

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. 3

November, 2006

APICS Professional Development Meeting

Thursday, November 16, 2006

Harnessing the Power of Supply Chain Metrics

Hanover Manor, East Hanover

Alan L. Milliken; CFPIM, CIRM, CSCP

An effective performance measurement process is critical to ensure maximum value- added by and continuous improvement in supply chain management. This is a “How-To” presentation that provides a structured process for the design, implementation, and maintenance of metrics that:

- provide a quantified definition of what is important and how the organization is performing.
- ensure alignment between strategic, tactical, and operational goals & objectives.
- facilitate a cross-functional view of relative importance among individual, team, and functional goals & objectives.
- motivate the organization towards continuous improvement.
- provide a means to link individual and organization performance to reward systems.

The information presented is based on actual case studies at BASF, the world’s leading chemical company. Participants will leave prepared to improve performance measurement at their firm.

Alan Milliken, CFPIM, CIRM, CSCP is a consultant in BASF Corporation’s Business Process Optimization group. He has extensive experience in manufacturing & distribution, supply chain consulting, and as a supply chain educator. He has been published in several supply chain journals and a supply chain textbook. Alan has spoken at several regional and international meetings including APICS International and the IBF Conference on such topics as Demand Planning, e-Business, Sales & Operations Planning, Inventory Management, and Supply Chain Metrics. Recently, Alan served as a Subject Matter Expert on the team that developed the new Certified Supply Chain Professional (CSCP) program for APICS. He also serves on the Board of Directors for the Institute of Business Forecasting and earlier he served as a Subject Matter Expert to develop their Certified Professional Forecaster (CPF) program. Alan has been involved with APICS for over 20 years and currently serves as V.P. of Education for the South Alabama Chapter. He holds a BS degree in engineering from Auburn University and an MBA in management from Clemson University.

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

| | | |
|--------------------|-----------------------------|-----------------------|
| 5:30 – 6:15 | Networking | |
| 6:15 – 6:30 | President’s Welcome | Pete DeCarolis |
| 6:30 – 7:30 | Keynote Presentation | Alan Milliken |
| 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



October was an interesting month for our chapter. Our PDM on the 19th was well received by those who were fortunate enough to attend. The co-sponsored seminar with NNJ facilitated by Bill Walker was attended by 24 now much more learned people thanks to Bill's knowledge sharing experience. The PDM was not as well attended as we hoped and I'd like to ask you what we can do better to make these events more exciting for you. Are we not presenting programs to peak your interest? We are open to suggestions and quite willing to listen. Just drop a note to "president@apics-westjersey.org" and I assure you I will answer. It may not be the answer you want to hear, but at least you'll know you were heard.

At the end of October I attended the International Conference in Orlando, FL. This was my first conference and I was quite impressed with the organization and smoothness that the events and educational sessions, of which there were many, were carried out.

West Jersey Chapter was fortunate enough to have 2 speakers present at the conference. Our past president Jane Biddle and Bill Walker shared their knowledge with a host of appreciative folks. It was my honor, along with Joe Shedlawski and Donna Gioffre, to receive on Don Frank's behalf. Don's was afforded Honorary Lifetime Membership in APICS. He is only the 14th person to have been awarded this honor. Well deserved Don.

On November 17th and 18th Region 2 will be holding its meeting in Mahwah, NJ. We will have representation at this meeting as we do at all region meetings and we'll give you a report next month.

Please see the upcoming event and PDM schedule in this issue and make plans to join us for an evening of educational fun and good food.

Have you registered for the November PDM at which Alan Milliken will share his knowledge to Harness the Power of Supply Chain? If not, do it now.

October has left us and we are rapidly approaching the holiday season. Hope you're all ready for the trauma of the holidays. Before we are deluged with bad advertising and assaulted with ways to spend our hard earned money for gifts no one can live without, let me remind you of a real value in December.

Our PDM for December will be an exciting one. You will be receiving in the mail a postcard describing the night's festivities. Central Jersey and West Jersey chapters will co-host the holiday meeting with the featured speaker being Mike Ford. Mike will be diverting from the normal and offers a challenging presentation. Make plans now to attend on Thursday December 7th at the Hanover Manor in East Hanover. I look forward to greeting you all. See you at the November PDM on the 16th.

