



New Bedford Chapter #1



The New Bedford News

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www.apicsnewbedford.org

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Putting It All Together With A World Class Sales & Operations Planning Process Philip F. Helle, CPIM

Tuesday September 26, 2006



Hampton Inn in Westport, MA
Networking /Registration 5:30PM
Speaker 6:00 to 7:00 📣
Dinner 7:00 to 8:30 ⌚ ⓘ

See page 3-6 for all the exciting educational plans for this year

\$15.00 Members (Special Price)

\$10.00 Students



Please make your reservations by Friday September 22, 2006

Call William Pike @ 508-990-8357



Directions to the Hampton Inn in Westport



If you are coming from west of Fall River, take Rt. 195 East to Exit 9. Take exit 9 to stop sign, take a right and then another right within a few feet. This road will take you to the entrance to the Hampton Inn. If you are coming from the east, take the Rt. 88 exit, and take the first exit onto rt. 6 west. The Hampton Inn is about one mile on your right. If you take Rt. 6 from either direction, The Hampton Inn is in the Narrows of Westport just off of Rt. 6.



BIOGRAPHY - PHILIP F. HELLE, CPIM

Phil Helle has provided Education and Consulting to Businesses for over 25 years in Lean Thinking, Enterprise Resource Planning, and Supply Chain Management. He is the founder and Principal of Helle Consulting. He has extensive experience in Productivity Projects for firms ranging from Fortune 100 to Small Privately held Businesses. He has been influential in helping many firms remain prosperous during this period of competitive World business expansion. He is a frequent speaker at many Professional Organizational events. Phil has taught seminars for a variety of Organizations for many years. He has developed a unique tool that teaches Teams to think Creatively, which dramatically increases effective Business Process Development. He has a B.S. in Industrial Technology from Northeastern University, and Graduated from the School of Industrial Management at WPI. In addition he has taught in the Continuing Education Program at both WPI and Boston University for many years.

PUTTING IT ALL TOGETHER WITH A WORLD CLASS SALES AND OPERATIONS PLANNING PROCESS

The Sales & Operations Plan is the Strategic and Tactical Plan of the total Supply Chain.

This presentation will:

1. Define World Class Sales and Operations Planning.
2. Describe how to assess your current S&OP process.
3. Identify the difference between #1 & #2. (Gaps)
4. Incorporate Strategic Organizational changes required to adapt to necessary changes.
5. Develop an Implementation Plan.
6. Implement the S&OP Process.

A well-developed S&OP process will address the delicate balances between:

1. Excess inventory and enough to service Customers.
2. Meeting Customer's delivery expectations while controlling costs.
3. Achieving financial goals while satisfying Customers.
4. Maintaining profitability while addressing Wall Street Pressure.
5. Adjusting to changing demand without devastating supplier schedules.
6. Meeting monthly and quarterly shipping targets while maintaining customer priorities.

Those attending this presentation will understand that a World Class S&OP process implementation begins with the probability of change to Major Business Rules which are then translated to many new Business Processes.

A Message from the President September, 2006

William Durant, the founder of General Motors, once said: ***“Forget mistakes. Forget failures. Forget everything except what you’re going to do now and do it. Today is your lucky day.”***

The past is gone, the future’s not here yet; TODAY, we, your board of directors of the New Bedford Chapter of APICS, the first ever chartered chapter of APICS, are moving forward to serve YOU!

As a current member of the New Bedford Chapter, it would probably come as no surprise to report that APICS Chapter #1 has been in holding pattern for a few years. Over the past 10 years we can thank Past Presidents’ **Dick Perry, Fernando Farinha and Don Gallant** for providing the leadership for very dedicated volunteers that worked to provide the New Bedford Chapter membership with programs, education and a linkage to APICS.

KUDOS to all the Past Presidents of this fine Chapter and to all the proud members that have also served the chapter membership over the years – nearly 50!!!

As we salute what has been, please allow me to also salute your latest group of volunteers, all whom have pledged to serve the New Bedford (hereafter #1) for the 2006-2007 program year. We have a terrific mix of former BOD members, joined by a few new faces.

From a long and proud group of volunteers, returning to the BOD are **Don Gallant, Bill Pike, Pam Borges, Nelly Fonseca, Dr. Laura Forker and Al Sylvia**. These folks have performed admirably over the years and all have requested another tour.

