

# 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 – Dan Moore

Volume 28, No. 3

March 2009

### APICS Professional Development Meeting March 19, 2009

## *We Lost Our Source for a Key Ingredient...*

By Michael Trocchia - PE, CPIM; Director Project Management, Novartis Pharmaceuticals Corp.

The presentation will be a case study with audience participation.

#### Key Points:

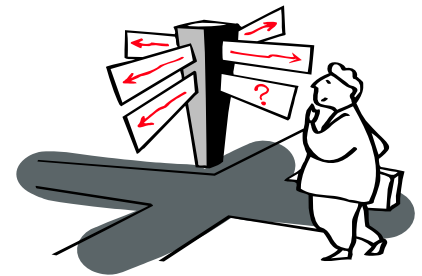
- Sudden loss of a key raw material from a long time, reliable, high quality, domestic, sole source supplier.
- Great amount of C level interest due to:
  - Impact on patient population.
  - Potential loss of over 10% of annual revenues.
  - Impact on internal resources supporting the brand.

#### Key Takeaways:

- How to manage a project in a 'crisis' situation
- Outline for Creating a Plan
- Keys to Execute the Plan
- How to Communicate Progress vs. Plan to Stakeholders

#### Who should attend the event:

- Supply Planners; Purchasing Professionals
- S&OP and Master Schedule Contributors
- All Operations Professionals who rely on Procurement



5:30 – 6:15 pm	Networking
6:15 – 6:30 pm	President's Welcome
6:30 – 7:30 pm	Keynote Presentation by Michael Trocchia
7:30 – 9:00 pm	Dinner

Program Cost: \$35 pre-register, \$40 at the door

Non-member \$40 pre-register \$45 at the door

To Register: <http://www.apics-westjersey.org/Events.htm>

Location: Hanover Manor, 16 Eagle Rock Ave, East Hanover, NJ 07936

#### About the speaker:

**Michael Trocchia - PE, CPIM, Director Project Management, Supply Chain Management - Novartis Pharmaceuticals**

Mike started his career with Novartis in 1984 as a Process Engineer at the Ciba-Geigy facility in Summit, NJ and went on to manage the Commercial Drug Substance operations. Next he directed all Commercial Manufacturing operations at the Summit

site and later moved to the Suffern, NY site as head of Quality Management and Training where he laid groundwork for the very successful LEAN manufacturing implementation.

Mike's latest career move was to the Supply Chain Management organization at the East Hanover, NJ site. His involvement with **APICS** began at this time and continues to the present. Mike sponsored the in house CPIM refresher courses at Novartis which involved 20-25 employees for the 5 training modules. Several Novartians have attained the coveted **APICS** CPIM designation including Mike himself.

Mike's current role at Novartis involves Project management for the Supply Chain area for all new Product launches, Production transfers, and Life cycle management changes for the Novartis US pharmaceutical business.

Mike has a BE degree in Chemical Engineering from Stevens Institute of Technology, and is a Licensed Professional Engineer in NJ. He lives locally in the East Hanover Area with his wife and son, and is very active in the local community volunteering his time for several charitable organizations.

<p><b><i>PRESIDENT'S MESSAGE</i></b></p> <p><i>Dan Moore</i> <i>President</i></p>	
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The mission of APICS is to build the knowledge and skills of operations management professionals. With that goal in mind the West Jersey Chapter is offering a total of four review classes beginning in April. If you haven't been certified as CPIM or CSCP, what better time to do it? It will prove to be a valuable asset to both you and your employer.

As many of you know, the West Jersey Chapter is run by a group of volunteers. These volunteers organize all of the education, arrange all the events, and manage all the day to day business of the chapter. They do it because they believe in what APICS stands for and enjoy sharing their operations knowledge with others.

This group of volunteers is always looking to get feedback and suggestions. Therefore, please shoot me a quick email ([cato1215@gmail.com](mailto:cato1215@gmail.com)) if there is anything you would like to see us do (or do better!). You can even let us know if you have a recommendation for a speaker or an idea for an educational event. For instance, maybe there is a Director or VP in your organization that might be willing to speak on a particular operations problem that the business had faced and solved. Feel free to send me any suggestions or feedback, good or bad. This is the only way that we can improve our chapter for all of our membership!

This spring there are several conferences that are occurring within our region. While these gatherings are not directly associated with our chapter, you may be interested in attending. You will find the ads later in this newsletter.

