



*The Educational Society for
Resource Management*



PDM Dinner Meeting

Process Flow Models

Thursday, May 20, 2004

Speaker: Mr. Al Rollins (See Bio on page 8)

Volume 19 Issue 9

Inside this Issue

Have you been tasked with implementing the new ISO 9000 standard in your organization? Do you want to know what other successful companies have been doing to successfully implement ISO 9000? Would you like to learn some simple steps to creating a process map? Do you want to meet other quality and business professionals and expand your networking circle? If you answered yes to any of these, this workshop is for you.

Come join us for an exciting evening with an ISO professional who works with organizations to implement the new standard, and learn how you can lead a successful **value added** implementation in your company. We'll start the evening with a workshop to learn the **basics of Process Mapping** – one of many tools to chart your business processes. You'll have an opportunity to learn the basic steps, participate in a demonstration of how to design an effective process map and walk away with **examples** of what a good process map looks like.

After dinner, our speaker will share some of his experiences working as a consultant with large and small companies to incorporate the standard and enhance business management systems. He'll share his thoughts on **ISO implementation** and explain why "**You should not implement anything in the name of ISO that does not make business sense**". He'll also discuss how the intent of the Management System criteria established by ISO 9001:2000 is to implement a system that follows the continual improvement cycle, **Plan – Do – Study – Act**, providing an organization with a clear methodology for organizational Leadership, Management and Improvement.

RSVP by Monday, May 16, 2004

Agenda

- 5:15 – 5:45 Registration & Networking
- 5:45 - 6:30 Workshop: Basics of Process Mapping
- 6:30 – 7:15 Dinner & Networking
- 7:15 - 7:30 ASQ Section Business Meeting – Section 605 Chair Peggy Romary
- 7:30 – 8:30 Presentation: Best Practices for Successful ISO Implementation

Location

Delta Dental of California, Building B, 1st Floor, 11155 International Drive, Rancho Cordova, CA 95670. 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.

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Message from the Board

APICSacramento Calendar



Are Your Interview Skills in Tune with the Times?

Part of any effective job search includes preparing for that all-important interview, but are your interviewing skills up-to-date? What were considered correct responses in the 1990s could actually prevent you from getting a job these days. Why? Because the job climate has shifted and employers have different expectations of a prospective employee than they did even five years ago.

So how do you demonstrate that you're in touch with the business needs of today and aren't a throwback to former times? The following describes the major shifts occurring in the interviewing process and suggests ways to help you respond. You'll gain insight into the mind of today's typical interviewer and ensure that the questions you're asked don't catch you by surprise.

Don't worry about your career aspirations five years from now; show what you are capable of doing now.

Just a few years ago, you walked into an interview nearly certain that you'd be asked the question: "What would you like to be doing five years from now?" The anticipated answer demonstrated a combination of loyalty and ambition—you expressed a desire to remain with the same organization over a period of time and to step into roles of ever increasing responsibility.

Once a standard part of the interview process, this query is fading from use. Given today's economic and social climate, employer concerns about longevity have been replaced with a desire to see rapid results. Three-year plans are practically unheard of, which means you need to show that you're capable of getting up to speed immediately and that you have the skills and experience to solve complex problems effectively and without hesitation. Instead of discussing where you plan to be five years from now, be prepared to answer something like: "How would you characterize a 90-day plan to meet the objectives of this position?"

(Continued on page 6)

May 2004

- 6 Board of Directors meeting 6:00 PM conference call:
- 20 Professional Development Meeting. Process Flow Models, presented by Al Rollins

June 2004

- 1 Board of Directors meeting: 6:00 PM conference call
- 15 Professional Development Meeting. JT Smith will speak about the CPIM exam study process.

Summer Break



Materials 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 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.

[California State University Sacramento](#)
[College of Continuing Education \(CCE\)](#)

Classes are offered through California State University Sacramento College of Continuing Education (CCE). To register please contact CCE Customer Service at (916) 278-4433 (*dates / times subject to change*)

Supply Chain Management Certification Program

When	Class & Course Code	Times	Cost
May 20—Jun 17, 2004	Strategic Management of Resources	Tues & Thurs (5:30—8:30 PM)	\$489
Materials Management			
May 20—June 17, 2004	Strategic Management and Resources	Tues & Thurs (5:30—8:30 PM)	\$489

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.asivcs.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 Melanie Hoots at (916) 785-1186 or Brenda Marsh at (916) 447-8205. ☀

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Notable Quotes

Nothing can stop the person with the right mental attitude from achieving his goal; nothing on earth can help a person with the wrong mental attitude.

