

Toledo



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## *President's Message December 2011*

I hope everyone enjoyed Thanksgiving, whether you were celebrating with family, friends, helping others or watching or playing sports or helping the economy on 'Black Friday'.

Normally I start my piece by announcing the names of new chapter members, well this month I am changing things, new members are still mentioned you just have to read a little further.

Instead I am going to start by sharing parts of e-mails I received from 2 of the APICS student chapter members who attended the 2011 APICS International Conference as APICS Scholars, the Toledo chapter has been in the fortunate position of making donations to APICS in aid of the Scholars Program for several years. I hope that when you have read the e-mails you will agree with me (and the Scholars) that this is an excellent program and a very appropriate use of chapter funds.

*My name is Grant Wasserman and I was selected as one of the 77 scholars to attend the APICS International Conference this year. I am currently attending BGSU majoring in Supply Chain Management and will be graduating May 2012.*

*The Toledo Chapter's donation is what allowed me to attend this conference and network with numerous business professionals and attend sessions about the most current operations practices. The sessions I attended focused on various topics that are applicable now in school, as well as in the future when I begin my full-time Supply Management Career.*

*This is my second conference, as I attended last year in Las Vegas as well. I feel that this is a great program that should continue for students like me in the future.*

*My name is Vince Penny. I am a junior at the University of Toledo majoring in Supply Chain Management, with a minor in Business Law, and am currently the Secretary on the University of Toledo APICS Student Chapter. This conference was a once in a lifetime opportunity that I learned so much from.*

*At this conference, I met tons of people. The number of contacts that I made was incredible. I also learned more about the organization. I was able to talk to people who have been members of APICS for an extensive amount of years. I got a chance to hear their stories, and to listen to what they have learned over the years. I took away a wealth of information. It was incredible getting to listen to people in the Supply Chain Field that have years of experience.*

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Each Scholar attending the conference is paired with a professional member who acts as mentor during the conference, the expectation is that the mentor will share their knowledge and experiences with future operations management professionals and help shape a student's education and career goals.

Now to new members; this month I would like to welcome Bob Holdridge as our newest Toledo chapter member and also Steve Hammond who is a returning member.

The University of Toledo student chapter added 1 new member, Brett Billmaier .

BGSU added 7 new members:

Elizabeth Albers	Lyndsey Carrick	Jacob Foster	Paul Havel
Thomas Kestner	Matthew Summer	Adam Young	

Elsewhere in the newsletter you will find a mention of the “APICS elevator speech”, for those who may be unfamiliar with the term it is the idea of having a a very short speech, typically between 30 seconds and one minute, which you use to inform someone and promote something with which you are involved.

At the Volunteer Leader Workshop which preceded the APICS Conference I attended one session where we discussed creating our own APICS elevator speeches and 2 versions are shown below:

#### Version A

APICS is a global association for Operations Management and Supply Chain Professionals, having a broad body of knowledge with education programs providing up to date tools proven to work and deliver improvements to processes helping to reduce operating costs thus increasing a company’s profitability.

#### Version B

APICS are the people who improve the processes to get the wheat from the farmer’s field to the bread on your table.

(You can substitute other examples such as moving iron ore from the mine to make the steel that becomes cars on the road.)

I would like to challenge everyone to review these examples then create your own version you can use to answer the questions what is APICS or why are you a member of APICS. Send your speeches to me at [President@apicsToledo.org](mailto:President@apicsToledo.org) by December 31st and we will feature them in future newsletters, in keeping with the festive spirit I’ll see if I can get my fellow board members to agree to reward the best submission with an award of some type.

As part of the Chapter Minimum Standards and Benchmarking processes chapters are asked to survey their members and the Toledo chapter has advanced from mailing out a hard copy survey to using electronic surveys on SurveyMonkey® sent via an e-mail link.

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If you are like me you probably receive a survey request at least once or twice per week and probably don't respond to many of them. One suggestion from APICS is to reduce each survey to no more than 3 or 4 questions which can be answered in no more than 60 seconds, and we plan to try this approach, we'll send these out possibly 4 or 5 times by next June so that we can cover the major topics. Hopefully by using short surveys those on the receiving end will be more willing to spend a little of their time providing information to help the board keep the chapter as a Platinum chapter.

