The Sahuaro

Phoenix Chapter #58

February 2004

Professional Development Meeting

"Concurrent Dynamic Pricing"
Presented by
Frank Fiore, Author

February 12, 2004

Doubletree Hotel
320 N. 44th Street
(44th St. and Van Buren)
Phoenix, AZ 85008-6573
Tel: 602.225.0500 *for directions*

Agenda

Registration: 5:15 - 6:00 pm
Networking: 5:15 - 6:00 pm
Dinner: 6:00 pm
Dessert/Break: 6:45 - 7:00 p.m.
Monthly Meeting: 7:00 - 7:15
Technical Program: 7:15 pm
Close of Meeting: 8:15 p.m.

Cost

Pre-Registered Members: $20
Pre-Registered Students with ID: $10
All Non-members & Walk-ins or
Late Registrations: $30

******APICS Policy ******
No Shows will be Billed

Register online at:
http://www.apicsphoenix.org/pdm.html

For your convenience,
APICS accepts:

~ CONCURRENT DYNAMIC PRICING

The February Professional Development meeting highlights speaker Frank Fiore on a discussion of concurrent dynamic pricing.

Overview

Concurrent dynamic pricing is a next-generation application of flexible pricing that allows companies to sell more products faster and at higher prices than other pricing systems. Traditionally, getting rid of excess inventory would involve sharply discounting the product and marketing it through company resources, the company's web site or through printed catalogs. These methods would result in reduced margins that barely covered the cost of maintaining inventory. In other cases, the entire lot might be sold to a liquidator for pennies on the cost dollar.

The concurrent dynamic pricing method offers the best alternative effort to reduce the inventory cost quickly and maximize the return on the outmoded product.

About the Speaker

Frank Fiore is a writer, consultant, and e-business expert. He is the author of several books on e-commerce: Dr. Livingston's Online Shopping Safari Guidebook, The Complete Idiot's Guide to Starting an Online Business, e-Marketing Strategies, and Successful Affiliate Marketing for Merchants. Frank has been involved with e-commerce from its inception on the Internet and knows it from both sides of the transaction.

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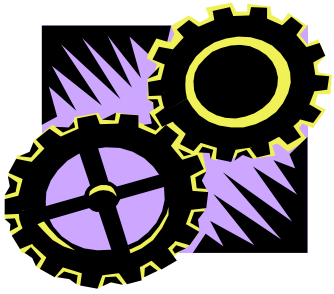
~ CHAPTER INTRODUCES LEAN PROGRAM

The Phoenix Chapter's Lean Program – Spring 2004 edition is scheduled to kickoff on Wednesday, February 11, 2004 at a UoP Campus near you. The Program consists of 7 one-half day workshops that deal in-depth with all facets of Lean Manufacturing. Topics include:

- Waste Elimination
- A Lean Improvement Methodology
- Leadership
- The Transparent Workplace
- Lean Process Improvement
- Lean Product Development
- Just-in-Time
- Controlling Processes
- Standard Work
- Continuous Improvement



The seven ½ day workshops included in the program are:

- Overview
- 5 S's
- Lean Mapping
- Lean Scheduling
- Lean Teams, Lean Design, and Accounting
- Process Improvement and Quality in Lean Manufacturing
- Standard Work

Check out the PHX APICS Chapter web-site at www.apicsphoenix.org for registration and more detailed information on the program and each of the seven workshops. Remember to register early to receive your early bird and group discounts!

For more information on APICS, visit the following websites:

Phoenix Chapter: www.apicsphoenix.org
Tucson Chapter: www.apics-tucson.org
Region VII: www.apics7.org
Society: www.apics.org

Networking Advancement Education
Members Chapters Customers
Experience Membership in the APICS Community

~ APICS Phoenix Chapter #58 Vision & Mission Statement ~

"Success Through Lifelong Learning"

Society Mission Statement:
"APICS will continue to set the standard as a recognized global leader and premier provider of resource management, education, and information for individuals and organizations."

