



TOP MANAGEMENT NIGHT Wednesday, April 15, 2015

Smart Metrics for Today's Complex Supply Chains

In most companies, it's next to impossible for a local manager to make a connection between his or her actions today and the effect those actions will have on ROI. This has led companies to create a significant number (hundreds or more) of tactical and local measures to focus and direct people's daily actions. Companies fail to grasp the realities when they apply a whole system rule to a local resource or area.

In today's globally competitive environment, new decision-making tools are required to monitor, measure, and improve the business based on the reality that it's a complex adaptive system. A demand driven information system is designed to plan, execute, and focus/prioritize improvement using a visible, real-time feedback loop focused on the flow to and through strategic control points and decoupling points. Smart metrics are designed to align all with the system view and strategy and keep coherence.

This presentation will discuss how companies are transforming their operations and their bottom lines to fit the complex and volatile circumstances of today's manufacturing and supply chain landscape.

About the Presenter

Carol Ptak, CFPIM, CIRM, Jonah, CDDP

Carol Ptak is currently a partner with the Demand Driven Institute, and was most recently at Pacific Lutheran University as a Visiting Professor and Distinguished Executive in Residence. Previously, she was vice president and global industry executive for manufacturing and distribution industries at PeopleSoft where she developed the concept of demand driven manufacturing (DDM). Ms. Ptak spent four years at IBM culminating in the position of SMB segment executive. Carol is a past president of APICS national.



TMN Event Information

Date:	Wednesday, April 15, 2015
Location:	Salvatore's Italian Gardens, 6461 Transit Road, Depew, NY 14043
Time:	5:00-6:00 pm....Registration, Hors D'oeuvre, Cash Bar, & Networking 6:00-7:00 pm....Dinner 7:00-8:00 pm....Program
Cost:	\$42.00 Members & Guests; \$35.00 Full-Time Students
Meal:	Deluxe Buffet: salad, fresh fruit, olive salad, green beans, carrots, mashed potato, penne pasta with marina sauce, meatballs, chicken francaise, turkey with gravy, top round of beef, bread & butter, dessert
Register:	Online at http://www.apics-buffalo.com or call APICS at PPM OffiCenter (716) 648-0972
Notes:	Reservations requested by Monday, April 13 but will be accepted later. Cancellations and no-shows after April 14 will be billed.

Companies may reserve tables of 10 in advance. Make checks payable to: APICS Buffalo, PO Box 888, Hamburg, NY 14075

** Consider sponsoring a student(s) at \$35.00 each for this event. We appreciate your continued support!



APICS - Buffalo Chapter #21
 PO Box 888 • Hamburg, NY 14075-0888
 Phone (716) 648-0972 • Fax (716) 646-1599
 Website: www.apics-buffalo.com

APICS-Buffalo's Board of Directors 2014-2015

PRESIDENT:

Matt Bartels, CPIM
 Rich Products Corp.
 1 Robert Rich Way
 Buffalo, NY 14213
 (716) 878-8963
 mbartels@rich.com

VICE PRESIDENT:

Jeffrey Ball, CSCP, CPIM
 Aurubis Buffalo, Inc.
 PO Box 981, Buffalo, NY 14240
 (716) 912-7801
 j.ball@aurubis.com

TREASURER:

Patrick J. Clancy, CPA & CFE
 Freed Maxick & Battaglia
 420 Main St., Buffalo, NY 14202
 (716) 847-2651
 patrick.clancy@freedmaxick.com

ASSISTANT TREASURER:

Darren Jurewicz
 Freed Maxick & Battaglia
 darren.jurewicz@freedmaxick.com

SECRETARY:

Donna McGrew
 Harlequin Distribution Center
 3010 Walden Ave.
 Depew, NY 14043
 (716) 685-1146
 mcgrew4758@roadrunner.com

PROGRAM DIRECTOR :

Donna Becker
 Rich Products Corp.
 1 Robert Rich Way
 Buffalo, NY 14213
 (716) 878-8912
 dbecker@rich.com

SPECIAL PROJECTS/PROGRAMS :

Bill Helfrich
 80 Southwick Dr.
 Orchard Park, NY 14127
 (716) 662-7927
 bh7831@aol.com

MEMBERSHIP DIRECTOR:

