

Toledo



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## *President's Message December 2010*

We have 8 new chapter members to welcome in this month's newsletter, Ole Bancole, Robert Ewing, Tom Eleinko, Charlotte Fraley, John Hubbard, Michael Long, Fred McClintock and Jared Shank, I'd like to thank them for deciding to join APICS Toledo and hope to meet them at one of our upcoming events.

However despite the high number of new members we haven't gained ground as some of our existing members have chosen not to rejoin. I understand there are a variety of reasons why people choose not to renew their membership of organizations and I would be interested in feedback on why members are leaving APICS Toledo; if they are leaving because the program we offer is not what they want then we need to know otherwise we are unlikely to make any significant changes.

**Membership communication needs to be 2-way not just walk-away.**

On the student side BGSU membership has come back up with the 19 new members Karen Eboch announced last month and now stands at 41.

The University of Toledo chapter has one new member to report, Vincent Penny, but despite this their total membership dropped back to 38.

I'm not sure if there are any more new UT student members coming through, it is interesting to see that student chapter membership ebbs and flows as it does in the parent chapter.

At the chapter level APICS is run by volunteers and, like many other organizations, we are struggling to find volunteers to support the chapter. It is some time since I wrote about the need for volunteer support but I want everyone who reads the newsletter, APICS Toledo member or not, to understand exactly where we are today.

There are 10 officer positions on our Board of Directors and currently 5 are filled. However Brent Schlegel, our chairman, is taking up a position with Thermatru in Butler, Indiana, and while I'm pleased that he has received this promotion it does mean that he will have a very limited involvement in chapter affairs, I myself expect to be spending a significant amount of time overseas during the next 6 months and, taken in conjunction with Brent's move, this means that a larger load falls on the three remaining board members, John Blevins, Don Gardner and Sheryl Holbrook.

The board positions that are unfilled are Executive Vice President, and Vice Presidents of Education, Membership, Publicity and Student Liaison and I would ask that anyone who is interested in finding out about any of the positions contact me. We don't pressgang people to become board members, we ask anyone who is interested to attend a few board meetings to understand how we work and then decide if they want to take on a role to support us.

Another area that needs support is our website, our webmaster David Dinwoodie has done a wonderful job over the past several years and we have frequently been complimented on the website especially once David set up

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the on-line payment function. However if you have looked at the website recently you may have noticed that it is a little out of date, again pressure of work has restricted the amount of time David has been able to spend in making updates and as everyone knows keeping websites current is very important and if anyone is interested in assisting David please get in touch with him [webmaster@apicsToledo.org](mailto:webmaster@apicsToledo.org) or with me.

Finally, Paula Taynor, our newsletter editor for the last 3 years would like to step down and so we need to find someone who is interested in this role. I'd like to thank Paula for her efforts in putting the newsletter together, getting guest columnists and adding color to the content.

One of the key attributes required for the position is a willingness to badger the board members and others to get their articles submitted before the end of the month so that the editor can put the newsletter and send it out early in the month.

If you are interested in this please contact Paula [newsletter@apicsToledo.org](mailto:newsletter@apicsToledo.org) or me.

***Bruce Brechin, CPIM, CSCP***

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## *APICS Updates – December 2010*

Did you know that APICS has now released the **APICS Materials Manager Competency Model**?

The model follows guidelines set by the Employment and Training Administration of the U.S. Department of Labor and will serve as a guide for individuals considering careers in materials management, professionals seeking advancement, and human resource managers hiring in this field.

Materials managers support the complete cycle of material flow—from the purchase and control of materials to the planning and control of work in process and the finished product. In short, these professionals ensure that an organization's available goods can satisfy the demands of customers. Organizations depend on effective materials managers to minimize waste, manage inventory levels, and ensure that output is in line with the company's balance sheet.

Knowledge and skills combined with work experience create the competencies required for individuals to excel in their careers and distinguish themselves in their field.

The model is visually represented in a diagram for easy reference and is organized into tiers of competencies and includes descriptions of the activities and behaviors associated with each competency.

The Competency Model Clearinghouse defines competency as “the capability to apply or use a set of related knowledge, skills, and abilities required to successfully perform ‘critical work functions’ or tasks in a defined work setting.” In many cases, the competencies outlined in this model are adapted from the **APICS Operations Management Body of Knowledge (OMBOK) Framework**.