Tools for Professional Excellence

Reprinted from *Supply Chain Executive*

By Andrew K. Reese, Editor in Chief

A look at how professional certification is bringing benefits to more than just the individual supply chain executive

Paul Sas took the old-fashioned route to earn his supply chain chops. "I did it the hard way," says Sas, who is district director for supply chain services at Palomar Pomerado Health, a San Diego-based health care system. "I have an undergraduate degree in health administration, a graduate degree in health administration and 30 years of experience." But when it came to giving his supply chain team at Palomar Pomerado the tools they need to be effective in their jobs, Sas elected to send his staff along a different route: professional certification.

Evolving Options

The supply chain field offers a variety of certifications for professionals looking to increase their skill levels and demonstrate their qualifications. And despite — or perhaps because of — changes in the supply management profession, certification continues to be valued in corporate hiring. Peruse such online job databases as CareerBuilder.com or Monster.com and you will find postings advising "APICS Certified Production and Inventory Management (CPIM) certification preferred," "Certified Purchasing Manager (C.P.M.) certification is highly desirable" and "Logistics certification such as Certified Logistics Professional (CLP) required."

The principle purveyors of certification curricula continue to be professional organizations such as APICS the Association for Operations Management, the Institute for Supply Management (ISM), the International Warehouse Logistics Association (IWLA) and similar nonprofit groups. (See sidebar "Certification Resources" for additional organizations offering certification programs.)

With the supply chain field continuing to evolve and grow in strategic value to enterprises, many of the certification organizations have modified their training courses and come out with new designations to reflect the changing times. ISM, for example, announced in February that it will phase in, beginning in 2008, a new Certified Professional in Supply Management (CPSM) designation that would "recognize the expanded education, skills and experience needed to be successful as a supply manager." Elsewhere, in April the American Society of Transportation and Logistics (ASTL) launched its Professional Designation in Logistics and Supply Chain Management (PLS), an entry-level certification for "professionals seeking an understanding of the key strategies for improving customer service and increasing the efficiency of their logistics and supply chain operations."

Education and Validation

The new designations are attracting the interest of supply chain professionals. When APICS announced its Certified Supply Chain Professional (CSCP) designation last November, for instance, it caught the attention of Kris Anderson, a senior business planning consultant with Baxter Planning Systems, an Austin, Texas-based provider of solutions for the services supply chain. *Cont'd pg 3*

Tools cont'd...

According to APICS, "The CSCP program takes a broad view of the field, extending beyond internal operations to encompass all the steps throughout the supply chain — from the supplier, through the company, to the end consumer — and provides you with the knowledge to effectively manage the integration of these activities to maximize a company's value chain."

Anderson has more than 18 years of work in service parts planning, logistics and supply chain under his belt, including at Hewlett-Packard Co. and in the United States Navy Reserve, where he served 19 years of active duty and reserve time before retiring with the rank of commander. He also holds a Bachelor of Science degree in civil engineering from Cornell University and a Master of Science degree in systems management from the University of Southern California. Yet, even with his educational and "real life" credentials, Anderson still saw value in going through the new certification course.

"Even though I have a lot of experience in this field, I viewed the CSCP certification as a way to both challenge myself and to validate my knowledge and expertise," says Anderson of the program, which involves a self-study course combined with a series of workbooks and online Q&A. "The program also gave me the chance to see what the latest thinking was in the industry and to bring my skills up to date," he says. In addition, Anderson believes that the certification will benefit his company. "Going forward, we're going to need to find additional ways to differentiate ourselves, and this certification is one more way that we can do that," he says.

Broadening Perspectives

At Palomar Pomerado, Paul Sas similarly believes that the supply chain training that his staffers are receiving on their way to certification will provide benefits both to the individual team members and to the healthcare system that employs them. Palomar Pomerado provides services to Southern California's Inland North County, covering an 800-square mile area that is the largest hospital district in California. Sas runs a supply chain staff of 38 people supporting the system.

The healthcare industry traditionally has operated something of a unique supply chain. Beyond the large number of manufacturers and suppliers serving the industry, and the broad specifications that supply management staff must take into consideration, the field also is very clinical-driven and more political in nature than might be the case elsewhere, according to Sas. With a largely young staff — including several team members still in college — Sas says that he looked to an external training program in part to help improve the staff's ability to drive hard-dollar savings, but also to expose the staff to supply chain concepts and procurement skills from outside the industry that they could then apply on the job. "I was looking for a program that would supplement their hospital training and introduce them to a broader spectrum of purchasing responsibilities than they would get just in healthcare," he explains.