Chapter Vision Statement:
"The Phoenix Chapter of APICS will be recognized as the foremost professional provider of knowledge and education for resource management within the Chapter's area of influence by both its internal (members) and external (manufacturing and service industry) customers by enhancing their life long learning options.

Chapter Mission Statement:

- *Provide a forum for individuals to achieve professionalism in the integrated resource management field.*
- *Provide vehicles to increase awareness of the national and local capabilities of APICS as a global educational leader across the Phoenix Chapter's area of influence.*
- *Provide synergistic support for the Phoenix APICS Chapter's vision by creating alliances between the Chapter and community leadership and other professional organizations.*
- *Ensure that Chapter member volunteers are recognized, appreciated, and rewarded for efforts in support of meeting Chapter objectives.*

~Words of Wisdom

No one is going to win fame, recognition, or advancement just because he or she thinks it's deserved. Someone else had to think so too.
- John Luther

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Director, Hotel Bookings—Rita Sanchez 623.435.5550

Open Director Positions:
Director, Class Scheduling
Director, Company Coordinators
Director, Class Administration
Company Coordinator
Director, Membership Updates
Director, Speaker Bookings
Director, PDM Registration
Director, PDM Photographer
Director, Staff Liaison & Communication
Director, Target Markets
Director, Liaison to Other Professional Societies
Director, Recruiting
Director, Student Chapter Liaison

To obtain information or volunteer for any of the above Director or Company Coordinator positions, sign up on our website at: http://www.apicsphoenix.org/volunteer.html (**RESOURCES** tab on home page)

~ Chapter Accepting "Senior Management Night" Invitations

Planning continues for Senior Management Night, the APICS Phoenix Chapter's premiere Professional Development Program. The main purpose for this annual event is for the chapter to show appreciation to the management of member companies. These managers are often leading the efforts to support and implement the principles of APICS into the organization and believe that membership adds value to their employees. Support by managers is shown throughout the year by budgeting for company memberships, scheduling educational seminars, supporting individual member activities, and attending the professional development meetings.

The 2004 Senior Management Night will be held at the Doubletree Suites in Phoenix, located at 44th Street and Van Buren on Thursday, March 11th. Registration begins at 5:30 P.M. The Chapter is planning a highly polished event to showcase the benefits of APICS and the services of the local chapter. To invite your manager to the Senior Management Night, submit the online invitation found on the PDM registration page at http://www.apicsphoenix.org/pdm.html Thank you for your support!

Chapter Membership Breakdown:

Month Ending: December, 2003

Total Members……482
Individual Members……407
Corporate Members……58
Student Members……17
Arizona State University (16) ~ DeVry University: (1)

CPIM Certified (Re-certified) ….183 (71)
CFPIM Certified (Re-certified) ……5 (2)
CIRM Certified (Re-certified) …… 13 (4)

Welcome New Members!

The APICS Board of Directors would like to welcome the following new members for the month of December:

Keith Kato, Honeywell Inc.
Ms. Veronica A. Postel

~ Volunteer Opportunity: Company Coordinator ~

Do you have the time to volunteer? Do you want to become the center of attention? The Phoenix APICS Chapter is looking for a few men and women to serve as COMPANY COORDINATORS.

A Company Coordinator is the direct interface between the Phoenix Chapter Board of Director's and the employees of their company or company division. A Company Coordinator is most often defined as a dedicated and enthusiastic APICS representative of their company and an individual who is devoted to the professional and educational philosophies of APICS.

Company Coordinators can be viewed as the "networking" hub of the organization. You are the focal point of APICS information.

If you are interested, send an email to education@apicsphoenix.org by March 1st to receive an enrollment form.