*Bruce Brechin, CPIM, CSCP*

### *Programming News December 2011*

You won't want to miss our December Professional Development Meeting on Thursday, December 8. We will be meeting at Manhattan's Restaurant, 1516 Adams St, in Toledo. Registration and networking begin at 5:30pm, dinner is at 6:00pm, and the program follows dinner.

Our speaker for the evening is Dawn Burgard, Manager of QOS, Operational and Systems Effectiveness, Mercy Health Partners, and her program is titled "Implementing a Quality Operating System (QOS) – A Care Transformation Journey".

In 2008, based on a firm foundation of Lean Six Sigma, Mercy St. Vincent Medical Center in Toledo, OH embarked on a care transformation journey that resulted in the development of a performance and quality operating system (QOS) that was implemented throughout the hospital. Over the past three years, significant results in length of stay, quality improvements, harm reduction, and employee engagement have been achieved. The QOS is now being rolled out across all CHP hospitals in the system.

Dawn Burgard is a Lean Six Sigma Master Black Belt currently responsible for implementing a Quality Operating System (QOS) system across Catholic Health Partners (CHP) facilities. Dawn joined Mercy Health Partners, a division of CHP, in 2007 after 26 years at Johns Manville Corporation. It was at Johns Manville that Dawn became certified as a Lean Six Sigma Black Belt, certified Lean Practitioner, and also completed her Master Black Belt coursework.

Based on her experience in manufacturing, healthcare, and transactional environments, Dawn possesses a broad range of experience not only in Lean Six Sigma, but also information technology, finance, project and change management, training, work flow analysis, business process streamlining, and cost reduction.

The cost for the dinner and program is \$25 for APICS members and guests and \$15 for students. Toledo professional members who are unemployed attend for free. To attend, you must make a reservation, and the reservation deadline is Monday, December 5. For information or to make a reservation, contact [programs@apicstoledo.org](mailto:programs@apicstoledo.org).

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## *Other Programming News*

We have another fine Quality program coming up on Tuesday, February 21. Clarence Hertzfeld, from First Solar, will be presenting "Quality Assurance at First Solar". Clarence participated in our Quality Panel Discussion at UT last year, and we're excited to have him back! This is our joint meeting with ASQ, and it's also Bring-Your-Boss Night. Bring your boss, and your boss attends for free! We will be meeting at Mancy's Italian, and details will be out soon.

The January plant tour at The Toledo Zoo is being rescheduled. A January tour would have to be limited in scope because of the weather, so The Zoo Tour will be rescheduled to either May or September.

You can find a 2011/2012 Calendar of Events at the end of this newsletter. And don't forget, ideas for our events come from YOU, APICS Toledo members and associates. If you have an idea for a plant tour or Professional Development Meeting, please send it to [programs@apicstoledo.org](mailto:programs@apicstoledo.org).

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

## *Education Report – December 2011*

### Upcoming Classes

Basics of Supply Chain Management

- Jackson Community College, Jackson, MI, starting January 5<sup>th</sup>
- Toledo, location to be confirmed, starting late January or early February

Certified Supply Chain Professional

- Toledo, location to be confirmed, probably starting April

Both BSCM and CSCP will use the 2012 revisions of the materials, the BSCM module and the CSCP program have been completely revised and updated to ensure they remain relevant and that APICS continues to be the provider of the best Operations Management and Supply Chain education programs.

*Bruce Brechin, CPIM, CSCP*

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## *Membership Matters –December 2011*

### **Chapter Membership**

I am pleased to announce we have 2 new professional members in the Toledo Chapter

Robert Holdridge who joined our chapter November 11, 2011

Steve Hammond who joined our chapter November 22, 2011

The University of Toledo student chapter has a new member, Brett Billmaier.

BGSU has 7 new members:

Elizabeth Albers

Lyndsey Carrick

Jacob Foster

Paul Havel

Thomas Kestner

Matthew Summer

Adam Young

Welcome new members!