The staff members that Sas initially wanted to involve in training were already working full-time, so Sas specifically sought an online program that would provide self-paced, flexible courses through the Internet. He looked at several options, including the Certified

Cont'd this page...

Tools... Purchasing Professional (CPP) and Certified Professional Purchasing Manager (CPPM) programs available through the American Purchasing Society, a professional association of buyers and purchasing managers that stakes the claim of being the first organization to establish certification for professionals in the field. Ultimately, however, Sas elected to go with a relatively new certification offered by Next Level Purchasing, a six-year-old company headquartered near Pittsburgh in Moon Township, Pa.

Next Level Purchasing offers a Senior Professional in Supply Management (SPSM) certification program. The program, which costs \$1,149 per student, comprises six online courses, including Mastering Purchasing Fundamentals, Microsoft Excel for Purchasing Professionals, Supply Management Contract Writing, and Microsoft Project for Purchasing Professionals, 14 Purchasing Best Practices and Savings Strategy Development. Upon completion of the coursework, students must pass the online SPSM exam to receive their SPSM certification.

Building Independence

Besides the convenience of the online courses, Sas says that he went with the Next Level Purchasing program because it focused more on giving the students skills to help them act independently. "I really push being independent thinkers," Sas says, "and what Next Level does best is improve their ability to be self-directed."

Next Level Purchasing emphasis on building supply chain professionals' ability to act autonomously stems from the personal outlook of the company's founder and president, Charles Dominick. Himself a C.P.M., Dominick spent most of the 1990s working in, and managing, procurement departments for such organizations as Kurt J. Lesker Co., US Airways and the University of Pittsburgh before putting up his own capital to set up Next Level Purchasing. Based on his experience in the field, Dominick says that he now believes one of the key challenges facing supply management organizations today is that staff members are not being encouraged, or are not acquiring the necessary skills, to be independent actors. As a result, he says, "they are not letting their leaders lead."

Explaining further, Dominick says that he believes it is the job of the procurement leader within an organization to act as the interface between the company's senior management and the rank-and-file, helping to communicate the enterprise's strategic goals to the staff and ensuring that the staff's performance supports those goals. However, all too often, when something goes awry in the supply chain, the staff sends the problem up the chain of command for resolution rather than addressing the issue themselves. "Instead of the buyers or the purchasing agents handling it and coming up with their own solutions, they often get their managers involved to make the phone calls, talk with the suppliers or identify alternate sources of supply," Dominick says. "A lot gets upwardly delegated, and that really detracts from the leaders' ability to focus on what upper management's vision is, communicate that down to the buyer and establish processes that support senior management's decisions."

The first two Palomar Pomerado staff enrolled in the SPSM Certification Program in November 2005 and completed their SPSM certification in July, and additional team members currently are enrolled in the training. *Cont'd page 4*

Tools ... Sas says that eventually he would like to put all his purchasing staff through the program. His department has what Sas describes as "pretty aggressive accountability," but he nevertheless believes that it will take time before the benefits of the certification become evident. He says that he will be looking for benefits brought to the health system's bottom line in the form of hard-dollar savings, but he will also be looking at the "soft savings" that a more self-motivated and self-directed staff will provide. In addition, Sas is counting on the certification to lead to better staff morale and increased retention over the long-term.

Asked whether by providing his staff with additional training and increasing their "market value" as supply chain team members, he might, inadvertently, make these same staff more attractive for other enterprises, Sas says that one of his goals in managing his organization is to ensure that his staff have room to grow within the function so that they can continue to contribute to the health system over the long-term. "I work to provide opportunities here so that people will view it as a place where they can grow," he says. Providing professional training and certification, Sas concludes, is one way to ensure that the staff members continue to grow within Palomar Pomerado rather than taking their on-the-job experience elsewhere.

SIDEBARS

Why Certify?

