

Lean Six Sigma Performance Metrics

Professional Development Meeting Joint meeting with ISM-Buffalo Wednesday, November 9, 2016

It has often been said that we cannot manage what we do not measure. But measurement is not in itself sufficient, and we must first ensure that we are measuring the right things. Next we must identify the appropriate standard to benchmark against. Finally, we must initiate corrective action where there are gaps between what was planned for versus the actual results. The facilitator will utilize a combination of slideshow presentation, hands-on individual and team exercises, roundtable discussion and summary Q&A to accomplish the following learning objectives:

- Identifying traditional metrics that promoted dysfunctional behavior
- Adopting improved metrics consistent with the concept of integration
- Understanding the balanced scorecard (BSC) approach
- Learning benchmark approaches such as historical, competitive, world class and best practice
- How to utilize the Kano Model to respond to the voice-of-the-customer (VOC)

About the Presenter:

Michael D. Ford, CFPIM, CSCP, CQA, CRE, CQE
Principal of TQM Works Consulting

Michael D. Ford, CFPIM, CSCP, CQA, CRE, CQE, ACPF, CPSM is Principal of TQM Works Consulting. He provides innovative solutions, based on 30 years of experience in retail, distribution, manufacturing, and consulting. His work history includes software implementation, business planning, inventory control, distribution planning, and corporate training. This includes a broad range of experience from ETO (Engineer to Order) to MTS (Make to Stock), as well as non-profits, service, and Department of Defense.

He has presented at over 310 industry events throughout the U.S., Canada, Nigeria and S. Africa, and has provided over 5,000 hours of classroom training. Ford is a frequent speaker at local, regional and international events for groups including the ASQ, ISM and APICS.

Ford is a 2016 graduate of Binghamton University, earning a M.S. in Industrial & Systems Engineering. Ford combines his technical expertise with personal skills, to develop a unique "outside the box" approach to life's challenges. He is a charismatic speaker who specializes in delivering training that is "edu-taining."

Ford has been recognized as a "subject matter expert" (SME) within the field of operations management, and served on the review team for APICS CPIM courseware updates, and as an SME for the APICS Principles courseware updates.

PDM Event Information

Date: Wednesday, November 9, 2016
Location: Salvatore's Italian Gardens, 6461 Transit Road, Depew, NY 14043 (Venetian Ballroom)
Time: 5:00-6:00pm.....Registration, Cash Bar, Networking
6:00-6:50pm.....Dinner
6:50-8:15pm.....Presentation & Announcements
Cost: \$30 Members & Guests; \$20.00 Full Time Students, Members not in the Workforce or Retired
Entree Choices: 1) Chicken Parmigiana or 2) Classic Lasagna (vegetarian)
(Caesar Salad, Cheesecake with Raspberry Topping)

Register: Online at www.apics-buffalo.org or call APICS at PPM OffiCenter (716) 648-0972

Notes: Reservations requested by November 4 but will be accepted later.



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 New
 Members!**

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Student Associates:

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 Medha Parashar
 Supriya Patil
 Karuna Anil Kaiser
 Nick Iannarelli
 Siddhesh Sahasrabuddhe
 Srinivasa Raghavan Sundararajan
 Amani Raboudi
 Manish Shetty
 Muhammad Talha

- Donna McGrew, CPIM, CSCP, Secretary



APICS BUFFALO CHAPTER
Holiday Party
Wednesday, November 30, 2016
 Salvatore's Italian Gardens
 Entertainment by: Parkside Avenue Brass

APICS Buffalo Chapter

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



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.

The Pursuit of Pure Joy



How to find that special feeling again.

Running as fast as I could, I zigzagged across the field. I dodged and ducked, and stayed just out of reach from the grabbing hands. I stumbled and fell, but quickly rolled away from my pursuer and bounced back onto my feet before he could catch me. I charged toward a short stone wall and leapt over it, then I slid down a hill of soft grass to safety. I touched the light pole and cried out, "Home free!" It was the greatest game of tag I ever played.

