



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



## PDM Dinner Meeting



Volume 21 Issue 5

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### — STOCKING INVENTORY FOR SERVICE SUPPORT —

Tuesday, November 15, 2005

Our Speaker:

**MARK L. ANDERSON**

Vice President, Supply Chain Solutions at Baxter Planning Systems  
**(See Bio on page 7)**

Can companies reduce service parts inventory and at the same time improve customer service levels ?

Stocking inventory for service support is much more than a statistics modeling effort. Today's customers require uptime guarantees. Customers want to ensure that their critical stocking needs are met but subject to rigorous budget constraints.

Finding the balance between service level and inventory costs is the challenge today. Managing these often conflicting goals is only possible by utilizing a total minimum cost approach. Our speaker Mr. Mark Anderson will present how Baxter Planning Systems provides services to meet this challenge by comparing the cost of a service stock-out to the cost of carrying inventory.

#### 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](mailto: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.

WATCH OUT!

by

Melanie Hoots, APICS Sacramento Past-President

As most of you know, this year I am “past president” of the APICS Sacramento chapter along with VP of Education – they wouldn’t let me out completely! As November 2006 approaches bringing along with it my 40+ birthday, I find myself looking back at the last 10+ years of my life and how APICS has truly enhanced my life as I’ve become more and more involved with the chapter and it’s board.

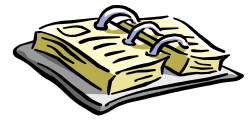
It all started in 1995. I was working for a steel storage rack manufacturer in Lodi. The planner happened to be highly involved with APICS Sacramento chapter – Rick Miller. He said to me one day “why don’t you come to a meeting...you can participate as much as you like”. The next thing I knew, I was a Logistics Coordinator or something like that. (Personally, I think they made it up just to get me in the door.) Over the next two years, I became the Secretary and Rick Miller moved out of the area. I believe Bill Lodholz was president at the time....and look who’s back now!!!

Next president came Tasha (?) and she was an interesting president. I don’t remember much of that regime. I remember we got a postit/pen desk set present one year for Christmas but that’s the most I remember except for a new person joining the board, Beverly Paul. She had moved into the area and immediately joined the board.

Well, Tasha “disappeared” and Beverly took over as president for the next five years. (yes, five years!) I was personally hoping she would continue but no such luck.

*(Continued on Page 9)*

## APICS Sacramento Calendar



### November, 2005

- |     |  |
|-----|--|
| TBA | Board of Directors meeting   |
| 12  | Webinar: Improve Lean Implementations with Data Flow Management<br>2:00 pm EST, Presented by Russell M. Field, Process Analyst, Boeing Commercial Airplanes, Level: High-level overview                                      |
| 15  | Professional Development Meeting.  |
| 16  | Webinar: Proven Strategies for Reducing Forecast Error<br>2:00 pm EST, Presented by Robert Byrne, President, Terra Technology and Steve Cortese, Director of Supply Chain Infrastructure, Campbell Soup, Level: Intermediate |

### December, 2005

- |     |  |
|-----|--|
| TBA | Board of Directors meeting   |
| 14  | Webinar: Improve Enterprise Information Systems with Lean Principles<br>2:00 pm EST, Presented by Mike Orzen and Steve Bell, Founders, Steady Improvement, Inc., Level: High-level overview, introductory to intermediate concepts |

# 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 Brenda Marsh (916) 447-8205 or email at [brcben@sbcglobal.net](mailto:brcben@sbcglobal.net).