As new faces, **Mike Walsh** joins the BOD as Executive VP and VP of Education and **Laurie Walsh** joins as Secretary. Actually, they are probably familiar to you, as both have been chapter mentors and Mike has been a regular speaker for years. They have also been the prime movers behind Seminar1 – if you’ve been there you’ve seen them in action; if you haven’t been there, contact them and they’ll fill you in on the next event!

Frankly, it may be my face that is new to most of you. I am formerly a member of the Providence Chapter but have transferred my membership to be a proud new member of #1. Over the years, I have served APICS as a President of the Providence Chapter; Region 1 Vice President – serving on the APICS Society Board of Directors; Region 1 Staff; Seminar 1 Staff and have participated on a series of APICS projects to include CSCP exam preparation and question writing workshops.

I mention any and all above as a quick introduction, but primarily prefer to focus on my intention and objective for the next year.

I, with the current Board of Directors and YOUR help, want to make APICS Chapter #1..... The #1 APICS Chapter.

Our plan and objective is quite simple, but I know the execution of the plan and getting the desired results may not be. The BOD members are prepared to roll up their sleeves and their energy levels are high. We all have a need to succeed and the will to exceed our performance objectives.

Just a few of our collective goals that we think we help move our #1 Chapter forward:

- > increase chapter membership from the current membership of 45-50 to a membership level not observed in a decade – 75 of us proud #1ers;
- > provide YOU with a full value added schedule of events during the program year to include dinner meetings, plant tours, breakfast meetings, expert round tables;
- > provide YOU with a full and complete education program to include CPIM preparation classes; CSCP exam preparation classes and the workshops and seminars topics requested by YOU;
- > to get an end of year evaluation that validates our successful year.

Please be sure to bookmark our new website www.apicsnewbedford.org. As is life, the website is a fluid product, so please check it often for updates to the education offerings or chapter information or membership benefits or news from the region or the APICS Association Headquarters.

Don't ever hesitate for a second to contact any one of us on the board. My contact info is below and on our website you'll find ways to contact the rest of the board. Yes, we are here to SERVE YOU.

Special thanks and appreciation to Mike Walsh for creating the first draft of this message while I was away – he's an example of our board in action, stepping in when needed without even being asked! Thank you sir!

Thanks for taking the time to read through this message; be assured that I am proud to be part of # 1.

Z

Anthony Zampello, CPIM, CIRM, CSCP
President, New Bedford Chapter of APICS
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EDUCATION REPORT

New Bedford, APICS Chapter #1

Michael T. Walsh, CPIM

(CSCP) Certified Supply Chain Professional

The CSCP program takes a broad view of the field, extending beyond internal operations to encompass all the steps throughout the supply chain - from the supplier, through the company, to the end consumer - and provides you with the knowledge to effectively manage the integration of these activities to maximize a company's value chain.

The CSCP body of knowledge is made up of the following four domains

- Supply Chain Management Fundamentals
- Building Competitive Operations, Planning, and Logistics
- Managing Customer and Supplier Relationships
- Using Information Technology to Enable Supply Chain Management

The New Bedford Chapter of APICS is presenting a 4 - week (39 hour) course starting November 4, 2006 from 8:00 AM - 5:30 PM

- This class will be taught by an APICS Certified CSCP Instructor
- The introductory fee for this course is
Members: \$1695
Non-Members: \$1895
Tuition includes the APICS CSCP Learning System with the self pre-test practice questions
- The Exam will be given on December 2, 2006
- The Exam Fee is
Members: \$550
Non-Members: \$700

For Registration please contact Mike Walsh mikewalshofQSG@aol.com or (508) 775-5479
For more detail on the CSCP certification please visit www.apicsnewbedford.org and www.apics.org/certification/CSCP

CPIM

(Accelerated Examination Preparation)

It has come to our attention that a developing market within the New Bedford Chapter area includes current and former students that have attended CPIM certification review modules, but have failed to take the APICS certification exam. Or perhaps took the exam with less than desired results. Or perhaps you have self studied and want to get a little reassurance before registering for the certification. Any and all situations above describe the most likely attendee, We will provide the Instructor(s) and Exam Prep materials. You must have the appropriate workbook; have had previously attended a review class and be prepared to relearn at a very accelerated pace. IMPORTANT reminder is that we are not reviewing every page by page, but aggressively preparing you for a CPIM exam.