It was a warm Sunday evening after a church dinner. There must of been two dozen kids on the lawn behind the Social Hall. At seven years old, I was one of the younger kids playing. I was completely absorbed in the moment. I was free of any thoughts except that of tagging or avoiding getting tagged. The exhilaration I felt as I ran, laughed, and screamed was pure unadulterated joy.

Then my parents called my name; interrupting my reverie. Sweating and nearly breathless, I ran quickly over to them to find out what they wanted so that I could get right back to the game. Dad said, "It's time to leave."

I was stunned. "Just a few more minutes," I pleaded; looking over my shoulder toward the melee of shrieking kids where the game which was still going strong.

"No, you have to get to bed; it's a school night," he replied.

"No, not yet," I thought, "not when I'm having so much fun. How can it be over?" I was still so caught up in the moment - the now of it - that I couldn't shift emotional gears. Reluctantly, I climbed into the backseat of the car. As I looked out the rear window and watched the scene of my joy receding in the distance, tears flowed down my face. I simply couldn't adjust my feelings to it coming to an end.

Joy seemed to come so much easier when we were children, now it seems like we spend the rest of our lives trying to find those precious moments again. So what is joy, and how can we find it as adults?

I think of Joy as a pure feeling that falls somewhere on the scale between happiness and ecstasy. According to inspirational author, Robert Ringer, joy is "a moment in time when everything seemed to be just perfect."

There is a certain freedom of spirit that comes with Joy. It is obviously absent of anxiety or depression, but the reason that is so is because you can only experience Joy in the present. You must be free of thoughts of the past or future. It's the kind of freedom we felt as kids during the summer break from school, when the days and weeks seemed endless.

As adults we can find Joy in moments of clarity when our thoughts crystallize into plans of action. I usually find these moments after some quiet time or meditation. These moments energize us to make productive and pleasurable use of our time. Physicist and author, Fritjof Capra, notes, "During periods of relaxation after concentrated intellectual activity, the intuitive mind seems to take over

and can produce the sudden clarifying insights which give so much joy and delight."

And, the more fully we become occupied in these activities, the more joy we feel. Basketball legend, Phil Jackson, once said, "Winning is important to me, but what brings me real joy is the experience of being fully engaged in whatever I'm doing."

For me, the greatest Joy I have experienced as an adult is when I'm in the fervor of the creative process - usually writing a new story. I've also felt that joy in other creative pursuits such as cooking, gardening, or planning a party. What creative activities do you find most satisfying?

The bottom line is that we are most likely to find joy when we are living in the present and fully engaged with whatever we are doing.

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 ...and Never Coming Back, a psychological thriller-novel about a motion picture director; The Annoying Ghost Kid, a humorous children's book about dealing with a bully; and the inspirational book: Wisdom in the Weirdest Places. For more information on Robert, please visit www.jumpstartyourmeeting.com.

Program Evaluation



PDM Wed., October 19, 2016

Topic: "Sales Forecasting-A NEW Approach" by Joe Shedlawski, CPIM
at Salvatore's Italian Gardens

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

Response Average Results:

- 1) Speaker clear & easily understood: 4.3
- 2) The material content was clear & understandable: 4.6
- 3) The program topic was interesting & informative: 4.3
- 4) The questions/answers were direct & to the point: 4.2
- 5) The speaker was knowledgeable: 4.7
- 6) Food & facilities satisfactory: 4.3
- 7) How likely are you to promote APICS & its offerings?: 4.5

Comments:

- ♦ I'd like to see the meeting at other locations. \$11 for 3 oz. of wine is excessive and it's the same dinner offerings.
- ♦ Excellent venue.
- ♦ Drink prices at Salvatore's are high. For smaller meetings Danny's North or South have rooms up to 60. Protocol was always good.

Topic Suggestion:

How to improve on the diversification of safety stock levels to maintain a high order fill rate but reduce inventory and deal with seasonal plant capacity constraints.

APICS Members: 63%; Non-Members: 37%