

Lean Six Sigma

Professional Development Meeting Wednesday, January 18, 2017

Julie S. Stiles, CLP will discuss “Lean Six Sigma Champions: What to Know.” In both Lean and Six Sigma work, clients and program participants frequently want to know more about the role of a project champion. This program will discuss the importance of setting a strategic direction, following a problem-solving methodology, persisting until root cause is identified, and leading others through a change effort to achieve improvement. Attendees will learn about what you need to know if you are a project champion, and what you should expect from a project champion if you are a project leader or participant. We will provide time for Q&A as this topic typically inspires lively discussion.

LEAN SIX-SIGMA



About the Presenter:

Julie S. Stiles, CLP

As a Certified Lean Professional and Activity-Based Cost Management expert with UB TCIE, Julie S. Stiles, CLP has helped companies in multiple industries to improve business performance and profitability for 25+ years. She is recognized as a strategic, results-oriented and effective Lean facilitator and problem solver with a proven ability to understand issues, perform root cause analyses, identify and mitigate business risks, and develop implementable solutions. Julie’s experience and down-to-earth presentation style contribute to her unique ability to make concepts come alive, inspiring her clients to look at what they do with the fresh perspective they need to achieve results.



PDM Event Information

Date: Wednesday, January 18, 2017

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
7:00-8:15 pm.....Presentation & Announcements

Cost: \$30 Members & Guests; \$20.00 Full Time Students, Members not in the Workforce or Retired

Deluxe Buffet: Chef Salad; Penne Pasta with Marinara Sauce & Meatballs; Chicken Francaise; Turkey Breast with Gravy; Top Round of Beef; Whipped Potato; Carrots; Green Beans with Roasted Red Peppers; Brownie Sundae

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

Notes: Reservations requested by January 11th but will be accepted later.



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President's Message



Welcome to 2017 and Happy New Year! Hopefully everyone had an enjoyable and safe holiday season. As the New Year begins, I like to reflect on the prior year as well as look forward to changes that I will target in the New Year. Every year has a mix of good and bad and learning from both helps to shape both personal and professional goals for the next year.

Closing out 2016, your Buffalo chapter ended the year on a high note with our annual networking event. If you did not get the opportunity to attend this year, mark your calendar for early December 2017. The event always provides a great opportunity to connect with our members, great food and amazing door prizes with plenty of thank you's taken home. Most importantly, a big thank you to all the companies that donated this year; it helped make the event extra special. We couldn't have done it without you!

Starting 2017 out on the right foot, we have the pleasure of hosting Julie S. Stiles, CLP, "Lean Six Sigma Champions: What to Know." this month. Additional details are available in the newsletter and this will be a good topic to bring anyone you may work with interested in the Lean methodology. As the balance of 2017 programs are firmed up we will update the website, so please check in often.

During the first quarter, your Board of Directors will be updating the Chapter's strategic plan. If you have any thoughts on areas we might want to go into deeper or suggestions for improvement please let any board member know. Feedback is critical to our ongoing success and growth; we appreciate the input.

As I have mentioned in prior articles, this will be my last year as President. As I move on to the next role in the chapter, I would like to again remind everyone that we are always looking for volunteers to serve on the Board and in other capacities. If you are interested in either please reach out to any board member. It is a great experience and I look forward to an exciting future as the group continues to evolve.

In closing, I want to welcome Barbara Walters to the board. A passionate and enthusiastic member, Barbara will be working on our programs with Kim Frew. She is off to a great start and we are looking forward to her contributions to the chapter in 2017.

We are always looking for ways to improve your experience with APICS. If you have ideas on how, please let your voice be heard and let us know.

Yours in APICS,

Matt Bartels, CPIM
 President, APICS Buffalo Chapter

THE UN-COMFORT ZONE with Robert Wilson

Hide Your Fear with Confident Action

Never had “fake it til you
make it” been so true.



I walked into the superintendent's office at the construction site and handed him the work order from the union hall.

He looked at it and exclaimed, “Oh, thank god, they finally sent me another journeyman carpenter! Now I have two. I only need about 18 more. Until I get them, you'll be leading a crew of apprentices and laborers.”

I felt a sense of panic in my stomach.

A year earlier, as I was finishing the Spring semester of my sophomore year in college, my uncle told me about a summer job opportunity. “How would you like to earn four times what you're making right now?” he asked.

Figuring he was just kidding, I replied, “I dunno, who do I gotta kill?”

“No, I'm serious. The job site where I'm an inspector needs journeyman carpenters, and there's a shortage here in town. You'll make union wage.”

My father was a builder, and I had grown up around the construction industry. I had some skills, but at 20 years of age, I didn't think I had enough, so I said, “But, I'm not a union member; and I'm not a journeyman carpenter. Don't you have to go through a four-year apprenticeship first?”

