

Both Sides of Interviewing...How to Make it Work for You!

Professional Development Meeting Joint Meeting with ISM-Buffalo Wednesday, January 16, 2019

This session will clearly identify the specific objectives of the candidate and hiring authority that becomes the foundation of a mutually fulfilling partnership.

"Hiring managers care about whatever problem they've got that's annoying and expensive enough to justify spending precious salary dollars to fix it. That's all they care about, and that's all they should care about." -- Liz Ryan - Human Workplace

Take-Aways:

- Who wants what
- Each side's risks
- Resumes & Job Descriptions
- Interviewing perspectives
- Do's & Don'ts
- Follow up

Who Should Attend:

- Those who will sit for their annual review
- Employees seeking promotions and / or management positions
- Managers / Staff who screen or conduct interviews
- Anyone involved in training / instruction / education
- Managers performing employee reviews
- Project Managers / Team Leaders
- Students / Practitioners seeking to chart a career path

NOTE: THIS PRESENTATION CONTAINS NO SOLICITATION MATERIALS



About the Presenter:

**Gary Pezzuti, Placement Professional
Central, North & West Jersey APICS Chapters**

Gary Pezzuti of Summit Group has spent the past 40+ years as a Placement Professional serving most of the manufacturing sector and specializing in "Contingency Search" and "Interim Professionals". He has observed evolutionary changes in hiring procedures as well as the emergence of numerous "magical marketing techniques". And while there are no magic pills, Gary has developed an efficient method of teaching candidates more effective 'real life' presentation techniques... satisfying the desires of the candidates as well as fulfilling the requirements of the position and the expectations of the hiring authorities.

In addition, Gary has been a member of APICS since 1981; presently serves as Treasurer for Central Jersey APICS, Secretary for West Jersey APICS and Treasurer for North Jersey APICS. He is Past President of the Board of Unity Church of NYC, Treasurer of The Eric Butterworth Foundation and Adjutant for the Military Order of the Purple Heart - Chapter 202.

PDM Event Information

Date: Wednesday, January 16, 2019

Location: Joseph's Country Manor & Grove, 271 Columbia Ave., Depew, NY 14043

Time: 5:00-5:30 pm.....Registration, Cash Bar, Networking
5:30-8:30 pm.....Announcements, Dinner, Presentation (Presentation content is 1.75 minutes)

Cost: \$30 Members & Guests; \$20.00 Full-Time Students, Members not in the Workforce or Retired

Buffet: Chef Salad, Fresh Fruit Salad, Rolls & Butter, Chicken Cacciatore, Roast Pork Loin w/BBQ Glaze, Gourmet Mac & Cheese, Lebanese Rice, Pacific Blend Vegetables, Orange Sherbet

Register: Online at www.apics-buffalo.org or call APICS at PPM OffiCenter (716) 648-0973

Notes: Reservations requested by 1/10 but may be accepted later pending space availability.

Cancellation Policy: Please call APICS at (716) 648-0972 by 2:00 p.m. of the day prior to the scheduled event to notify us of any changes or cancellations. Cancellations after this time are subject to billing if a replacement cannot be found.



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President's Message



Welcome to 2019. With a new year comes declarations of change and opportunity to improve. It brings hope and enthusiasm to what lies ahead. This year should be no different and I wholeheartedly encourage everyone to work on efforts that can make you happier, healthier and overall more satisfied.

Last year we heard a lot about the upcoming change to the APICS and the inception of the ASCM brand. 2019 is set to be a great year with a lot of very exciting things.

As a quick look back, December saw our annual holiday party and gave us a chance to connect and have some fun with the members that make our chapter what it is. While a celebration is great, our appreciation is not restricted to just one day.

This month I would like to close with somewhat of a personal story. APICS and the APICS family has been great to me. I have found them to be a sounding board when I had a question, a source of inspiration when I struggled and a support structure when that was needed. That in addition to a world class body of knowledge and training program.....

