



*The Association of Operations Management:
Advancing
Productivity,
Innovation, and
Competitive
Success*



PDM Dinner Meeting

— Lean Principles —

Tuesday, January 18, 2005

SPEAKER:

Mr Isidro (Izzy) Galicia,
MANEX Director of Client Services
(See Bio on page 3)



Volume 20 Issue 6

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Lean can be defined as a philosophy of continuously simplifying processes to progressively use less and less resources while improving flow of the operation using efficient organization structures and control systems.

Many approaches and techniques are available to the practitioner. The presentation will cover the general principles of lean. More importantly, many real world examples based on the extensive experience of the speaker will be discussed.

RSVP by Friday, January 14, 2005

Agenda

5:30 Registration
6:00 Dinner & Networking
7:00 Membership Meeting
7:10 Presentation:

Location

Hungry Hunter Steakhouse, 450 Bercut Dr, Sacramento. . Please call (916) 650-8660, or email Ed Mercado at edmercado@msn.com and provide the attendee's name, company, telephone number, fax or email address. \$23.00 all attendees (includes dinner), \$5.00 for speaker only.

Bodies of Knowledge

By Mark Milroy, CAE

Some time ago, a message was posted to one of the APICS electronic discussion lists asking, "Where can I buy a copy of the APICS body of knowledge?" There were a few chuckles at the request, but the question itself was perfectly legitimate. Many organizations sell their body of knowledge in a book, CD, or some other neatly wrapped package. Why doesn't APICS do the same?

The simple answer is that the APICS body of knowledge is too large to fit conveniently in one book but part of the answer also lies in how we decide what constitutes our body of knowledge. While we often refer to the body of knowledge, it's not something that is easy to define.

The APICS body of knowledge developed from practitioners' needs for information about production and inventory control. Their desire to share what they knew led them to form an organization for the purpose of exchanging knowledge and providing education in their field. The lack of available published materials prompted authors to begin documenting their knowledge, and a body of literature began to develop. Over time, advances in research, technology, and practices within the discipline continued to expand the breadth and depth of the knowledge, and the expanding body of papers, proceedings, and articles became a rich repository of reference material. Taken as a whole, these materials and the topics they address constitute the APICS body of knowledge.

Other organizations develop their bodies of knowledge in different ways. A job/task analysis may be conducted to determine the roles, responsibilities, requisite knowledge, skills, and abilities of its practitioners. A group of experts may be convened to identify the subject areas that fall within the organization's area of interest. There may be calls for papers to solicit contributions to the literature and to identify new areas of growth and exploration. College and university curricula and research may help define the range of topics within a given field. No matter which evolutionary path is taken, what eventually develops is a body of explicit knowledge that helps to define the boundaries of the field.

It is not uncommon to hear people refer to the APICS body of knowledge and the CPIM body of knowledge as if they are one and the same, but they are not. The content area from which the CPIM examinations are drawn is a subset of the production and inventory management (P&IM) body of knowledge. The CPIM subject matter consists of established concepts, terminologies, methodologies, techniques, and philosophies that are integral to the field of P&IM—and on which a candidate will be tested. The content outline

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APICS Sacramento Calendar



January, 2004

- 10 Board of Directors meeting
- 12 **Upcoming APICS Webinars**
Topic: Bill of Material Integrity: Cornerstone of World-Class Manufacturing
Time: 2:00 p.m. ET
Presenter: Donald N. Frank, CFPIM, CIRM
Site price: \$99 APICS member, \$139 nonmember
Availability: **Sold out**
- 18 Professional Development Meeting.
Lean Principles—Izzy Galicia of Manex Consulting.
- 19 **Upcoming APICS Webinars**
Topic: Product Life Cycle Management: Marking Your Performance on the Curve
Time: 2:00 p.m. ET
Presenter: David T. Jankowski, CFPIM

February, 2004

- 15 Professional Development Meeting.
- TBA Board of Directors meeting

Bodies of Knowledge

for the examinations defines the boundaries of the body of knowledge the certification candidate is expected to know; but the larger APICS body of knowledge includes topics beyond the scope of the exams.

Emerging topics that fall within the larger APICS body of knowledge are addressed in articles in *APICS Magazine* and *APICS e-NEWS*, in APICS Webinars, in sessions at the international conference, and through other media. As a topic becomes more established and more related written references become available, it may be considered for inclusion on the exams. The broader body of knowledge covers the newer, cutting-edge subjects, while the certification exams cover the proven techniques and concepts.

The APICS body of knowledge embraces both the proven and the cutting edge, while the certification programs delineate a more precise range of subjects. By recognizing the difference between these bodies of knowledge, and understanding how one relates to the other, the APICS audience can appreciate the breadth and depth of both.

