the business world. This person could be any of us. All it took was belief in the APICS body of knowledge and the passion to share it with peers. This individual took the initiative to get coworkers involved and equipped with memberships and offering to coordinate the paperwork for everyone.

When this person learned the chapter was in need of a new flavor for PDMs and affordable

venues, they took it upon themselves to coordinate a PDM right at P&H, supplying donated meeting space, expert presenters from the staff including a project manager, plant manager, and the VP of Operations, and tour guides for a full facility tour. The PDM turnout was the highest of the year – 53 attendees. The event created quite a buzz and set a precedent for successful collaboration between the chapter and enterprise. The coordinator has grouped employees together for educational training and CPIM study groups. This person is a liaison between APICS National, the Milwaukee chapter, and the customers – paid members and prospective members equally, and all just for the learning experience and passion for education.

Does this sound like you or someone in your company? Email public.relations@apicsmilw.org for more information or to get involved as a company coordinator.

SPECIAL POINTS OF INTEREST:

- If you're interested in our **BREAKFAST ROUND-TABLE**, information is on **Page 3**
- Are you looking for a job? See **Page 5** for **OM/SCM JOB POSTINGS**
- Networking is booming in the chapter! Check out **Page 5** for a list of companies represented at last month's PDM.

CHECK OUT PAGE 6 FOR MORE INFORMATION ON THE MARCH PDM: THE GOAL IS GREEN IN AMERICA

FROM THE PRESIDENT



March is here and spring is on the way, with another program year quickly approaching.

It's Election time again!!!

The elections will take place at our March PDM on the 18th, however you will be receiving information about potential candidates before that date.

If you have thought about volunteering some of your time and are interested in serving on the Board of Di-

rectors, you still have time to get your name on the ballot and write-in candidates are certainly welcome. Just contact our Secretary, Bruce Landay at secretary@apicsmilw.org.

Please be sure to attend the PDM on March 18th to make your voice heard, I hope to see you there!

Topic: The Goal is Green in America

Presenter: Specialists from Hot Water Pro

Location: Crowne Plaza, Wauwatosa

This spring we are also rolling out our bi-annual Member

Needs Survey via Survey Monkey. This is an important piece of what we do as a Board of Directors and as a chapter to ensure that we are meeting your needs as a member of this group.

Through this survey, we collect critical information to help us understand your needs and wants as a member and to help us to be an even better chapter. Again, we ask that you take a few minutes to complete the survey and provide us with your feedback

Best regards,

Gregory L. Whalen
Chapter President

APICS Milwaukee 2009-2010 Board of Directors

President	Gregory Whalen CPIM	president@apicsmilw.org
President Elect	Bill Fitzpatrick CPIM	president..elect@apicsmilw.org
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Secretary	Bruce Landay CPIM, CIRM, CSCP	secretary@apicsmilw.org
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Director of Membership & Customer Relations	Shawn Duffy CPA	membership@apicsmilw.org
Co-Director of Education and Certification	Virginia Rosales	education1@apicsmilw.org
Co-Director of Education and Certification	Bob Lichtfuss	education2@apicsmilw.org
Director of Marketing	Kurt Horner CPIM	marketing@apicsmilw.org
Director of Website	Dan Cobian	website@apicsmilw.org
Director of Public Relations	Natasha Steenbergen, CPIM	public.relations@apicsmilw.org
Director of Student Relations	Justin Fluegel CPIM	student.relations@apicsmilw.org
Director of Newsletter	Joanna Vanderhoef	newsletter@apicsmilw.org
Director at Large	Gary Kerslake	at.large@apicsmilw.org
District Representative	Diane Miderski	region.rep@apicsmilw.org
Job Bank	Gregory Whalen CPIM	job.bank@apicsmilw.org

CALLING ALL EARLY RISERS!

Have you been looking for an opportunity to plug into APICS on a different time schedule and format than our monthly PDMs? We are once again offering our APICS Breakfast Roundtable.

Educational Opportunity

The roundtable breakfast setting—a small group of people sharing ideas, opinions and strategies related to a particular topic, continues to

thrive with members dedicated to its quality and timeliness. Topics are selected by the group as a whole based on issues and trends they are seeing in the workplace and beyond. The intimate nature of the group fosters a collaborative atmosphere focused on particular areas of discussion. For those looking for employment and interested in networking, the small group setting makes this an excellent opportunity.

While there is no cost to attend the event, each member is responsible for their meal costs. Attendance is worth 1 certification maintenance point.

Information on this month's roundtable is at right and on our website www.apicsmilw.org/events. If you have questions, please contact Janice DeCaluwe at Janice.decaluwe@zero-zone.com or Fred Kindelberger at fkindelberger@orion-corp.com.