Over the past several months our industry has seen some shake ups and some of us making career/company changes. I was one of those individuals starting on a new journey. While the change was unsettling (people as much as they can say they like change, really don't) APICS was a great source of networking and support. Being able to talk with others about the what was occurring and how they might have dealt with it was invaluable.

My intent is not to shine light on the change but the powerful tool and team of supply chain professionals at your disposal. Every year I speak at the University at Buffalo to a group of outgoing undergrads. Each year, so many are surprised to learn how much more APICS can offer than just a world class certification. My message is simple, leverage APICS and the network around you.

Thank you for everything you do to keep the Buffalo chapter strong!

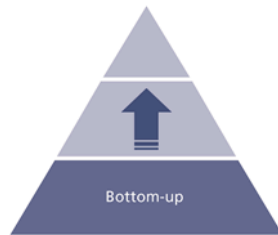
Yours truly,

Albert Testa, CPIM
 President, APICS Buffalo Chapter

THE UN-COMFORT ZONE with Robert Wilson

Bottom-Up Innovation Starts With Top-Down Commitment

**A culture of innovation only works
when everyone is included.**



A few weeks ago my son shared a story with me that was just the sort of case study I was seeking for an article on bottom-up innovation.

The chronicle was about a major toothpaste company that had a problem with their factory. It seems that a number of boxes were being shipped without a tube of toothpaste in them. Retailers were complaining, and word got back to the CEO. He ordered the maintenance department to investigate the trouble.

The mechanics couldn't find a specific problem in the production line and recommended the company outsource it to an engineering consulting firm. The consultants studied the factory and came back with a solution. They would install a computerized measuring system that would employ a precision digital scale to detect underweight boxes. Upon finding one, the computer would automatically shut down the production line, and sound an alarm bell with flashing lights. A factory worker would then remove the empty box from the scale then press a button to restart the line. All told, it took six months and eight million dollars.

One of the new benefits of the system was that it generated a daily report that was delivered to the executive office. The results were everything they had hoped for; after the scales were installed there were no more empty boxes shipped to the stores.

After several weeks had passed, the CEO decided to review some of the daily reports. He saw that after three weeks the electronic scales were not detecting any empty boxes. They should have been catching several dozen a day. He sent his quality control department to look into it and they returned stating that indeed all the boxes on the conveyor belt that passed over the scales were full.

The perplexed CEO could not accept that a chronic problem of empty boxes had simply disappeared, and decided to go see for himself. When he got to the section of the factory line with the new scale, he noticed that a few feet ahead of it was a \$20 desk fan blowing the empty boxes off the conveyor belt into a bin. When he inquired about it, one of the factory workers admitted it was his idea because he got tired of being frequently interrupted from his work just to go over and restart the line every time the alarm went off.

Of course the conclusion I want you to draw is obvious: if the company had consulted the factory line workers first they could have saved millions of dollars. A consultant's motivation may be to make more money from a complex solution. A common sense solution, a low-tech "simple solution" is more likely to come from someone who is closer to the problem on

a daily basis. The question is how do companies go about getting ideas from their everyday employees? I'll respond to that in a moment.

First I want to note that I diligently sought the origin of the above story and the name of the toothpaste company, but all I could dig up was Snopes reporting that it is a legend. Nevertheless, it still has verisimilitude because there are many stories like it. Sometimes the downline suggestion or idea is appreciated, but many times it isn't.

Here's one that was reported on Reddit.com in 2014 by kaosChild: "I worked at an aluminum products company while I was a student on part of a machine production line. The machines jam fairly frequently and in order to stop it on this particular day I found a way to take a 4"x4" piece of cardboard to a belt that made the machine run perfectly. My supervisor came after several hours and got mad at me when she saw the mod and took it out. The machine promptly went back to jamming every 3 minutes, but policy was that people can't do that sort of thing. I understand some people might come up with bad mod ideas, but when the machine jams it spits out aluminum shards that do occasionally end up in the product. My production went down, my quality went down, the amount of unjamming I had to do went up."