Michael Gebera
 Tapecon Inc.
 701 Seneca St.
 Buffalo, NY 14210
 (716) 854-2409
 michaelg@tapecon.com

WEBSITE DIRECTOR:

John Neureuter, CPIM, CIRM
 Lactalis American Group
 2376 South Park Ave.
 Buffalo, NY 14220
 (716) 823-6262, ext. 1274
 john.neureuter@roadrunner.com

STUDENT CHAPTER DIRECTOR:

Melissa Ruggiero
 SUNY at Buffalo
 308 Alfiero Ctr., Buffalo, NY 14260
 (716) 645-3232
 mrugg@buffalo.edu

EDUCATION DIRECTOR:

Jeremy Ballaro, CSCP
 Buffalo Games, Inc.
 220 James E. Casey Dr.
 Buffalo, NY 14206
 (716) 464-5263
 jballaro@buffalogames.com

PLACEMENT DIRECTOR:

Mike Draper, CPIM
 3M Company
 305 Sawyer Ave.
 Tonawanda, NY 14150
 (716) 740-1208
 mdraper1@mmm.com

MARKETING CO-DIRECTOR:

Kimberly Frew, C.P.M.
 Zodiac Aerospace
 225 Erie St
 Lancaster, NY 14086
 (716) 686-1608
 kimberly.frew@zodiac aerospace.com

MARKETING CO-DIRECTOR :

Al Testa
 Rich Products Corp.
 1 Robert Rich Way
 Buffalo, NY 14213
 (716) 878-8498
 atesta@rich.com

SPECIAL PROJECTS/BYLAWS:

John Blest
 Daemen College
 4380 Main St.
 Amherst, NY 14226
 (716) 545-1008
 jblest@daemen.edu

DIRECTORS-AT-LARGE:

Christine DelPrince
 New Era Cap
 (716) 604-9000
 christine.delprince@neweracap.com

David Boyce
 davboyce@gmail.com

ASSOCIATES:

NORTHEAST DISTRICT MANAGER :

Joost Vles, CPIM, CSCP
 Moog, Inc.
 Seneca & Jamison Rds.
 E. Aurora, NY 14052
 (716) 870-1000
 joost.vles.apics@gmail.com

ADMINISTRATOR:

Nancy Boyd Haley
 PPM Business Services
 PO Box 888
 Hamburg, NY 14075-0888
 (716) 648-0972
 ppmb@roadrunner.com

President's Message



Happy Spring Buffalo Chapter! I am trying to be positive on the less than warm temperatures we have experienced so far this spring. I have heard from many that this is the longest winter that they have experienced that they can remember. Sometimes life can have periods of stress or disappointment that seem to go on forever. Whenever I have stretches like this I try to remind myself that "this too shall pass." So keep your heads up the "real" spring is almost here and I think we will have a great summer.

In March, Staub Manufacturing, based in Hamburg, hosted a group of 25 APICS members for a tour. To say that everyone was impressed would be an understatement. Staub were not only excellent hosts but they also showed us how they run "lights out" manufacturing daily. Staub is a great example of the entrepreneur spirit that is alive and well in Buffalo. I personally have never been in a cleaner or more well run facility. Hopefully Staub will host APICS again in the future as they continue to invest and grow their business.

Next week we have the honor of having Carol Ptak for Top Management night. It will be a great night for networking, food, and even some giveaways. I look forward to seeing each of you there! Carol will also be conducting a workshop on Thursday and Friday enabling participants to become a Certified Demand Driven Planners (CDDP). Details can be found on our website.

The new website is almost ready for launch. Final testing is happening now and we hope to have the site up by May 1. I want to thank John Neureuter for all his hard work getting the website launched.

We are still looking for volunteers to help with the golf outing on August 5. This is a fun way to get engaged in the chapter. If you have interest in helping please reach out to anyone on the BOD.

Again this month, I challenge each of you to bring another person to an APICS meeting. The challenge still stands; if we all work on this together we can have a positive impact on the people around us that have had the opportunity to experience APICS.

Yours in APICS,
 Matt Bartels, CPIM
 President APICS Buffalo Chapter



Mission Statement: To be the number one resource for Operations and Supply Chain Management education in WNY.
Vision Statement: To develop leaders and inspire individuals and organizations to pursue excellence through lifelong learning and career advancement in the field of Operations and Supply Chain Management.