## **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**

Norman Flores  
(916) 660-1540 ext 212  
[nflores@bybaxter.com](mailto:nflores@bybaxter.com)

## **Blue Rose Company**

Brenda Marsh  
(916) 447-8205  
[brenda@blurosecompany.com](mailto:brenda@blurosecompany.com)

## **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

Compliments cost nothing, yet many pay dear for them.—

Thomas Fuller

The cost of less seemed more.—

Anonymous

How much would it cost you to stand at the wrong end of a shooting gallery? — S.J. Perelman

## 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 \$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.

### 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		<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 Knott		<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	Open		
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	Carla Vincent	(916) 278-4524	<a href="mailto:vincentc@csus.edu">vincentc@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

### Proven Strategies for Reducing Forecast Error

11/16/2005, 2:00 pm EST

Presented by Robert Byrne,  
President, Terra Technology and  
Steve Cortese, Director of Supply  
Chain Infrastructure, Campbell

Soup

Level: Intermediate



**Materials Management Certification Program**  
**Supply Chain Management Certification Program**

Prepare for the APICS CPIM exam while earning an academic certification from CSUS. Please contact Carla Vincent at [vincentc@csus.edu](mailto:vincentc@csus.edu) or (916) 278-4524 or visit [www.cce.csus.edu](http://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](http://www.cce.csus.edu) for up-to-the-moment course schedules.

**SCHOOL IS BACK IN SESSION**

**Master Planning of Resources**  
November 2 – December 5, 2005  
Monday & Wednesday evenings, 5:30 – 8:30 p.m.  
\$449\*                      2.4 CEUs

Now is the time for you to start working towards your certification in Supply Chain Management. For more information on these and other certificate program courses, contact [ccebusiness@csus.edu](mailto:ccebusiness@csus.edu) . To register, please call (916) 278-4433.

\*APICS members receive a 10% discount

**Speaker’s Bio: Mark L. Anderson**  
**Vice President, Supply Chain Solutions at Baxter Planning Systems**

Supply Chain Solutions at Baxter Planning Systems is a firm that provides Service Parts Planning software and services.

Mark has a long successful record in innovative program management in all areas of service support and extensive experience in logistics and material management. He has held positions of increasing responsibility in field service, materials planning and procurement and development of strategic supply chains at Texas Instruments, Hewlett-Packard and Agilent Technologies. He has a degree in MS/OR [Management Science and Operations Research] from the University of Rhode Island in Kingston, RI.

