



Professional Development Meeting joint meeting with NAPM Wednesday, February 12, 2014

Effective Time Management in the Workplace; Eliminating the biggest time wasters!

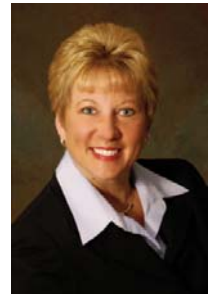
We've all been asked to do more with less and we still only have 24 hours in a day and 7 days in a week. We cannot buy any more time or roll left over time from one week over to the next week, so we have to make sure that we are spending our time wisely! In this highly interactive and dynamic presentation we will discuss the newest and biggest time wasters, and what we can do to eliminate them as well as how we can implement painlessly new tools which when used, will help us all get more done in less time!

This is an opportunity for you to not only engage with fellow members but also learn new tools that you can immediately apply to see immediate results! This presentation is a must for every member!

About the Presenter

Julie Kowalski of Spizzerinctum Group LLC

Julie Kowalski is a seasoned thought leader, consultant, executive coach and facilitator. She's also an energetic, and spirited professional trainer. Through her own working history, Julie has gained valuable insight and acumen into the science of what it takes to start and run successful businesses as well as the art of earning and retaining customer and employee loyalty. Julie maintains working relationships with a wide variety of business owners and executives from small family-owned businesses to Fortune 100 companies.



Julie has spent her career helping employees create self-sufficient and streamlined processes which lead customers to be delighted and staff to be rewarded with success. Focuses include: development and implementation of effective business processes, management, leadership, sales, customer service, and marketing tools. Julie's enthusiasm and energy naturally encourage her participants to actively engage in learning.

Besides being named one of the "World's Most Creative Thinkers" by bestselling author Seth Godin (Purple Cow), Julie possesses 24 years of first hand business experience. Her accomplishments include personally starting and successfully managing multi-million dollar companies.

PDM Event Information

Date:	Wednesday, February 12, 2014
Location:	Salvatore's Italian Gardens, 6461 Transit Road, Depew, NY 14043
Time:	5:00-6:00 pm....Registration, Cash Bar, & Networking 6:00-7:00 pm....Dinner 7:00-8:00 pm....Program
Cost:	\$25.00 Members & Guests; \$15.00 Full-Time Students
Meal:	Deluxe Buffet: salad, fresh fruit, olive salad, green beans, carrots, mashed potato, penne pasta with marina sauce, meatballs, chicken francaise, turkey with gravy, top round of beef, bread & butter, dessert
Register:	Online at http://www.apics-buffalo.com or call APICS at PPM OffiCenter (716) 648-0972
Notes:	Reservations requested by Friday, February 7 but will be accepted later.



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President's Message



Happy New Year to you!

What a great time to be in Buffalo; snow days, polar vortex's, and a new APICS Buffalo Chapter Board of Directors who are here to serve you! I would like to take this time to introduce you to some of the newest members of your APICS Buffalo Board of Directors.

Director of Membership:

Donna McGrew, Transportation Supervisor at Harlequin Distribution Center

Director of Company Coordinators:

Michael Gebera, Supply Chain Manager at Tapecon, Inc.

Director of Placement:

Mike Draper, Planner/Supervisor at 3M Company

Director of Marketing:

Kimberly Frew, Commodity Manager at Zodiac Aerospace

Not only has our board been busy bringing you Plant Tours at Certo Brothers, SoPark, and Moog; now they are busy working with the future stars of our industry – college students enrolled in Supply Chain curriculum at Canisius and UB. We will hold our Fourth Annual Student Career Roundtable at Canisius on February 5, 2014 where students will get to spend personal time with professionals from our industry who will give them advice and recommendations about their career journey (See details later in this newsletter if you would like to participate in this inspiring event.)

Speaking of students, I have a few more items to tell you about. First, APICS Buffalo is hosting a team of students from UB in the APICS North East District Student Case Competition in Albany on Saturday February 8, 2014. Our students will be competing against teams from various colleges in the district. Last year there were teams from Hofstra, Rutgers, Northeastern, UCONN, UMass Amherst, and many more of our great colleges from within the District. Then, winners will go on to compete at the APICS Conference in New Orleans this October.

Continued on next page...



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.