Survey Extended to February 15th

How are we doing? We want to know! To participate in the Chapter Survey, go to www.apicsphoenix.org

~ The Unsuccessful Executive *~ by Dave Johnson, CPIM, VP-Admin*

Back in a prior life, we used to say (half in earnest), "Nothing's too good for the troops, so that's what we'll give them." I was reminded of that notion when I read an article in the July 2003 issue of Fast Company by Sydney Finkelstein entitled "7 Habits of Spectacularly Unsuccessful Executives". With an obvious "tip of the hat" to Stephen Covey's "7 Habits of Highly Effective People", Finkelstein contends, with some justification, that the very traits which make one "highly effective" can, when applied to excess and/or improperly, make one "spectacularly unsuccessful". As he says in the article, "It's a list of people who had a special gift for taking what could have been a modest failure and turning it into a gigantic one."

"#1 – They see themselves and their companies as dominating their environment." This is, certainly a trait which one might aspire to emulate – what CEO doesn't want to feel this way and sell this idea? The executive views himself and, by extension, his company as the preeminent force which no one would dare challenge and act accordingly. They view their people as simply tools to be "used and molded" to advance their reality and their customer as being lucky to be doing business with them.

"#2 - They identify so completely with the company that there is no clear boundary between their personal interests and their corporation's interests." At some level, this sort of view of the universe may be beneficial; however, the unsuccessful executive (or individual) gets the boundaries so blurred that it becomes a "private empire". Therefore, no one can question the executive because that would be some type of treasonous act – the king's new clothes mentality. As one of the characters in "lil Abner "used to say – "What's good for General Bullmoose is good for the USA!" – a caricature of a comment made by the CEO of General Motors.

"#3 – They think they have all the answers." We are faced here with a 20 decisions a minute executive who doesn't mind not having the requisite information to make those decisions. The goal is to have no uncertainty – just actions, right or wrong ("because I'm never wrong"). This leads to a "My mind' made up, don't confuse me with facts" mentality in the organization which stifles any sort of creative thinking. And leads us to -

""#4 – They ruthlessly eliminate anyone who isn't 100% behind them." The executive says he or she has determined what the vision is and anyone who doesn't buy into that vision is disloyal and must be eliminated. Someone far wiser than I once said, "If I'm surrounded with "yes-men" – one of us is redundant!" The unsuccessful executive stifles any level of dissent and, worse, yet, drives it underground where it festers and, ultimately, causes the organization to shake itself to pieces.

"#5 – They are consummate spokespersons, obsessed with company image." You might ask what is wrong with being the "frontperson" for the organization. Nothing on the face of it but the "external persona" becomes everything and "internal" operations become secondary. There is an old adage which says "Appearing to solve apparent problems is easier than really solving real problems!" and this accurately describes the ineffective executive. So a meeting where one performs well and gets good press seems as meaningful as a meeting where something really gets accomplished – "film at 11".

"#6 – They underestimate obstacles." Since the individual must maintain the façade of invincibility, there cannot possible be any obstacle, which can thwart him or her. The naysayers are simply not

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~ Your New Year's Resume Checkup *~ Contributed by Deborah Walker, CCMC*

Like millions of people coast to coast, you have probably resolved to start 2004 with renewed job-search enthusiasm. If it has been a while since you brushed up your old resume, you'll want to begin your job search with a New Year's resume check up. These five questions will help you focus your resume for even better results in the new year.

1. Has your career objective changed since your last job search? More specifically, are you attempting to change your industry or profession? If so, your resume requires a new marketing message based on your transferable skills. This will help potential employers see you outside of the context of your current industry or profession.

Remember, a resume is more than just an historical document; it is the print ad of your job-search campaign. For peak effectiveness, your resume should be based on the buying motives of your new target audience. Communicating your transferable skills is an excellent way to tap into employer buying motives.

2. Does your current resume reflect your professional growth? Or, are you still using the same resume format that got you your first job out of college? As you grow professionally, you'll need a resume that reflects your level of professionalism. The more sophisticated "hybrid" format allows you to showcase your best accomplishments based on the strategic "selling points" of your career.

3. Does your resume feature accomplishments from top to bottom? The best way to capture employer's attention and create a strong first impression is with measurable accomplishments. Accomplishments are most significant when they demonstrate your contribution to an employer's bottom line. If your resume focuses more on what you did than on how well you did it, it's time to rewrite those "features" into "benefits."