The cost is set at \$49.00 per student. Each module AEP class will be 4 hours in duration. Classes will be held at the UMASS Dartmouth campus (directions and registration information can be found on the website).

10/14/06 - BSCM, The Basics of Supply Chain Management

10/21/06 - MPR, Master Planning of Resources

10/21/06 - DSP, Detailed Schedules and Planning

10/28/06 - ECO, Execution and Control of Operations

10/28/06 - SMR, Strategic Management of Resources

CPIM (Certified in Production and Inventory Management)

We have several folks that have inquired about the fall CPIM schedule. We have several folks that have registered interest in a BSCM class and others for an ECO class. Would you or your company be in a position to host one of more CPIM modules? We would like to commence the CPIM program in early October. Give me a call or send a note to discuss or schedule.

EDUCATION

The **The Beer Game** is coming to New Bedford, APICS Chapter #1

About the Seminar:

Jay Forrester developed the Beer Game at MIT's Sloan business school in the early 1960's. It is a simple yet realistic simulator of the supply chain and is still used today as a teaching tool for industrial dynamics. It has been played all over the world by thousands of people ranging from high school students to chief executive officers and government officials.

Each participant plays a role in the production and distribution of a product, in this case "beer". Their objective is to manage inventory to achieve optimal customer service at each of the supply chain nodes, which turns out to be a challenging task.

Players gain a deeper appreciation of the supplier/customer relationship, the importance of supply chain visibility, and the impact of lead times. Most significantly, they learn how their decisions have an impact on the supply chain as a whole.

JOIN THE FUN AND HELP MANAGE OUR BEER INVENTORY!!!

Date and Location:

- Â· White's in Westport, MA
- Â· Thursday, November 9, 2006
- Â· Please visit our website www.apicsnewbedford.org for more information and registration details. Please register early!

Agenda:

- 8:30 AM: Sign in and Continental
- 9:00 AM: "The Beer Game"
- Noon: Lunch
- 1:00 PM: Supply Chain Presentation
(definitions, concepts, terminology, exercises)
- 3:45 PM: Summary and Q&A

Registration fee of \$199.00 per person includes:

- Â· All instruction
- Â· Lunch and breaks
- Â· Workbook and handouts
- Â· Certificate of completion

**APICS NEW BEDFORD CHAPTER # 1
SCHEDULE OF EVENTS
2006-2007**

- September 22-23, 2006 **REGION MEETING**
Best Western Merry Manor
Portland, ME
www.APICSRegion1.org
- September 26, 2006 **PROFESSIONAL DEVELOPMENT**
Speaker - Phil Helle, CPIM
Topic - S & O P
Location – White’s, Westport, MA
- October 10/12, 2006 **BOD MEETING**
Theme – Financial Plan
Hampton Inn, Westport or Conference Call TBD
- October 17/, 2006 **PROFESSIONAL DEVELOPMENT**
Speaker - Greene Rubber, Inc.
Topic – LUNCH AND LEARN
Location – White’s or Hampton Inn, Westport. MA
- October 29-31, 2006 **APICS INTERNATIONAL CONFERENCE**
Orlando, Florida
www.APICS.org
- November 3-4, 2006 *CSCP Module Review and EXAM Preparation*
Location – Hampton Inn, Westport, MA or UMASS, Dartmouth
- November 7, 2006 **PROFESSIONAL DEVELOPMENT**
Speaker – Laura B. Forker, Ph.D., C.P.M.
Topic – The Importance of Service Recovery
Location – White’s or Hampton Inn, Westport. MA
- November 9, 2006 **EDUCATION WORKSHOP OR SEMINAR**
Speaker – Mike Ford, CFPIM, CSCP
Topic – The Beer Game
Location – White’s or Hampton Inn, Westport. MA
Time: 1:00 – 5:00 PM
- November 10-11, 2006 *CSCP Module Review and EXAM Preparation*
Location – Hampton Inn, Westport, MA or UMASS, Dartmouth
- November 14 /21, 2006 **BOD MEETING**
Theme – Marketing Plan
Hampton Inn, Westport or Conference Call TBD
- November 17-18, 2006 *CSCP Module Review and EXAM Preparation*
Location – Hampton Inn, Westport, MA or UMASS, Dartmouth