Best regards,  
*Dan Moore*  
President

## EDUCATION NEWS

### Spring Education Offerings

The West Jersey Chapter will be offering four certification review classes starting in April. We will offer the **Certified Supply Chain Professional (CSCP)** course in preparation for the June CSCP examination. In addition we will offer **Certified in Production and Inventory Management (CPIM)** courses for:

- **Basics of Supply Chain Management**
- **Detailed Scheduling and Planning**
- **Strategic Management of Resources**

Specific dates for the classes are being finalized and will be announced through a chapter email. If you are not on the email distribution and would like to be added, please send an email to [apics@comcast.net](mailto:apics@comcast.net).

### Missing Email Addresses

Is your name among the following?

- Anna Arce
- Floyd Askew
- Brian Bajor
- John Becker
- Tracey Crawford
- Frank DiCarlo
- Tom Elliott
- Marty Huff
- Matthew Ivanicki
- Chris Jiamboi
- Maritza Kibler
- Dickson Lane
- Richard Macri

- Craig Morse
- Pat Nestor
- Matt O'Malley
- Mary Scheibner
- Sydney Seho-Ahiable

If it is, APICS does not have you're your email address. APICS and your chapter frequently communicate with the membership through emails. To stay current on all APICS and chapter developments, please forward your email address to [apics@comcast.net](mailto:apics@comcast.net).

## February PDM

Our February PDM was a real hit! Joel Sutherland, who is currently the Managing Director of the Center for Value Chain Research at Lehigh University, spoke on eliminating waste in the supply chain. Due to Joel's hands on experience in a wide variety of industries, from cattle processing to automobile parts, he was able to give captivating examples of how to reduce waste and thereby reduce costs.

## Certified Supply Chain Professional (CSCP)

The APICS CSCP program is the most widely recognized educational program designed for operations and supply chain management professionals. Demonstrate your mastery of supply chain management best practices by obtaining your APICS CSCP designation.

The West Jersey Chapter of APICS, The Association for Operations Management, is offering the APICS CSCP Preparation Course that will expand your supply chain knowledge and prepare you for the APICS Certified Supply Chain Professional certification exam.

The APICS CSCP program is ideal if you are:

- Responsible for supply chain activities within your organization
- Interested in increasing your knowledge and expertise in the field of supply chain management
- Looking to advance your career through certification or professional development
- An employer or manager wanting to create a common standard of competency across your organization
- A professional who is consulting or teaching supply chain functions
- A CPIM needing certification maintenance points.

The next instructor led CSCP course will be starting in early April. If you are interested in the course, contact the VP of Education at [apics@comcast.net](mailto:apics@comcast.net).



*Joel Sutherland presents to our membership at the February PDM.*

## Welcome New Members!

Chris Asakiewicz	Jane Pinkava
Selena Justini	Amelie Vanier
Tim Olson	Franck Ziaja

## **Resume Writing for Sourcing Careers**

**By Gary W. Capone**

Resume writing for supply chain professionals, particularly in sourcing careers, requires addressing specific challenges and goals that are important to the target employer. By highlighting these topics in your resume, you can stand out from your competition.

Sourcing careers manage the identification of suppliers, the purchasing of materials, and the logistics of purchased materials and components. In our modern global economy, sourcing provides the foundation of many companies. More than any other function, sourcing can change the financial condition and competitiveness of a company quickly.

A number of companies have capitalized on their sourcing expertise to build powerful competitive advantages over their competition. Wal-mart and Dell are both known for the efficiency of their supply chain operations. Slight improvements to the sourcing function can dramatically affect the bottom line performance of a company.

The significance of sourcing roles to the success of an organization makes finding exceptional talent in the sourcing field a critical component of a company's success. During the hiring process, most companies will have specific goals and expectations for the position. To be successful, a job seeker needs to demonstrate an ability to make an impact on these specific goals.

Many job seekers find it difficult to identify the goals of the company and the hiring manager. You may be able to research and determine the priorities, but often this won't be possible. Instead, you need to address the major challenges that are most likely to be priorities based on the industry and company.

