

DISPATCH



Monthly Newsletter of the West Jersey Chapter

The West Jersey Chapter of APICS is a 501(c) 3 non-profit organization dedicated to the continuing education of supply chain management professionals.

Editor – Peter DeCarolis

Volume 25, No. 2

October, 2006

APICS Professional Development Meeting Thursday October 19, 2006

Synchronizing Supply and Demand Hanover Manor, East Hanover - October 19, 2006 William T. Walker, CFPIM, CIRM, CSCP

The synchronized supply chain is the silver bullet in industries like grocery and fast moving consumer products that overcomes forecast inaccuracy and bloated inventory to achieve service level excellence. But can demand pull really replace forecast push replenishment everywhere in the supply chain in every industry?

In today's complex, global economy buyers must buy and planners must plan within the context of the whole supply chain network. Failure to do so can disrupt continuity of supply, drive unnecessary cost and inventory into the network, and increase business risk. Maintaining a purely functional view of the business relationship with your suppliers is no longer competitive.

This presentation addresses fundamental differences in capacity and inventory planning and controlling in pull versus push replenish. It overviews and positions seven methods that should be part of every supply chain professional's toolkit.

William T. Walker, CFPIM, CIRM, CSCP is a supply chain architect, practitioner, and author. Bill has 35 years experience designing and operating supply chain networks for Hewlett-Packard, Agilent Technologies, and Siemens Building Technologies. Bill was named a "Top 20 Logistics Executive for 2000" by the Logistics Forum. He is the author of *Supply Chain Architecture: A Blueprint for Networking the Flow of Material, Information, and Cash* and contributing author of *Supply Chain Networks and Business Process Orientation*. He co-developed the APICS principles of advanced supply chain management in the courseware "Build a Competitive Infrastructure" and "Leverage Worldwide Logistics." Bill is a 25 year member of APICS, past President of the APICS Educational & Research Foundation, past APICS Vice President of Education, and among the first to become CSCP certified. He holds BSEE and MSIE degrees from Lehigh University

Program Cost: \$35 preregister, \$40 at the door
non-member \$40 pre-register \$45 at the door

5:30 – 6:15	Networking	
6:15 – 6:30	Welcome	President's Welcome
6:30 – 7:30	Keynote Presentation	William Walker
7:30 – 9:00	Dinner	

BOARD OF DIRECTORS MEETINGS

Your Board of Directors meets at 6:00 PM on the first Thursday of each month. Please contact any board member for more information. You are all welcome to attend.

PRESIDENT'S MESSAGE

Pete DeCarolis
President



Well, our first meeting of the new season is now behind us. And what a fine PDM it was.

Our heartfelt thanks to our Executive Panel of Ken Blankenhorn, Seawillow Hanson, John Meyerhoff and Joe Shedlawski for their thought provoking comments and insightfulness. A proactive approach to the difficulties of S&OP left us all with something to think about.

Kudos to Jane for her effort in putting this together for us. At the beginning of this PDM we took a little time to honor a long time friend of APICS, Don Frank. Don has been awarded honorary membership in APICS. This award will be given at the Orlando conference at the end of this month. In Don's honor, we at WJER established a "Don Frank Member of the Year Award" to be awarded to the member who most closely demonstrates member of the year qualities.

Not to be outdone, we have a forward looking PDM on **October 19** being presented by Bill Walker. Bill will be addressing "Synchronizing Supply & Demand" and point out the differences concerning push/pull in capacity and inventory planning.

Mr. Walker will also be leading a seminar on October 25 on the topic of the S&OP process. Don't miss it.

October 25 – Bill Walker seminar "Supply Networks for Buyers & Planners". Seats are going fast.

November 16 – Alan Milliken on "Harnessing the Power of SC Metrics"

December 7 – Holiday Party with Central Jersey (We're still working out the details on this event)

We are looking for folks who may be interested in sharing knowledge and volunteering some time by serving with the board and shaping the future of our chapter. If interested, please feel free to get in touch with any of your board members or contact me directly at:

president@apics-westjersey.org.