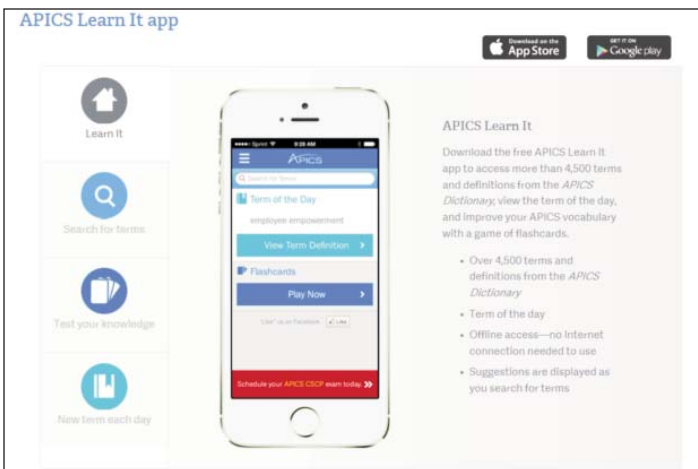
President's Message continued from page 2

Each year the Buffalo Chapter awards one scholarship to a student of a registered member's immediate family enrolled in a full-time undergraduate or graduate degree program. The APICS Buffalo Scholarship committee selects the successful recipient on the basis of scholastic ability, community activities, career plans and essay. I am happy to announce that this year's winner is Kara Lignos, daughter of Bill Lignos our very own Board of Directors Secretary – Congratulations Kara, keep up the great work. (See Kara's thank you note later in this newsletter.)

Save the date for some upcoming events:

- ♦ Wednesday, February 12 at Salvatore's for a joint PDM with our associates in NAPM. See page one for details.
- ♦ The Beer Game - a supply chain simulation led by Michael Ford, CFPIM on March 19.

Joost Vles CPIM, CSCP
CPIM LEAD Instructor
President - APICS Buffalo Chapter



APICS Buffalo Members Celebrate the Season

Forty members of the chapter and our guests enjoyed a holiday party on December 4 at the Fairdale Banquet Center. We enjoyed food, drink, games, and music....and best of all the camaraderie of friends within our membership!

President Joost Vles shared with us information to launch the new APICS logo and distributed gift bags for each of us which included a variety of corporate donations. Each even had a souvenir with the new branding!

Thanks to all who attended!

Your committee,

Kimberly Frew
Rick Haniszewski
Donna McGrew
Richard Wasiura



APICS Career Roundtable

- Educating students (your future coworkers and job applicants) about the various fields within Operations and Supply Chains!
- Secure our future as a chapter and provide our local companies with a stronger talent pool.
- Share your career stories, information about your companies and advice for up-and-coming college students studying in your field.

Brought to you by APICS Buffalo and the student chapters at Canisius College and UB.

Wednesday, February 5, 2014

5:30 – 8:30 p.m.

Canisius College's Regis South, 2nd floor
Richard E. Winter Student Center
2001 Main Street
Buffalo, NY 14208-1098

Agenda:

5:30 p.m.

Networking and Food

6:00 p.m.

Welcome

6:30 p.m.

Career Roundtables (small group conversations between students and APICS professionals)

8:00 p.m.

Networking +

We are looking for individuals from all areas in the operations and supply chain who would be willing to have small group discussions with students about their career story: how they got started in their career, what they currently do, what their company is all about, how their company makes hiring decisions, what advice they have for students trying to enter this field, how their specific functional area may be different from others in their company or in the industry, etc. *If you know of other professionals at your organization who would like to participate, we would appreciate their help in this event as well.*

If you can attend, please email Melissa Ruggiero at mrugg@buffalo.edu with your name, title and a bit about your background (what functional area do you work in (i.e. what area of operations or supply chain do you manage or support?) We only need 8-9 professionals from a variety of areas.

Melissa Ruggiero
Student Chapters Chair, APICS-Buffalo
mrugg@buffalo.edu
645-3232

When Stories Work Better Than Facts



Recently I was asked by the sales manager of a company if I could reach his staff with a message he had been trying to “beat into their heads for months.” Uh, his words not mine.

He wanted me to accomplish what he failed to do: inspire his sales people to spend more time pursuing smaller accounts. He said they were all good producers so he couldn’t threaten them with job loss, but the company depended on those smaller accounts because they made up the bulk of their business.

His sales staff only wanted to work with the larger accounts because they generated higher commissions. He said, they complained that the small accounts took up too much time, and were not worth it.

They were cold to his logic. In order to convince them, I knew I needed to translate the company’s mission into human terms. In short, I needed to come up with a story they could personally relate to.

I did some research to find some good ones. Then I recalled a story of my own, one I had not thought of since the 1980s when I worked as a wholesale apparel salesman. Yes, I was a rag rep. One day at the Miami Apparel Mart, a clothing store owner stopped by my showroom to say she did not have time to shop with me, but asked if I would visit her store on my way back to Atlanta. I agreed.

Having never worked with her before, I did not know what to expect. When I arrived at her shop, I groaned. It was the smallest store I had ever seen. It was maybe 300 square feet. There was barely room to show her my samples. As I looked around the tiny space, I imagined the tiny order I might get. Nevertheless, I patiently worked with her. It took over two hours. When it was over - my prediction came true - I received a mediocre order.