Here are two stories where the ideas were valued: the Swan Vesta match company was looking for a way to save money, when a frontline employee suggested that they remove the striker strip from one side of the matchbox. The idea was implemented and millions of dollars were saved. At the El Cortez hotel in San Diego, originally built in the 1920s, a bell boy during the 1950s suggested they add an elevator to the outside of the building. The idea was applied and the hotel built the world's first glass-walled exterior elevator which immediately became a sensational attraction.

Unfortunately, at many companies ideas and suggestions get shot down, ignored, or worse - punished! Yet those same companies claim they want new ideas that will improve the bottom-line. And, in today's competitive world marketplace - all companies need new ideas. The problem is overcoming red tape, regulation, and control; and as is often the case: the bigger the company - the bigger the bureaucracy! The solution is creating a culture of innovation.

In order for a culture of innovation to succeed, employees - all down the line - must believe that the company appreciates their intelligence, resourcefulness, and creativity. They also must believe that the company wants and values their ideas. Without these factors a company will not be able to generate the stream of ideas they need to stay competitive.

In addition, there needs to be a system for suggesting ideas, along with a system for testing and implementing them. The system also needs to acknowledge and reward those suggestions - even if they are not accepted or utilized. Employees are motivated to contribute their insights if they see that their ideas are taken seriously. If they are not, then the flow of ideas will stop. People naturally seek out ways to save time and materials, as well as other efficiencies, and if encouraged they will share these observations with management.

Toyota is a good example of a company with a successful culture of innovation. The average Toyota employee makes over 100 improvement suggestions every year. With thousands of employees that adds up to millions of ideas that have made Toyota one of the most successful automobile manufacturers in the world.

Amazon will reward its employees for an idea - even if it fails - if they have put time and effort into developing the idea. Now that's a concept that has driven Amazon's explosive growth.

In order to generate bottom-up innovation, there must be a top-down commitment from a company's management to maintain a culture of innovation. Without the commitment, it just won't work.

Robert Evans Wilson, Jr. is an author, humorist/speaker and innovation consultant. He works with companies that want to be more competitive and with people who want to think like innovators. Robert is the author of ...and Never Coming Back, a psychological thriller-novel about a motion picture director; The Annoying Ghost Kid, a humorous children's book about dealing with a bully; and the inspirational book: Wisdom in the Weirdest Places. For more information on Robert, please visit www.jumpstartyourmeeting.com.

- Share your career stories with UB & Canisius students

- Join us for dinner & increase your company brand to potential interns and full time candidates

APICS Career Roundtable
 Tuesday, March 6, 2018 | 6 p.m. - 8:30 p.m.
 Canisius College Science Hall Commons
 Contact Melissa Ruiggiero to participate
mruigg@buffalo.edu

APICS
 Buffalo Chapter

Calendar of APICS Events



PDM - Professional Development Meeting
 Joint meeting with ISM-Buffalo
Wednesday, January 16, 2019
 Place: Joseph's Country Manor & Grove

PDM - Professional Development Meeting
Wednesday, February 13, 2019
 TBD

CPIM Part 1 (New Format*)
Mondays, February 25, 2019 - 10 weeks
 * Previously known as Basics of Supply Chain Management
See website for class details & registration

CPIM Part 2
Mondays, March 4, 2019 - 10 weeks

Student Career Roundtable
Wednesday, March 6, 2019

PDM - Professional Development Meeting
Wednesday, March 20, 2019
 Place: Salvatore's Italian Gardens
 Speaker: Debra Hansford
 Topic: "Optimal Inventory Levels"

PDM - Professional Development Meeting
Wednesday, April 10, 2019
 Place: Salvatore's Italian Gardens
 Speaker: Maryann Ross
 Topic: "How to 5S Any Workplace"



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.

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For updates on PDM meetings, educational offerings, and networking opportunities.