

## Continuous Improvement

### Professional Development Meeting

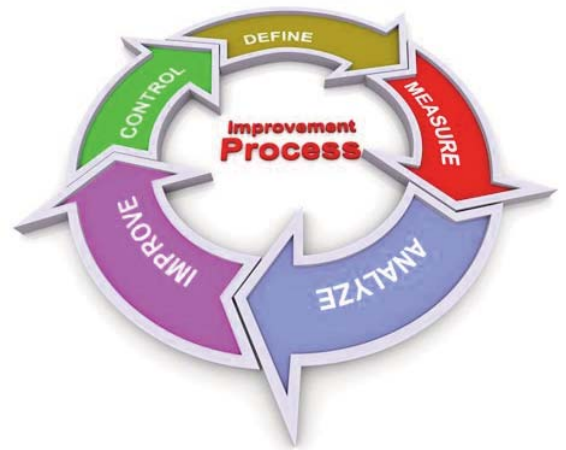
Joint Meeting with ASQ

**THURSDAY, January 18, 2018**

Delivering the Win: How do we make sure we keep our eyes on the prize?

Do you have a team or value stream that is not performing like it did a few years ago? What happened? We did that transformation effort a few years ago and our KPI's showed nice improvement.

This session will be interactive in which we will review examples, discuss the issues/problems and what we need to do to keep the improvements current and deliver the win.



**About the Speaker:** Michael Yax, Director,  
Cobham PLC

Michael Yax is currently a Director, Continuous Improvement for Cobham PLC. He has over 20 years of experience in Continuous Improvement and Operations leadership roles at Woodward Governor, Danaher, PCB Piezotronics, and Cobham Mission Systems. Mike has led a number of improvement projects and lean transformations throughout his career and is currently working on a transformation project in the United Kingdom. He has attended lean programs at the University of Tennessee and University of Michigan, and has a Six Sigma Black Belt certification from Air Academy Associates. Most of Mike's best learning experiences was from rolling up his sleeves and conducting improvement activities on the shop floor. This is where he learned how to implement the tools, techniques and become a better change leader.

### PDM Event Information

**Date:** THURSDAY, January 18, 2018

**Location:** Millennium Hotel Buffalo, 2040 Walden Avenue, Buffalo, NY 14225

**Time:** 5:30-6:00 pm.....Registration, Cash Bar, Networking  
6:00-8:15 pm.....Dinner, Presentation & Announcements

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

**Buffet Menu:** Soup, Caesar Salad, Antipasto, Fresh Fruit, Chicken Parmesan, Vegetable Lasagna with Alfredo Sauce, Italian Style Fresh Vegetables, Assorted Dessert Display

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

**Notes:** Reservations requested by 1/12 but may be accepted later pending space availability.

**Cancellation Policy:** Please call APICS at (716) 648-0972 by 2:00 p.m. of the day prior to the scheduled event to notify us of any changes or cancellations. Cancellations after this time are subject to billing if a replacement cannot be found.



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# President's Message



I wish you a happy and prosperous 2018! Time seems to be travelling ever faster and faster and with another year behind us, it's also important to take a few minutes to reflect on all the good things and look forward to what we want to accomplish next year. Time to dust off the New Year's resolution and get ready for the next Star Wars movie.

Resolutions are a funny thing. Like the cranberry sauce at Thanksgiving, we aren't sure why we keep putting it out there but not having it feels somehow....empty. There are the inevitable personal goals to get in shape or give up chocolate and the professional items to improve our skills in a topic or subject. As I have gotten older I have found myself explaining to my children why goals are important even though we may not reach them. Striving for something is good; pushing yourself to be better and live better.

So what's the point? Well, over the last year, we at APICS have seen our share of changes. At the local level with our board and at a National level with curriculum changes in the CPIM classes and the newly launched CLTD certification. As you set out on your journey over the next year, leverage APICS as a catalyst to achieve your goals. Whether a refresher on the supply chain or learning something new, take another look at what we can offer.

