

How to Achieve Better Results with Team Accountability

Professional Development Meeting

Joint Meeting with ISM

Wednesday, February 21, 2018

If you are a manager, team leader, or manage projects, your work results are highly dependent on the performance of other people.

Yet even experienced managers are challenged with getting everyone on their team to focus on the right work, and be accountable for achieving high performance and key results.



How can you maximize the team you have to make your job easier and improve your performance with less stress?

During this session, you will learn how to:

- Uncover the cause: The 10 reasons people on your team are not doing their job to the best of their ability
- Accountability- what it is, 5 stages people go through, and how to get it (even if you aren't "the boss")
- How to delegate without abdicating- a simple system to hold people accountable to complete the work you need (timely and accurately)
- Free reward tools you have to build trust, improve communication and increase the results of your team mates
- The power of numbers- using a team dashboard with key performance indicators for better focus, prioritization and planning

About the Speaker: Diana Southall, The People Plan

Ms. Southall is a fifth generation business owner, and spent her childhood, college and early career in a family business (Botanicus Inc, Top 25 women owned business in Buffalo, NY). The business had multiple departments in retail, service, distribution, and she worked every department from human resource to sales, marketing, accounting and operations.



In high school, Diana trained with local Organization Development consultants working in her family business to understand personality and its role in employee performance, and went on to study Economics and Social Psychology at Tufts University.

PDM Event Information

Continued on page 3

Date: Wednesday, February 21, 2018
Location: Classics V Banquets, 2425 Niagara Falls Blvd., Amherst, NY 14228
Time: 5:00-6:00 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

See page 3 for Charitable Donation collection info.

Entree Choices: 1) Smothered Sirloin Steak with onion, peppers & provolone cheese; 2) Brown Sugar Salmon, grilled with brown sugar & mustard glaze; 3) Chicken Coq Au Vin Rouge, sauteed & baked w/ bacon, onion & mushrooms in a red wine demi glaze; 4) Vegetable Lasagna, assorted vegetables & cheeses drizzled in alfredo

Register: Online at www.apics-buffalo.org or call APICS at PPM OffiCenter (716) 648-0972
Notes: Reservations requested by 2/16 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



Welcome to 2018 Super Bowl edition of our newsletter. As January rushes to a close I don't think I stand alone in saying I hope the cold weather is behind us.

One of my favorite things about this time of the year is it provides me opportunities to sit with some young professionals at local universities and through networking events. I enjoy the eagerness, interaction and enthusiasm. We all remember how unsettling being on that side of the table can be.

Inevitably, they ask me for "one piece of advice" that will help them in their career. To be honest, boiling my learnings down to one thing is always a struggle but I find myself saying the same thing again and again. "Listen and network". Looking to prove yourself can feel a lot like you are on audition but the real truth is we all learn a lot more by listening than we do by talking.

Now comes the real question, who to listen to? Everyone! I encourage every student to not only look at APICS for the training and education but take real advantage of our group. Come to the PDM's, meet the people and listen.

January was our first of two back to back joint meetings. We heard Chris Lawrenson from Cobham speak on continuous improvement. The meeting was done in tandem with our partners in ASQ. While a separate group with a separate mission, listening to the conversation left no doubt there was a lot of learning and information sharing going on.

Fast forward to February and we will again be joint hosting an event this month with ISM called "People Plan". Diana Southall will provide an overview of how to build and leverage your team to their potential as well as tricks to do so.

I finish this message everyone to attend our PDM. It's a great opportunity to meet new people and reconnect with those you haven't seen in a while.

Yours in APICS,

Albert Testa, CPIM
 President, APICS Buffalo Chapter



like us on facebook



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

Diana Southall continued from page 1

Since 1999, Diana has advised senior management teams of many of the premier mid-sized and large employers in WNY on how to link their jobs & people to performance & pay. She has designed pay and incentive plans that impacted tens of thousands of employees, from first-line workers to sales and executive teams in every industry.

Diana holds an MBA and Masters degree in Psychology from the University at Buffalo, where she studied with Dr. Jerry Newman (a nationally recognized expert in compensation and performance management). After graduate school, Ms. Southall joined HR Foundations as a consultant, quickly becoming a key partner in the firm.

