



TOP MANAGEMENT NIGHT Wednesday, April 20, 2016

Critical Issues and Risks Impacting Supply Chains

Each day thousands of factors and untold risks can disrupt or cripple seemingly reliable global supply chains. From geo-political volatility to the worsening skills deficit, our keynote speaker will help managers identify hidden dangers and make better informed decisions. Learn from an expert who will reveal today's economic realities impacting U.S. and foreign growth thus allowing managers to better plan for what's ahead.

About the Presenter

John Manzella, President & CEO
World Trade Center Buffalo Niagara



John Manzella is president and CEO of the World Trade Center Buffalo Niagara. He also is an author, speaker, and chair of the Upstate New York District Export Council, a position appointed by the U.S. Secretary of Commerce. Additionally, he is founder of both The Manzella Report, a leading source for global business and economic news and analysis, and Manzella Trade Communications Inc., a public affairs, publishing and consulting firm.

John has written hundreds of articles and several books, including the newly released *Global America: Understanding Global and Economic Trends and How To Ensure Competitiveness*. His op-eds have been nationally syndicated and his views have appeared in *The Wall Street Journal*, *New York Times*, *Houston Chronicle*, *Miami Herald*, *Dallas Morning News*, and *Buffalo News*. John also is contributing writer for American City Business Journals, owner of 43 metropolitan weekly publications.

TMN Event Information

Date:	Wednesday, April 20, 2016
Location:	Salvatore's Italian Gardens, 6461 Transit Road, Depew, NY 14043
Time:	5:00-6:00 pm....Registration, Hors D'oeuvres, Cash Bar, & Networking 6:00-7:00 pm....Dinner 7:00-8:00 pm....Program
Cost:	\$30.00 Members & Guests; \$25.00 Full-Time Students & Members Not in the Workforce
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.org or call APICS at PPM OffiCenter (716) 648-0972
Notes:	Reservations requested by Friday, April 15 but may be accepted later.

** Consider sponsoring a student(s) at \$25.00 each for this event. We appreciate your continued support!



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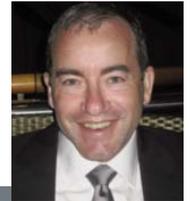
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President's Message



Happy Spring, sort of. It looks like we may have jumped the gun a bit last month on spring but it's tough not to look forward as we thaw out and the weather starts to break. Spring is a time for new starts, fresh beginnings and looking ahead. It also provides us a good opportunity to peek in the rear view mirror at where we have been and what we have accomplished.

Looking back, our March PDM did not disappoint! Rocco Surace, CPA, ABV, CVA, CFF, Jonah reintroduced the Theory of Constraints (TOC) through interactive games with the attendees. Rocco's presentation was certainly engaging and kept the audience completely engaged. His knowledge of the material and ability to relate the information was top notch. No surprise, it was one of the Chapter's most attended events this year.

Looking forward to April, your Buffalo Chapter will once again be hosting TMN (Top Management night). This year we are happy to welcome John Manzella, President and CEO of World Trade Center Buffalo Niagara (WTCBN) who will speak on Global Economic Trends and their impact on the supply chain.

TMN is also a great opportunity to engage your senior management team for the opportunity to hear about this critical supply chain issue. Details are listed on the Website and this event promises to be a great one. In addition, we continue to have a full slate of events running through May. Please keep checking the website, Facebook and e-mails for all the latest details.

As we head towards our largest event of the year (having completed several other very successful PDM's), I would like to thank all the volunteers that support the chapter to make these types of opportunities possible. If you have any interest in helping out please reach out to anyone on the BOD.

As critical to our success are those of you who have taken the time to support APICS buffalo through word of mouth, event attendance, membership and other areas. Our Director of Company coordinators is currently looking for new company coordinators to engage new members and provide awareness of everything we have to offer within their organization. As a BONUS, PRIZES and incentives are given out for the company coordinator that brings in the most new members.

Last month I brought up the topic of "Spring cleaning" your work life. While I am still working on mine, I hope to have it complete in the next week or so. With the year winding down your Board of Directors will be looking for new and fresh ideas going into the next year. To those of you who have provided your valuable ideas, thank you and keep them coming. Only through this partnership can we bring the most value to our members and provide topics and events that provide the most value.

Yours in APICS,

Matt Bartels, CPIM, President
 APICS-Buffalo Chapter

THE UN-COMFORT ZONE

with Robert Wilson

Words vs. Actions

Are a person's words or actions more important?

I have an extremely intelligent friend with incredible insights into history and politics. He might have become a brilliant professor, but when he was 14 years old, his grandmother told him that he wasn't college material. Believing her, he didn't go to college, and has spent his life working in dead end clerical positions.

Another friend was told by her alcoholic father, when she was about 12 years old, that she was too fat to be a gymnast. Until that moment in time, she had been very successful in gymnastics. After that comment, she dropped out of it, and suffered from anorexia nervosa for a number of years. I have seen photos of her at that age and she was not fat by any stretch of the imagination. Who knows what demon caused her father to make such a statement, but to this day she still struggles with her body image.

On several occasions my father praised my writing ability, but when I said I wanted to be a writer when I grew up, he would tell me that I could not make any money from it. I love writing, but I have been conflicted about my passion ever since.

In a previous column, titled *More Powerful Than You Know*, I write about the power of praise, and how just a few words can change someone's life. When someone, whom we consider to be an authority, tells us something - good or bad - about ourselves, we accept it and make it part of our internal belief system. If it is good, we go on to succeed. If it is bad, we fail or struggle to get ahead.