December 2, 2006

CSCP EXAM SCHEDULED
Worcester, MA

December 8-9, 2006

REGION MEETING
Yankee Candle
Springfield, MA
www.APICSRegion1.org

December 12/14, 2006

BOD MEETING
Theme – Chapter Charter and Bylaws
Hampton Inn, Westport or Conference Call TBD

December 12/14, 2006

PROFESSIONAL DEVELOPMENT
Speaker – Anthony Zampello
Topic – Membership Meet and Greet
Location – White's or Hampton Inn, Westport. MA

To see projected schedule for 2007 go to web site
www.apicsnewbedford.org



The Importance of Service Recovery

A recent article in *The Archives of Internal Medicine* reminded me of the importance of service recovery and how little attention many service providers pay to it. The article reports the results of a survey of 2,600 doctors in the U.S. and Canada that asked how they would handle serious medical errors in four hypothetical cases. Only 42% of responding physicians would actually admit to making an “error”; another 56% would inform their patient of the detrimental incident but not admit to their mistake. Even fewer physicians would directly apologize to patients for their blunder (only 33%). These results indicate that few doctors engage in service recovery.

Service recovery is defined as the action of seeking out and dealing with failures in the service delivery process in order to improve delivery performance. It does *not* involve simply pacifying and mollifying a complaining customer. Service recovery differs from rework. Reworking a good incurs costs in terms of labor hours, parts, and effort but once a good is sufficiently reworked, the customer never knows a defect occurred. With services, rework often involves more than just bringing the product (customer) into specification; the service defect can be rectified by rerunning the service process but the customer is aware of the need for rework and remembers the defect even after it is repaired. So there is also a need to rework the customer’s attitude, which is an uncertain specification. Four questions that a service provider should ask him/herself with respect to service recovery are:

- 1) Does the recovery process lead to increased customer satisfaction, at least for those customers the organization wishes to retain?
- 2) Does the recovery process improve customer retention rates?
- 3) Does the recovery process drive systemic process improvements?
- 4) And, as a result of the above, does service recovery improve financial performance?

Many failures are often customer failures. Poka-yoke can be used to prevent failures from happening in the first place, especially in self-service. Steps involved to help design a failure-free service include:

- 1) Identifying potential or actual weak points in a process
- 2) Identifying the type or nature of the failure(s)
- 3) Brainstorming ways of reducing or preventing errors
- 4) Selecting, designing, and implementing the most appropriate poka-yoke
- 5) Monitoring and evaluating the effect(s) of implementation

An important part of service recovery is the ability to effectively handle customer complaints. Steps toward this goal include: acknowledging the customer’s distress, showing empathy, owning the problem, apologizing to the customer, and potentially involving management for highly annoyed or abusive customers. If a service provider has truly made a mistake, they should rectify the problem, provide the customer with some sort of compensation, examine internal processes in the organization that led to the service failure, fix the root cause(s), and inform customers what has been changed to prevent a repeat of the problem. Service failures can be minor or major, simply annoying or potentially life threatening. Mistakes may happen, especially when human labor is involved, but businesses should be prepared to prevent annoyed customers from becoming lost customers.

by *Laura B. Forker, Ph.D., C.P.M.*
Professor, Operations Management
University of Massachusetts Dartmouth
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New Bedford Chapter #1

Do you know any company or individual that would wish to be an exhibitor or sponsor at Seminar 1? A company that would want to include literature in the handouts to attendees, or give samples of their product. If you do please contact Mike Walsh at:

mikewalshofgsg@aol.com

Seminar 1
Plan Now for 2007
APRIL 22, 23, 24, 25

**DO NOT MISS THIS
SEMINAR. www.seminar1.org
NOW!**

EMAIL ADDRESS

Could you please send your email address to whpikejr@yahoo.com so that I can send the Newsletter to you by email and save the chapter the cost of the printing and mailing? If this is a problem we will continue to send a newsletter to those who cannot accept emails. Thank You.