

## Optimized Office Operations

**Professional Development Meeting**  
Joint Meeting with ISM  
**Wednesday, October 9, 2019**

Lean methods have high impact in manufacturing, but it's a bit tougher to apply in offices. We'll discuss a methodology that uses the most applicable Lean tools and leaves the rest behind.

Take a quick assessment to see where you are today. You may be surprised to see what opportunities you've left on the table.

Tour a one-page capacity model that displays all your operational levers in a way that makes it easy to see together, know together, and act together.  
Then learn key steps to transform your office operation by identifying opportunities, improving processes, and creating a high performing team.

### About the Presenter: Lisa Scolnick



As a facilitator, trainer, and coach, Lisa Scolnick has spent 29 years helping companies redesign processes to achieve Operational Excellence and increased productivity. She is the Founder and CEO of LisaScolnick.com. Her primary methods include Lean Manufacturing and Certified High Performance Coaching™.

Having worked in a broad range of industries and offices, Lisa has the expertise and confidence to achieve results in even the most complex and unique applications. She works at both strategic and tactical levels, quickly seeing the opportunities, connecting the dots, engaging the people, and painting a picture that all levels of the organization can embrace.

Lisa earned her Master of Business Administration (1997) and Bachelor of Science in Industrial Engineering (1990) degrees from the State University of New York at Buffalo. Lisa is a Certified High Performance Coach™ through the High Performance Institute, Certified Six Sigma Black Belt, and a Certified Workplace Big Five Personality Profile™ consultant.

### PDM Event Information

**Date:** Wednesday, October 9, 2019

**Location:** Schnitzel & Co., 9210 Transit Road, E. Amherst, NY 14051

**Time:** 5:00-6:00 pm.....Registration, Cash Bar, Networking  
6:00-8:15 pm.....Announcements, Dinner, Presentation

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

**Oktoberfest Buffet:** House Salad, Pretzel Bread and Marble Rye Bread with Honey Butter, Sausage Platter: Mettwurst, Hurliwurst, Spaetzles, Potato Pancakes, Sweet & Sour Purple Cabbage, Jaeger Schnitzel, Faschnauts

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

**Notes:** Reservations requested by 10/4 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.



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

**APICS-Buffalo's Board of Directors 2019-2020**

**PRESIDENT:**

Al Testa, CPIM  
 480 Meadow Drive  
 N. Tonawanda, NY 14120  
 (716) 425-4670  
 alberttesta5@gmail.com

**VICE PRESIDENT:**

Jeffrey Ball, CSCP, CPIM  
 Panasonic Eco Solutions Solar NY  
 1339 South Park Avenue  
 Buffalo, NY 14220  
 (716) 912-7801  
 jball716@gmail.com

**TREASURER:**

Joseph Smidt  
 Freed Maxick CPAs, P.C.  
 424 Main St., Suite 800  
 Buffalo, NY 14202  
 (716) 847-2722  
 joseph.smidt@freedmaxick.com

**SECRETARY:**

Marcus Bennefield  
 Cobham Mission Systems  
 10 Cobham Drive  
 Orchard Park, NY 14127  
 (716) 667-6396  
 marcus.bennefield@cobham.com

**PROGRAM DIRECTOR :**

Barbara Walters  
 Cobham Mission Systems  
 10 Cobham Drive  
 Orchard Park, NY 14127  
 (716) 667-6444  
 barbara.walters@cobham.com

**WEBSITE DIRECTOR:**

John Neureuter, CPIM, CIRM  
 Cobham Mission Systems  
 10 Cobham Drive  
 Orchard Park, NY 14127  
 (716) 667-6513  
 john.neureuter@cobham.com

**STUDENT CHAPTER DIRECTOR:**

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

**PLACEMENT DIRECTOR:**

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

**DIRECTOR FOR EDUCATION:**

Matt Bartels, CPIM  
 Thermo Fisher Scientific  
 3175 Staley Rd.  
 Grand Island, NY 14072  
 education@apics-buffalo.org