You and your staff are already running lean, and everyone has plenty to keep them busy. So why seek certification for your staff or yourself? Charles Dominick, founder and president of Next Level Purchasing, which runs the Senior Professional in Supply Management (SPSM) certification program, offers this rationale: "There have been a lot of changes going on in purchasing, and people in purchasing today are doing different things than they did 20 years ago, 10 years ago and even five years ago. Now it's easy to say that I'm qualified because I've been in my job for 20 years, but that's not really an indicator of how skilled I am or how capable I am of delivering great performance. I could be doing the same things that I was doing 20 years ago and doing them just as badly. Certification provides a third-party standard that I am meeting. Certification allows me, as an individual, to know that I am keeping up and that I am meeting those third-party standards. It also gives managers and hiring managers a good understanding of how talented their people are, and it's a way of differentiating two seemingly equal individuals."

APICS Online Buyers' Guide

The APICS Online Buyers' Guide provides a quick and targeted tool that connects you to vendors specializing in all areas of the supply chain.

- Search by location—displays all listings in the area you have chosen
- Search by company—enables users to search by specific company name
- Search by keyword—enables users to input specific keywords to display related results
- Search by categories—search for vendors by a specialization.

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.

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

Title: Better Use of Your Forecasts to Manage Inventories

Date: November 15, 2006

Time: 2:00 p.m. ET

Presenter: Gary Gossard

Register Today

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.

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.

Central Jersey Chapter

Contact Thomas Raimondi, Director of Employment for open positions at www.apics-cjer.org

Northern New Jersey Chapter

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

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Your Career and APICS: A Zero-Defect Effort

By Daniel E. Wohl, CPIM
VP Employment, APICS West Jersey

According to *Purchasing Magazine*, "average compensation of professionals with the APICS CPIM designation is \$97,100; for those not certified, it is \$77,200." Were that the only reason to make APICS a part of your career development and human resource opportunities. In accordance with our mission to give operations management professionals "the competitive advantage," the West Jersey chapter provides free of charge to its members a referral service for those seeking employment and staffing. Companies and recruiters seeking experienced individuals may submit a sketch of positions available including title, location, salary, certifications and experience required, and main responsibilities in 25 words or less. If possible, please send in Excel format to vpstudentchapt@apics-westjersey.org. Anyone in the job market may submit a resume in MS-Word format to the same address. In addition, the APICS Society has access to postings and resumes across the continent at www.apics.org/resources/careercenter.htm. So see what we can do for you. You'll be glad you did!

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

Professional Development Meetings At A Glance

| | | |
|-----------|---|--------------------------------------|
| 11/16/07- | <i>Harnessing the Power of Supply Chain Metrics</i> | -Alan Milliken CFPIM, CIRM, CSCP- |
| 12/7/06- | <i>Life of Abundance</i> | -Michael Ford -Joint Meeting w/CJER |
| 1/18/07- | <i>Forecasting & Planning Global Demand</i> | -Mark Covas |
| 2/17/07- | <i>Hands On RFID Demonstration and Case Study</i> | -Rich Herman -Joint Meeting w/IIE |
| 3/15/07- | TBD-- | |
| 4/19/07- | <i>Forecasting/R.T.I.</i> | -Robert Byrnes (Terra Technology) |
| 5/17/07- | <i>Supply Chain</i> | -Pat Bettini (Oliver White Partner)- |
| 6/21/07- | TBD | -Bill Nickle- |

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

MEMBERSHIP NEWS

As of October we have a member body of 218 members.

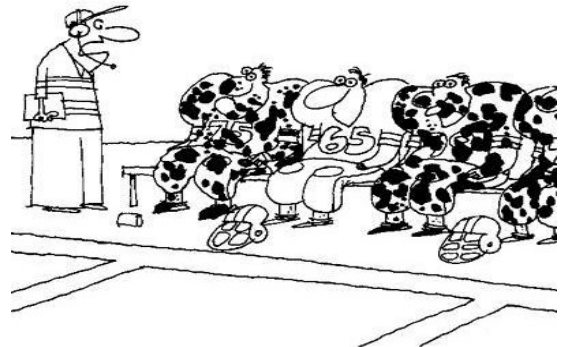
We're looking at ways to increase this registration and are open to suggestions. Please contact either Pete DeCarolis at president@apics-westjersey.org or Debbie Genader at membership@apics-westjersey.org to open a discussion on how we might grow this number.

WELCOME NEW MEMBERS

Yonggang Lian Robert Gregory Victorio Arabe
Daniel Moore Stacie Strang

APICSveraries

| | | | |
|------------------|----|-----------------|----|
| Raymond Mei | 27 | James Gerard | 21 |
| Jeff Simmons | 19 | William Smith | 15 |
| Wayne Weisenbach | 9 | Richard Messler | 8 |
| Jeffrey Roberts | 8 | Robert Houston | 6 |
| Beth Kaniewski | 3 | Alan Kronstadt | 3 |
| Johnna Sucha | 3 | David Buell | 1 |



"I don't want to mention any names, but one of you isn't giving 100% out there."

