



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



Volume 22 Issue 4

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## PDM Dinner Meeting

### — Surviving With Six Sigma — A Guide to Dealing with the Change that Six Sigma Brings

Tuesday, October 17, 2006

#### Our Speaker: Michael W. Gozzo

(See Bio on page 7)

*Your head is reeling. Is Six Sigma another new "Panacea"?  
Can it really produce the results they say?*

Understanding what Six Sigma is immediately identifies it as a "smarter way" to manage a department/business. It employs facts and data to drive better decisions. It is a business initiative that targets three major points:

- Customers
- Time
- Quality

Six Sigma is a statistical measure; it is also a goal reaching near perfection and finally it is a system of management with a philosophy of excellence.

It requires a total management commitment towards focusing on the customer, process improvement and utilizing measurement.

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#### 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.

## Website of Interest

### The Supply Chain

<http://www.websitetoolbox.com/tool/mb/jlbyrnes>

This site is a discussion forum for individuals interested in supply chains.

### APICS Announces for the 2006 Health Care Materials Management Symposium

Alexandria, VA (September 6, 2006) APICS The Association for Operations Management today announced the first ever APICS Health Care Materials Management Symposium. The symposium for materials managers and clinicians, including nurses, in the health care sector will provide practical education to solve the supply chain challenges that hospitals, emergency rooms, and private practices face. The symposium will be held at the Peabody Hotel in Orlando, Florida, on October 30, 2006, in conjunction with the 2006 APICS International Conference and Exposition.

The keynote speaker for the symposium, Dr. Eugene S. Schneller will present "Clockspeed in the Hospital," exploring the way in which technology and competition are increasing the speed with which health care is delivered. Schneller, who authored the book "Strategic Management of the Health Care Supply Chain," is a professor in the School of Health Management and Policy at the W. P. Carey School of Business at Arizona State University. He has previously served as counselor to the President on health professions education and has served two terms on the Arizona Medicaid advisory committee. Schneller has conducted seminars on hospital strategic planning, career development and change for physicians. Additionally, he has served as a consultant on the restructuring of the Veteran's Administration into vertically integrated systems of care. He has held various teaching, research and administrative positions at the University of Colorado, Union College, Albany Medical College, Columbia University, the State University of New York, Duke University, and Duke University Medical Center.

Joseph Schriever, manager of enterprise IT sourcing for the Texas Health and Human Services Commission will present "Supply Chain Management in Health Care Operations." Schriever was formerly the director of materials management for the Texas Department of Health.

(Continued on page 8)

## APICS Sacramento Calendar



### October, 2006

- 3 Board of Directors meeting with ISM at the Hungry Hunter about 6:00 PM.
- 11 Webinar: Identify and Manage Demand Uncertainty, 2:00 pm EDT, presented by Malaina Hudson, Senior Demand Planning Analyst, CHEP Equipment Pooling Systems, Level: Basic to Intermediate
- 17 Professional Development Meeting—SURVIVING WITH SIX SIGMA, presented by Michael Gozzo.

### November, 2006

- TBA Board of Directors meeting
- 8 Webinar: Assessing Your Company Against Class A Criteria, 2:00 pm EDT, presented by Jim Correll, CFPIM, Principal, Oliver Wight Americas, Level: High Level Overview
- 21 Professional Development Meeting

# For Sale!



APICS  
Sacramento  
Denim Shirts  
\$25.00

Contact Melanie Hoots at [melanie\\_hoots@hp.com](mailto: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](http://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](http://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 Bill Lodholz (530/666-2493) or email at [lodholz@watts.com](mailto:lodholz@watts.com).

## **Aerojet**

Joe Kammerer  
(916) 355-3083  
[joe.kammerer@aerojet.com](mailto:joe.kammerer@aerojet.com)

## **Agilent Technologies**

Chris J. Nelson  
(916) 788-5629  
[chris\\_j\\_nelson@agilent.com](mailto:chris_j_nelson@agilent.com)

## **Ames Company**

Alan Holst  
(530) 666-2493  
[holstam@watts.com](mailto:holstam@watts.com)

## **Apple Computer**

Sandy Madruga  
[smadruga@apple.com](mailto:smadruga@apple.com)

## **Applied Aerospace Structures Corp.**

Tom Samborski  
(209) 983-3202  
[tsamborski@aascworld.com](mailto:tsamborski@aascworld.com)