(Continued from Page 2)

Speaker's Bio: Isidro (Izzy) Galicia

Izzy is an award-winning, highly accomplished lean specialist with more than 14 years of experience in manufacturing operations and assembly-related organizations. He has worked with a variety of Fortune 100 and 500 world-class businesses including the "big three" in automotive. His experience in multi-cultural environments has spanned over more than seven countries. Emphasis has been on streamlining business operations, optimizing resource utilization and maximizing throughput with the help of efficient organizational structures and control systems.

Core Competencies

- Lean Manufacturing
- Toyota Production System Management (NUMMI/ Japan)
- Senior Manufacturing Management
- Project Management
- Infrastructure Design
- Organizational Development
- Information Management Center Design /Performance Metrics
- Bilingual – Fluent in Spanish

Distinguished Accomplishments

- Recipient of the National Association of Manufacturers Award for Workforce Excellence for contributions in areas of innovative production and process improvements for the successful launch of the 560T Toyota Corolla.
- Member of 2001-2002 recipient team of the Shigeo Shingo Prize for Excellence in Manufacturing for implementation strategies and practices achieving world-class results for Fortune 100 Company
- Instrumental in generating over \$25 million in savings for Ford Motor Corporation through Safety, Quality, Delivery, Cost, Morale and Environment initiatives.
- Effectively implemented Lean Manufacturing initiatives to support General Motors major 2000 Saturn LS model launch in conjunction with Tier 1 & Tier 2 suppliers allowing a 15% JD Power quality improvement, 25% increase in First Time Through capability and 23% year-over-year reduction in net plant inventory.

Managed and facilitated major rail car manufacturer operations, projects and supply chain generating over 250,000-mile improvement in Mean Distance Between Failure though out London and New York resulting in over \$20 million in increased contracts and sales.

For Sale!



APICS
Sacramento
Denim Shirts
\$25.00

Contact Melanie Hoots at melanie_hoots@hp.com to purchase.

Computer Based CPIM Exams

Computer based CPIM exams are offered by Promissor.

All of the info you will need to register for an APICS exam can be found at <http://www.promissor.com/>

- Select "Professional Certification Exams" under the "Find Test Information" section.
- Select the "APICS..." option.

Read the "Description of New Registration Process (pdf)".

It has all the info you should need including how to get dates, locations, cost, and registration process.

Weber State University On-line APICS Certification Courses

SU Online is the virtual campus for Weber State University, delivering online courses via the World Wide Web. Five courses are offered in partnership with APICS:

- * Basics of Supply Chain Management
- * Master Planning of Resources
- * Detail Scheduling and Planning
- * Execution and Control of Operations
- * Strategic Management of Resources

Exam review courses can be taken collectively for CPIM certification or taken separately to suit the needs of the company or individual. For more information, go to <http://www.wsuonline.weber.edu>. Remember to tell them you're a member of Sacramento APICS! ☼

CIRM Courses Available On-Line

CIRM is a comprehensive educational program designed to help you understand the power of collaboration among organizational resources such as product development, marketing/sales, human resources, finance, and operations. The CIRM program enables you to effectively interact with cross-functional departments for more strategic decision making, enhanced collaboration, and improved productivity

On-line CIRM Courses are available at www.epiweb.net. Be sure to reference Sacramento APICS when registering.

CPIM Courses Available On-Line

CPIM applies to many supply chain tasks and provides the necessary knowledge to thrive in today's global competitive environment-both in terms of reducing costs and increasing customer loyalty.

Since 1973, the CPIM program has educated more than 75,000 manufacturing professionals on essential terminology, concepts, and strategies related to demand management, procurement and supplier planning, material requirements planning, capacity requirements planning, sales and operations planning, master scheduling, performance measurements, supplier relationships, quality control, and continuous improvement.

To register for your next CPIM exam, visit www.asisvcs.com/publications/html/faq_apics.asp or call Promissor Customer Care at 1-800-274-8399 or 610-617-5093.

APICS Sacramento Company Coordinators

Our Company Coordinators serve as the principal communication links between the Sacramento Chapter of APICS and their companies and fellow employees. If you work for one of the companies listed below and need APICS Chapter information of any kind, please feel free to contact them.

If you do not see your company listed below, it is because *you* haven't volunteered. To become a coordinator, call Brenda Marsh (916) 447-8205 or email at brcben@sbcglobal.net.

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Notable Quotes

Water doesn't flow if it's level, and people won't complain if you treat them on the level. - Chinese proverb.

Our lives teach us who we are.—
Salman Rushdie.