STUDENT CHAPTER REPORTS



Canisius College Chapter

We've been working on plans for a case competition between business clubs at Canisius. We're also beginning the renewal process both for the parent chapter and for the school. Otherwise it's been a pretty low key month here at Canisius!

Submitted by Christine Dombrowski
Canisius College BS Marketing
President, Canisius APICS

University at Buffalo

We had John Fridmann from New Era Cap come in as our featured speaker this month. It is great to learn the collaborative effort of sales, operations, demand management team at New Era Cap with vendors and how such effort contribute to order fulfillment and customer satisfaction.

More exciting news is that we have 13 teams registered for the 2015 UB SCOM Case Competition. Even though this is our first year hosting the event, we have successfully drawn the attention of students at the School of Management. Students participating in the case competition will receive the assigned case on April 7. An abstract is due for each team on April 10 and the final presentation will be held on April 17. We have received great support from UB SCOM Advisor – Professor Ju Ru, as well as UB School of Management faculty and staff. It would be a great opportunity for students at the School of Management to showcase their analytical skills and supply chain knowledge.

Submitted by An-Chieh Teng
UB MBA Class of 2015

Business Development Dir., Buffalo MBA Consulting Group
VP of External Relations at Supply Chain & Operations Club

JOB POSTINGS



The APICS Placement director reports that the following opportunities are available locally.

Please visit our website for more information.

Senior Planning Analyst	posted 3/19/2015
Director of Supply Chain	posted 3/24/2015
Supply Chain Manager	posted 3/24/2015
Material Control Lead	posted 4/1/2015

If your company would like to advertise an opening, please contact Michael Draper at (716) 609-2196 or email mdraper1@mmm.com for more information.

Scholarship Available to APICS Buffalo Members & Family



This year APICS-Buffalo will be awarding \$500 in scholarships for eligible members and their families. Two scholarships valued at \$250 each will be awarded to qualified applicants enrolled in a Fall 2015 degree program.

- ◆ One scholarship worth \$250 is open to registered members enrolled in a full-time or part-time Undergraduate or Graduate degree program.
- ◆ One scholarship worth \$250 is open to a registered member's immediate family (spouse, daughter, son, step-son, step-daughter), enrolled in a full-time Undergraduate or Graduate degree program.

The APICS Buffalo Scholarship committee will select successful recipients solely on the basis of information provided with the application such as scholastic ability, community activities, career plans and essay. The committee will not have access to the names of the applicants.

Applications must be sent to arrive by mail postmarked no later than April 30, 2015.

Applications and additional important details regarding the program and eligibility can be found on our website at www.apics-buffalo.com. If you are experiencing any difficulty accessing the website, call our office at (716) 648-0972.

The Buffalo Chapter honors its members by holding the Level of "Platinum"

What is Platinum? And what does it mean? Every APICS chapter is required to submit an extensive report annually to be evaluated on how we are doing in meeting APICS standards in enhancing growth, chapter development and value-added activities to better serve our members, community and end users.



How are we judged? Each chapter is evaluated annually on the following categories: Customer Expectations & Marketing, Communications, Professional Development Events, Education, APICS Participation, Membership, Chapter Management and Financial Responsibility.

Is Platinum good? Yes, Platinum is great! This level is achieved by reaching & maintaining the highest possible point total for 5 years consecutively.

What it means to you as a member: You are getting value for your dues; the best when measured against criteria set for chapter performance.

I am proud to be a member of an award winning team which holds the "Platinum Level" Seal of Excellence! Kudos to our members, volunteers, and Board of Directors who contribute their time and talent to APICS.

Kimberly Frew, Marketing Chair

THE UN-COMFORT ZONE with Robert Wilson

Create a Spark - Do Something Different



Last Spring my dog, Buddy, started chasing chipmunks. They would quickly escape into one of their holes in the ground, where he would dig for a few minutes, then give up. One day, a chipmunk ran into the mouth of the corrugated plastic pipe that carries excess rain water away from my backyard. Unlike the extensive tunnels with multiple exits of the ground squirrel's burrow, this pipe had only one way out. The rodent was safe, but trapped. Nevertheless, Buddy was determined to get him. By the time I noticed, he had dug up 20 feet of pipe which had been buried several inches underground.

