



The Sahuaro



Phoenix Chapter #58

March 2004

Professional Development Meeting

“Senior Management Night: Demanding More in the Supply Chain”

Presented by
Terence Winn, Boeing

March 11, 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
Managers w/ Invitation: Free

****APICS Policy ****

No Shows will be Billed

Register online at:
<http://www.apicsphoenix.org/pdm.html>
For your convenience,
APICS accepts:

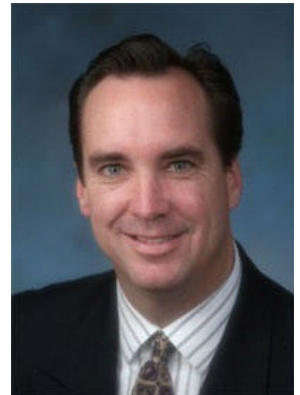


~ SENIOR MANAGEMENT NIGHT

The March Professional Development meeting, Senior Management Night, highlights speaker Terence Winn on a discussion of demanding more in the supply chain.

Overview

Learn how the largest global aerospace enterprise company, Boeing, is leading the way for industries and opening new frontiers for innovation that demand more in supply chain management. Hear from an expert in Boeing Supply Chain Management, how to build and bond relationships with suppliers and customers. Integration and leverage has strengthened value in leadership, integrity, quality, customer satisfaction, people working together, diverse and involved teams, good corporate citizenship and enhancing shareholders value. Boeing's entire Supply Chain Management is determined to be a Lean operation characterized by the efficient use of assets, high inventory turns, excellent supplier management, short cycle times, high quality and low transaction costs.



Supply chains are complex systems of interdependent processes. Recognizing this, Supply Chain Management professionals have been implementing a broad set of planning and execution systems to gain more control of processes. Planning systems help coordinate processes and maintain overall efficiency while meeting customer commitments. Execution systems provide the means to ensure that plans are followed and that performance information is accurately collected. While planning and execution can make operations more reliable and efficient, these are not the only elements of a successful supply chain

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Phoenix Chapter Officers

President

Jack Wetzel, CPIM
President@apicsphoenix.org

Executive VP

Dave Krause, CPIM
ExecVP@apicsphoenix.org

VP Education

Bob Woitaszewski, CPIM
Education@apicsphoenix.org

VP Membership

Gary Scullion
Membership@apicsphoenix.org

VP Marketing

Vacant

VP Programs

Mark Schmier
Programs@apicsphoenix.org

VP Finance

Pat McFarland
Finance@apicsphoenix.org

VP Administration

Dave Johnson, CPIM
Administration@apicsphoenix.org

Past President

Richard R. Rouse, CPIM
602.387.2161

Chapter Office:

APICS Phoenix Chapter #58
P.O. Box 66835
Phoenix, AZ 85082-6835
Phone: 480.813.2154
Fax: 480.813.2154
Email: info@apicsphoenix.org
Website: www.apicsphoenix.org

~ Chapter Accepting "Senior Management Night" Invitations

Get ready 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.

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: January, 2004

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)

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



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

Successful people are just ordinary folks who have developed belief in themselves and what they do.

*- David J. Schwartz,
Motivational Expert*

Phoenix Chapter Directors

Director, Marketing:

Staff Liaison & Communication: Howard R. Yost, CPIM newsletter@apicsphoenix.org

Webmaster: Joyce Boucher, CPIM, C.P.M.
480.813.2148 (h)

Director, Administration:

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Director, Education:

In-house Courses: Luke Laliberte

Luke.laliberte@techgroup.com

Academic Liaison—DeVry: Gordon Loucks

CFPIM, CIRM, gloucks@phx.devry.edu

Academic Liaison ASU—Joseph Behrens

480.965.9107 (w)

Director, Finance:

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Director, Membership

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Director, Programs

Director, Hotel Bookings—Rita Sanchez
623.435.5550

Open Director Positions:

Director, Class Scheduling

Director, Company Coordinators

Director, Class Administration

Company Coordinator

Director, Education Materials

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)

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management program.

Customers and competitors will continue to raise the bar for acceptable supply chain performance in terms of costs, quality, and delivery time. Companies must, therefore, adopt continuous improvement programs that analyze performance, identify areas of weakness, and rapidly make necessary improvements. Each area of the supply chain must have its own focused improvement program, and yet, these separate efforts must all be synchronized.

Supply chain operational excellence is based upon the simple idea of consistently, doing the “Right Things”, well. The “Right Things” are those supply activities that really matter to customer satisfaction and supply chain efficiency. Despite the best efforts, there will always be room for meaningful improvements in the supply chain operations. Customers will continue to change operations and change expectations from suppliers. Learn some tips and techniques for effective maneuvering to overcome obstacles that will build value. Hear of the groans caused by the existing market condition that has called upon the Supply Chain Management community to focus on “thinking outside the box”.