Check our web at site www.apics-westjersey.org for more information and additional events.

I look forward to meeting you on October 19 at the Hanover Manor.

Pete

EDUCATION UPDATE

Ralph Fariello, VP Education

Ron Dolan is teaching a ***BASICS of Supply Chain Management*** class beginning on Oct. 11. This class will run each Wednesday evening from the 11th through November 29th from 5:30 to 8:30 PM. Register now online at www.apics-westjersey.org.

Watch for upcoming class schedules concerning additional courses being offered this winter and spring.

WHAT YOU NEED TO KNOW ABOUT CSCP!

In 2005 APICS introduced the highly anticipated Certified Supply Chain Professional (CSCP) certification program. The new program was developed through a collaborative effort between APICS and the Holmes Corporation and material published in late 2005.

The initial CSCP examination was administered world-wide on March 11, 2006 and over 500 individuals earned the CSCP designation. Among the individuals who successfully passed the first examination were West Jersey chapter members and instructors Ron Dolan, Ralph Fariello. Along with Ron and Ralph, other chapter members Alan Milliken, Bill Dugan, and Bill Walker received certification. The second CSCP exam was administered June 17th and Cathy Kleiven, Baiju Krishnan, John Vojta successfully achieved CSCP certification.

What is CSCP?

The Certified Supply Chain Professional (CSCP) program is a new industry educational and certification program designed for manufacturing and supply chain professionals. It takes a broad view of the supply chain from the supplier, throughout the enterprise, and out to the end customer. This program will provide the knowledge that you need to better understand overall strategy, various aspect of manufacturing operations, and how companies are adding value for their customers and shareholders.

The CSCP program includes four general areas or domains as follows:

- Supply Chain Management Fundamentals
- Building Competitive Operations, Planning, and Logistics
- Managing Customer and Supplier Relationships
- Using Information Technology to Enable Supply Chain Management

This program may be ideal for you if you are:

1. Interested in gaining a better understanding of supplier and customer relations, international trade and logistics, and the use of information technology to enable the supply chain.
2. A professional who is consulting or teaching supply chain functions
3. Working with enterprise resources planning (ERP) systems.

The CSCP program will help you advance your career while giving you the

foundation to improve your company's competitive position and profitability.

Can Anyone Become CSCP?

APICS has specific criteria that a candidate must meet before they will permit an individual to sit for the examination.

Those criteria are:

- To be eligible to sit for the CSCP exam, a candidate must meet one of the following criteria:
- Bachelor's degree or equivalent, plus two years of related business experience
- CPIM, CFPIM, CIRM, or C.P.M. certification plus two years of related business experience... *cont'd pg 3*

Need to know continued...

- Five years of related business experience

The candidate must submit their Application for Eligibility prior to deadline in order to be eligible to register for the CSCP Exam. Further details are available in the APICS CSCP Registration Bulletin available at:

<http://www.apics.org/Certification/CSCP/domestic.htm>.

Is the Exam Process the Same as CPIM?

The CSCP exam process is **not** the same as the CPIM program. A major difference is that you have to be pre-qualified to sit for the exam (see above). Another difference is that it is only one examination consisting of 175 multiple choice questions. Candidates are allowed 4 hours to complete the examination. Examination registration fees are:

Member \$550

Non-member \$700

The initial exams in 2006 were conducted on a paper and pencil basis and only given at selected locations. It is expected that testing starting in 2007 will be computer based.

Details on the exam process can be found at:

<http://www.apics.org/Certification/CSCP/domestic.htm>.

What about Chapter Courses?

The West Jersey Chapter will offer instructor led CSCP certification review classes. Contact Ralph Fariello at education@apics-westjersey.org.