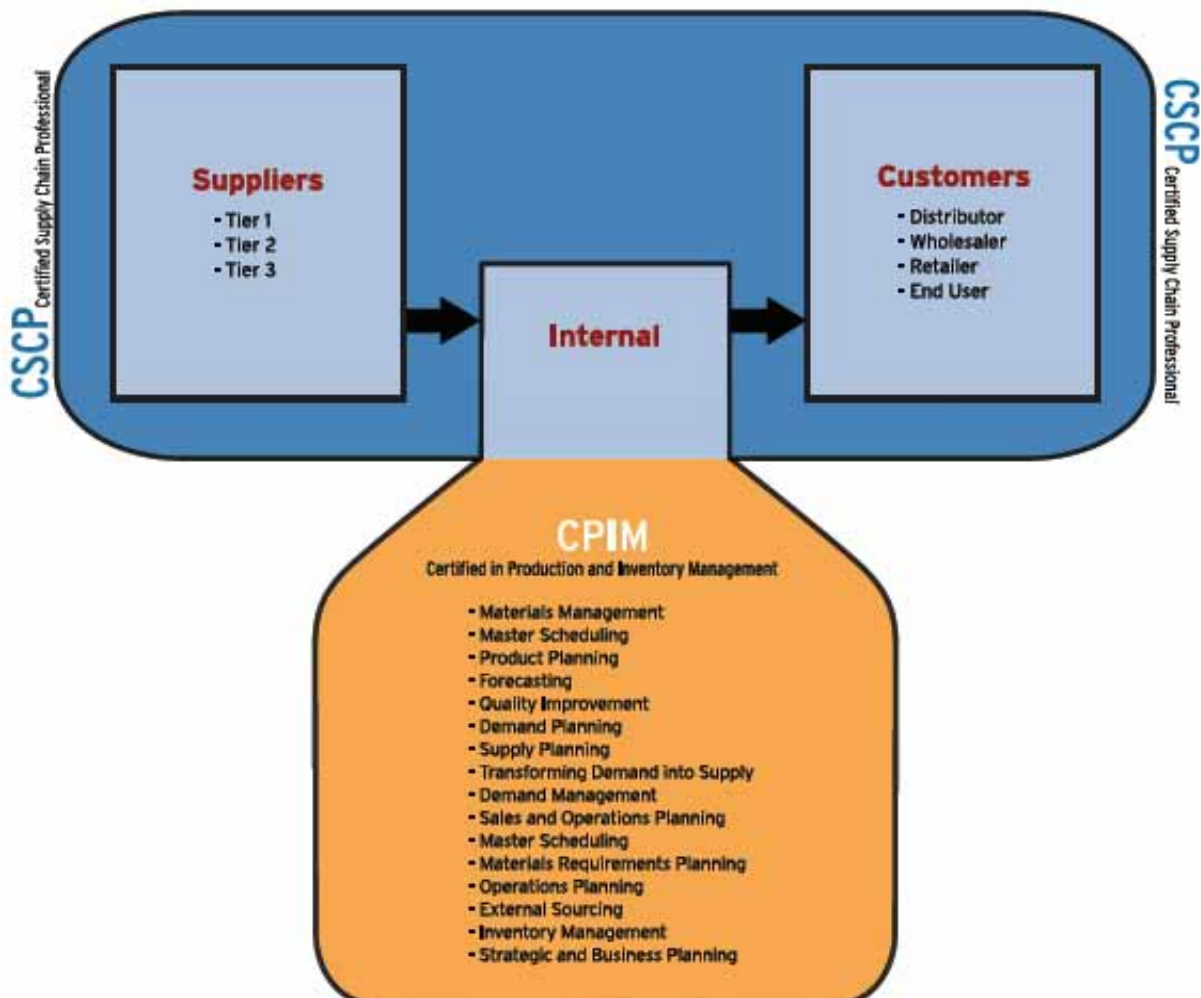
## APICS Certifications Professional Advancement through Education

APICS The Association for Operations Management is the global leader and premier source of the body of knowledge in operations management. APICS' certification programs are recognized worldwide as the standard of professional competence in production and inventory management and enterprise resources management. On March 8, 2005, APICS announced the expansion of its certification programs with the development of the new industry certification—APICS Certified Supply Chain Professional (CSCP) designation. With the addition of the CSCP designation, APICS enhances its validation of the disciplines within operations management, specifically production, inventory, and supply chain management, and the integration of operations within the enterprise.

The APICS Certified in Production and Inventory Management (CPIM) certification provides a common platform for individuals to evaluate their knowledge of production and inventory management. CPIM focuses primarily on manufacturing and provides an in-depth view of materials management, master scheduling, production planning, forecasting, and quality improvement within the confines of the operation. Building on the depth of the CPIM knowledge, the CSCP certification will take a broader view, extending the CPIM knowledge outside a company's internal operations to encompass all the steps throughout the supply chain—from suppliers through the company to the end consumer—and how to effectively manage the integration of these activities to maximize a company's value chain.

Candidates in both the CPIM and CIRM programs should definitely continue to pursue their APICS certifications. The three certifications (CPIM, CIRM, and CSCP) are completely separate and distinct programs that concentrate on specific disciplines in the field of operations management.

### CSCP/CPIM Educational Relationship





## CBA On Line Job Board

The CSUS Office of Student Affairs recently launched an online Business Job Board and it has been an overwhelming success. They have had numerous employers already post their positions and hundreds of students have accessed the site. If you have a position you would like to post student assistants(TA) or have business colleagues who would like to hire business students please share this link with them. The new program will meet the employer's needs while providing internship/employment opportunities in the community to CSUS business students. The new online Job Board can be accessed at: [www.cba.csus.edu/bjb](http://www.cba.csus.edu/bjb) Please log in and follow the directions to post your current or any future positions. If you have any questions, please feel free to contact CSUS office.