Lean is more than simply “doing more with less,” “eliminating waste”, or “improving operations” in supply chains. It is also achieving cost reduction at multiple levels – with outsourcing increasingly a real business driver. Lean is not all price consideration but lead-time and flexibility; being able to deliver an aspect of service which competitors cannot. Attendees will learn from one the world’s larger, more sophisticated companies and be able to relate some dramatic stories of improvements that will apply to their own supply chain operational excellence programs.

About the Speaker

Terence Winn is one of the elite Supply Chain Managers at Boeing. As an ASU graduate, his expertise stems from working in the trenches at McDonnell Douglas Helicopter Company and adding years of perfection in the field of Supply Chain Management at the Boeing Company. Terence is a champion at forming, implementing and facilitating new processes that accommodate the ever-changing customer demands. His drive for proficiency in the field of Supply Chain Management has made him a leader.

He will share some battle stories facing Supply Chain and the effects on customer demands and how they flow down through management. Terence has a unique leadership ability to execute and accomplish multifunction Lean operations in the Supply Chain. He is aggressive and active in Boeing Lean operations, JIT, 5-S’s, POU distributing, warehouse outsourcing, supplier Lean operations. Terence is very persuasive and convincing, thus getting cooperation and support to meet company mandates.

He leads the Boeing Lean Supply Chain Management and is respected among Boeing’s network of managers and supplier’s throughout the Supply Chain community.

Do not be left out in this rare opportunity to hear about demanding more in the Supply Chain!

For registration and PDM info, visit :

www.apicsphoenix.org



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Educational Programs:

Make sure to reference your Phoenix Chapter affiliation!

~ Top 10 Interview Bloopers...and How to Avoid Them ~ *Contributed by Deborah Walker, CCMC*

We've all heard stories of job candidates who looked great on paper but who were absolute disasters in person. With fewer and fewer interview opportunities available in this competitive market, it's essential to make the best possible first impression. You can learn from the mistakes of others and avoid the top 10 worst interview blunders.

Poor handshake. The three-second handshake that starts the interview is your first opportunity to create a great impression. But all too often an interview is blown right from the start by an ineffective handshake. Once you've delivered a poor handshake, it's nearly impossible to recover your efforts to build rapport. Here are some examples:

- The Limp Hand: Gives the impression of disinterest or weakness
- The Tips of the Fingers : Shows lack of ability to engage.
- The Arm Pump: Sincerity is questionable, much like an over-aggressive salesman.

Even if you're a seasoned professional, don't assume you have avoided these pitfalls. Your handshake may be telling more about you than you know. Ask for honest critiques from several friends who aren't afraid to tell you the truth.

Talking too much. In my recruiting days, I abhorred over-talkative candidates. So did most of my client employers. Over-talking takes several forms

- Taking too long to answer direct questions. The impression: This candidate just can't get to the point.
- Nervous talkers. The impression: This candidate is covering up something or is outright lying.

To avoid either of these forms of over-talking, practice answering questions in a direct manner. Avoid nervous talking by preparing for your interview with role-play

Saying negative things about your current or past employers/managers. The fastest way to talk yourself out of a new job is to say negative things. Even if your last boss was Attila the Hun, never, never state your ill feelings about him/her. No matter how reasonable your complaints, YOU will come out the loser if you show that you disrespect your boss. When faced with the challenge of talking about former employers, make sure you are prepared with a positive spin on your experiences.

Showing up late or too early. The first lesson in job-search etiquette is to show up on time for interviews. A lot of job seekers don't realize, however, that showing up too early often creates a poor first impression as well. Arriving more than ten minutes early for an interview is a dead giveaway that the job seeker has too much time on their hands, much like the last one picked for the softball team. Don't diminish your candidate desirability by appearing desperate. Act as if your time were as valuable as theirs. Always arrive on time, but never more than ten minutes early.

Treating the receptionist rudely. Since the first person you meet on an interview is usually a receptionist, this is also the first impression you'll make. Don't mistake low rank for low input. Often, that receptionist's job is to usher you into your interview. The receptionist has the power to pave your way positively or negatively before you even set eyes on the interviewer.

Asking about benefits, vacation time or salary. What if a car salesman asked to see your credit report before allowing you to test drive the cars? That would be ridiculous and you'd walk

away in disgust. The effect is about the same when a job seeker asks about benefits or other employee perks during the first interview. Wait until you've won the employer over before beginning that discussion.