If you would like to review the **APICS Materials Manager Competency Model** use the following link  
[http://apics.org/sitefiles/forms/APICS\\_Materials\\_Manager\\_Competency\\_Model.html](http://apics.org/sitefiles/forms/APICS_Materials_Manager_Competency_Model.html)

APICS previously released the **Supply Chain Manager Competency Model** and if you would like to review this document use the following link  
[http://www.apics.org/sitefiles/forms/apics\\_supply\\_chain\\_manager\\_competency\\_model.html](http://www.apics.org/sitefiles/forms/apics_supply_chain_manager_competency_model.html)

If you are currently working in either of these fields the Competency Models will help you determine what knowledge and skills will help you progress your career. Alternatively if you are considering either field as a potential career the Competency Models will show you the opportunities and the steps to progress up the career ladder.

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## *Bowling Green State University Student Chapter*

During the exciting month of November we held a bowling night that turned out to be a lot of fun whether we had a big showing or not. We attended Varsity Lanes bowling alley on college night and had a great time. Quite a few students showed up but not many stayed the entire time as they had prior engagements. Blake Williams, Jake Yaney, and Karen Eboch were the only ones to stay the entire two hours and bowl their hearts out. Other than bowling night in November we had a town hall meeting planned and due to inconvenience of both planning and readiness we decided to push the event back to December.

During December we have a few extremely exciting events planned for our members of APICS as well as the general public of BGSU. On Thursday the second of December we will be graced with a presentation from our very own secretary Blake Williams with a town hall meeting on the topic of Case competitions. Second major thing going on in December is our elections and these will also be held on the second. We are sad to see some of our recent board members leave to go to various internships and job opportunities but we congratulate them on their success. We also look forward to the incoming new board members on what they might bring to our APICS chapter to both grow in size and in brains.

*Blake Williams*  
*Secretary, BGSU APICS*



## *University of Toledo Student Chapter*

UTAPICS held its November Professional Development Meeting on Wednesday, November 17. Our guest speaker was Scott Filson, from Automation and Control Systems. We had free pizza and sodas for attending members. Most of the current UTAPICS board members are graduating this month. At the November PDM, we held elections for new officers, and want to welcome the following new board members for the Spring Semester: Jenni Jones, President; Mike Erney, Vice-President; Vincent Penny, Secretary; and Aaron Seaman, Treasurer. Good luck to all!

*James Snodgrass*  
*President, UTAPICS*



## *VP Programming Message December 2010*

### LAST MONTH'S EVENT

APICS Toledo's November PDM was a dinner and program on November 16 in Perrysburg. The program was Quick Response Manufacturing (QRM), which is a strategy for cutting leadtimes in all phases of manufacturing and office operations. It was presented by Bill Ritchie, from Customer Chain Consulting. We had 24 professional members and guests, which also included and student members from Bowling Green State University and the University of Toledo.

Maggie's Family Restaurant was the scheduled location for the PDM, but due to a gas main break at the restaurant, the dinner was moved at the last minute to Graystone Banquet Hall. It was touch and go, and for a while it looked like we were going to have to cancel the meeting....our thanks to Chef Michael and the staff of Maggie's Creative Catering for all their help in making it happen!

Sarah Aubry, who recently joined APICS Toledo, was the winner of the drawing for a free PDM. Other door prize winners were: Jim Jarkewicz, who received a textbook donated by Dr. James Pope; Nick Spurck, who won a CD holder; and Lori Slagle, who received a desktop pen set.

The following survey results reflect the negative impact of the last-minute change in venue, but the speaker, Bill Ritchie, and the topic of QRM were very well received, which brought the overall rating for the meeting up to 81%. The survey results are based on 16 evaluation forms returned (out of 24 attendees).