APICS Webinars

The convenience and flexibility of APICS Webinars enable organizations to educate a large number of employees at once, reduce travel expenses, and maintain consistent levels of productivity by eliminating time out of the office. Each 60-minute APICS Webinar features an educational discussion, case studies, and a Q&A session. All you need to participate is an Internet connection and a telephone. As an added benefit, registrants of each APICS Webinar receive a CD-ROM of the presentation after the event.

Upcoming Webinars

For a more in-depth understanding of operations topics, APICS Webinar Series are offered in six consecutive 60-minute sessions.

Title: Sales and Operations Planning (S&OP)

2006 Dates: 10/19, 10/26

Time: 1:00 p.m. ET

Presenter: John R. Dougherty, CFPIM

Register Today

Title: Identify and Manage Demand Uncertainty

Date: October 11, 2006

Time: 2:00 p.m. ET

Presenter: Malaina Hudson

Title: Assessing Your Company Against Class A Criteria

Date: November 8, 2006

Time: 2:00 p.m. ET

Presenter: Jim Correll, CFPIM

APICS Webinars On-Demand

Each APICS Webinar is recorded and available for unlimited on-demand viewing. A 30-day subscription costs only \$99 for APICS members and \$139 for nonmembers. Visit <http://apics.webex.com> and select Recorded Events on the left navigation bar to view an archived APICS Webinar.

Free APICS Webinars On-Demand

APICS members can access a selection of recorded APICS Webinars at no charge. Take advantage of one of your key member benefits by visiting the Free APICS Webinars On-Demand section today.

Member Spotlight



Debbie Genader

I have been a member of the West Jersey Chapter for over 20 years and have been active in the Chapter and had roles of President, Executive Vice President and headed up programs. During my tenure as President, new By-Laws were written and approved by the membership.

I am now retired from Novartis and doing some part time consulting, working with a search firm, Logistics Horizons and playing golf.

I have worked for such well know companies as Nabisco, Colgate and Novartis. I have held positions in every aspect of supply chain, worked with R&D in production of new products, materials management, production planning, warehousing, transportation and customer service.

I am planning to move out of the area within the next year.

Along with my wife, Pat, we will be moving to the "Research Triangle" in NC. I've already met with the President of the local chapter, a fellow transplant and former President of the West Jersey Chapter, George A. George.

Practical Education for Supply Chain Challenges

Join industry leaders from organizations such as Mayo Clinic, WakeMed Health and Hospitals, and the Texas Health and Human Services Commission as APICS The Association for Operations Management hosts the first ever APICS Health Care Materials Management Symposium on Monday, October 30, 2006. The symposium will provide materials managers and clinicians in the health care sector with practical education in solving the supply chain challenges faced in hospitals, emergency rooms, and private practices.

The symposium will be held in conjunction with the 2006 APICS International Conference and Exposition. All symposium 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 Eugene S. Schneller, Ph.D. will be available to sign copies of his book, *Strategic Management of the Health Care Supply Chain*. The symposium will wrap up with a panel discussion focusing on the future of materials management in health care operations and the emerging trends that will affect the industry.

CAREER CORNER

The West Jersey Chapter of APICS provides as a service to its members information on new positions.

If you are interested in any of these opportunities please send your resume electronically to Vice President Employment at employment@apics-westjersey.org.

To advertise a job opening, please send position overview to Vice President Employment at employment@apics-westjersey.org.

These are the latest posted positions available.