**MARKETING**

Kimberly Frew, CSCP, CPSM, CLTD  
 32 Eastwood Parkway  
 Depew, NY 14043  
 (716) 812-5024  
 kimsmithfrew@aol.com

**SPECIAL PROJECTS/PROGRAMS :**

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

**MEMBERSHIP:**

Open

**BOARD:**

Vilona Trachtenberg  
 vilonat@gmail.com

Michael Gebera  
 Tapecon Inc.  
 701 Seneca St.  
 Buffalo, NY 14210  
 (716) 432-0686  
 michaelg@tapecon.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  
 Office (716) 648-0972  
 Cell (716) 481-3528  
 ppmb@roadrunner.com

**Affiliated with**



# President's Message



Welcome back for the start of another great APICS year!

Summer feels like it just started and now it's time to start thinking about cooler weather and getting the sweaters back out. If you are like me, you couldn't help but to notice the attention paid to the supply chain on the national stage over recent months. How it functioned, where product was coming from and sustainability. While I cant say I agreed with everything said, it was a great reminder to the importance of the work we all do every day as well as the constraints we face, flexibility we must provide and ultimately the solutions that are developed.

Moving forward into the new APICS year, we look forward to another year filled with exceptional speakers and exciting PDM's. This year will be no exception. Our programs team has an incredible list of talent and experience upcoming. Please watch our website for updates.

As I write this, the National ASCM (Association for Supply Chain Management) conference just concluded from beautiful Las Vegas. To no surprise Abe and team helped to inspire and motive the crowd as we get ready to move into future. Both APICS and ASCM continue looking for ways to strengthen its national presence while empowering the local chapters to grow and solidify our place as the number #1 choice to build your supply chain body of knowledge.

We start our year off with our first official PDM on Wednesday, October 9 from 5:00 to 8:15pm at Schnitzel and Co. on Transit Road. Lisa Scolnick will talk us through "Lean Office- Optimized Office Operations". The meeting will be our first joint meeting with the ISM team as well, which is sure to be a good time. We very much hope to see you there.

In closing, as you read through this newsletter, I would ask each of you to give some thought to what we can be doing as a chapter to even further your experience in APICS. Over the years, we have really benefited from the feedback and questions from the chapter members. So please keep those coming. As always, if you are interested in learning more about the chapter, volunteering, or have feedback, please don't hesitate to reach out to any of your board of director members.

Yours in APICS,

Albert Testa, CPIM  
 President, APICS Buffalo Chapter

## THE UN-COMFORT ZONE with Robert Wilson

### Dealing With Change You DON'T Want

Here are nine things to do when change is forced on you.



In this column I've written about embracing change because it prepares you to think more creatively, and it's part of the Innovator's Lifestyle. I've also written about accepting change even if you're not completely comfortable with the idea because of the potential for emotional and intellectual growth. But, I haven't written about sudden unexpected change, and how to deal with that - so that is the topic of this month's column.

Now, I'm not talking about an unexpected change that comes with a lottery win or other good fortune. Those are situations that expand your choices and options in a positive way. I think we can all happily deal with that sort of change. Instead, I'm interested in how to deal with an unexpected change that means a loss of some kind has occurred. It might be a change that will lead to more prosperity and growth down the road, but at first you only notice the loss.

A loss can mean so many things: loss of a job, a home, a loved one, money, time, etc. It could be a loss you caused, unintentionally or not, or it could've been an accident. The bottom line is that you are uncomfortable and you want to get back to your comfort zone.