There are a number of challenges that are likely to be important within the materials field, including:

- Vendor Identification
- Vendor Qualification
- Quality Monitoring
- Legal and Contract Concerns
- Transportation
- Customs
- Scheduling
- Inventory
- Supply Interruptions
- Issues With Political or Economic Instability

This is a partial list but can give you a starting point for marketing your background. On your resume, you should mention a variety of challenges and goals. It is important to include more than just a list of keywords. Provide details of your experience and accomplishments for each area of expertise. You may choose to emphasize a selection of skills, but try to mention most of them in your resume.

One way to highlight your sourcing skills is to start your resume with an executive summary. The executive summary should include two or three of your most significant accomplishments. This will draw attention to your strongest skills and accomplishments, highlighting a few key elements of your experience. You can then work the remaining elements you want to mention into your resume under your work experience section.

If you show significant experience in the sourcing arena, and mention the key topics that a hiring manager is seeking, you are likely to get a phone screen. You do not need to guess the top priority of the hiring manager and emphasize this in your executive summary. As long as you mention the topic and show significant sourcing

expertise, you should generate sufficient interest to motivate the hiring manager to want to learn more. If you do not focus on a topic critical to the hiring manager, the phone screen will usually explore this topic in detail.

The list of competencies above omits one very common topic. In fact, it is by far the most common topic of accomplishment, and a critical element you need to cover in your resume. The omitted element is your experience with reducing costs. Reducing raw material and transportation costs are one of the biggest opportunities most companies have. Cost reductions through better sourcing can offer the best ROI. An investment of time and some travel costs for a sourcing professional can often yield millions of dollars in savings.

There's an important reason why I omitted cost reductions from the list above. The reduction of cost is the result of an activity. It is not the core activity. For example, picture a sourcing professional that includes this accomplishment on his resume: "reduced the purchasing costs of a key raw material by \$3 million." This is a good accomplishment but doesn't say anything about how the individual achieved this result. Another candidate, with a similar background, lists the same accomplishment, but with additional key details: "Identified two dozen new potential vendors for a key raw material. Assessed and qualified three to be suppliers. Negotiated international contracts with two of these sources, resulting in \$2 million in savings from lower purchase costs and \$1 million in transportation savings."

These could be the same accomplishment, but the second presentation is much more specific and makes a much stronger impact. If the hiring manager is focused on identifying new sources, assessing potential sources or reducing transportation costs, this accomplishment should peak their interest.

Show what you did with the results you achieved. When we assessed resumes in our [resume benchmarking survey](#), we found nearly half of the resumes didn't list any accomplishments. Many of the resumes that did list accomplishments only included cost savings numbers – accomplishments similar to the first example provided above. If you give a detailed presentation of what you did, how you did it and what the results were, your resume will stand out for the vast majority of your competition and your chances of landing an interview will be much higher.

#### **About the Author**

Gary Capone is Vice President of Palladian International, an executive recruiting firm specializing in manufacturing, distribution and defense industries. Palladian also provides career coaching services to job seekers, including resume writing and interview coaching. Gary serves as the President of the Blue Ridge Chapter of APICS. Learn more about Palladian at [www.palladiancr.com](http://www.palladiancr.com)

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## EMPLOYMENT NEWS

### Positions Available

#### **Senior Production Planner-NEW032**

You grew up eating French's mustard. Your mom cleaned with Lysol. Your favorite sweater is washed in Woolite. And, when you have a cold, you take Mucinex.

With 18 Power brands sold in 180 different countries, operations in 60 countries, and net revenues in excess of \$10 billion, Reckitt Benckiser is the \$40 billion company behind the brands that you know and trust. We are in our eighth straight year of delivering above-industry-average growth across all areas and product categories, which shows that our business strategy is working.

Central to everything we do is a uniquely confident, entrepreneurial, can-do culture. It's all about a passionate commitment to teamwork, competing to win in the marketplace and developing and rewarding talent. We are looking for a Sr. Product Planner to join our PARSIPPANY corporate office, with a possible future move to our BELLE MEAD, NJ manufacturing plant.

#### **JOB SUMMARY**

The Sr. Production Planner's primary objective is to maintain customer service and inventory control both in finished goods as well as appropriate raw, packaging & WIP components with a focus on delivering total customer service satisfaction. This position entails production and distribution planning and execution activities for assigned retail and club pack household brands within external manufacturing's co-packers. This position requires daily interaction with Reckitt

Benckiser's planning and control systems and manages the overall product supply chain including frequent communication with assigned co-packers to successfully maximize customer service while minimizing inventory and operating costs.