Not preparing for the interview. Nothing communicates disinterest like a candidate who hasn't bothered to do pre-interview research. On the flip side, the quickest way to a good impression is to demonstrate your interest with a few well thought out questions that reflect your knowledge of their organization.

Verbal ticks. An ill-at-ease candidate seldom makes a good impression. The first signs of nervousness are verbal ticks. We all have them from time to time—umm, like, you know. Ignore the butterflies in your stomach and put up a front of calm confidence by avoiding verbal ticks.

One of the best ways to reduce or eliminate them is through role play. Practice sharing your best success stories ahead of time, and you'll feel more relaxed during the real interview.

Not enough/too much eye contact. Either situation can create a negative effect: Avoid eye contact and you'll seem shifty or untruthful; offer too much eye contact, and you'll wear the interviewer out. If you sometimes have trouble with eye-contact balance, work this out ahead of time in an interview practice session with a friend.

Failure to match communication styles. It's almost impossible to make a good first impression if you can't communicate effectively with an interviewer. But you can easily change that situation by mirroring the way the interviewer treats you. For instance

- If the interviewer seems all business, don't attempt to loosen him/her up with a joke or story. Be succinct and businesslike
- If the interviewer is personable, try discussing his/her interests. Often the items on display in the office can be a clue.
- If asked a direct question, answer directly. Then follow up by asking if more information is needed.

When you allow the interviewer to set the tone of conversation, this can vastly improve your chances of making a favorable impression. You can put the interviewer at ease—and make yourself seem more like them—by mirroring their communication style.

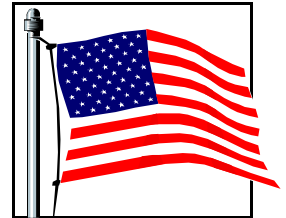
Just as a strong resume wins you an opportunity to interview, strong interview skills will win you consideration for the job. You already know that you won't earn an interview unless your resume sets you apart as a candidate of choice. Likewise, you should know that polishing your interview skills can mean the difference between getting the job offer—and being a runner-up.

Start your job search with a resume that creates a stellar first impression, then back those facts up with your extraordinary interview skills. You will have made yourself a better candidate by avoiding these ten interview pitfalls. And no one will have to talk about you as the candidate who "almost" got the job.

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Deborah Walker, CCMC. Resume Writer ~ Career Coach. For more in-depth information on resumes, job-search strategy and interview skills, check out the article archive at the website: [www.AlphaAdvantage.com](http://www.AlphaAdvantage.com)

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Phoenix Chapter #58  
P.O. Box 66835  
Phoenix, AZ 85082-6835  
Phone/Fax: 480.813.2154  
Email: info@apicsphoenix.org

**~ Education Schedule ~**

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

| SEMINAR                             | DATES                 | TIME                    | DAY         | LOC/Room            | REGISTRATION DEADLINE |
|-------------------------------------|-----------------------|-------------------------|-------------|---------------------|-----------------------|
| Execution & Control of Operations   | 1/13/04—<br>3/16/04   | 6:00 p.m.-<br>9:00 p.m. | Tues        | MSS - Main Entrance | Closed                |
| Master Planning of Resources        | 3/22/04—<br>4/22/04   | 6:00 p.m.-<br>9:00 p.m. | Mon & Thurs | DeVry—Room TBD      | Mar 12, 2004          |
| Strategic Management of Resources   | 4/20/04—<br>6/8/04    | 6:00 p.m.-<br>9:00 p.m. | Tue         | MSS—Main Entrance   | Apr 10, 2004          |
| Detailed Planning and Scheduling    | 5/17/04 -<br>6/17/04  | 6:00 p.m.-<br>9:00 p.m. | Mon & Thurs | DeVry—Room TBD      | May 10, 2004          |
| Basics of Supply Chain Management   | 7/13/04—<br>9/14/04   | 6:00 p.m.-<br>9:00 p.m. | Tue         | MSS Main Entrance   | Jul 03, 2004          |
| Execution and Control of Operations | 7/26/04—<br>8/24/04   | 6:00 p.m.-<br>9:00 p.m. | Mon & Thurs | DeVry—Room TBD      | Jul 16, 2004          |
| Strategic Management of Resources   | 9/20/04—<br>10/21/04  | 6:00 p.m.-<br>9:00 p.m. | Mon & Thurs | DeVry—Room TBD      | Sep 10, 2004          |
| Master Planning of Resources        | 10/19/04—<br>12/14/04 | 6:00 p.m.-<br>9:00 p.m. | Tue         | MSS—Main Entrance   | Oct 10, 2004          |

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

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](http://www.apicsphoenix.org) or email us at [info@apicsphoenix.org](mailto:info@apicsphoenix.org) or call the Phoenix Chapter office at 480.813.2154.**