Here are nine things you can do to help overcome your loss and become at ease with your new situation:

1. **Rest and relax.** Take a deep breath and don't react; and don't make any quick decisions. You need time to evaluate the situation; time to get past your emotions, and think rationally. So do something fun just for you; go for a massage or an ice cream sundae.
2. **Grieve.** You've lost something that was valuable to you. Let your emotions flow. Feel the pain. So that you can get past it. Don't numb it with drugs or alcohol - that will only delay the inevitable and retard your growth.
3. **Lean on the people you love for support.** Your friends and family will help you get through this. Let them know; don't keep it to yourself. Talking things out will make you feel better, and your support group may have some good suggestions for you on what to do next.
4. **Assess and assimilate the new information.** After you've finished grieving, don't look back and wonder what you could have done differently. Resistance is costly, or - if you ask the Borg - futile. Look instead to see what you can learn from this situation, and start to determine how you'll move forward.
5. **Meditate.** Find the stillness and calm your mind because this will allow you to achieve some clarity in your thoughts

and feelings. You need clarity to help you choose your next direction.

6. **Focus on your goals, or your purpose in life.** You can best maintain these by knowing that the path to reaching them may change, but that doesn't mean you have to change your goals.

7. **Count your blessings.** Take some time to remember your accomplishments and what you still have. Pat yourself on the back because you've done a lot with your life.

8. **Keep a positive attitude.** Look at change as an opportunity. You'll learn new stuff, do new activities, and when you're experiencing new things - you are opening new channels of thought in your brain. You're creating new electrical connections between your brain cells. You'll have more information with which to be creative. All the while stimulating the dopamine receptors in your brain which make you feel good.

9. **Live in the now.** When you live in the present and focus on what you can do right now, you can't at the same time dwell on the past or freak out about the future. Thinking about the past - what was lost - leads to depression. Thinking about the future - worrying about what might happen - leads to anxiety. Think only about what you need to do today and work on it, and you'll get through and past your pain.

Life is full of surprises and unanticipated events, and it's impossible to avoid them. Life is dynamic; it's never static. But you can prepare somewhat for the unexpected.

For example, when making plans, plan for possible change; have an alternative action in mind - a "Plan B" in place. Better yet, become acclimated to the unexpected by being spontaneous whenever possible - make spur of the moment plans - and do something new that you've never done before.

Best of all, you can get mentally ready for change by introducing small, low-risk variety into your life on a regular basis. Here are some ideas: if you always drink coffee, drink tea instead for several days; if you always listen to pop music, listen to country, jazz, or classical music instead for a week or two; if you always watch conservative news programs, watch a liberal news program instead for a month; if you always eat the same foods, taste a new cuisine, or seasoning, or ethnic food each week for a year.

Getting in the habit of experiencing change enables you to adapt when the unexpected occurs. Get out there today and do something new!

---

*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](http://www.jumpstartyourmeeting.com).*



# APICS Buffalo - Top Management Night 2019 2019 Award Winners

## Member of the Year

**Darren Jurewicz**



Mr Jurewicz is currently employed by Freed Maxick CPAs, P.C. and has served on the APICS Buffalo Board of Directors for many years. He is currently the APICS Buffalo Treasurer and has done an excellent job at managing the Chapter finances as well as tracking our departmental expenses for marketing, education, business development, and social networking to name a few.

Mr. Jurewicz has also been instrumental in upgrading our website registration services as well as introducing our credit card payment option for our members and guests. For his tireless efforts and many hours of dedicated service to the APICS Buffalo Chapter, we whole heartedly award the 2019 APICS Member of the Year Award to Mr. Darren Jurewicz.

## Company of the Year

**Moog Inc.**



The Buffalo Chapter has been very fortunate for the fantastic support it has received from many member companies this past year and would like to thank everyone for their continued interest in APICS PDMs and Education Programs.

However for the 2018-2019 program year, the APICS Executive Board would like to formally recognize the outstanding commitment to excellence that Moog Inc has demonstrated through their significant participation in APICS

PDMs, and Educational Programs. Moog Inc. has clearly committed itself to the APICS Buffalo 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.”

The APICS Board of Directors is proud to award the 2019 APICS Company of the Year Award to Moog Inc !