## **Artesyn Solutions**

John Walsh  
(916) 434-4869  
[johnwalsh@sac.slr.com](mailto:johnwalsh@sac.slr.com)

## **Baxter Planning Systems**

Kris Anderson, CSCP  
916-660-1540 x205  
[kanderson@bybaxter.com](mailto:kanderson@bybaxter.com)

## **Blue Rose Company**

Brenda Marsh  
(916)-261-3161  
[blurosecompany@sbcglobal.net](mailto:blurosecompany@sbcglobal.net)

## **California State University Sacramento**

Herb Blake  
(916) 278-7106  
[blakeh@csus.edu](mailto:blakeh@csus.edu)

## **CV Logistics**

Kevin Moynihan  
[kmoynihan@cvlogistics.com](mailto:kmoynihan@cvlogistics.com)

## **CSUS**

Linda McElroy  
(916) 278-4297  
[lmcelroy@csus.edu](mailto:lmcelroy@csus.edu)

## **Dade Behring**

Pat McCarty  
[Pat\\_McCarty@DadeBehring.com](mailto:Pat_McCarty@DadeBehring.com)

## **Hubbert Booze**

Industrial Engineering Consultant  
[hbooze@attbi.com](mailto:hbooze@attbi.com)

## **Hewlett Packard**

Tom Leard  
(916) 748-8308  
[tom\\_leard@hp.com](mailto:tom_leard@hp.com)

## **Motion Control Engineering**

James Gines  
(916) 463-9354 Direct Line  
[jamesg@mceinc.com](mailto:jamesg@mceinc.com)

## **NEC**

Bill Myers  
(916) 786-3900 x 4666  
[Bill\\_Myers@necelam.com](mailto:Bill_Myers@necelam.com)

## **Output Technology Solutions**

John Sapp  
(916) 939-5964  
[john\\_sapp@billing.com](mailto:john_sapp@billing.com)

## **Pasco Scientific**

Michael Reeve  
[reeve@pasco.com](mailto:reeve@pasco.com)

## **Sacramento Bee**

Stephanie Reid  
[loverofchristxx@aol.com](mailto:loverofchristxx@aol.com)

## **Solectron**

John Walsh  
(916) 434-4869  
[johnwalsh@sac.slr.com](mailto:johnwalsh@sac.slr.com)

## **Varian**

Chris Mathiot  
(916) 632-3456 x373  
[chris.mathiot@varianinc.com](mailto:chris.mathiot@varianinc.com)

## Notable Quotes

If suffering brought wisdom, the dentist's office would be full of luminous ideas.—Mason Cooley

Great wisdom may resemble foolishness.—Lao-tzu

When I contemplated purpose I also contemplated chance and foolishness.—Friedrich Nietzsche

## 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](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

## APICSacramento 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.

## 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](http://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 \$139 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.

### APICSacramento Board Members

President	Bill Lodholz	530/666-2493	<a href="mailto:lodholz@watts.com">lodholz@watts.com</a>
VP Education	Melanie Hoots, CPIM	916/785-1186	<a href="mailto:melanie_hoots@hp.com">melanie_hoots@hp.com</a>
Asst. VP Education	Herb Blake	916/278-7106	<a href="mailto:blakeh@csus.edu">blakeh@csus.edu</a>
VP Membership	Pat McCarty	916/374-3157	<a href="mailto:Pat_McCarty@DadeBehring.com">Pat_McCarty@DadeBehring.com</a>
VP Marketing	Ed Mercado, CPIM	209/727-5504 x13	<a href="mailto:edmercado@msn.com">edmercado@msn.com</a>
Treasurer/Secretary	Beverly Paul, CPIM	916/984-9554	<a href="mailto:bpaul@apicsacramento.com">bpaul@apicsacramento.com</a>
Director of Technology	Randy Beck	916/788-2412	<a href="mailto:rbeck@prideindustries.com">rbeck@prideindustries.com</a>
VP Programs	Tim Kott		<a href="mailto:tknott@tescocontrols.com">tknott@tescocontrols.com</a>
Newsletter Editor	Alan Holst	530/666-2493	<a href="mailto:Holstam@watts.com">Holstam@watts.com</a>
Company Coordinator Manager	Joe Kammerer	916/355-3083	<a href="mailto:Joe.Kammerer@aerojet.com">Joe.Kammerer@aerojet.com</a>
Director at Large	Glen Lewis	209/342-1509	<a href="mailto:glen.lewis@delmonte.com">glen.lewis@delmonte.com</a>
Director at Large	Brenda Marsh	916/447-8205	<a href="mailto:brcben@juno.com">brcben@juno.com</a>
Passport Manager	Open		
CSU Chico Faculty	Tom Wilder		<a href="mailto:twilder@csuchico.edu">twilder@csuchico.edu</a>
CSUS Continuing Education	Kristen Ryden	916/278-4832	<a href="mailto:rydenk@csus.edu">rydenk@csus.edu</a>
APICS Society		800/444-APIC	Web site: <a href="http://www.apics.org">www.apics.org</a>
Chapter Voice Mail:	916/650-8660	Chapter Website:	<a href="http://www.apicsacramento.com">www.apicsacramento.com</a>
Chapter mailing address:	APICS Sacramento Chapter PO Box 13249 Sacramento, CA 95813		