The years teach much which the days never know.—Ralph Waldo Emerson

Check Out the APICS Career Center Online

Whether you are in the market for a job or just want to keep your options open, you'll want to search the APICS Career Center for available jobs, or to post your resume...the perfect fit could be waiting for you!

http://www.apics.org/CareerCenter/careercenter_gateway.htm

And don't forget that APICS is a great place to network with the employees of the region's leading employers. Not only can you mix, mingle, and network but you also receive valuable professional development information.

A job opportunity can be discovered anywhere, don't miss the chance to find one through your own local network

Carol Thompson
VP Job Opportunities

APICS Sacramento Job Opportunities Notes



Are you seeking another job or career change? Don't forget to check out the APIC-Sacramento Job Opportunities located at <http://www.apicsacramento.com>. You can also find national job opportunities by checking out the national APICS web site located at <http://www.apics.org>.

There are also many companies, consultants, and career counselors who can assist with items such as: resume writing, cover letters, interviewing skills, negotiating skills, as well as personal goals and objectives. Check out the yellow pages under Career or Vocational for this type of assistance.

Carol Thompson, VP Job Opportunities

Certification Maintenance Notice

If you earned your CPIM before 1999, you must submit a maintenance application by the month of your original certification. Find out more at <http://www.apics.org/Certification/Maintenance/maintenance.asp>. If you would like a handy spreadsheet to calculate your point, send an email to tanis.perez@hp.com and put "certification maintenance" in the subject. Don't delay! Once the deadline passes for you, you must earn additional points to regain your certification status.

APICS Webinars

Get Tangled in Our Web of Education

APICS is pleased to announce the latest development in training and education—APICS Webinars. Each APICS Webinar lasts approximately 60 minutes and features educational discussions, case studies, and a Q&A period. All you need is an Internet connection and telephone to participate. Invite your colleagues to join you. As an added benefit, you will receive a CD-ROM of the presentation after the event.

Upcoming APICS Webinars

View a list of upcoming APICS Webinars topics and dates. Go to <http://apics.webex.com> for quick and easy access to the latest information on future topics, dates, and presenters.

Registration Information

To register for an APICS Webinar, visit and select Enroll.

Archived Events

Were you unable to participate in an APICS Webinar? Each APICS Webinar is archived and available for \$99 per viewing. Visit <http://apics.webex.com> and select Recorded Events on the left navigation bar to view an archived APICS Webinar. The archived APICS Webinar begins at time of purchase.

CPIM and CFPIM designees: Earn one professional development point toward Certification Maintenance by participating in an APICS Webinar.

The Educational Society for
Resource Management
PO Box 13249
Sacramento CA 95813

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Free Copy of the Conference Proceedings

Take the knowledge home with you. The fully searchable 2004 *APICS International Conference and Exposition Proceedings* CD-ROM is now available. Valued at more than \$40, the proceedings provide an overview of the best practices and solutions presented at the conference. All members in good standing between September 2003 and September 2004 receive a free copy. Those who attended conference received their free copy onsite. Members who did not attend conference can obtain their free copy (stock #01647) by contacting APICS Customer Support at (800) 444-APICS (2742) or (703) 354-8851. Nonmembers who wish to purchase the proceedings and members wishing to obtain multiple copies can do so through APICS Customer Support or by going to the [APICS Bookstore](http://www.apics.org) at www.apics.org.



Materials Management Certification Program
Supply Chain Management Certification Program

Prepare for the APICS CPIM exam while earning an academic certification from CSUS. Please contact Jennifer Williams at jennifer.williams@csus.edu or (916) 278-4268 or visit www.cce.csus.edu and look for Business Operations under Courses & Programs. Each of the six Materials Management courses and the seven Supply Chain Management courses are offered once each year. Please call (916) 278-4433 to register.

All courses are held at CSUS Campus, Sacramento on Tuesdays and Thursdays. Dates and times are subject to change. Please visit www.cce.csus.edu for up-to-the-moment course schedules. Call Tanis Perez for more information at 916/748-8194.

Courses	Dates	CEU	Course Fees
Core Courses (Required for both Materials Management and Supply Chain Management)			
Detailed Scheduling and Planning	Feb. 14 – Mar. 16, 2005; No class Feb. 21 Mon. & Wed., 5:30 - 8:30 p.m. Course code: 05SMM6031 Terrell Thruston	2.7	\$489
Execution and Control of Operations	Apr. 18 – May 16, 2005 Mon. & Wed., 5:30 - 8:30 p.m. Course code: 05SMM6041 Donald Clark	2.7	\$489
Strategic Management of Resources	May 23 – June 22, 2005; No class May 30 Mon. & Wed., 5:30 - 8:30 p.m. Course code: 05RMM6051 Donald Clark	2.7	\$489
Core Courses (Required for only Supply Chain Management)			
Fundamentals of Purchasing and Supply Chain Management	Jan. 5 – Feb. 2, 2005; No class Jan. 17 Mon. & Wed., 5:30 - 8:45 p.m. Course code: 05SPM0011 David Tevlin	2.4	\$459
Logistics	Mar. 28 – Apr. 11 Mon. & Wed., 5:30 - 8:45 p.m. Course code: 05SPM0051 Craig Duehring	1.6	\$349
Electives (Choose one for Materials Management)			
Facilities Management: An Overview	Jan. 11 – 27 Tues. & Thurs., 5:30 - 8:50 p.m. Course code: 05SFM6061 Howard Harris	2.0	\$359
Basics of Project Management	Feb. 2 – 16, 2005 Mon. & Wed., 5:30 - 8:30 p.m. Course code: 05SPMT0012 Sumi Smith	1.5	\$329