4. Was your last job search prior to 2001? That may seem like an odd question, but if this is your first entrance into the job market since before 2001, you're in for a shock. The job market of the late '90s was fantastically in favor of job seekers; resumes were less important in attracting employer attention. Today's job market, however, is fiercely competitive, and a polished, professional resume is critical to winning an employer's notice. If your last job search was a "walk in the park," look objectively at your resume. Does it have what it takes to compete against an avalanche of candidate responses or will it likely get lost at the bottom of the resume pile?

5. Most important—are you getting responses from your resume? Here's the real proof. Your resume has only one job: to get you interviews. If that isn't happening, don't just blame the job market—improve your message. Think of your job search as a professional marketing campaign in a saturated market. The tougher the competition, the more vitally important it is to have a resume with a strong marketing message that sets you above the crowd.

For more in-depth information on resumes, job-search strategy and interview skills, check out the article archives at: www.AlphaAdvantage.com. Contact email: Deb@AlphaAdvantage.com or-toll-free phone: 888-828-0814.

~ Win a G.I.F.T. with 2003-2004 Member/Company of the Year Awards

The APICS Phoenix Chapter is accepting nominations for the 2003-2004 Member/Company of the Year. *A **G**et **I**n **F**ree **T**icket for the Senior Management Night program will be awarded to any Phoenix Chapter member submitting a completed nomination application for either award program.*

The Member of the Year award was established to recognize the outstanding member of the year within the local chapter. This award is presented annually to a member whose accomplishments have been acknowledged as superior. The Board of Directors or any Phoenix Chapter #58 member, in good standing, may nominate any current member, in good standing, who meets the qualifications listed below:

1. Has made worthwhile contributions to help improve the local chapter educational programs through: attending or assisting with educational offerings; promoting educational offerings to students at local universities or educational institutions, or other forms of involvement that support educational programs.
2. Has promoted membership through: attendance at the local monthly meetings; conducting a membership campaign within his/her company; promoting/encouraging student membership at local universities or educational institutions; or other forms of involvement that support membership programs.
3. Has made an outstanding contribution to the Phoenix Chapter #58 to enable the Chapter to better meet its chapter management goals as follows:
   - Understand and respond to the needs of our market and, specifically, the management requirements of our target market.
   - Provide a means for our membership to meet their goals and objectives by adding value to their individual skills, talents, knowledge, and abilities.
   - Develop responsive delivery systems in programs, education, and all Chapter activities which reflect the Total Quality Management (TQM)/ Total Customer Satisfaction (TCS) philosophy necessary to add value to everything we do.
   - Create and maintain a Chapter management structure to support and attain the Chapter vision and mission as reflected in annual achievement of Passport Gold/Platinum status.
   - Create alliances with professional organizations to enhance and expand awareness of APICS in general and, specifically the Phoenix Chapter, beyond materials practitioners.
   - Ensure that Chapter member volunteers are recognized and rewarded for their contributions to the Chapter's success in a positive, systematic, publicized manner.

The Company of the Year Award was established to provide a means of recognizing local companies that actively support APICS and the APICS Phoenix Chapter #58 activities with consistency and on an exceptional basis. Support may be demonstrated through active company policies meeting the award criteria, such as promoting membership or attendance at APICS events, involvement in educational seminars, or incorporating the APICS body of knowledge into the culture of business.

The Board of Directors or any Phoenix Chapter #58 member, in good standing, may nominate any local company who meets the qualifications listed below. In order to nominate a company, the attached nomination form must be filled in to include written supporting documentation that the company has met or exceeded the award criteria in at least **three of the five** categories as follows:

1. Actively promote membership in APICS.
2. Actively promote attendance at chapter events
3. Support APICS educational activities and offerings.
4. Evidence of integration of APICS concepts/body of knowledge into daily operations.
5. Other significant measurable contributions to the chapter.