As I drove away, I grumbled to myself about the time I had wasted. But it got worse. The client called me multiple times with changes to her order. She was very demanding and had several special needs. I complied cordially. I was never brusque, but wondered how much more hand-holding this woman was going to need. Even my partner got annoyed seeing me on the phone so often with her; and said, “You need to cut your losses on that account!”

A few weeks later, the store owner visited my showroom at the Atlanta Apparel Mart. This time I ended up working with her for several hours. She wanted to see everything we had. I was patient and polite, and did not rush her, but I grew more irritable by the minute. She took copious notes, thanked me and left. I was furious - all that work and no order to show for it!

A couple of days later, she dropped off the largest order I had ever received. I was dumbfounded. My first thought was that such a small store would not have the necessary credit, and the manufacturers would never ship this amount of merchandise to her. But that was not my decision to make. I placed the order and waited to see what the factors would say. To my surprise the order went through without a hitch.

The clothing was shipped and a week later she re-ordered. Again, I was shocked. Completely baffled, I started asking other reps what they knew about her. I soon learned that she was a maven. She had hundreds of loyal customers who would not get dressed without her fashion advice. The merchandise in her store turned over every week. She had a multi-million dollar business that she started out of her home before she ever rented space in a commercial building.

Later on, she confessed that her first order with me was a test. She wanted to see how I would work with her. I passed. I was so happy that I had been patient with her because she became one of my top customers for a long time.

It worked! I could tell that my client’s sales people connected with the story because it generated a lively discussion where several offered similar stories of their own. I then reinforced my message of “hidden gold mines” by sharing another story with them about a colleague who nurtured his fledgling customers to success by sharing his expertise in how to build a business. Because he took the time to help them grow, they became loyal customers.

As I told each story, the sales people imagined similar scenarios where they might benefit from working with their own smaller customers. Annette Simmons, author of *The Story Factor: Inspiration, Influence, and Persuasion through the Art of Storytelling*, said, “Story is your opportunity to create in your listeners’ imagination an experience that feels real.”

When you need to persuade, forget the hard facts; instead share a relevant story that touches the heart.

*Robert Evans Wilson, Jr. is an author, humorist and innovation consultant. He works with companies that want to be more competitive and with people who want to think like innovators. Robert is also the author of the humorous children’s book: *The Annoying Ghost Kid*. For more information on Robert, please visit www.jumpstartyourmeeting.com.*

Kara was the recipient of the APICS Buffalo scholarship...

Thank you,

APICS, for your generous gift towards my nursing degree. Choosing to be a student was the best and also hardest

choice I have ever made. It has been a challenging and exciting road for me thus far. We have put everything we have into making my journey successful and it means a lot to have your support. Having been fortunate enough to pursue this education, I’ve realized my passion for learning about the sciences. Nursing is a fun and interesting field of study. It teaches one about compassion, dedication, and the most important thing of all: caring for others. I recommend nursing to anyone who desires to pursue education and real personal growth. There is a need out there in the world for people who want to spread positivity. My education has allowed me to build a confidence that I didn’t know I had. It has also encouraged me to be a better person and to follow my dreams and goals. My wish is that I can inspire others to do what I have done. Thank you for helping me live my dreams!

Kara Lignos



APICS Buffalo Education



Class Schedule:

1. **CPIM Master Planning of Resources**, at Saint-Gobain, starting on Monday, February 3, and running for 10 weeks.
2. **CPIM Master Planning of Resources**, at Moog, starting on Monday, February 17, and running for 10 weeks.
3. **CPIM Basics of Supply Chain Management**, at Rich Products (tentative location until otherwise changed), starting on Tuesday, February 18, and running for 10 weeks.

More details and to register at www.apics-buffalo.com.
*** CSCP classes will not be offered in spring 2014

For further information or questions regarding CPIM, CSCP, and other training and certification needs, please contact

Jeremy Ballaro, CSCP
APICS Buffalo Education Director
JBallaro@buffalogames.com or
APICSBuffaloEducation@gmail.com
Work: 716-464-5263

Congratulations...

Congratulations to students completing the fall 2013 CPIM Basics of Supply Chain Management courses:

Aaron Snyder (Lactalis)
Adam Hicks (Midland Machinery)
Brian Harris (Moog)
Dan Marrone (Moog)
Denise Wisniewski (Harlequin)
Donna McGrew
Eugene Mullen (Multisorb)
Hans Vogel (Moog)
Jackie Ruminski (Moog)
Jared Gould (Lactalis)
Jesse Eckam (Moog)
Jim Dubreville (Moog)
Jonathon Leight (Moog)
Kristie Hammer (Superior/Moog)
Maria Collins (Moog)
Mark Predko (Buffalo Games)
Max Adelman (Moog)
Neal Rainey (Savage IO)
Shari Rosario (Lactalis)
Steve Hibit (Moog)
John Ensminger (Aurubis)
Dan Kasper (Aurubis)
Mary Miller (Saint-Gobain)
Mary Currier (Saint-Gobain)
Darla Carter (Saint-Gobain)
Daryl Meyer (Saint-Gobain)