Study: Women Businesses Beating the Odds
Women businesses are gaining more ground with corporate purchasing managers than the average provider
By Editorial Staff of Supply & Demand Chain Executive Magazine

Washington, DC — November 9, 2006 — Women-owned businesses are beating the industry average of keeping and growing corporate contracts, suggests a recent study commissioned by the Women's Business Enterprise National Council (WBENC), an advocate of women-owned businesses as suppliers to corporations and large government organizations.

The results reveal that 40 percent of WBENC's corporate members increased their spending by at least 10 percent over the last three years with women-owned firms, which is 16 percent above the average provider.

Not only are women businesses gaining more ground, they are losing less when budgets are cut or the supply chain tightens, according to the study conducted by the Center for Women's Business Research. On average, 24.5 percent of corporations decreased their spending with suppliers, but only 14 percent cut contracts with women-owned providers.

"This study shows when the playing field is level women will win because of their talent, dedication and superior customer service." said Linda Denny, Interim president of WBENC. "Our challenge now is helping more women-owned businesses raise financing to expand their scale and grab more market share."

The study indicated that there is competition for those corporate dollars within the community of women-owned firms. According to the study, the bulk of corporations — 59 percent — concentrate their spending with fewer than 200 women-owned businesses. Only 18.9 percent spend with 200 to 499 women-owned businesses and only 21.6 percent with 500 or more.

"This illustrates the highly compressed supply chain for all suppliers, including WBEs. That is why we foster ways to open it up again through second- and third-tier WBE supplier goals for corporations and strategic alliances among WBEs," said Denny.

Other key findings:

- Eighty-two percent of corporations said that global procurement has had no effect or a positive effect on their suppliers who are women-owned businesses
- Seventy-six percent of corporations say their supplier diversity programs are too small
- Eighty-two percent of corporations have supplier diversity advocates in different areas of the company
- Ninety-four percent send supplier diversity representatives to women's business conferences and trade fairs
- Sixty-seven percent of corporations have a budget of \$199,000 or less for the supplier diversity program
- Eighty-one percent of corporations do not discuss their supplier diversity programs in their annual report
- Forty-five percent of CEOs are involved in setting and communicating diversity policies and goals

Seventy-seven WBENC corporate members participated in the online survey programmed and administered by the Center for Women's Business Research.

Yogi Berra says :

If this was easy it wouldn't be so hard.

Ninety percent of all mental errors are in your head.

West Jersey APICS & Central Jersey APICS
Co-sponsored

Holiday Dinner Meeting Celebration
Thursday, December 7, 2006

A Life of Abundance
presented by Michael D. Ford; CPIM, CSCP

Many people see their work, their lives and the entire world as viewed from both ends of the following spectrum:

SCARCITY <-----> ABUNDANCE

This is not just a glass half-full or half-empty approach, but rather, recognition that there is *more than enough* available. There's an awesome array of possibilities for all of us—so much that there's no reason to ever use language which negates those possibilities. What would happen if, when we expressed our vision of the future, we consistently used the word "AND" followed by the ways we'll make it happen, instead of the word "BUT" connected to the idea's unlikely success?

Living life with this kind of enthusiasm needs references, resources, and tools, which we can all carry with us 24/7. Come and see how simple (yet profound) they are and the amazing amount of power to choose your own direction that each of us holds within us!

This will truly be an INSPIRING, INSIGHTFUL and EVENTFUL evening!!!

Michael D. Ford, is Principal of TQM Works Consulting. He provides innovative solutions based on 20 years of experience in retail, distribution, manufacturing, and consulting. His work history includes software implementation, business planning, inventory control, distribution planning and corporate training. He has presented at over 50 industry events to local, regional and international audiences throughout the U.S. and Canada.

Location: Hanover Manor,
East Hanover, NJ
Registration: 5:30pm **Speaker:** 6:30 p.m.
Cost: \$45.00

For directions/map or to register:

<http://www.apics-westjersey.org>



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Next PDM November 16, 2006

Harnessing the Power of Supply Chain Metrics
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