- W.W. Ziege -

What lies behind us and what lies before us are tiny matters compared to what lies within us.

- Oliver Wendell Holmes -

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

Message From the Board: Interview Skills

Demonstrate your ability to create synergy.

Five years ago, when asked to describe your management style, you could impress an interviewer by talking about using performance-management techniques, setting expectations, measuring feedback and rewarding performance—evidence that you knew how to manage. Now the situation is more complicated—and more urgent. In addition to showing that you're a capable leader, you must prove that you know how to encourage individuals to work together to accelerate problem-solving. In the past, team-building was recognized primarily for its ability to shape culture. However, given today's accelerated pace, you must show that you understand how to navigate in a complex environment, where how well you work with other parts of the organization is what ultimately produces results.

Show that you're a decisive leader who's learned from past mistakes.

"How have you solved problems in the past?" Once, this question was best answered by demonstrating that you operated by a model, something like: "I solve problems in a linear fashion. I gather facts, I consider all approaches for solving the problem, I make recommendations, I implement them and I follow up." Several years ago, there was value in being right 100% of the time, but employers are beginning to recognize the importance of having failed and subsequently learned from your mistakes. Your ability to articulate the reasons for your choices, the circumstances contributing to the failure and the lessons learned to eliminate a repeat performance will help you to outshine an equally qualified executive, who lacks experience in dealing with adversity. In addition, the executive who gets ahead can demonstrate decisiveness, the courage to take a stand and the ability to adjust to change and forge ahead to produce results.

Use storytelling to convince an interviewer that you're the perfect person for the job.

"Why are you the ideal candidate for this position?" In the past, when asked this question, you were expected to simply regurgitate your resume. You proved you had the necessary ability by referring back to prior roles. However, showing that you're experienced is no longer enough. Now, you need to provide a detailed account of relevant experiences you've encountered in your career and how they relate to your skills. In other words, you need to show real-life problem-solving in action—which is probably the most valuable interviewing skill. How do you do this?

Before an interview, think about the skills you want to showcase and prepare an example of how you've put these skills to use. For instance, if you're a chief information officer and you want to display your technical ability, talk about your former company's out-of-date point-of-service system and how you devised an innovative solution to speed checkout and increase profits.

Use this same approach for each skill you want to highlight. Remember to:

1. Lay out the problem you faced;
2. Explain your solution; and
3. Discuss the results.

While doing this, take the interviewer into your world. Paint a vivid picture. In other words, "show, don't tell" that you're the ideal person for the job.

Show that you'd fit into the company culture.

Having the technical skills to do the job is just the price of entry. What really determines whether you'll get the offer is fit. An interviewer gauges this by listening not only to what is said, but also to the way it's said. Being articulate shows you're credible and aren't making things up as you go along. Speaking passionately shows you're discussing concepts you've spent time pondering. Asking thoughtful questions means you're naturally curious and a good listener who takes others' views into consideration.

In the end, all interviewing boils down to one simple query, whether it's asked overtly or simply implied: "Will this person make the company a better place?" Show that the answer is yes, and you'll ensure that you're the one who gets the nod.

Good Luck!

Gary Wilson
Director of Publicity (Newsletters)

APICSacramento Job Opportunities Notes



Are you seeking another job or career change? Don't forget to check out the APICS-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.

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PDM Dinner Meeting: Al Rollin's Bio

Al Rollins is currently a Principal Consultant for Xcel Partnerships Inc. and has been instrumental in successfully managing business process improvements in complex organizations for more than 30 years. He has extensive experience in providing management system implementatin support for companies striving to enhance their business effectiveness. His strength lies in his ability to work throughout diverse organizatins establishing management systems that significantly improve process effectiveness and organizational results. Al has provided support for companies in a wide variety of industries including General Motors Powertrain, DENSO Wireless, Mercury Marine, Bio-Rad Laboratores and Agilent Technologies. He has a BS in Civil Engineering and an MBA. He has served as a Senior Examiner for the Oregon Quality Award, is an RAD certified Quality Systems Lead Auditor.