#### **BASIC QUALIFICATIONS**

- A BS degree in supply chain management, business or related discipline required.
- APICS or related certification also preferred.
- Must have professional experience within the consumer products industry and have a working knowledge of fast moving consumer goods.
- Must have a successful track record of 5- 10 years of proven industry experience in supply chain/materials management functions and activities

Our products have been a part of your life for as long as you can remember. So, when you're considering your future, don't forget Reckitt Benckiser. We are the very successful company behind the brands that you know and trust. To learn more about Reckitt Benckiser please visit: [www.reckittbenckiser.com](http://www.reckittbenckiser.com). Interested candidates must apply online.

Organization: Supply Services  
Job Function: Manufacturing  
Schedule: Full-time  
Primary Location: NAANZ-North America-United States-New Jersey, Parsippany  
Province/State/City: Parsippany, New Jersey

#### **NUMEROUS TEMPORARY POSITIONS AVAILABLE:**

Buyers; Planners; Project Managers; Supply Chain Analysts; Operations Management. In Bergen, Essex, Morris, Middlesex and Somerset counties.

For any of the above positions, please contact:

**Gary Pezzuti**  
**973-875-3300**

**Summit Group**  
**[garyp@nac.net](mailto:garyp@nac.net)**

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 the indicated contacts or to Vice President Employment at [dwohl@apics-westjersey.org](mailto:dwohl@apics-westjersey.org).

To advertise a job opening, please send position overview to Vice President Employment at [dwohl@apics-westjersey.org](mailto:dwohl@apics-westjersey.org).



APRIL 27-29, 2009  
AT  
COURTYARD BOSTON MARLBOROUGH  
75 FELTON ST.  
MARLBOROUGH, MASSACHUSETTS 01752  
PHONE: 1-508-480-0015

## JOIN OTHER SUPPLY CHAIN PROFESSIONALS

For over thirty years, SEMINAR 1 has exposed the Northeastern area to local and national speakers – all Industry Leaders. Past attendees have come to recognize the benefits and value of leading edge technology, education, training, networking, forming strategic alliances, and most importantly, preparation through lessons learned, for the changes that will touch all of our personal and professional lives. That is our Mission and our Passion.

Check our website for additional program information or to register for the conference

[www.Seminar1.org](http://www.Seminar1.org)

Register Now for Education /Solution Providers /Networking /Application of Lessons Learned

30 YEARS OF EDUCATION EXCELLENCE...THE TRADITION CONTINUES

Started as a Regional response to an International Production and Inventory Control Conference, Seminar 1 has been providing area professionals with Industry Experts as Speakers; Keynote Presentations; Solution Providers in the Exposition Hall; Networking and Workshops to assist in the development of individuals and to build a better workforce strengthening the company infra-structure.



## CONGRESS FOR PROGRESS

April 15 - 17, 2009

Sheraton Society Hill Hotel, Philadelphia, PA

[www.cp-apics.org](http://www.cp-apics.org)

Since 1976 Congress for Progress has consistently provided companies with leading edge supply chain management education. In April of 2009, we will continue to raise the bar by making available quality instruction offered to progressive thinking organizations. Adding value and “Listening to the Voice of our Customer” make Congress for Progress the benchmark for supply chain conferences. We challenge individuals and the companies they represent to join us in Philadelphia and make knowledge investment a top priority!

## 2009 Professional Development Meetings

**March 19<sup>th</sup>**

Case Study: Lost Source of a Key Pharmaceutical Ingredient  
*presented by Michael Trocchia, CPIM, Director SCM, Novartis Pharmaceuticals*

**April 16<sup>th</sup>**

Migrating from a Traditional ERP/MRP Approach *presented by Jack Lowry, GE Infrastructure and Aviation*

**May 21<sup>st</sup>**

Win As Much As You Can – A Lesson in Game Theory *presented by Bill Nickle, CIRM, CSCP*

**June 18<sup>th</sup>**

Communicating Metrics *presented by Jeff Bragar, US Pharmaceutical Distribution Centers*



Our Professional Development Meetings are held at the Hanover Manor in East Hanover. Check our web site for more information at [www.apics-westjersey.org](http://www.apics-westjersey.org)

# Chart Your Course to the...



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PLATINUM AWARD in APICS CBAR  
Program

Next PDM March 19, 2009

**Loss of a Key Ingredient**

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*NETWORK & LEARN*