“The union and nearly every construction site in town is desperate. I know a guy with the union who will bring you in as a journeyman, and I'll vouch for you at my job site. You know how to hang sheetrock don't you?”

“Well, sure.”

“Then if you can do the work, you'll keep the job. If not, they'll let you go. You want to go for it?”

“And, make four times what I'm making now - sure.”

I managed to keep the job and worked the whole summer. The following summer I was ready to do it again. But when the superintendent told me that I'd be leading a crew, a wave of fear went through me. The summer before, I was clearly the junior journeyman on the job, and there were plenty of people telling me what to do. Now I was going to be in charge, and I didn't know if I could do it.

The job was a massive housing project that was being remodeled. There were dozens of three story buildings that had been gutted. My first assignment was to prepare the interior walls for plasterboard. The superintendent handed

me a set of plans, and pointed out the building where I was to start. “I'll send over two apprentices and two laborers.”

While I was waiting for my crew, I studied the plans and the interior of the building. When my crew arrived, I still needed more time, so I sent them for tools and supplies. By the time they returned I had an action plan and put everyone to work.

A week later two more apprentices were assigned to my crew. Each morning, I would give everyone their assignments and we would go to work. Things went pretty smoothly for the next several weeks, then one day I encountered a problem I couldn't figure out. Panic again rose in my stomach. It was something an experienced carpenter would've known how to deal with. Because of that, I was afraid to ask the superintendent for help because it would expose what a fraud I was already feeling like inside. So, I called over all the apprentices and asked if any of them had any idea of what to do. One of them said he knew, so after I sent the others back to work, he showed me. When he finished, I was so impressed that I said, “Wow, you sure know a lot for an apprentice!”

He replied, “I'm not an apprentice; I've been a journeyman for ten years.”

“Ten years!” I was shocked. “Then you must be like 12 years older than me (he was very young looking and I had assumed we were the same age).”

He nodded, and I asked, “If you've been a journeyman for ten years, why have you been letting me boss you around for the last month?”

He looked at me for a moment, then said, “Well, you're just so good at it.”

The point of this story is that if you lead with confidence - even when you're afraid - people will happily follow you. Two of the most important components of effective leadership is confidence and communication. If you confidently communicate with your people, and they trust that you have their (and the organization's) best interest at heart, they will follow you.

So, if you're feeling fear more than confidence, just fake it until it's true.

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.

Welcome New Members



Professional Members:

Angelle Gregoire
James Leszak
Daniel McGuinness

Student Associates:

Juston Lee Locklear
Richard Davis
Jonathan Duquette
Omar Ahmed Siddiqui
Kaitlin Marinelli
Megan Murray
Claire Begalke
Michael Berg
Omar Ahmed Siddiqui
Presvin Vinod
Kady Hochulski

- Donna McGrew, CPIM, CSCP, Secretary

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.



Buffalo Chapter Retains Prestigious Platinum Award Designation

Chapter management excellence is an integral component to enhancing the member experience. Successful APICS chapters provide their members with opportunities for stellar education, career development, and networking.

The APICS Chapter Benchmarking and Reporting (CBAR) program recognizes chapters that have exceeded minimum standards and exemplify excellence in overall chapter management. We are proud to announce the APICS Buffalo Chapter received the 2016 CBAR Platinum Award designation, an admirable accomplishment for an APICS chapter.

As a member of an APICS Platinum Award winning chapter, the CBAR designation signifies commitment to providing an exceptional membership experience.

Program Evaluation



PDM Wed., November 9, 2016

Topic: "Lean Six Sigma Performance Metrics" by Michael D. Ford, CFPIM, CSCP, CQA, CRE, CQE or TQM Works Consulting at Salvatore's Italian Gardens
Joint Meeting with ISM-Buffalo

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

Response Average Results:

- 1) Speaker clear & easily understood: 4.8
- 2) The material content was clear & understandable: 4.8
- 3) The program topic was interesting & informative: 4.7
- 4) The questions/answers were direct & to the point: 4.7
- 5) The speaker was knowledgeable: 4.8
- 6) Food & facilities satisfactory: 4.9
- 7) How likely are you to promote APICS & its offerings?: 4.8

Comments:

- ♦ Great event!
- ♦ It appears the topics are just overview. Is it possible to give more ideas and processes on how to do things (ie. good metrics to track)?

Respondents – APICS Members: 92%; Non-Members: 7%



Enroll in APICS-Buffalo Education NOW !

Winter 2017 Schedule

Still time to register if you act fast!

CPIM

Module 3: Detailed Scheduling and Planning.

Begins Monday, January 30, 2017 from 6:00-9:00 p.m.