An Opportunity—DIRECTOR OF DISTRIBUTION & LOGISTICS

A pharmaceutical company with some very exciting growth plans within the United States is looking for a director of distribution and logistics through Advanced Recruiters, Inc.

The Director of Distribution & Logistics accountability is focused on maintaining proper balance between customer service and costs associated with order management, warehouse operations, and logistics. You will direct distribution operations for commercial products, samples and promotional material while contributing to the development of supply chain strategy and operations infrastructure. The position is also responsible for managing relationships with third-parties providing distribution and logistics services. At least 10 years of progressive pharmaceutical distribution management experience (including order fulfillment, customer service, warehouse/inventory management, and transportation). Bachelor's Degree in Business, Logistics, or related field; MBA preferred. Experience working with third-party service providers.

This position is located in Northern NJ and compensation is in the mid 100's. If you are interested please contact Mike Strieker (President of Advanced Recruiters, 217-479-8088 ext. 302, ajm@advancedrecruiters.com). If not please pass this message on to your friends and colleagues.

Ten Signs of Job Dissatisfaction—Don't Ignore Them!

The new year is a great time to analyze your job satisfaction. As you make your new year's resolutions, include career fulfillment as a top priority.

There are ten sure signs that you are experiencing job dissatisfaction. If you:

- Dread Mondays or coming to work
- Can't wait for Friday
- Are often bored at work
- Feel tired or chronically fatigued
- Avoid your boss and dread meetings
- Have no enthusiasm or sense of self-worth
- Feel like you are getting nowhere in your job
- Take work stress home
- Question your choice of industry or occupation
- Can't think of a way out

Any of the above signs indicate a need for change. The biggest career mistake is to ignore those indicators. A head-in-the-sand mentality can lead to a downward career spiral that ends with disappointment and "what if" regrets.

Here are three great ways to facilitate positive change.

- Analyze your career choice.

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Ten Signs of Job Dissatisfaction—Don't Ignore Them! (continued)

(Continued from Page 10)

Is the problem your boss or employer—or is it that you have chosen the wrong occupation? Before you take any action, make sure you know what needs to change.

Don't make the mistake of throwing away a good career (ex. accounting, sales, finance) when the problem is really the person you work for. On the flip side, if you're not cut out for sales, then changing employers isn't going to help the problem.

A career coach can guide you to determine which of these problems is causing your unhappiness and give you ideas for your next career move.

- Update your resume.

Updating your resume can give you a great confidence boost. You'll feel better immediately if you know you are ready whenever opportunity knocks.

Be careful, however, that your resume doesn't resemble a house with too many additions, each resembling a different style. If you have simply added to the same old resume job after job, it's time to "tear down that old shack" and rebuild your resume from the ground up.

If your old resume format doesn't live up to your professional image, you may want to consult a resume writer. You'd never wrap a ruby ring in old newspaper, and you should never present your career with anything less than professional polish.

- Brush up your interview skills.

If you have been on the job for a couple of years, your interview skills are probably rusty. Don't make the mistake of blowing off the first few interviews as practice. They might be the perfect jobs for you!

You'll feel much more confident and comfortable if your interview skills are honed before you step into the first interview. To determine your current level of interview expertise, answer the following questions:

- o Do you know the toughest interview questions—and how to answer them?

- o Can you answer the salary question without compromising the level of starting salary at offer time?

- o Can you recognize the most common interview styles—and respond without showing stress?

If you aren't sure, then it may be time to visit with a career coach who can help you prepare to WOW them in every interview.

Job dissatisfaction is an indication of needed change. Take the steps of change by investing in the appropriate job-search skills and tools, and you will be in a position to change your job—and your life—for the better.

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Deborah Walker, CCMC

Resume Writer ~ Career Coach

To see resume samples and read more job-search tips visit [www.AlphaAdvantage.com](http://www.AlphaAdvantage.com)

Email: [Deb@AlphaAdvantage.com](mailto:Deb@AlphaAdvantage.com)  
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