The current membership numbers for the student chapters and the Toledo chapter as of November 27<sup>th</sup>, is as follows:

### **Total Membership 199**

BGSU student chapter members 36

UT student chapter members 30

Toledo chapter Professional / Enterprise 125

Toledo chapter Retiree members 1

Toledo chapter Academic members 6

*Lisa McLaughlin*

Toledo



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## *APICS Student Chapters December 2011*



### **Bowling Green State University**

November proved to be a more relaxing month for BGSU APICS members with less meetings and the shortened school month due to the recent Thanksgiving holiday. Current members gathered on November 2<sup>nd</sup> for an afternoon of fun while playing several games of non-competitive Volleyball. It gave the students an opportunity to take a break from their busy schedules and really get to know their fellow members. The organization also gathered mid-month to share experiences of past case competitions in preparation for the case competition the university will be holding this spring. To help out with the costs associated with hosting the competition, the board of the Toledo APICS chapter has decided to provide a generous donation of \$200 for the event. The semester will be coming to a close in a few weeks and in preparation for next semester, the organization will hold spring officer elections this week.

## *North West Ohio Manufacturing Forum and Exposition*

On Wednesday November 9<sup>th</sup>, 3 board members, Don Gardner, Sheryl Holbrook and Bruce Brechin met at the Perry Field House at Bowling Green State University to set up the chapter booth at the NW Ohio Manufacturing Forum **and Exposition**.

In just under an hour the booth was ready, with information packs about APICS, the education programs and membership, we had a laptop set up with both CPIM and CSCP demos ready to run and some giveaways with the APICS logos and chapter website.

Our 3 board members were now all set and keen to answer questions and provide information about APICS to everyone who stopped at or even paused near our booth.

Over the course of the afternoon many people stopped at the booth and we were able to introduce them to APICS using an 'elevator speech" and then go on to give them more information about both APICS and our chapter programs. By the end of the day we had quite a number of business cards with contact information for follow-up or e-mail addresses to be added to the chapter mailing list.

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This was an excellent opportunity for the chapter to get the APICS name out to the NW Ohio Manufacturing Community and the three of us agreed it was a very worthwhile event and we would like to thank Sanford Lubin and The Toledo Business Journal for asking us to participate

*Sheryl, Don and Bruce*

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## *APICS Updates – December 2011*

On this page we list items recently announced by APICS or other APICS information

Each year APICS asks chapters to complete their Chapter Minimum Standards and Chapter Benchmarking and Reporting submissions, these programs were introduced for chapter year 2005 – 2006 and in November APICS announced changes to C-BAR. Questions in some sections have been revised, other areas, particularly the section relating to students have been expanded.

If you have ever wondered about the CMS and C-BAR programs you can use the links below to access the a webpage with links to the handbook which gives full details of the program and the worksheet used by the chapters to compile the submission.

<http://apics.org/leadershipcentral/november2011.html#update3>

### Upcoming APICS Conferences

#### **2012 APICS Asia Supply Chain & Operations Conferences**

April 2-3, 2012, Seoul, South Korea

April 5-6, 2012, Shanghai, China

#### **Best of the Best S&OP Conferences, presented by APICS and IBF**

May 10-11, 2012, London, England

June 14-15, 2012, Chicago, Illinois, USA

#### **2012 APICS International Conference & Expo**

October 14-16, 2012, Denver, Colorado, USA

You will notice that APICS is running both the **Asia Supply Chain & Operations** Conference and the **Best of the Best S&OP Conference** twice; the goal for each of these conferences is to offer an opportunity for prospective attendees to attend a 'local' event thus reducing the cost of participation.

**In both cases the expectation is that overall the attendance level will be higher.**

### Finally

Remember to check the **APICS Home Page** regularly to get the latest APICS news – [www.APICS.org](http://www.APICS.org)



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## APICS Toledo 2011/2012 Schedule of Events

Date	Event	Location	Speaker	Topic
Thurs, Dec 8 5:30 pm	Professional Development Meeting	<b>Manhattan's 1516 Adams St Toledo, OH 43624</b>	Dawn Burgard Mercy Health Partners	Implementing a Quality Operating System (QOS) in Healthcare
January/2012	Plant Tour	<b>TBA</b>		<b>TBA</b>
Tues, Feb 21 5:30 pm Bring-Your-Boss Night	Joint PDM with ASQ Toledo Chapter	<b>Mancy's Italian 5453 Monroe St Toledo, OH 43623</b>	Clarence Hertzfeld First Solar	Quality Assurance at First Solar
Thurs, Mar 15	Joint PDM with ISM, NAPM-Toledo Chapter	TBA	TBA	TBA
April/2012	Joint PDM with U of T Student Chapter			
May/2012	TBA	TBA	TBA	TBA
June/2012	Annual Meeting	TBA	TBA	TBA

**Denotes a change or addition from the previous schedule**