Carol Downey  
Office of Student Affairs [Tahoe Hall, 2065]  
College of Business Administration  
California State University, Sacramento  
916 | 278 | 5875 [Tel]  
916 | 278 | 3887 [Fax]  
[downeycr@csus.edu](mailto:downeycr@csus.edu)  
[www.cba.csus.edu/Student\\_Affairs](http://www.cba.csus.edu/Student_Affairs)

### Job Opportunity

POSITION: Production Control Manager  
RECRUITER: Aletha Hickey  
DUTIES:  
\* Manage and lead 25 - 50 employees in 24/7 semiconductor Manufacturing facility.  
\* Set Line Control direction for Production and support groups and monitor execution.  
\* Daily analysis of line scheduling, line balance, factory capacity, equipment setup, and customer requirements to set Production plan.  
\* Frequent interaction with Engineering, Line Maintenance, and Planning to set line priorities.  
\* Oversee accuracy and efficiency of approximately 10 - 12 daily and monthly reports.  
\* Interact with Human Resources, Health & Safety, and Payroll to Ensure thorough comprehension of Company policies and procedures. Administer company policies and procedures including performance standards, salary administration, attendance, timecards and effective investigations.  
Hire, train, evaluate, determine pay raises, promote, discipline, and terminate employees while adhering to Company EEO Policy.

QUALIFICATIONS:  
MINIMUM QUALIFICATIONS:  
2-4 years supervisory experience in semiconductor field  
B.S. or A.S. degree, or equivalent in education and directly related experience

In-depth knowledge of Production Control concepts such as constraint theory, lean manufacturing, line leveling, and line scheduling  
Strong, demonstrated leadership competencies including:  
Decision making skills  
Verbal and written communication skills  
Interpersonal skills  
Team management skills  
Analytical skills, with ability to "drill down" to root cause identification  
Ability to multi-task in a fast paced environment  
Strong working knowledge of MS Office Suite

PREFERRED QUALIFICATIONS:  
Access/SQL database experience  
Manufacturing simulation experience  
Fluency with programming languages  
3-5 years Production Control/Production Management experience in semiconductor field  
B.S. degree in Engineering or Science, or equivalent in education  
And directly related experience  
HOW TO APPLY:  
You can apply by submitting your resume on-line; go to [http://resumebuilder.webhire.com/resume\\_add.asp?company=necel](http://resumebuilder.webhire.com/resume_add.asp?company=necel) . Fill in the required information as noted by the red stars and paste in your resume. Click the submit resume button to send your resume to NEC's resume database.

### Message from the VP Education (cont.)

*(Continued from Page 2)*

However, we were fortunate to bring Karen Hess back onto the board for awhile before she decided to move to Houston, TX with HP's server group. (By-the-way, Karen fared well during Hurricane Rita. As you would suspect, Karen was very well prepared – shotgun and all! She had minor damage to her house and no damage to herself or her "clan" of pets.)

At the end of her fifth year, Beverly and Bill Lodholz – the last remaining past-presidents on board looked over at me and said with their eyes..... "well? Isn't it now your turn to play president?"....you all know the answer to that question. And that's where I "played" for four years. I learned valuable skills in this position: leadership, recognition, streamlining processes, and improving communication tools to name just a few. The great part is that all of these skills are transferable to all aspects of my life. What could be a better part to play?

In fact, as I reminisce, I realize that being on this board opened doors for me in the Sacramento area, helped me keep my job at least three times as I dodged lay offs, and introduced me to lots of new, wonderful people in the area. (That would be you guys reading this article now!!!)

I encourage you to become a board member. It will change your life. As I enjoy my "past presidency", I can't help but suspect that one day I will be a chapter president again. So – WATCH OUT!