APICS Roundtable Breakfast

Date

March 10, 2010

Time

7:15–9:00 am

Location

Maxwell's Restaurant
1005 S. Moorland Rd
Brookfield

Topic

Lean 6S—A black belt review of the lean manufacturing process

ANNUAL STUDENT CASE COMPETITION IN FEBRUARY

February is the yearly student case competition sponsored by the Great Lakes District of APICS. This year representing the Milwaukee chapter was Carroll University. They arrived on Friday night and after a networking event sharing best practices on the student chapter level – a case study many of us are being confronted. They company name changed only to make it feel like it could be anyone's, was suffering from declining sales, poor customer service, high inventory, and falling morale of the workforce. The Carroll University team prepared a solid workable solution to the case after a long night and was rewarded with a tie for third place. The team members were Angela Wisniewski, David Brygger, and Hanyu Xie.

Pictured from left are David Brygger, Angela Wisniewski and Hanyu Xie of Carroll University after successfully presenting their solutions.



Student Corner

Upcoming Student Events

3/6/2010

Mock Interview Scholarship Program

EDUCATION AND CERTIFICATION HOTZONE

SPRING 2010 CPIM

- **Basics of Supply Chain Management**
January 9
- **Master Planning of Resources**
January 30th
- **Detailed Scheduling and Planning**
February 20
- **Execution and Control of Operations**
April 10
- **Strategic Management of Resources**
May 1

SPRING 2010 CSCP

- February 10, 17, 24
- March 3, 10, 17, 24, 31
- April 7, 14, 21, 28
- May 5

SPRING 2010 FUNDAMENTALS OF PRODUCTION AND INVENTORY CONTROL

- February 24
- March 3, 10, 17, 24

**TOYOTA FACES QUESTIONS ABOUT QUALITY
AN EXCERPT FROM APICS OPERATIONS MANAGEMENT NOW**

Toyota's woes are far from over as the car company's leaders testify before U.S. lawmakers this week. The U.S. National Highway Traffic Safety Administration (NHTSA), under scrutiny itself regarding the recalls, announced last week that it needs documentation from Toyota showing when the carmaker learned of the pedal problems and how long its representatives waited before issuing recalls. The inquiry involves the recall of about 6 million vehicles in the United States.

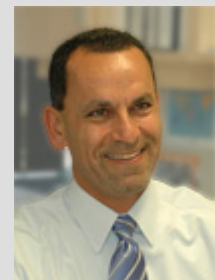
The exact cause of the defect is still being debated. Toyota's U.S. sales chief, Jim Lentz, testified before lawmakers Tuesday. "I don't think any manufacturer knows 100% what is causing sudden acceleration. He said

the company is confident 'from what we know today' that electronics aren't a problem, but that Toyota's recent safety recalls may not totally solve sudden unintended acceleration in its cars." *The Wall Street Journal* covered the congressional hearings in its Thursday story, "Cause of Sudden Acceleration Proves Hard to Pinpoint."

U.S. Transportation Secretary Ray LaHood made a statement following the Toyota recalls. "I want to encourage owners of any recalled Toyota models to contact their local dealer and get their vehicles fixed as soon as possible. NHTSA will continue to hold Toyota's feet to the fire to make sure that they are doing everything they have promised to make their vehicles safe. We will continue to

investigate all possible causes of these safety issues."

At a press conference last week, Toyota President Akio Toyoda laid out steps meant to restore trust among the company's customers and the general public. "Since autumn, we at Toyota have worked hard to address each of a number of quality issues," Toyoda said. "We conducted a safety campaign in the United States to respond to a problem with floor mats. We recalled vehicles to resolve a problem with accelerator pedals. And we recalled the Prius and other models to address a braking system issue. But against the backdrop of our efforts, there are a number of points on which we need to deeply reflect."



**APICS CEO
Abe Eshkenazi**
CSCP, CPA, CAE

The extensive recalls directly are influencing Toyota's bottom line. In January, Toyota sales fell 16 percent. Company officials recently announced their plans to temporarily halt production at two U.S. factories in order to reduce inventories.

Managing Quality Throughout the Supply Chain

Now at stake for Toyota is the perception of quality that once was so closely

Continued on page 6

FACES IN THE CROWD

You may not know it but you have the opportunity to meet and collaborate with individuals from industry leading companies nearly every month. Professional Development Meetings (PDMs) are

Educational Opportunity

excellent opportunities to network with individuals at the forefront of operations

management. Take a look at the list of companies represented at our last PDM, we hope to see your company!