Nominating Procedure: The nomination forms shown on the following pages must be completed to be considered. Nominations will be accepted by mail at: P.O. Box 66835, Phoenix, AZ 85082-6835 or fax at 480.813.2154. **Nominations must be received no later than February 28, 2004 to be eligible for the G.I.F.T. award.**

APICS Phoenix Chapter #58
2003-2004 Member of the Year Award

Member Name: _____

Company Name: _____

Address: _____

City, State: _____ *Zip:* _____

Phone: (_____)_____ E-mail: _____

Nominated by: _____*Phone:* (_____)_____

Member #: _____ E-mail: _____

Provide a detailed explanation of the nominated member's contributions to the local chapter. Attach additional pages or any other supporting information to assist in the selection process.

_____

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Nominations for this award will be accepted by mail at P.O. Box 66835, Phoenix, AZ 85082 or by fax at 480.813.2154. **Nominations must be received no later than February 28, 2004.**

APICS Phoenix Chapter #58
2003-2004 Company of the Year Award

Company Name: _____

Primary Business: _____

Address: _____

City: _____ *Zip:* _____

Company Contact:_____ *Phone:* _(_____)_____

Nominated By: _____ *Phone*: (_____)_____

Award Qualifications: Check the areas in which the candidate company meets the award criteria. *Supporting evidence should be described on the page provided and/or attached*.

1. ***Actively promotes membership in APICS by:***

❑ Always ❑ Sometimes ❑ Seldom Reimburse for annual national/chapter dues
❑ Always ❑ Sometimes ❑ Seldom Encourage/required APICS certification (CPIM/CIRM)
❑ Always ❑ Sometimes ❑ Seldom Demonstrate measurable increase in percentage of employee members.
Other evidence: (Specify) _____

_____

2. ***Actively promotes attendance at chapter meetings*:**

❑ Always ❑ Sometimes ❑ Seldom Reimburse for chapter Professional Development Meeting fee.
❑ Always ❑ Sometimes ❑ Seldom Encourage attendance by internal posting of announcements
❑ Always ❑ Sometimes ❑ Seldom Active participation of APICS Company Coordinators.
Other evidence: (Specify) _____

_____

3. ***Supports APICS educational activities:***

❑ Always ❑ Sometimes ❑ Seldom Sponsorship of in-house APICS seminars.
❑ Always ❑ Sometimes ❑ Seldom Employee attendance at certification and other seminars.
❑ Always ❑ Sometimes ❑ Seldom Encourage/provide incentive for employees to speak or instruct at Chapter events.
Other evidence: (Specify) _____

_____

4. ***Actively integrates APICS concepts/body of knowledge into daily operations of business.***

Other evidence: (Specify) _____

_____

5. ***Other significant, measurable contributions to the chapter:***

Other evidence: (Specify) _____

_____

Nominations for this award will be accepted by mail at P.O. Box 66835, Phoenix, AZ 85082 or by fax at 480.813.2154. **Nominations must be received no later than February 28, 2004.**

~ Next BIG Thing.. Are you ready for RFID? *~ by Bob Woitaszewski, VP of Education*

Last month's article introduced RFID (Radio Frequency Identification Tags) and discussed the use of this modern technology. This month's article continues with a discussion of RFID benefits.

Benefits and usage of the technology: Future uses are targeted in the warehouse and distribution center (DC) area and include:

- Cycle counting in the DC. Cycle counts can be done daily
- Decreasing DC errors within the DC. RFID can decrease or eliminate: the wrong product being picked because its in the wrong physical location on the inventory / warehouse system; wrong quantity or location shipped; and obsolesce because of expiration date.

Overall, the advantages of RFID tags are to:

1) Decrease possibility of stock outs. P&G calculates that using RFID could result in a 1% revenue increase which translates into $400M of new revenue.
2) Increase Inventory Turns
3) Improve Order Fill rates
4) Reduce warehouse-operating costs. Readers are capable of reading over 200 tags per second.
5) Read boxes stacked on top of one another
6) Map arrival of palettes to BOM and close out the order-to-cash process.