West Jersey Chapter

Posted: Sept. 22

Company: SearchLogixgroup.com

Location: Melville, NY

Position: Senior Logistics Analyst

Posted: Sept. 11

Company: Summit Group

Location: Middlesex Cty

Position: Purchasing Agent

Posted: Sept. 11

Company: Summit Group

Location: Morris Cty

Position: Demand Planner

Posted: Sept. 11

Company: Summit Group

Location: Bergen Cty

Position: Supply Chain Analyst

Posted: Sept. 11

Company: Summit Group

Location: Bergen Cty

Position: Demand Analyst

Posted: Sept. 11

Company: Summit Group

Location: Morris Cty

Position: Buyer/Planner

Posted: Sept. 11

Company: Summit Group

Location: Morris Cty

Position: Materials Planner

Posted: Sept. 11

Company: Summit Group

Location: Middlesex Cty

Position: Production Planner

Posted: Sept. 11

Company: Summit Group

Location: Bergen Cty

Position: Demand & Supply Analyst

Check our web site for more detailed descriptions.

www.apics-westjersey.org/careers

Central Jersey Chapter

Contact Thomas Raimondi, Director of Employment or on these and other open positions:

E0435 Demand Planner Morris County

E0492 Production Planner Central Jersey

E0493 Director of Procurement - located in Texas

E0494 Purchasing Agent Middlesex Cty

E0495 Demand Planner Morris Cty

E0496 Supply Chain Analyst Bergen Cty

E0497 Demand Analyst Bergen Cty

EO499 Materials Planner Morris Cty

E0500 Production Planner Middlesex Cty

E0501 Cust/Serv – Planner (2) Middlesex Cty

E0502 Demand & Supply Analyst Bergen Cty

E0503 Inventory Analyst North Jersey

E0504 Contracts/Services Purchasing Manager Manhattan

E0505 Distribution Team Leader

E0506 Planner

E0507 Director of Logistics

Northern New Jersey Chapter

Contact Donna Gioffre, Employment Chairperson for more info. Or check the web at www.apicsnonj.org.

Current positions:

Production Planner, Rockleigh, NJ

Secaucus, NJ

DEMAND FORECAST ANALYST

DEMAND FORECAST MANAGER

SENIOR DEMAND FORECAST ANALYST

Carlstadt, NJ

Senior Level Inventory Planning and Purchasing Professional

Check out the Career Tools section of the APICS National web site at www.apics.org for some useful tips and ideas. Go to www.apics.org enter your user name & password then click on Resources – Career Center – Career Development Tools.Good hunting.

Begin your journey to certification this year.

**The APICS West Jersey Chapter
and the APICS Northern New Jersey
Chapter join to sponsor**

Supply Networks for Buyers and Planners

Presented by **William T. Walker, CFPIM, CIRM, CSCP**

Full Day Seminar

Wednesday, October 25, 2006

J.H. Cohn Training Facility

Roseland, NJ

8:30 AM – 4:30 PM

For more information and on-line registration visit:
www.apics-westjersey.org or www.apicsnonj.org

The Job Interview: A Blind Date From Hell

By Norine Dagliano, *ekm Inspirations*

After having spent nearly 10 years as a wife and mother (a "career path" I chose right out of college), I suddenly found myself single and unemployed with children to support, no professional experience, and very little self-confidence. As fate would have it, I began a journey into the scary world of dating again, as well as seeking employment. As I look back on that time (one that had a happy conclusion), I recognize a great deal of similarity between the two experiences.

I offer this simple analogy for your consideration - "The Job Interview: A Blind Date From Hell!"

Think about it and follow along...

Decide what to wear. You want to consider the image you are hoping to project and the audience you are trying to attract.

Do not believe those who recommend always wearing a suit to an interview. A corporate management position? Yes to a suit. A warehouse worker? Then dress one-step-above what you would on the job (slacks and loafers versus jeans and sneakers). A good rule of thumb is to always dress "one-step-above" and make sure you "look" like someone who fits in. (Looking like a dowdy housewife may get you a job cleaning houses, but not a management job - or even a date!)

Be Prepared. Find out as much as you can about the company in advance. How long have they been in business? Who are their customers? What is important to them? Whom do you know that has worked there who can give you some inside tips? (Would you really go on a blind date without finding out about the person in advance?)

Come up with some questions to ask during the interview.