The pipes were ruined, as was a good section of my landscaping. It took me, and my sons, nearly a day to repair. Not wanting a repeat occurrence, I needed a way to seal off the exit hole of the pipe that would block chipmunks, but not water.

As I looked at the open end of the pipe, I thought I could use something like chicken wire to wrap over the end. Then I remembered something I learned while installing gutters on my house. I have a lot of trees, so I get a lot of leaves in my gutter. I have gutter guards, but they can't keep out all the debris. For extra protection, I was advised to install a downspout strainer which is an upside-down metal basket, shaped like a light bulb, that you insert into the top hole of the downspout inside the gutter. I had an idea that one of those might be the perfect answer for my chipmunk (er, dog) problem. With a little manipulation, it was. The downspout strainer is now a ground squirrel gate.

I'm sharing this story of a simple solution to illustrate an important component of innovation. Creative-thinkers have a number of characteristics in common. They have a strong sense of self-efficacy; and they are willing to take risks. Neither of these matter, however, if one other characteristic is missing: they must be open-minded to new experiences.

You see, we generate ideas to solve problems, and most new ideas come from combining or synthesizing two or more existing ideas. Which means that before you can come up with a new idea, you must have a vast and diverse amount of knowledge from which you can draw. And, to acquire all that knowledge, you need to experience many different things. Or as Albert Einstein put it, "The only source of knowledge is experience."

Every time you have a new experience, you generate new information and data that you store in your brain. Each new experience literally opens new neural pathways - electrical connections - between the brain cells. In order to be creative, one needs a lexicon of experiences to look up. While we acquire most of our knowledge from reading (which is experience), there is nothing like the act of "doing" that embeds the knowledge deeper and more securely into our brains.

If you have a sense of adventure, then you are already on the road to becoming an innovator. There is always some level of risk in trying something new. At a minimum, you may not enjoy it. Perhaps we fear, what C.S. Lewis noted in this quote, "Experience is the most brutal of teachers. But, you learn, by God, you learn."

In addition to building your store of knowledge there are many additional benefits to trying new things. One is that it will build your confidence, because every time you take the risk of trying something new you get a little more comfortable with your fear of the unknown. Benjamin Franklin understood this fear when he said, "Experience is the worst teacher. It always gives the test first and the instruction afterward."

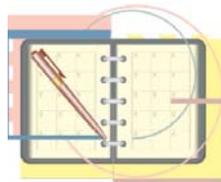
Another benefit is that trying something new may challenge your beliefs. While changing your beliefs is not necessarily a goal of the creative-thinking techniques I teach, getting you to view them from a different perspective is.

Frequently, when I'm invited to speak to an organization on creative-thinking and innovation, someone will come up to me and ask, "Are you going to give us lots of ideas today?" My answer is, "No, because I'm not an

expert in your industry, and I don't have the wealth of knowledge about your business that you do. Instead of giving you ideas, I will give you techniques that will enable you to generate ideas of your own. I will show you how to get a different perspective on what you already know, and with that perhaps you will come up with a new way of doing things that will make your company more productive and profitable."

Gaining new experience can be as simple as taking a new route to work, or listening to a new type of music on the radio while you drive. In an earlier article for this column, titled Change Please, I share a number of ways one can acclimate themselves to trying new things. Make sure you are continuing to build your store of knowledge by exposing yourself to new stimuli daily.

Robert Evans Wilson, Jr. is an author, humorist and innovation consultant. He works with companies that want to be more competitive and with people who want to think like innovators. Robert is also the author of the inspirational book: Wisdom in the Weirdest Places. For more information on Robert, please visit www.jumpstartyourmeeting.com.



Calendar of APICS Events

Top Management Night
Wednesday, April 15, 2015

Speaker: Carol A. Ptak, CFPIM, CIRM, Jonah, PMP

CDDP Training Workshop
April 16-17, 2015

Plant Tour
Wednesday, May 20, 2015

BNPA Charity Golf Outing
Wednesday, August 5, 2015

* Tentative Dates



Welcome New Members!

Jamie Williams - SweetWorks Confections

Jacqueline Ruminski - Moog Inc.

- Donna McGrew, Secretary

APICS Board of Directors Meeting Schedule*



- ♦ Wed., May 6, 2015 - Rich Products
- ♦ Fri., June 5, 2015 - Transition Meeting & Bison's Game

* Tentative Dates