Other advantages of the technology are:

1) RFID tags do not require line of sight to be read
2) Tags can be read through cardboard boxes and plastic containers
3) They do not require a battery
4) The tags can be utilized in painting processes
5) Size—tags have been designed as small as a grain of rice.

What are the perceived disadvantages for RFID at this point?

1. **Standards adoption -** As always Standards can be an issue. WAL_MART has aligned itself to the standards brought forth from the relatively newly formed EPCglobal whereas; DOD wants to use ISO standards. EPCglobal integrates the UCC, EAN and AutoID Center at MIT standards, which includes the existing UPC codes.
2. **Unit Cost** - Currently, the unit cost of a RFID tag can range from 50 cents to over $200 depending on the tag and antennae configurations; however, Gillette just placed an order with a supplier for over 50 million tags to get the 10 cent price range. At a 5 cent tag cost. The cost for P&G (Proctor and Gamble) to put tags on 2.2 billion cases is about $400M.
3. **Reliability -** Users estimate that the failure rate on RFID tags, that is, unreadable tags as high as 20%.
4. **Reader Costs and availability -** Today's readers usually only read one frequency and they need to read multiple frequencies. Agile readers are relatively new and are expensive to buy.
5. **Usage and material types -** Metal and liquids don't go well with radio waves. "White noise" from near by conveyors can bother RFID tags
6. **Software and system costs -** It is estimated that acquisition costs for readers and systems exceed $100,000 for each DC. Remember that adopting RFID will require a paradigm shift for IT from a "planning time" data collection to an *event driven*, real time data collection environment.

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RFID usage could potentially result in data growth of anywhere from 10X to 100X in the amount of raw data collected and stored in the Inventory, SCM, or ERP system. This could translate into huge 100TB (TeraByte) databases, resulting in data backup, storage costs and data recovery issues for the IT staff. Magazine sources estimate that each of WAL-MART's Top 100 Suppliers will shell-out about $200M to comply with the mandate; ½ of this will be simply for software and systems changes.

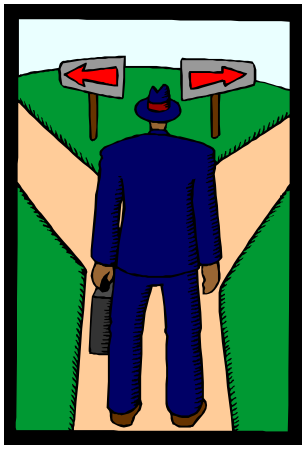
The cost savings can be enormous for WAL-MART considering it moved over 2.5 BILLION cases though its distribution centers in the first six months of 2003, but is this WAL-MART's real objective for RFID? Most observers say that this initiative is the next salvo in WAL-MART taking control of every step of their supply chain while most agree that the future phases will focus directly on consumers. Consumers will wheel their shopping carts through RFID readers at the check out counter, readers will scan the articles in the cart and generate an itemized bill within seconds.

Are you ready for RFID?

(Continued from page 5)
loyal and anyone who cannot execute the chosen course of action is incompetent because the leader has all the answers. The Captain of the Titanic said, "don't look on this as hitting as iceberg but rather a stop to take on ice." And so it is with the unsuccessful executive – it is crucial to maintain the look of infallibility. In the long run, the damage to the organization can be enormous but, by then, the executive has moved on to the "next challenge".

"#7 – They stubbornly rely on what worked for them in the past." We all, from time to time, try to "steer the boat by watching the wake" because it is what we feel made us successful. The unsuccessful executive has raised this notion to an art form. Sticking with a past behavior model without recognizing that circumstances, environments, and the playing field have changed is a recipe for disaster in today's fast-paced world. This doesn't mean that one should not learn from history but rather it means that one must take history and adapt the lessons learned to today's reality.