Has someone important in your life told you that you are ugly, or stupid, or clumsy? Or were you told that you are attractive, or smart, or clever. Whichever you heard, especially if you were a child at the time, you probably accepted it as fact. The words or labels we're given can too easily map out our lives.

Alternately, there are times when actions speak louder than words.

When I was growing up my mother lavishly doled out words of love, but the actions weren't there to back them up. She was more neglectful than abusive, but she was both. I was frequently left to fend for myself as she pursued her interests. She expected me to attend her needs, but my actions were seldom reciprocated.

Over the years, I found myself in relationship after relationship with women who would endear me with words of love, but fail to express it in other ways. Alas, those couplings would never last.

Gary Chapman, author of [The 5 Love Languages: The Secret to Love That Lasts](#), explains that people communicate love in different ways. He says that a person may like to experience love in one or more of the following ways: physical touch, quality time, receiving gifts, acts of service, and words of affirmation. According to Chapman, when you find your significant other's favorite love language(s), then you have discovered the key to making that relationship last. Mine has always been quality time, but I like most of the others as well.

We are frequently wooed by the words of politicians, but then when they get elected, they seem to immediately forget their campaign promises. Later on, we are frightened into voting for them again and again, because we fear the words of their competition. We teach them that only their words matter, so they continue to paint

beautiful pictures in our minds with words, then do nothing to bring them to fruition.

Advertisers, on the other hand, usually fulfill their promises. As many in business know, there is nothing like good advertising to drive a bad product off the market. Meaning: an effective ad campaign will get a lot of people to try a new product, but if it doesn't meet the expectations created by the ad, the product will quickly fail.

Which do you find more important, words or actions?

*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 *The Annoying Ghost Kid*, a humorous children's book about dealing with a bully. He is also the author of the inspirational book: *Wisdom in the Weirdest Places*. For more information on Robert, please visit www.jumpstartyourmeeting.com.*

Scholarship Available to APICS Buffalo Members & Family



This year APICS-Buffalo will be awarding \$500 in scholarships for eligible members and their families. Two scholarships valued at \$250 each will be awarded to qualified applicants enrolled in a Fall 2016 degree program.

- ◆ One scholarship worth \$250 is open to registered members enrolled in a full-time or part-time Undergraduate or Graduate degree program.
- ◆ One scholarship worth \$250 is open to a registered member's immediate family (spouse, daughter, son, stepson, step-daughter), enrolled in a full-time Undergraduate or Graduate degree program.

The APICS Buffalo Scholarship committee will select successful recipients solely on the basis of information provided with the application such as scholastic ability, community activities, career plans and essay. The committee will not have access to the names of the applicants.

Applications must be sent to arrive by mail or courier post-marked no later than April 30, 2016. Winners will be notified in writing on or before June 30, 2016. Applications and additional important details regarding the program and eligibility can be found on the Chapter website at www.apics-buffalo.org.

- Jeff Ball, Scholarship Committee



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.

Program Evaluation



PDM Wed., March 16, 2016

Place: Salvatore's Italian Gardens

Program: "Games People Play/Theory of Constraints"

Speaker: Rocco Surace, CPA, ABV, CVA, CFF, Jonah

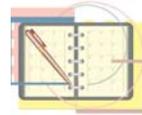
1=poor; 2=below avg; 3=avg; 4=above avg; 5=excellent

Response Average Results:

- 1) Speaker clear & easily understood: 4.7
- 2) The material content was clear & understandable: 4.7
- 3) The program topic was interesting & informative: 4.8
- 4) The questions/answers were direct & to the point: 4.4
- 5) The speaker was knowledgeable: 4.8
- 6) Food & facilities satisfactory: 97% yes; 3% no

Comments:

- ♦ Speaker was very well informed on his topic. Would have been great to have more time.
- ♦ Keep to published time schedule; meal was served at least 30 minutes late.
- ♦ Rocco was a fantastic speaker. He made the presented topic easy to understand and digest.
- ♦ A lot of topic crammed into a small window.
- ♦ Program seemed rushed to estimated time frame.
- ♦ Great speaker; great topic.
- ♦ Very good, very interesting. Would love to integrate.
- ♦ Rocco was incredibly knowledgeable. His games and stories helped his presentation and furthered his point.
- ♦ Going forward, please adhere to published time schedule.
- ♦ I would like to hear more on this topic in the future.
- ♦ Food was fair. Topic was very good.



Calendar of APICS Events

TMN: **Wednesday, April 20, 2016**

Speaker: John Manzella

New Era Cap Plant Tour

Thursday, May 12, 2016 - 9am-noon

BNPA Charity Golf Outing

Wednesday, September 14, 2016



Welcome New Members!

Professional Members:

Rachel Jones - 3M

Carol Carney - P&G Steel Products

Student Associates:

Nick Stevick

Vignesh Nagarajan

Brandon Snyder

Alec Schumacher

Ammad Aslam

- Donna McGrew, CPIM, CSCP, Secretary



Attention

APICS Company Coordinators!

Would you like to win \$200? We would like you to participate in our APICS Membership Growth Contest. The rules are as follows. For every 5 co-workers that you get to become an APICS member you will receive a \$50 Visa gift card. The APICS Company Coordinator with the most sign-ups will win an additional \$200 at the end of the contest. The contest duration is from January 1, 2016 and ends on June 30, 2016.

If your company doesn't have an APICS Company Coordinator and you would like to join please contact Michael Gebera at michaelg@tapecon.com. Good Luck.

- Michael Gebera



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