- Electrotek
- Vrakas/Blum Computer Consulting
- Perlick Corporation
- PFERD Advanced Brush
- Carroll University
- Rite-Hite Corporation

- Suby Von Haden & Associates
- Stainless Foundry & Engineering
- Harley-Davidson
- A&A Manufacturing
- Generac Power Systems
- UW-Whitewater
- Bruno Independent Living Aids
- Bucyrus
- Waukesha Engine/Dresser
- Pentair Water
- Phoenix Products
- Performance Solutions
- KHS USA Inc
- Trico Corporation

NETWORKING OPPORTUNITIES ABOUND WITH SME

Thank you to Society of Manufacturing Engineers (SME) and speaker Phillip Heinle of Quality Consulting for a collaborative event on Quality. All ratings from our survey of the event are shown to the right. Student attendance at this event was particularly high, what a great opportunity to interact with the future of our chapter and industry.

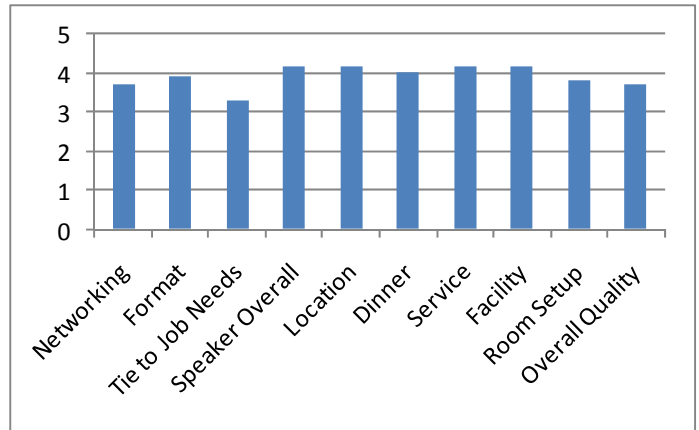
We value your feedback,

please be sure to give us your suggestions to help make sure we continue to prove high quality programs. Some of the comments and suggestions received on the PDM evaluations are as follows:

"Food was the best of the year."

"Provide job openings."

"Encourage people to arrive early for networking."



CURRENT JOB POSTINGS

Are you looking for a new career opportunity? Check out the APICS Milwaukee Job Board. Also, keep in mind that APICS will extend your membership for six months if you are unemployed. This benefit can be used three times for a total of 18 months of extended benefits. In the mean time, we're here

to help! Keep networking (LinkedIn is a great way to do so!) and attending PDMs. Current postings on the Job Board are at right, for more information, visit www.apicsmilw.org/jobs/jobboard.

- Supply Chain Manager
- Electronics Buyer

- Director of Global Supply Chain Process Improvement
- Director Production Planning and Inventory Control

Don't forget...

Elections for the 2010-2011 APICS Milwaukee Board of Directors are this month! Contact any current Board Member if you are interested in serving.

APICS MILWAUKEE

PO Box 26001
Wauwatosa, WI 53226-0001
www.apicsmilw.org
www.apicsgreatlakes.org
www.apics.org



**COME FOR THE EDUCATION,
STAY FOR THE NETWORKING**

APICS is the global leader and premier source of the body of knowledge in operations management, including production, inventory, supply chain, materials management, purchasing and logistics. Since 1957, individuals and companies have relied on APICS for its superior training, internationally recognized certifications, comprehensive resources and worldwide network of accomplished industry professionals.

DON'T MISS THESE UPCOMING PROFESSIONAL DEVELOPMENT MEETINGS!

Thursday, March 18

The Goal is Green in America

Specialists from Hot Water Products

Crowne Plaza, Wauwatosa

Tuesday, April 13

In Conjunction with Institute for Supply Management (ISM)

Harley-Davidson Museum

Wednesday, May 26

APICS in the AM

LinkedIn-The Benefits of the Best Online Connection Tool

Wayne Breitbarth

Crowne Plaza, Wauwatosa

(Please note that registration will close 48 hours before each event. Late registrations and walk-ins will be charged \$35 and unfortunately no exceptions will be granted.)

Educational Opportunity

Continued from page 4

associated with the brand. No matter which of Toyota's suppliers manufactured the faulty pedals, steering wheels, or other systems, the name Toyota (or Lexus) appears on every one of the recalled models.

Consider the *APICS Operations Management Body of Knowledge (OMBOK) Framework* entry on quality:

"In operations management contexts, quality's two major components are (1) quality of conformance, or the quality defined by the absence of defects, and (2) quality of design, or the quality meas-

ured by the degree of customer satisfaction with a product's characteristics and features."

As this story unfolds, I ask you to apply your operations and supply chain management knowledge to the news stories on Toyota. Supply chain managers at the carmaker have experienced a real wake-up call—it's their job to ensure quality spans the entire supply chain. Further, this situation can serve as a wake-up call for many of you in the APICS community. What happens when you don't make quality one of your top considerations?