Finkelstein concludes the article with some examples of executives who have been "spectacularly unsuccessful"; William Smithburg at Quaker Oats (Snapple), Dennis Kozlowski at Tyco, Jill Barad at Mattel, Samuel Waksal at ImClone, Wolfgang Schmitt at Rubbermaid, etc. He concludes that all of these individuals came to the job with the best of intentions but, ultimately, one or more (usually more than one) of the traits became an all-consuming influence and the failure was monumental.



Why on earth would I think that reading this article would of any benefit? Because the traits listed can be seen in all of us at some level as we function within the various organizations of which we are a part – work, school, community, professional societies, family, and so on. The primary value in reading articles such as this one is to file the traits away and, if they begin to get in the way of effective functioning as a team member, perhaps one can change the behavior before one's contribution decreases. Yogi Berra said, "If you come to a fork in the road – take it" – our goal should be, first, to recognize the fork and, then, to determine which will work best for both the organization and our position within the organization. This article made for some interesting reading in "fork selection".

APICS
The Educational Society
for Resource Management

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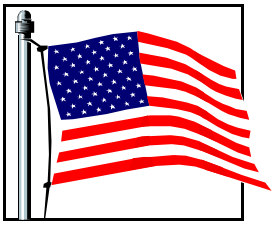

~ Education Schedule ~

BOLD indicates Lean Manufacturing or Other One-Day Seminars. All others are CPIM modules.

***** NOTE CHANGES POSTED — Schedule Subject to Change/Cancellation *****

SEMINAR	DATES	TIME	DAY	LOC/Room	REGISTRATION DEADLINE
Basics of Supply Chain Management	1/12/04—2/12/04	6:00 p.m.-9:00 p.m.	Mon & Thurs	DeVry - Room TBD	Closed
Execution & Control of Operations	1/13/04—3/16/04	6:00 p.m.-9:00 p.m.	Tues	MSS - Main Entrance	Closed
The Lean Program Overview	**2/11/04**	**8:30 a.m.—12:30 p.m.**	**Wed**	**UoP—Campus TBD**	**Jan 31, 2004**
5S's	**2/18/04**	**8:30 a.m.—12:30 p.m.**	**Wed**	**UoP—Campus TBD**	**Jan 31, 2004**
Lean Mapping	**2/25/04**	**8:30 a.m.—12:30 p.m.**	**Wed**	**UoP—Campus TBD**	**Jan 31, 2004**
Lean Scheduling	**3/3/04**	**8:30 a.m.—12:30 p.m.**	**Wed**	**UoP—Campus TBD**	**Jan 31, 2004**
Lean Teams, Lean Design, and Account-ing	**3/10/04**	**8:30 a.m.—12:30 p.m.**	**Wed**	**UoP—Campus TBD**	**Jan 31, 2004**
Process Improvement and Quality in Lean Manufacturing	**3/17/04**	**8:30 a.m.—12:30 p.m.**	**Wed**	**UoP—Campus TBD**	**Jan 31, 2004**
Standard Work	**3/24/04**	**8:30 a.m.—12:30 p.m.**	**Wed**	**UoP—Campus TBD**	**Jan 31, 2004**

Class Locations:

- DeVry (DeVry University) – 2149 W. Dunlap Ave, Phoenix
- MSS (MSS Technologies) – 3202 East Harbour Dr., Suite #1, Phoenix I-10 to University exit, N on University, W on Elwood, located at the SW corner of Elwood and Harbour Drive
- Parker Hannifin - 8505 W. McDowell Road, Tolleson, AZ 85383 I-10 to N 83rd Avenue exit, N on 83rd Avenue, W on McDowell Road
- Scottsdale Marriott Suites Hotel - Old Town Scottsdale, 7325 East Third Avenue, Scottsdale. Call 480.945.2005 for detailed directions

Unless otherwise specified, classes run from 6:00 p.m. – 9:00 p.m., and may include a break.

To register for any of the above classes, please visit our website at www.apicsphoenix.org or email us at info@apicsphoenix.org or call the Phoenix Chapter office at 480.813.2154.