The most interesting dates I ever had were with people who appeared to be interested in ME and what I needed versus how they could get their needs met. Employers have job openings because they have needs. Find out what those needs are and show your interest in fulfilling them.

Clarify expectations. Do not leave the interview until you know the game plan. How many other people are interested in the position? How soon does the employer hope to make a decision? Will the employer call you or should you give them a call? There is no greater stress we put ourselves through than the agony of the "wait."

It looks somewhat like this:

"We spent an hour (or more) together. I thought things were going well. I liked her; I thought she liked me. She said she would call. It has been over a week. Did I do something wrong? Am I being rejected again?"

Get a grip! This is not high school and you are not 16. Pick up the phone; restate your interest in the job and ask about the status of the position. If it has been filled by another candidate, this does not mean you did something wrong. It may be nothing more than the chemistry was not right.

Be honest with yourself. If the employer did not "feel the fit," you probably did not either.

Professionally express your disappointment; ask for feedback that might help you with the next interview and thank the employer for their time. Then get back out there to try again, always reminding your family and friends that you are still interested in meeting new people (employers) and that you are still looking for a steady relationship (a job). *Cont'd this page*

Interview cont'd...

Good luck on finding your perfect match.

Norine Dagliano, owner of *ekm Inspirations* has nearly 20 years of experience as a trainer, job search strategist, and certified professional resume writer. Her lively training style and common-sense approach to looking for work have proven instrumental in helping thousands of individuals overcome the anxiety of looking for work and quickly transitioning to new careers.

Reprinted from *Job Seeker Weekly*



West Jersey Boasts 2 Presenters at the Orlando Conference

Bill Walker, CFPIM, CIRM, CSCP will present on Monday October 30 from 2:15 to 3:15 pm "Benefits of Supplier Collaboration in Distribution Operations"

Jane Biddle will be presenting on Tuesday October 31 from 10:45 to 11:45 AM "Manufacturing Transparency: Turning Visibility into Value"



APICS Scholars

APICS student chapter members who are enrolled in full time undergraduate and graduate programs are eligible to become scholars. Scholars will attend the APICS International Conference and Exposition, with housing expenses paid by APICS. Scholars will attend educational sessions, personal and professional development sessions, meet with general session and featured speakers (if applicable), network with conference attendees, and visit the APICS exposition. Student work schedules will be developed to maximize time spent in educational sessions.

You can support the Scholars Program by having your company donate to sponsor a scholar. Any amount is welcome and appreciated. Consider mentoring a student. The commitment in time is up to your discretion and can be very rewarding.

For more information visit:

www.apics.org/Education/Conference3/Scholars/scholars.htm

Six Sigma: Not Everyone's Really Doing It

Written by Chief Supply Chain Officers/Editors
Reprinted from Chief Supply Chain Officer

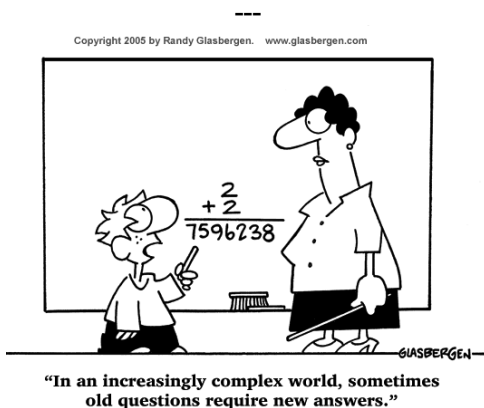
When it comes to taking a disciplined approach to reducing defects in manufacturing, many companies may say they are practicing Six Sigma, yet few are actually doing it as rigorously as they should be. That's according to a new report from the Boston-based IT research firm Aberdeen Group, which also says that companies that fully implement Six Sigma produce on average 40 percent more savings than other companies, including those that say they are implementing Six Sigma.