Certified as a Senior Human Resource Professional (SPHR), she has taught compensation, leadership, and human resource management courses for Medaille College and the University at Buffalo School of Management.

www.People-Plan.com



We will be collecting items for this worthy charity at the February 21 joint dinner meeting at Classics. Have a heart; share with the less fortunate and bring a few items listed below.

Hearts for the Homeless celebrated its twenty-seventh year of outreach to the poor and homeless in Buffalo on December 25, 2017. Executive Director, Ron Calandra, and his wife, Peg, have been with Hearts since its inception. As local missionaries, they have nurtured Hearts from the beginning with a simple goal to feed a nutritional meal to those less fortunate and be representatives of The Gospel of Jesus Christ. Without straying from the original goal, Hearts has evolved into a full-fledge ministry center that annually feeds and clothes thousands of Buffalo's poor & homeless via a Mobile Soup Kitchen w/Clothing Pantry. Hearts also meets the needs of its local community via Hearts Thrift Shop at 890 Tonawanda St. in the Riverside section of Buffalo.

"There is a feeling of satisfaction knowing that when we go out and feed people at night, they won't be going to bed hungry," says Ron. Hearts' Mobile Soup Kitchen (a bus from which we serve prepared meals, with a free-clothing pantry aboard) has five very dedicated Mobile Crew Teams consisting of 30+ adult volunteers, each committed to serving one night per week. In 2017, twelve-thousand poor and homeless people were served.

Program Evaluation



PDM Thurs. January 18, 2018

Topic: "Continuous Improvement" with Chris Lawrenson, Cobham at Millennium 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: 4.8
- 4) The questions/answers were direct & to the point: 4.4
- 5) The speaker was knowledgeable: 4.8
- 6) How likely are you to promote APICS & its offerings?: 4.5
- 7) Food & facilities satisfactory: 3.8

Comments:

- ♦ Can you make the presentation available online for future viewing?
- ♦ Joint meeting was very good.
- ♦ The room screen should have been set up in the middle as the room was too long for the tables in back.
- ♦ Thought the presentation was excellent. It was straight and to the point and stayed on track to the topic.

Future Topic Suggestions:

- ♦ Team Building

Respondents –

APICS Members: 82%; Non-Members: 18%

CANNED:

BAKED BEANS, BEEF STEW, CHILI, CHICKEN,
POTATOES, KIDNEY BEANS, TUNA,
MAYONNAISE OR MIRACLE WHIP,
SMOOTH PEANUT BUTTER, GRAPE JELLY,
BAGGED RICE, ELBOW MACARONI,
DICED TOMATOES, SPAGHETTI SAUCE,
PARMESAN CHEESE, HOT SAUCE,
CREAM OF MUSHROOM AND CREAM OF
CHICKEN SOUP,
SANDWICH COOKIES,
ZIPLOCK SANDWICH BAGS

www.heartsforthehomeless.org

THE UN-COMFORT ZONE

with Robert Wilson

Nobody Wants You to be Creative

Innovation threatens established beliefs.

Throughout history, poverty is the normal condition of man. Advances which permit this norm to be exceeded - here and there, now and then - are the work of an extremely small minority, frequently despised, often condemned, and almost always opposed by all right-thinking people. Whenever this tiny minority is kept from creating, or (as sometimes happens) is driven out of a society, the people then slip back into abject poverty. This is known as 'bad luck.'" Robert Heinlein

Your boss, your co-workers, your friends, and even your family don't want you to be creative. They resent your trying to change the methods, practices, systems, and rules they are comfortable with. They think you're a fool for wasting your time and money. Most of all, you're scaring them by going against the norm.

Innovation requires change, and change is threatening to many. Especially if your idea will displace an established interest. Expect resistance.

In 1942, economist, Joseph Schumpeter coined the term: "Creative Destruction" in his book *Capitalism, Socialism and Democracy*. It describes the process of transformation caused by innovation. That process begins when entrepreneurs, who generate new products or ways of doing things, destroy the value of older established companies who previously created new technologies that disrupted the companies that came before them. As an example look at the history of recorded music: vinyl records and reel-to-reel tape were replaced by 8-track tape, which was replaced by cassette tape, which was replaced by compact disc, which has been replaced by MP3 players. Resistance is futile.

If your idea is any good, those established interests will first try to discredit it. The better your idea the more they will attempt to make it - or even you - look like a threat to society, children, or puppies. Alternative religions will be called cults. Alternative political systems will be condemned as the cause of chaos.