Moog, East Aurora, NY

Acquire a working knowledge of the tools and techniques for planning of inventory, including planning techniques such as MRP, CRP, lean, TOC, and projects. Understand the effect of using each technique; know standard measurements for inventory, materials, capacity and supplier performance; and recognize when to escalate issues. Topics include:

- ♦ Managing inventory, planning material requirements, planning capacity requirements, and procurement and supplier planning
- ♦ Recognizing the importance of supply chain management and deploying supply chain strategies related to scheduling, planning, and sourcing
- ♦ Translating product-level plans and schedules generated at the master planning level into requirements that can be procured or produced
- ♦ Bridging the master planning area with the execution and control function
- ♦ Planning, scheduling, resource allocation, and implementing projects that are used to manage the supply of products and services

Fee: \$600.00 Registration for Detailed Scheduling and Planning Course

Course Information: 9 weekly sessions, 2.5 hours each session, 22.5 hours total

CSCP – Certified Supply Chain Professional

Begins on Thursday, February 2, 2017 from 6:00-9:00 p.m.

Course components: The APICS CSCP Learning System is a comprehensive professional development and exam preparation program consisting of three print modules and web-based study tools that reflect the entire APICS CSCP Exam Content Manual (ECM) and provide you with a broad view of global, end-to-end supply chain management. The 2012 exam reflects critical changes in the marketplace and in the evolving roles and responsibilities of operations and supply chain managers. For accreditation, you must master each of the following: Module 1: APICS Supply Chain Management Fundamentals; Module 2: Supply Chain Strategy, Design, and Compliance; and Module 3: Implementation and Operations. Each section lists learning objectives, and progress check questions are provided throughout the text. Take steps to advance and secure your career.

Enroll in APICS Education classes now and get a jump start on the competition now! Visit our website, apics-buffalo.org, or contact me directly at jjball57@aol.com for more information. Hope to see you this semester!

Jeff Ball, Director Business Development
jjball57@aol.com, 716-912-7801

APICS Members:
Join us for the
**APICS
Student
Career
Roundtable**



**Wednesday,
February 15, 2017**

5:30 - 8:30 p.m.

University at Buffalo's Alumni Arena

We need 8+ accomplished supply chain professionals in various areas of the chain to meet with students in this conversational setting to talk about their careers.

Educating students about the fields within Operations and Supply Chains is one of the most valuable ways we can secure our future as a chapter and also provides our local companies with a stronger talent pool. The APICS Student Career Roundtable provides a venue where professionals from the Western New York Operations and Supply Chains community share their career stories, information about their companies and their advice to up-and-coming college students studying in their field.

Share your career story: how you got started, what you currently do, what your company is all about, how your company makes hiring decisions, what advice you have for students trying to enter this field, how your specific functional area may be different from others in your company or in the industry, etc.

If you can attend, please email **Melissa Ruggiero, APICS-Buffalo Student Chapters Chair** at mrugg@buffalo.edu or phone **645-3232** 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?))

Calendar of APICS Events



PDM Dinner Meeting

Wednesday, January 18, 2017

Place: Salvatore's Italian Gardens

Speaker: Julie Stiles, OP EX Consultant,
UB TCIE

“Lean Six Sigma Champion”

PDM - Joint Dinner Meeting
with ISM-Buffalo

Wednesday, February 8, 2017

Place: Salvatore's Italian Gardens

Speaker: Thomas Dee, ECHDC
“Erie Canal Harbor Development: 2017 &
Beyond”

Student Career Roundtable

Wednesday, February 15, 2017

Place: University at Buffalo's Alumni Arena

PDM Dinner Meeting

Wednesday, March 22, 2017

Place: Salvatore's Italian Gardens

Speaker: Anthony Zampella, CPIM, CSCP
“APICS Sales & Operations Planning”

Top Management Night (TMN) Dinner Meeting

Wednesday, April 19, 2017

Place: Salvatore's Italian Gardens

Speaker: Dr. Steven A. Melnyk, Michigan State
University Professor

“Emergence of the Strategic Supply Chain
Leader”

APICS Buffalo Top Management Night ♦ Wednesday, April 19, 2017

“Emergence of the Strategic Supply Chain Leader”



Speaker: **Steven A. Melnyk, Ph.D.**, Dept. of Supply Chain Management,
Eli Broad College of Business, Michigan State University

Who Should Attend?

- ♦ Individuals who want to make a difference in their organization
- ♦ Top Managers who suspect there is a gap in their organization's performance.
- ♦ Leaders who seek a competitive advantage.
- ♦ Those with a vision to be “The Best” vs. settling to be like “The Rest”.
- ♦ Team Leaders driving transformation in their business units.
- ♦ Supply Chain Professionals and life-long learners.