## Ask APICS Industry Hotline

When APICS members need reliable operations management information to help make business decisions, the Ask APICS Industry Hotline is available to assist with their research needs. The hotline is organized by APICS in conjunction with the Rochester Institute of Technology. Contact Ask APICS by phone at (585) 475-2098, by fax at (585) 475-5240, or by e-mail at [apics@rit.edu](mailto:apics@rit.edu). Hours of operation are Monday-Friday, 8:30 a.m. to 2:30 p.m. ET.

## Upcoming APICS Webinars

### Assessing Your Company Against Class A Criteria

November 8, 2006; 2:00 pm EDT  
Presented by Jim Correll, CFPIM,  
Principal, Oliver Wight Americas

Level: High Level Overview

## Speaker's Bio: Michael W. Gozzo

Michael W. Gozzo is President and Founder of **THE TOTAL BUSINESS CONSULTING GROUP, INC.**, a firm specializing in counseling and education of all levels of management in the areas of Supply Chain, Lean Manufacturing, Demand Flow Technology, Just-In-Time, Total Quality Control, Manufacturing Systems Implementation, Inventory Control and Production/Operations Management. With over 30 years of **practical operations** experience, he offers a superlative background through his line, staff, training, and consulting activities, which encompass the process, discrete and repetitive manufacturing businesses.

Recent involvement with Silicon Valley leader's in Supply Chain Management and Lean Manufacturing practices include Cisco, Infineon, Sunrise Telecom, PerkinElmer, Philips Semi-conductor, Silicon Valley Group and Microgenics. He has traveled to Germany to train operational personnel at Lufthansa Air Cargo. That involved presenting collaborative systems for efficient operation of The Supply Chain. In addition, Mr. Gozzo has been associated with Lean practices: pull systems, quick change, 5-S, VMI, cell design and others.

His experience as a practitioner concluded after completing seven years as Director of Operations at a division of Allied-Signal. He subsequently became a consultant and guided manufacturers and computer OEM's (Apple) in the planning and interface with their suppliers. Other industrial experience in manufacturing and materials management spans such organizations as Timex Corporation, American Chain and Cable, Stanley Works, and other Fortune 100 companies. He has traveled and worked extensively in Canada, England, Hong Kong, Ireland, Scotland, Germany, Japan, Korea, Mexico, Indonesia, South Africa and Taiwan.

An Executive Program Masters Degree from the University of New Haven, as well as a Bachelor of Science in Finance from the University of Connecticut round out an impeccable background.

He is certified as CPIM & CSCP by the Association of Operations Management (APICS), and has held positions of International Vice President. Michael is a member of the American Society for Quality (ASQ), Institute for Supply Management (ISM formerly NAPM), Society for Manufacturing Engineers (SME), and International Service Quality Association (ISQA). He has received training as an ISO Lead Assessor and has been respectively examined.

Mr. Gozzo is the co-author of "Made In America - The Total Business Concept", "Just-In-Time Purchasing", "Supplier Certification", "Behind Bars: Bar Coding Principles and Applications", and his latest "People Empowerment - Success Through Involvement". In addition, he authored the APICS training aid entitled "Cycle Counting." He is also a reviewer of manuscripts and publications provided by Quality Press (an ASQ subsidiary) and a member of the Board of Examiners for the Florida Governor's Sterling Award. He has also served as an Examiner for the Council for California Excellence. In addition, he has been selected to Who's Who in American Manufacturing.