## Educator of the Year

**Matt Bartels**



Mr. Bartels is currently serving on the APICS Buffalo Board of Directors as Director of Education. Mr. Bartels has previously served as Director of Marketing, as well as President of the Buffalo APICS Chapter. Mr. Bartels has been an instructor for the Buffalo Chapter for many years, and has specialized his efforts on the APICS CPIM certification course, APICS’s oldest and most comprehensive certification program. Mr. Bartels consistently receives excellent reviews from his students, and he is dedicated to helping his students understand the concepts and tools necessary to advance their careers within Supply Chain Management.

For his efforts to support the APICS Buffalo Mission Statement, “To be the number one resource for Operations and Supply Chain Management education in WNY, the APICS Board of Directors proudly awards Mr. Matt Bartels the 2019 APICS Educator of the Year award.

- Jeff Ball

Director – Business Development 2018-2019

## APICS Buffalo - Recognition Award Recipients

Year	Company	Educator	Member
2019	Moog Inc	Matt Bartels	Darren Jurewicz
2018	Tapecon Inc.	Barbara Walters	Richard Wasiura
2017	Cobham Mission Systems	Kimberly Frew	John Neureuter
2016	New Era	Joost Vles	Vilona Trachtenberg
2015	Saint-Gobain	Melissa Ruggiero	Christine DelPrince
2014	Lactalis American	Jeremy Ballaro	Donna McGrew
2013	Moog Inc	John Blest	Patrick Clancy
2012	Rich Products	Matt Bartels	Rick Hanisewski
2011	Moog Inc	Carol Goewey	Pete Mayer
2010	Rich Products	Joost Vles	Carol Goewey
2009	Moog Inc	Dr. Jack Cook	Jeff Ball
2008	Luvata Buffalo Inc	Melissa Ruggiero	Kim Smith
2007	Fisher-Price	Dr. Lynn Fish	Wayne Forrest
2006	Accellent Inc	Ed George	Rick Hanisewski
2005	Fisher-Price	Ed George	Bill Helfrich



# PAY IT FORWARD

Now that I am in the second half of my professional career (it is hard for me to own up to that), I tend to attend more and more retirement parties. When I reflect on my early career, it is very, very clear to me the impact some select individuals (who are no longer in the biz) had on my development. They taught me not to take myself so seriously, to own and learn from my mistakes, to know when to push and when to let go, to navigate politics, to listen actively, and to put integrity in front of most everything else. For these reasons, as well as teaching me the ropes of my industry, I am so very grateful. And I am still learning from some fantastic professionals on a daily basis.

I call these select few “mentors”, even if they do not know it. An additional important thing they taught me is to pay it forward. And as I attempt to do that now through various mentor programs I participate in, I can only hope I am continuing to follow in my mentors’ footsteps. Honestly, because I had such wonderful mentors, I feel I owe it to them to pay it forward.

Do you feel the same? Is there one or two people who inspired and taught you the ropes? I can tell you it feels really good to be on the giving side of mentorship too. Any manager who has seen the growth in their employee’s development knows the feeling. Plus, I have learned new ideas from my mentees and have developed my own leadership capabilities. Even before I was in a position to formally manage staff I could still pay it forward through mentor programs and found great value.

## APICS STUDENT MENTOR PROGRAM

The Buffalo Chapter of APICS believes in the professional development its college level students. They recognize that the professionals in its ranks have expertise, passion and influence to offer WNY students. Therefore, the Buffalo Chapter of APICS provides a one-on-one Mentoring Program between APICS Student Members and Professional Members.