The research group defines companies that are "truly" implementing Six Sigma as ones that have a formal Six Sigma program; have adopted Define, Measure, Analyze, Improve, and Control (DMAIC) methodology; require employees with Black Belt status to produce results for certification; and require business impact projects to be formally validated by the Finance department. Six Sigma is a disciplined approach to reducing defects and producing measurable financial results. Six Sigma is rooted in statistical engineering and is often associated with lean manufacturing, which strives to reduce waste. In fact, 37 percent of the study's respondents said their company had both lean and Six Sigma initiatives. A common goal of Six Sigma is to reduce the rate of defects to no more than 3.4 defects per million opportunities.

The report, which examined the practices of 418 manufacturing enterprises in a variety of industries, also makes the following recommendations to improve performance:

- Implement a corporate wide training program to educate employees; implement Six Sigma throughout the organization, not just manufacturing.
- Identify employees who will be dedicated and trained as Black Belts.
- Implement DMAIC methodologies.
- Identify and prioritize business impact projects according to anticipated savings and improved throughput.
- Identify process and project owners who will accept ownership and accountability of the improvement process.
- Use flow charts to map processes.

The report also recommends companies should integrate data collection with analysis, and connect potentially disparate sources of data.



APICS Learning Communities

APICS Learning Communities are online forums where members can come together regularly to share and develop ideas, practices, and solutions in the field of operations management. APICS Learning Communities provide a communications tool to enhance knowledge sharing among APICS members to strengthen individuals in their work and the association as a whole.

Members:

To join your colleagues online, simply login to <http://www.apics.org/resources/learningcommunities/>

Customers:

If you're not an APICS member, you can visit the APICS public community to stay up-to-date on APICS offerings. To visit members-only learning communities, join APICS.

Explore APICS Learning Communities using these online tools:

- Discussions – Participate in a current topic or start a new discussion
- Resources – Search for resources or submit materials for posting
- Links – Find and share links to relevant materials
- Events – List community events and discussions
- Poll – Gather community opinions about a subject
- Chat – Communicate in real time with your peers

For details, read the User Guide

Featured APICS Learning Communities (members only):

Lean

The Lean Learning Community connects professionals who are dedicated to the sharing and application of lean enterprise tools, techniques, and standard practices. Their focus is to increase the value of an organization's products and services for its customers to meet or exceed customer expectations and to achieve sustainable competitive advantages.

Project-Oriented Operations

The Project-Oriented Operations Learning Community connects professionals from project-driven enterprises and those in government agencies who provide project oversight and may also manage resources across the operation. Day-to-day responsibilities might include production of highly engineered products with low volume, deep bills of material, and long lead times. The operations are usually proposed, contracted for, designed, and costed individually. The typical business environments are defense contracting, contract manufacturers, hi-tech electronics, specialty machine tools, medical appliances and electronics, shipbuilding, airplane and avionics manufacture, and space exploration.

*Cont'd pg 7
Communities cont'd...*

Theory of Constraints

The Theory of Constraints (TOC) Learning Community is made up of people who are interested in TOC or constraints management in one or more areas that include but are not limited to

TOC Thinking Processes (Trees and Clouds)

TOC Scheduling (Drum-Buffer-Rope)

TOC Project Management (Critical Chain)

TOC for Education.

MEMBERSHIP NEWS

As of August we have a member body of 229 members. We're looking at ways to increase this registration and are open to suggestions. Please contact either Pete DeCarolis at president@apics-westjersey.org or Debbie Genader at membership@apics-westjersey.org to open a discussion on how we might grow this number.

