



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



PDM Dinner Meeting

— Inventory Essentials —

Thursday, February 17, 2005

SPEAKER:

Mr Steve Novak, CPIM, CIRM, CQMgr
President, PPR Management Services, LLC
(See Bio on page 3)

Competing in the Global Marketplace

Let's face it; it's tough out there. The world gets smaller every day. China is becoming the manufacturing powerhouse, and India is the first thought for IT and service outsourcing. Customers expect more from us and we expect more from our suppliers. You can't just show up for work wondering what you're going to do today.

The good news is that you can compete in the global marketplace. No matter what your size or what industry you're in, you can compete. In this presentation you'll learn where and how you can compete in the marketplace; how to compete with your neighbors across the street or on the other side of the earth. And you'll learn how to fit in and be comfortable in the global village.

RSVP by Friday, February 11, 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.



Volume 20 Issue 7

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Speaker's Bio: Steve Novak

Steve is the founder and president of PPR Management Services, LLC. He has held management positions in a variety of industries, with responsibility for operations, purchasing, inventory management, planning, production scheduling, warehousing, safety, sanitation, and facilities. Steve has performed process improvement activities throughout his career, has worked to develop quality systems, and has held key positions with multiple ERP system implementations. He has earned the Certified in Production and Inventory Management (CPIM), Certified in Integrated Resource Management (CIRM), and Certified Quality Manager (CQMgr) designations. Steve earned his BBA with Accounting Concentration from the University of New Mexico, and is currently working on his MBA with Industrial Management Concentration from Baker College.

Steve has been an officer of the Hawaii Chapter of APICS for a number of years. As VP of Education he developed the chapter's education program, and has served as an instructor since its inception. Steve has taught CPIM Review courses and Fundamentals of Materials and Operations Management courses for the chapter. Steve also serves as a member of the Small Manufacturing Special Interest Group (SM SIG) Steering Committee for APICS society, and he served on the APICS 2004 Nominating Committee. Steve served as an examiner for the Hawaii Award of Excellence in 2004, which is Hawaii's version of the Malcolm Baldrige National Quality Award.

Steve is awaiting the release of his first book, *The Small Manufacturer's Toolkit: Systems and Techniques to Help You Win* (CRC Press), due out in May, 2005.

Steve is a member of the following organizations:

- APICS - The Association for Operations Management
- ASQ - The American Society for Quality
- Hawaii Food Manufacturers Association
- The Chamber of Commerce of Hawaii
- Hong Kong China Hawaii Chamber of Commerce

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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.

Aerojet

Joe Kammerer
(916) 355-3083
joe.kammerer@aerojet.com

Agilent

Chris Olmstead
(916) 788-6246
chris_olmstead@agilent.com

Ames Company

Alan Holst
(530) 666-2493
holstam@wattsind.com

Apple Computer

Sandy Madruga
smadruga@apple.com

Applied Aerospace Structures Corp.

Tom Samborski
(209) 983-3202
tsamborski@aascworld.com

Artesyn Solutions

John Walsh
(916) 434-4869
johnwalsh@sac.slr.com

Baxter Planning Systems

Agilent ATG-SOC
Norman Flores
(916) 660-1540 ext 212
nflores@bybaxter.com

Blue Rose Company

Brenda Marsh
(916) 447-8205
brenda@bluerosecompany.com

California State University Sacramento

Herb Blake
(916) 278-7106
blakeh@csus.edu

CV Logistics

Kevin Moynihan
kmoynihan@cvlogistics.com

CSUS

Linda McElroy
(916) 278-4297
lrnelroy@csus.edu

Dade Behring

Pat McCarty
Pat_McCarty@DadeBehring.com

Hubbert Booze

Industrial Engineering Consultant
hbooze@attbi.com

Hewlett Packard

Tom Leard
(916) 748-8308
tom_leard@hp.com

Motion Control Engineering

James Gines
(916) 463-9354 Direct Line
jamesg@mceinc.com

NEC

Bill Myers
(916) 786-3900 x 4666
Bill_Myers@necelam.com

Output Technology Solutions

John Sapp
(916) 939-5964
john_sapp@billing.com

Pasco Scientific

Michael Reeve
reeve@pasco.com

Sacramento Bee

Stephanie Reid
loverofchristxx@aol.com

Solectron

John Walsh
(916) 434-4869
johnwalsh@sac.slr.com

Varian

Chris Mathiot
(916) 632-3456 x373
chris.mathiot@varianinc.com

Notable Quotes

Planning lies with men; success lies with Heaven. - Chinese Proverb

In preparing for battle I have always found that plans are useless, but planning is indispensable.— Dwight D. Eisenhower

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, go to our web site www.apicsacramento.com and scroll down to 'certification maintenance' 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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| VP Marketing | Bill Lodholz | 530/666-2493 | lodholz@wattsind.com |
| Director of Job Opportunities | Carol Thompson, CPIM | 916/748-8075 | carol_a_thompson@hp.com |
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| Chapter mailing address: | APICS Sacramento Chapter PO Box 13249 Sacramento, CA 95813 | | |

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) | | | |
| 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) | | | |
| 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—Materials Manager

An industry leader in supplying high quality injection molding services to the Automotive, Bio-medical and other custom industries is seeking a seasoned and experienced Materials Manager. With 20% growth every year for the past 20 years the company has expanded into two buildings with over 43 injection molding machines. With experience and expertise to develop and implement award winning technologies, tooling, and production in virtually every thermo-plastic product line in every industry from biomedical to electronic to automotive. This Materials manager will be managing all materials functions for raw materials and supplies with 250-500 suppliers. They will also be responsible for the shipping and receiving for now. They will have 2 buyers and 2 shipping supervisors reporting to them. The ideal candidate will be experienced with high volume 24-7 manufacturing.

They should come from the automotive industry to understand the high demand on deadlines and quality. The candidate will be responsible for materials management function, related to the planning, storage, control and distribution of materials and products to meet company objectives and customer requirements. This involves the responsibility of directing planning, scheduling along with inventory control. This position requires the candidate to be a strong negotiator and experience with implementation and distribution with MRP Systems. Bachelors Degree required. CPIM desired. Please contact:

Joy Montgomery

President, APICS - Mission Peak

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Marketing Heresy—continued

(Continued from Page 2)

Even more amazing: it was the largest customers who were producing the biggest losses.²

Marketing and finance must alter individual departmental goals. Market share is not a desirable goal if it is achieved by accepting more and more marginal customers. Likewise, top-line revenue is misleading if the associated customers drive up after-sale vendor expense by placing an inordinate burden on vendor personnel.

In essence, some customers have to be 'fired.' These customers cost more to retain as customers than to no longer accept their business under their current operant condition.

References:

- 1) Freed, Joshua "The Customer is Always Right? Not Anymore" – downloaded 11/16/04 from <http://www.sfgate.com/cgi-bin/article>, p.1
- 2) Ryals, Lynette "The Customer is Always Right – But Are They Always Worth It?" downloaded 11/16/04 from Database Marketing Institute – <http://www.dbmarketing.com/articles/art165/htm>, p. 1

Ira Smolowitz, Ph.D. Professor of Finance and Dean, Bureau of Business Research and Program Development at the American International College, Springfield, MA.