Whether it is an established industry, government or religion, the people who hold the power will fight to keep it. They get to choose the direction and will reward those who follow without question. Those who are in charge of established organizations control the resources which enable them to preserve their way of doing things. This is why major corporations love regulation. They can afford it, but newcomers and upstarts cannot. Those who wish to innovate or make changes must have their own resources to promote their idea; otherwise they'll grind along, perhaps for years, before they succeed - if ever. People rarely give up power.

For a company to embrace a culture of creativity, it means that employees must be allowed to act in ways that work against the strategies that made the company successful in the first place. Not many can see the value of doing this.

Success is often the antithesis of innovation. Great ideas create prosperous businesses, but that same success causes those one-time innovators to cling tight to that which got them there. Kodak's R&D department invented the digital camera, but company executives saw it as a threat to their core business of selling film, photographic paper and chemicals, so they did

nothing with it. Kodak is now struggling as a company.

That explains why powerful, successful organizations shun creativity, but what about your family and friends? When you look at creative people, you see risk takers, rule breakers, and non-conformists, who are flexible in their strategies, yet so persistent in reaching their goal that they will keep going despite failure after failure. In other words, they're just plain weird; and that makes most people uncomfortable.

Most people follow the majority. They seldom question authority. That is why fake news has become so prevalent. People simply accept what they are told.

Creativity causes uncertainty, which in turn causes insecurity. Most people want to avoid that. In fact, they tend to attack things that are new to them. That is why there is so much pressure to conform.

That conformity begins when we're young. For example, elementary school teachers typically don't like creative students because they are more disruptive and tend to ignore the rules. Obedient students are easier to deal with and require less of their attention. Kids who step out of line get reprimanded.

You see, as we grow up, we accept certain ideas (about philosophy, religion, politics and even science), we then build our lives around these ideas to give ourselves a sense of security, stability, and predictability. To be innovative means you must be willing to question those precious beliefs.

We're comfortable doing things the way they have always been done. Newness, however is mystifying. We don't know how it will work. Something might go wrong. It might be dangerous. Besides having to learn a new way of doing things is an inconvenience.

On the other hand, incremental ideas are more easily accepted. A radical idea - regardless of its benefits to all involved - will take more time and effort to convince people of its value. If people feel unsure or insecure about making a change, they will have negative opinions about it. The more insecure someone feels, the less they will be able to recognize the benefits of a new idea. We call these people stubborn.

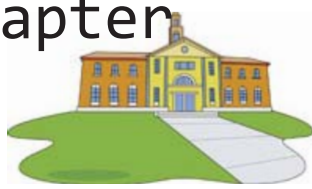
Most people are only willing to take the innovative risks, when they are desperate, already failing, and out of options. Situations like when a quarterback makes a Hail Mary Pass in the last seconds of a game. It is this sort of innovation that inspired the well known adage: Necessity is the Mother of Invention.

People and companies love to give lip service to wanting creativity, but the truth is, only the creativity which leads to a useful and profitable innovation ever gets celebrated.

So, don't feel bad when no one supports your crazy ideas - just understand that they are simply afraid. Follow your passion and follow your dream. Even if your effort fails, you'll learn something that may be useful in your next attempt. And, from my perspective there is nothing more fulfilling than the natural high you get from being enmeshed in the creative process.

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.

Student Chapter Reports



Canisius College Chapter

The Canisius College Chapter of APICS is looking forward to the upcoming semester. We are currently making arrangements to tour different manufacturing plants in the area, as well as planning our Top Management Night. If you are interested in working with Canisius students, please feel free to reach out. We are always looking for new opportunities within the Buffalo community.

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

University at Buffalo Chapter

Our executive board is back from winter recess energized to hold some exciting events for our members. We just visited New Era Cap to learn about their business operations, as well as take a tour of the facility. Our club is also holding a supply chain focused case competition this coming March. Continuing to provide events like this provide students with more outside the classroom learning that can be leveraged in their job search. We will continue to plan events like these, but also volunteering events in order to give back to the community this semester.

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

Calendar of APICS Events



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 or visit our website 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:

Jesse Ross



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.

- Share your career story with student APICS members over dinner.
- Contact Melissa Ruggiero at mrugg@buffalo.edu to attend.

APICS Career Roundtable
Tuesday, March 6, 2018
6 p.m.—8:30 p.m.
Canisius College Science Hall Commons