Looking forward to 2018 we kick off in a big way with our first PDM on Thursday, January 18th with Michael Yax of Cobham who will be discussing Continuous Improvement in this joint event with our friends at ASQ.

In closing, let me say I hope that everyone is as excited and optimistic as I am about 2018. As always, please let us know if there is any feedback to improve the chapter, volunteer interest or topics that people might think are worth exploring for future PDM's

Yours in APICS,  
 Albert Testa, CPIM  
 President, APICS Buffalo Chapter



**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 UN-COMFORT ZONE

with Robert Wilson

### Here's What You Need to Change the World

The tipping point is closer than you think.

I recall, back in 1995, trying to decide whether or not to get an internet account. I only knew two or three people who had them. Email sounded like a cool idea, but you still needed to pick up the phone to get in touch with someone. (Remember when the question was: "Do you have an email address?" instead of: "What is your email address?") Getting on The Net seemed like a good idea for my writing business, especially for purposes of research. I just wasn't sure it was worth the money. Back then you bought time on the World Wide Web by the hour, and it was deducted by the minute. If you downloaded a file that was too large, you might use up your entire monthly allotment. I really wanted it, but I needed to justify spending the money.

My justification arrived after a phone call with a new client. A magazine publisher in Texas wanted me to write some articles for him. During the conversation, he said, "I only work with writers who are on email." I made my decision in that moment. The publisher called me back the next day and said he forgot to ask for my email address, by which time, I had one.

Not too long after that I went to see the movie Braveheart. When I got home I wanted to know more about William Wallace, so I went onto Netscape and searched the Web. I found an article about him on the website of a library in Scotland. I was so excited to be getting information from such a long distance away that I called my wife into my office to show her.

When I look back on it I wonder, if I had not had a business reason to be on the internet, how long would it have taken me to do it. According to Everett Rogers, who created the diffusion of innovations theory, the tipping point for mass market acceptance of an idea occurs when 15% to 18% of the participants in a social network have tried it first. So, if we consider Dunbar's Number of 150, which (as stated by anthropologist Robin Dunbar) is the number of stable relationships one person can have; I would've gotten on the internet when about 25 of my friends had done it first.

Other research, however, says it might have taken fewer people. As reported by scientists at Rensselaer Polytechnic Institute, it only takes 10 percent of the population to create a shift in opinion. If those 10 percent hold an "unshakable belief," it will always be adopted by the majority of society.

"When the number of committed opinion holders is below 10 percent, there is no visible progress in the spread of ideas;" said professor Boleslaw Szymanski, Director of the Social Cognitive Networks Academic Research Center at Rensselaer, "Once that number grows above 10 percent, the idea spreads like flame." As an example, Szymanski references the Arab Spring in Tunisia and Egypt, "In those coun-



tries, dictators who were in power for decades were suddenly overthrown in just a few weeks."

As a rule people do not like holding unpopular opinions, they feel more comfortable belonging to the majority. This is probably a throwback to our caveman days when acceptance by the clan or tribe meant the difference between surviving or not.

As few as two people can change the opinion of a third person. Sameet Sreenivasan, another researcher at Rensselaer, found that if a test subject heard an opinion or belief from one person, he or she would not accept it, but if it was heard from two people, the subject would adopt it as his or her own.

Malcolm Gladwell, author of *The Tipping Point*, says, "The tipping point is that magic moment when an idea, trend, or social behavior crosses a threshold, tips, and spreads like wildfire." He compares it to how a single sick person can start a disease epidemic like the flu.

A good example is the American Revolution which was far from a majority. At most one-third of the colonists supported the revolution. But it was actually fewer than that. Only 3% actively fought the British. 10% provided material support to the soldiers. Another 20% preferred the revolutionaries but did nothing to sustain them. At the same time, one-third of the colonists supported the crown; while another third were indifferent to either side. By the end of the war there were actually more American colonists fighting for the crown than for the revolution. And, yet the rebels succeeded.