	Not Satisfied				Highly Satisfied				Overall Rating		
	1		2		3		4			5	
	No	%	No	%	No	%	No	%	No	%	4 + 5
<b>Facility</b>	0	0%	0	0%	6	43%	7	50%	1	7%	57%
<b>Dinner</b>	0	0%	0	0%	4	25%	8	50%	4	25%	75%
<b>Topic</b>	0	0%	0	0%	2	13%	3	19%	11	69%	88%
<b>Location</b>	0	0%	0	0%	8	50%	7	44%	1	6%	50%
<b>Speaker</b>	0	0%	0	0%	0	0%	4	25%	12	75%	100%
<b>Meeting</b>	0	0%	0	0%	3	19%	9	56%	4	25%	81%

### DECEMBER TOUR & PROGRAM

#### *"Lean in the Healthcare Industry"*

I'm very pleased to announce our December event. We traditionally have either a program and dinner, or a tour, but in December we will combine the two into one dynamic evening. The December Professional Development Meeting will be on Thursday, December 16, at Mercy Saint Vincent Medical Center, 2213 Cherry Street, Toledo, Ohio. The program begins at 5:30 pm with a presentation by Mercy St. V's Operational Excellence Team. They will show us how they use Lean Six Sigma to achieve the following:

- \*\*Analyzing Radiology Staffing and Performance
- \*\*Creating a new process to streamline diagnostic testing for inpatients
- \*\*Analyzing and assessing risk for Critical Test Result Reporting
- \*\*Utilizing centralized hub-and-spoke model to coordinate diagnostic depts & functions

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There will be Q&A with Mercy St. V's Master Black Belt and their VP of Operations. Following the presentation, we will tour Mercy Saint Vincent's Radiology Hub and Inpatient Testing Operations. Refreshments will be provided. The program and tour are free, but you still must make a reservation. The reservation cut-off is Monday, December 13, at 5:00 pm. Send your reservation to [pdm@apicstoledo.org](mailto:pdm@apicstoledo.org).

**UPCOMING EVENTS**

APICS Toledo  
2010/2011 Schedule of Events

Date	Event	Location	Speaker	Topic
Thursday, Dec 16, 2010 5:30 pm	Plant Tour & Program	Mercy St Vincent Medical Center 2213 Cherry St Toledo, OH 43608	St V's Operational Excellence Team	"Lean" in the Healthcare Industry
Tuesday, Jan 18, 2011 5:30 pm	Professional Development Meeting	TBA	George Krauter Storeroom Solutions	"You Can't Be Lean with a Fat MRO Storeroom"
Thursday, Feb 17, 2011	Joint PDM With ASQ Toledo Chapter	TBA	TBA	TBA
Thursday, Mar 17, 2011 5:30 pm	Joint PDM With ISM Toledo Chapter	TBA	Norm Hoeppe Sauder Woodworking	Insourcing
Tuesday, Apr 19, 2011	Joint PDM With U of T Student Chapter	U of T Campus Toledo, OH	TBA	TBA
May/2011	TBA	TBA	TBA	TBA
June/2011	Annual Meeting	TBA		

Denotes a change from the previous schedule

*Sheryl Holbrook, CPIM, C.P.M.*



## *Education Report – December 2010*

Our fall education classes in Toledo and at TCVS in Ann Arbor are now complete and I'd like to thank the participants and also our two instructors, Shirley Torrance and Jim Pope, for their interest in APICS education.

We will be offering final module of the CPIM series, Strategic Management of Resources, in Toledo early next year and you can expect to see full details in due course.

Here are the results of the recent chapter education survey, 35 people took the time to respond and I'd like to thank them for helping provide some insight into the likely demand for classes.

### November 2010 Education Survey Results

Q1) I am interested in APICS education programs

Responses	35	100%
Yes	27	77.1%
No	8	22.9%

Q2) Please select the program(s) in which you are interested

Responses	26	100%
CPIM	15	57.7%
CSCP	19	73.1%
Other*	1	3.8%

\*Fundamentals

Q3) I prefer the following study option

Responses	27	100%
Self Study (text book)	6	22.2%
Self Study (on-line)	6	22.2%
Instructor Led Class	11	40.7%
On-line Class	3	11.1%
Study Group	1	3.7%

Q4) The CSCP education material package has a participant guide for each of the 4 sections includes a 12 month on-line learning system and the option to download a copy of the CSCP Exam Content Manual. APICS Member pricing for this material is \$895 plus shipping. The chapter intends to offer instructor led classes for \$1500 including materials.