WELCOME NEW MEMBERS

Frank Savastano	Yee-Kar Ng
Jay Coblentz	Ilona Hriczo
Chris Baulier	Jonathan Pearl
Judith Brienza	Jose Turkienicz
David Reilly	Charles Arogbo
Gary Pfeil	Robert Martens
Donald Vierling	

APICSveraries

AUGUST

John Goodman	17	Ronald Briigliodoro	16
Kathleen Simmons	11	Jonathan Pearl	9
Philip Martello	9	Karin Cushing	8
Margaret Pierce	7	Debbie Genader	7
Patricia Iglody	6	Deborah Salierno	6
Kevin Post	6	Mark Anderson	5
Hilary Anderson	4	Alexis Omlor	4
Ronit Sorrin	1	Patricio Hernandez	1
Nagarajan Ganapathy	1	Jill Gifford	1
Rose DeKnegt	1		

September

William Walker	26	William Dellner	21
Ponthella Barnett	20	James Sommer	17
Robert Brunner	16	John Dawson	16
George Johnson	16	William Dugan	13
Rena Macmoyle	12	Saeed Farrokhi	12
James Anderson	12	Paula Golembeski	11
Elizabeth Thaler	11	Sheila Nickle	11
Anthony Scriffignano	10	Alfred Wysocki	10
John Vernieri	10	Elaine Petroski	7
John Werner	6	Simons Addison	5
Barbara Schwindel	4	M Diane Arico	4
Mary Scheibner	3	James Pioppi	3
Joyce Koch	3	Kelli Berg-Musall	2
Phyllis Mariani	2	Walter Szynalski	2
Daniel Deicas	2	Noelle Haas	1
Charles Wethington	1	Jane Yao	1

October

Jeffrey Galuten	26	Brian Witt	21
Robert Costa	20	William Karosen	20
Jim Stokes	19	Alan Milliken	19
Virginia Vogel-Polizzi	19	Tan Miller	19
Richard Mugele	13	Gary Maxwell	14
Sameer Rupani	9	Darlene Cressman	Kowtko 9
Charles Schwarz	9	William Burgess	5
Robert Dowler	2	Baiju Krishnan	2
Nate Dills	1	Alfred Fogel	1
John Tevebaugh	1	Andrey Ovchinnikov	1

West Jersey APICS Wants YOU! for their Corporate Strategic Advisors Program

For More information contact:
Dawn Fletcher, CPIM Vice President, Company Coordination
cocoord@apics-westjersey.org 973-408-8232

"The road to a friend's house is never long." -Danish proverb.

Congress for Progress 32 sponsored by the MID ATLANTIC CHAPTERS of APICS **Sheraton Society Hill, Philadelphia** **April 11-13, 2007**

Includes dinner on the Spirit of Philadelphia
www.cp-apics.org

Plossl Doctoral Dissertation Competition

The Plossl Doctoral Dissertation Competition provides an opportunity for students to receive recognition for timely dissertations in the resource management industry. The E&R Foundation grants awards of \$2,500 for dissertations in the following special interest areas.

Integrated Enterprise Management

Dissertations in this area explore the keys to successful cross-functional management issues. Topics include case studies of the interpersonal skills and relationship dynamics that lead to effective teamwork, case studies of implementing strategic business decisions, development of measurement systems consistent with the enterprise's mission and vision, and successful streamlining of corporations.

Customers and Products

Dissertations in this area focus on recognizing customer needs in designing and developing products and providing customers with ongoing product support. The area also includes marketing, sales, field service, and new product development in the customer service loop.

Delivering Products and Services

These dissertations describe the relationships between logistics and production and inventory control, purchasing, distribution, and the supply chain.

Manufacturing Processes

Topics in this section explore facilities management, process design, development, and selecting and implementing new manufacturing technologies.

Support Functions

This area's topics include information systems, human resources, total quality management, and accounting and finance-particularly performance measures other than traditional cost accounting.

For more information visit:

www.apics.org/education/erfoundation/competitions/plossl.htm



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PLATINUM AWARD in APICS Passport program.

Next PDM September 21, 2006
How Effective is Your Sales & Operations Planning Process?

Executive Panel Discussion
Bayer Healthcare, Campbell Soup, Novartis, Wyeth