The world is a marketplace of ideas, opinions, and beliefs. When the next new trend comes around, will you be an early adopter or will you wait for consensus? Perhaps it will be your idea that will spread like wildfire - so be careful with your next social media post - it may go viral!

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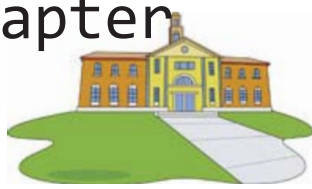
*Robert Evans Wilson, Jr. is an author, humorist/speaker and innovation consultant. He works with companies that want to be more competitive and with people who want to think like innovators. Robert is the author of ...and Never Coming Back, a psychological thriller-novel about a motion picture director; 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](http://www.jumpstartyourmeeting.com).*

APICS Buffalo Chapter

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



# Student Chapter Reports



## Canisius College Chapter

This month, the Canisius College Chapter of APICS sponsored a presentation for students who are curious about what an internship is like. Students who recently completed an internship shared with students their experiences and answered any questions they had. For next semester we are currently planning the APICS Career Roundtable. If you are a professional who would be willing to share your experience with students on March 6, please contact us. As always we are looking for ways to get involved in the Buffalo Community, so please feel free to email me if you have any suggestions or are looking to get college students involved in your company.

Submitted by: Kayleigh Murray, Secretary  
murray57@my.canisius.edu

## University at Buffalo Chapter

At the end of the semester our club held a great information session with Goldman Sachs. Students learned about operational roles at a financial institution as well as potential career paths. Our executive board members held a semester closeout meeting and we are very excited about potential events this upcoming spring semester. Our plan includes more local site visits, information sessions, and possibly a case competition. We continue to recruit members because our club provides a great bridge from the classroom to the professional world. We want as many students as possible to leverage the benefits of our club and plan ahead for success after graduation.

Submitted by: Alexander Lesins, Secretary  
alesins@buffalo.edu

# Calendar of APICS Events



PDM - Joint Meeting with ASQ  
**Thursday, January 18, 2018**

Place: Millennium Hotel, Walden Galleria  
Topic: Continuous Improvement by Michael Yax

PDM - Joint Meeting with ISM  
**Wednesday, February 21, 2018**

Place: Classics V Banquets  
2425 Niagara Falls Blvd., Amherst 14228  
Topic: "How to Achieve Better Results with Team Accountability" by Diana Southall

CPIM Part 1 Class

**Start Date: Wednesday, March 5, 2018 (10 weeks)**

Place: Rich Products

6:00-9:00 p.m.

Cost: \$1,150 per student \*

\* All materials are included in the class. The exam is not included in the cost of the class.

**Minimum of 6 students required.**

If interested in class, please contact Matt Bartels at [education@apics-buffalo.org](mailto:education@apics-buffalo.org) or visit our website [apics-buffalo.org](http://apics-buffalo.org).

PDM

**Wednesday, March 21, 2018**

Place: Salvatore's Italian Gardens  
6461 Transit Road, Lancaster 14086  
Topic: APICS Channel Services with Jim Lahey, VP,  
APICS Global Channel Services

Top Management Night  
**Wednesday, April 18, 2018**



## Welcome New Members

- Donna McGrew, CPIM, CSCP, CLTD,  
Secretary

### Professional Members:

Ian Hamilton  
Robert McEwen, Jr.

### Student Associates:

Elliot Case  
Yiling Huang  
Eswara Swaroop Simhadri

**STUDENT ROUNDTABLE** at  
Canisius College on March 6th in  
the Science Hall Commons.

**STUDENTS** - Take this great opportunity to speak with an industry professional on a variety of topics including career advice and job opportunities. **PROFESSIONALS** - Sign up to share your experience with eager students. For additional information please contact Melissa Ruggiero or any of your board members.