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Responses	27	100%
Price is too low	0	0%
Price is reasonable	13	48.1%
Price is too high	11	40.7%
Not interested in CSCP	3	11.1%

Based on the responses to the 4 question it seems that there will probably be sufficient interest for us to run successful CPIM and CSCP classes, by successful I mean there are sufficient participants to make the classes meaningful and that all our costs are fully covered.

You should be aware that we do try to run our classes at a profit as, other than membership rebates from APICS (\$50 for a full professional member), this is our only source of income and we use any profits to help fund the various scholarships and other donations we make each year.

Clearly the projected price for CSCP classes is an issue with approximately 50% of those who expressed a view feeling the \$1500 was too high, however I have just reviewed the class fees charged by a number of chapters and at \$1500 our fees would be at the very low end of the range.

However we will review our cost structure to see if there is opportunity to offer a lower price but I can say that we will set our fee based on a certain number of participants and the goal of at least break-even and if too few sign up we would run at a loss which we would like to avoid.

If we get a higher level of participation than expected it may be possible to offer a rebate.

***Bruce Brechin, CPIM, CSCP***

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## *Guest Columnist - Coleena Ali, MBA*

### **From Status Quo to Sustainability**

What do DuPont, GE, Johnson & Johnson, GM, and Wal-Mart have in common? Need a hint? Think of the color of grass. Did you come up with “green?” Actually, it’s not green but rather sustainability. Since many confuse the terms, I thought I would use it as a hint. However, the actual answer is that all the named companies have a comprehensive sustainability program. Their goals, of course, are designed to decrease their respective carbon footprints and meet their broader corporate social responsibility (CSR) plans based in part by consumer demand, legislation, and forward thinking company leaders.

Some businesses view sustainability as means to keep consumers, essentially using it as a marketing tool. While others, because of their industry, are forced through policies and laws. Then there’s the company that is truly concerned with its impact on the environment and society. They further view that corporate sustainability programs have true value and can create a meaningful competitive advantage.

You may ask yourself why you should care and it’s simple. Sustainability is coming to a company near you. Whether you are a supplier to any of the referenced companies or not, there is a good chance as a supplier that you will be involved at some point too. No company is an island unto itself and true sustainability cannot reside in the hallowed walls of one company. Sustainability requires involvement and commitment from the entire supply chain from extraction through product end-of-life.

As a supplier, you may be required to implement and document a sustainability program that meets the manufacturer’s objectives. If you were asked right now regarding your csr or sustainability initiatives, what would be your answer? If your company can respond that, you have one that is transparent and can withstand the scrutiny of an audit, great! If, however, your company is like many, scrabbling with the concept of sustainability and whether it is the new flavor of the month, I caution you to reconsider.

First, businesses like Wal-Mart and DuPont are requiring sustainability scorecards of their suppliers and if you are not meeting the grade then those suppliers are being cut. Who wants to lose Wal-Mart as a customer? Second, sustainability practices have been shown to have a direct impact on the top and bottom line of businesses. The results are increased revenues from customers who are interested and concerned with the products they are purchasing and are willing to only buy those that meet the his or her social/environmental standards. In addition, the cost savings realized through less consumption of raw materials, energy, and water will positively affect the bottom line and improve business performance. Finally, sustainability is fundamental and necessary to compete globally.

It is probably safe to say that sustainability is here to stay. The question is, is your company here to stay? A sustainability program can greatly improve your chances and your company should consider implementing one sooner rather than later. In the end, you want to have something in common with the likes of DuPont, GE, Johnson & Johnson, GM, and Wal-Mart.

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**Coleena Ali, MBA, Managing Partner, Parker Enterprises – The InnoTrans Group**

Coleena has many years of experience in marketing, business development, and business strategy. She works with companies of all sizes to increase profits through operational efficiency including business strategy and organizational development. As a Sustainability Consultant, Coleena has conducted a number of forums and workshops to educate owners and leaders on the benefits and value of sustainability initiatives for business. Coleena has recently launched [www.thegreenbizblog.com](http://www.thegreenbizblog.com). She is an adjunct instructor at Lourdes College and has a Lean Six Sigma Certificate.