## PDM DinnerMeeting (cont.)

(Continued from page 7)

***All of this requires a great deal of CHANGE.***

***This presentation will address the following points:***

The effects that Six Sigma will impose on the people need to be looked at *before, during and after implementation*. There are five (5) challenges that will be addressed in this presentation.

They will include an explanation and how to employ them for success:

- First challenge: Being asked to participate
- Second challenge: Obtaining the training
- Third challenge: Dealing with DMAIC effort
- Fourth challenge: Gathering data
- Fifth challenge: Being part of implementing

## APICS Announces for the 2006 Health Care Materials Management Symposium (cont.)

(Continued from page 2)

He will speak on the challenge of supply chain management in health care operations, dealing with everything from controlled pharmaceuticals to hazardous waste materials and will focus on how using information technology to support lean concepts can result in substantial cost savings and increased efficiencies.

Ray Casey, MPA, C.P.M., materials management specialist at WakeMed Health and Hospitals in Raleigh, North Carolina will present "After the Low-Hanging Fruit: What's Next?" Casey will address negotiating good discounts, utilizing Just-in-Time where appropriate, and making the most of the technology at your disposal. This session will also focus on specific steps health care supply chain leaders can take to improve their operations and positively affect their organization's bottom line.

Another session will explore the lean methodologies that can be used in health care operations to eliminate waste and increase visibility of supplies. All attendees will receive complimentary admission to the APICS Exhibit Hall, showcasing software and systems solutions in materials management. Lunch will be provided for all attendees in the Orange County Convention Center where Dr. Eugene S. Schneller wrap up be available to sign copies of his book. The symposium will close with a panel discussion focusing on the future of materials management in health care operations, and the emerging trends that will affect the industry.

Registration information and details about the 2006 APICS International Conference and Exposition can be found at [www.apicsconference.org](http://www.apicsconference.org) <<http://www.apicsconference.org> (<http://www.apicsconference.org/>)>.



## ISM Sacramento Valley

Welcomes

**Institute for Supply Management C.E.O. & President**

**Paul Novak, C.P.M., A.P.P.**

**The New "Certified Professional in Supply Management" (CPSM) Program & "ISM - Cost Benefit Analysis"**

Institute for Supply Management™ (ISM) announces Certified Professional in Supply Management (CPSM) as the title for the profession's new qualification. The Certified Professional in Supply Management is slated to be the qualification that supply management professionals strive to obtain. The CPSM will debut in 2008.

As ISM, the institute is leading the change of focus to be more inclusive in its view of the role supply management plays in today's business environment.

### ABOUT THE SPEAKER

Paul Novak, C.P.M., A.P.P., has been with the Institute for Supply Management™ (ISM) since October 1988. During that time, he has been responsible for every aspect of the institute. Just prior to being named executive vice president and chief operating officer, Novak was senior vice president and treasurer. In 2000, he was named chief executive officer.

Mr. Novak is a graduate of Michigan State University, having received his BA degree in 1967 and his master's degree in 1972. In addition, he achieved his certificate in not-for-profit management from the Harvard Business School Faculty. Mr. Novak was also the staff editor of the four-book Knowledge Series on purchasing management.

Mr. Novak is a frequent speaker concerning the future of supply management and the role it must play to ensure business success.

Bring your C.E.O.'s and Department Managers to this Professional Development Event being held at CSU, Sacramento's campus, November 8<sup>th</sup>, 5:30p.m. – 8:30pm, or to one of the two lunch meetings. One at HP's Roseville Campus, November 8<sup>th</sup>, 11:30am – 1:00pm, and one at VSP's Rancho Cordova Campus, November 9<sup>th</sup>, 11:30am – 1:00pm.

Email to: [kuchman1953@sbcglobal.net](mailto:kuchman1953@sbcglobal.net) or [philolis.goode@na.flintgrp.com](mailto:philolis.goode@na.flintgrp.com) for more information.

Cost for the CSUS Meeting is \$30 for ISM/APICS/CAPPO/NCMA members \$35 for non-members. Cost for the HP meeting is \$15. VSP is sponsoring the meeting at their campus. Space is limited at the two luncheon meetings so please RSVP by October 31.