Dave Sentz (Saint-Gobain)
Craig Toth (Saint-Gobain)
Jim Kupczyk (Rich Products)
Josh Allen (Rich Products)
Tim Allen (Rich Products)
Andi Schmitt (Rich Products)
Melissa Anello (Rich Products)
Michelle Morrow (Saint-Gobain)
Nick Palmer (Aurubis)
Cathy Ladouceur (Saint-Gobain)

Note: Please consider becoming a host company for on-site CPIM & CSCP classes to benefit your employees and fellow Supply Chain & Operations Management colleagues.



Welcome New Members

Michelle Morrow
Melissa Maul
Srinivasaro Bandla
Kristie Hammer
Daryl Meyer
David Sentz
Darla Carter
Mary Currier
Mary Miller
Craig Toth
Jun Ru
Neal Rainey
Michael Gebera
John Ipe
Atieh Madani
Scott Lezynski
Sri Purnima Devi Kata

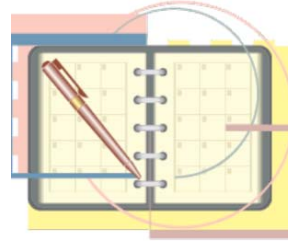
Member Milestones

Congratulations to members celebrating anniversary milestones during the first quarter of 2014:

David Nellist – 35 years
John Neureuter – 30 years
Charles Wolski – 25 years
Michael Lander – 25 years
Scott Nobbe – 10 years
Michael Draper – 5 years
David Forbach – 5 years
Randall Jonmaire – 5 years

- Donna McGrew
Membership Director

STUDENT CHAPTER REPORTS



Calendar of APICS Events

Canisius College Chapter

The Canisius College APICS chapter is anxiously looking forward to hosting the Annual Student Night on Wednesday, February 5, 2014. At this time, we are in the process of recruiting new student members, particularly graduate students in the Global Supply Chain Management minor.

Submitted by:
Lynn A. Fish, Ph.D.
Professor, Canisius College

University at Buffalo Chapter

UB SCOM club is scheduled to have three speaker events and one site visit to a local manufacturing company for the spring semester of 2014. The e-board members are currently working on planning those four events. The supply chain professionals invited to the club activities are all from local leading companies, in the hope of providing club members opportunities to get a good understanding of professional development in the future.

The positive results of our marketing strategies have led to benefits for all club members in the fall semester of 2013. We are going to continue this path in the coming semester to use a wide range of social media tools such as Facebook, SCOM club website, and fliers at the university white board. Additionally, we plan to establish an alumni section on our club webpage, so that club members can utilize the resources and have networking with those alumni who can help them from a professional level. We also plan to continue to help students understand the potential benefits of being an APICS member and encourage more membership enrollment. Our club is working well now on the planning of the new semester activities. We have fixed one speaker event and plan to make all the others ready by the end of January. We are looking forward to more successes in the spring semester of 2014.

Submitted by:
Emily Hu, MBA, Class of 2014
UB School of Management
V.P. of External Relations, SCOM Club

JOB POSTINGS



Newly appointed APICS Placement Director Mike Draper encourages area companies to let us know about any job openings in the supply chain and operations fields. There is a convenient form to fill out to post your job opening on our web site at www.apics-buffalo.com.

Contact Mike Draper at 716-740-1208 or mdraper1@mmm.com for more information.

Student Career Roundtable
Wednesday, February 5, 2014
Canisius College

APICS Northeast District Meeting &
6th Annual Student Case Competition
February 7-8, 2014
Albany Marriott Hotel

PDM - Joint Meeting with NAPM-Buffalo
Wednesday, February 12, 2014
"Effective Time Management in the Workplace"
Salvatore's Italian Gardens
6461 Transit Road, Depew 14043

PDM
Wednesday, March 19, 2014
"The Beer Game- a Supply Chain
Simulation"
Speaker: Michael D. Ford, CFPIM,
TQM Works Consulting



Top Management Night
April 2014

Plant Tour
May 2014

**MARK YOUR CALENDARS
FOR THESE EVENTS AND
WATCH FOR MORE DETAILS!**

This newsletter is published monthly by the APICS Organization, Buffalo Chapter 21, whose membership totals approximately 250 professionals, educators and students in the Western New York area involved in the supply chain, operations and resource management. APICS is over 50 years old and provides its members opportunities to attain job skills and knowledge that will set them apart from others through seminars, workshops, conferences, exhibitions and meetings.