### MENTORS' RESPONSIBILITIES:

- Offer a shadowing experience and or a tour of the facility where the mentor is employed

- Encourage the student to attend professional development meetings where the mentor can provide some insight and introduce the student to other professionals
- Meet the student at the Holiday Networking Event on Wednesday, December 11, 2019
- Provide career-focused guidance to the student (i.e. resume reviews, career planning meetings, etc.) especially if the mentor can arrange meetings with other staff in his/her company and a potential interview with human resources for an internship or full time opportunity
- Evaluate the process in the summer for the benefit of the APICS program

### STUDENTS' RESPONSIBILITIES:

- Contact the mentor by phone or email to establish an initial meeting during which the student will conduct an informational interview and the mentor will discuss his or her professional experience
- Conduct research about the mentor’s organization so as to be educated for meetings
- Meet the mentor at the Holiday Networking Event on December 11, 2019
- Keep in contact with the mentor occasionally with relevant academic/industry questions or to update him/her on internship or full time job search status
- Be appropriate, appreciative and professional in all correspondence
- Evaluate the process in the summer for the benefit of the APICS program

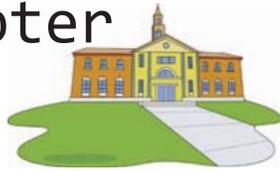
Potential Mentors: Contact APICS Student Chapter Director, Melissa Ruggiero at [mrugg@buffalo.edu](mailto:mrugg@buffalo.edu).

Students apply by October 18, matching process happens in late October through a ranking process. There may be more student demand than mentors available.

**Melissa Ruggiero**  
**APICS Student Chapters Chair**  
**716-645-3232**  
**[mrugg@buffalo.edu](mailto:mrugg@buffalo.edu)**



# Student Chapter Reports



# Calendar of APICS Events



The student chapters at Canisius College and University at Buffalo are pleased to introduce this year's student chapter leadership.

## Canisius College ASCM Chapter Co-Presidents:

### Mariana Militello

BS Business, Minor in Global Logistics and Supply Chain Management, December 2019.  
Intern, Global Operations and Logistics Support at Nissha Medical Technologies

### Nick Czajka

BS, Marketing, 2021  
Store Operations Intern, Wegmans Food Markets

## UB Supply Chain Club President:

### Mike McDonald

BS Business, 2020  
Student Assistant, UB Sustainability Office

## UB SCOM Board:

VP of Operations: Orion LaMontagne  
Treasurer: Arvind Sekar  
VP of Case Competitions: Janelle Fore  
Secretary: Kairav Shah  
VP of Marketing: Christa Trautman  
Chair of Fundraising: Jacob Wahler

Submitted by:  
Melissa Ruggiero, APICS Student Chapters Chair  
UB School of Management

PDM - Professional Development Meeting  
Joint with ISM-Buffalo  
**Wednesday, October 9, 2019**  
Place: Schnitzel & Co., E. Amherst  
Speaker: Lisa Scolnick  
Topic: "Optimized Office Operations"

PDM - Professional Development Meeting  
**Wednesday, November 20, 2019**  
  
Holiday Networking Meeting  
**Wednesday, December 11, 2019**

PDM - Professional Development Meeting  
**Wednesday, January 15, 2020**

PDM - Professional Development Meeting  
Joint with ISM-Buffalo  
**Wednesday, February 12, 2020**

PDM - Professional Development Meeting  
**Wednesday, March 18, 2020**

like us on  
**facebook**

APICS Buffalo Chapter

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

APICS Buffalo Chapter

CBAR  
PLATINUM  
2018

### 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.

JOIN US FOR THE 24TH ANNUAL  
**FACILITIES MANAGEMENT & MAINTENANCE EXPO**

FACILITIES  
MANAGEMENT  
**EXPO**

A regional showcase of thousands of products & services for the maintenance, repair, operations & management of all types of facilities.

10AM - 4PM  
**WEDNESDAY  
OCTOBER 23<sup>RD</sup>**  
THE EVENT CENTER  
**HAMBURG  
FAIRGROUNDS**

REGISTER ONLINE  
FREE ADMISSION!

[www.fmexpo.net](http://www.fmexpo.net)