

# The FOUNTAIN



**Mid-Florida Chapter**

Issue: March 2009

## AWARDED!!

Congratulations to those in our chapter for making it a successful 2006—2007 year. We received a **GOLD** designation for last year's programs and we are working on achieving the same for this year..



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## March PDM: Top Management Night

Each year, APICS Mid-Florida Chapter recognizes senior management at local companies who support the betterment of their organizations by encouraging their employees to participate in training, education, certification, and volunteerism opportunities offered by their local APICS chapter. This year's Top Management Night Event will take place on Tuesday, 3 March, 2009 at the Dubsread Country Club.

In addition to recognition of local executives, the March Professional Development Event will feature a presentation by Alan Milliken, CFPIM, CIRM, CSCP, Business Process Education Manager at BASF Corporation.

### Implementing a "Value Based" Supply Chain Management Approach

As the old axiom says, it is not just important to "do things well" but also to "do the right things." The ability to align supply chain management priorities with the overall value proposition is an important competitive advantage in today's business world.

Understanding what customer's value most, identifying those supply chain drivers that

maximize these values, and maintaining focus are keys to achieving a sustainable competitive advantage. This session will provide you the knowledge and tools to better align supply chain management with your firms' value proposition.

### About Alan Milliken, CFPIM, CIRM, CSCP

Alan Milliken is a member of BASF Corporation's Business Process Solutions group. Alan has over 20 years experience in manufacturing

including production, logistics, quality & process control, industrial engineering, operations planning, and operator training. During the past 12 years he has served as a business consultant and educator specializing in supply chain & operations management. He holds an engineering degree from Auburn University and an MBA from Clemson University.

**Tuesday, March 3, 2009**

**Topic: Top Management Night**

**Implementing a "Value Based" Supply Chain Management Approach**

**Where: Dubsread Country Club**

549 W Par St  
Orlando, FL 32804  
(407) 246-2551

**Cost: \$25**

**Networking begins at 6:00 PM  
Hors d'oeuvres at 6:30 PM  
Presentation at 7:00 PM**

**Register by Friday, February 27, 2009**  
Email: [reservations@apicsorlando.com](mailto:reservations@apicsorlando.com)

**Students and unemployed members qualify for a discounted rate of \$10.**

**Directions and map on [Page 5](#)**

## President's Corner

We have a contest for our members – if you attend each Professional Development Event (PDE) in February, March, April, and May, you have a chance to win \$150.00 from the Chapter. Just another reason to attend our informative events!



We are fortunate to have Alan Milliken present at our Top Management night on March 3. Please be sure to bring your Manager and others from your company to hear Alan speak on

“Value Added Supply Chain”.

The PDE's have been very successful this year. The volunteer event at Second Harvest was productive and worthwhile. There were nine from the APICS Space Coast Chapter that joined us, so we had total of 16 from APICS.

Denise Gillespie is heading up the nominating committee for the 2009/2010 board of directors. This is an excellent opportunity to help your Chapter continue to prosper and for you to grow professionally and personally. Being involved with the

Mid-Florida Chapter for the past 5 years has been very rewarding for me and I have made amazing friendships.

Jim Pullin, Director of Education, has CPIM and CSCP classes scheduled. Please check out the website, [www.apicsorlando.com](http://www.apicsorlando.com) to find out the details. There are more new courses from APICS in the works!

Looking forward to seeing you at the next event!

Jo



## APICS Needs YOU!!

Are you interested in becoming more involved in the Chapter? Would you like to work with exciting professionals while having fun? Well then we have a position for you.

We are currently looking for members to serve on the 2008-2009 Board of Directors. If you (or anyone you know) is interested, please contact any member of the Board of Directors for more information.

### BOARD OF DIRECTORS

#### President:

Jo Fickes, CPIM  
President@apicsorlando.com

#### Past President:

Phillip Van Dusen, CMA, CFM  
Phil.Vandusen@apicsorlando.com

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education@apicsorlando.com

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marketing@apicsorlando.com

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#### Director of Programs:

Open

#### Directors at Large:

Open

#### Committee Members:

Programs: Andrea Reese  
reservations@apicsorlando.com

David W. Buker  
david.buker@apicsorlando.com

## Save the Date



**APICS Magazine's  
Bottom Line Green Conference**  
March 18-19, 2009  
Portland, Oregon, USA  
Hilton Portland and Executive Tower  
Be at the forefront of this trend.  
Join us in Portland for APICS  
Magazine's Bottom-Line Green  
Conference

## Upcoming Events

Events scheduled to provide education about best practices, lessons learned or new concepts in Supply Chain. This includes dinner presentations, plant tours, workshops and/or seminars.

Date	Event
Tuesday, March 3, 2009 <i>Top Management Night</i>	Value Added Supply Chain Management Alan Milliken, CFPM, CIRM, CSCP BASF Corporation
Tuesday, April 7, 2009 <b>NEW TIME: 3:30 PM</b> <i>This is a no-charge event</i>	Plant Tour—Mitsubishi Power Systems 2287 Premier Row, Orlando, FL
Tuesday, May 5, 2009 <i>Membership Recognition Night</i>	Total Supply Chain Management Dave Buker President, The Buker Group

# Member Updates

## Welcome the newest members of our chapter:

Michele M. McGoun      Lorie G. Sgueglia  
Curt J. Valencia      Mary F. Jones



## Congratulations on achieving certification:

Jo Fickes, CSCP  
Joseph McCoy, CPIM      Malaina Hudson, CPIM



## Education Questions:

If you are interested in attending, any of our classes, please contact Jim Pullen by e-mail at [education@apicsorlando.com](mailto:education@apicsorlando.com).

Check out our website at [www.apicsorlando.com](http://www.apicsorlando.com) for more information.

# Certification Review Classes

## CPIM 2009 Review Class Schedule

- Master Planning of Resources—March 14 & March 21, 2009
- Detailed Scheduling and Planning—May 16 & May 23, 2009
- Execution and Control of Operations—June 13 & June 27, 2009
- Strategic Management of Resources—August 15 & August 22, 2009

## CPIM Course Fees

**\$400 per course**

Attendee provides own course materials

## CSCP 2009 Review Class Schedule

The following courses will be offered on Saturdays to prepare for the June 2009 testing date. Registration deadline for the series is **April 1, 2009**. Location is to be determined.

- |                         |                          |
|-------------------------|--------------------------|
| Module I—April 18, 2009 | Module II—April 25, 2009 |
| Module III—May 16, 2009 | Module IV—May 23, 2009   |

## CSCP Course Fees

**Learning System: \$895**

**Class Fee: \$700 (members)**

**\$900\* (non-members)**

\*Non-member fee includes 1-year membership to APICS (\$200 value).

## Lean Enterprise Workshop Schedule

Build your skills and become a Lean Leader at your organization with the new APICS Lean Enterprise Workshop Series. The new 2009 workshop series is available upon demand through the APICS Mid-Florida Chapter. For more information, or to schedule a class series, please contact Jim Pullen, Director of Education, at [jrpullen@cfl.rr.com](mailto:jrpullen@cfl.rr.com) or 407.644.2156.

# 2009 CSCP Information

## Important CSCP Dates

Eligibility Application Deadline	Exam Registration Deadline	Exam Date	Test Delivery Method
23-Jan-09	13-Feb-09	21-Mar-09	Paper & Pencil
24-Apr-09	8-May-09	20-Jun-09	Paper & Pencil
16-Oct-09	30-Oct-09	12-Dec-09	Paper & Pencil



### CSCP EXAM CHANGES

Effective January 15, 2009, the Certification Department fax number will change to 773-639-3171.

### CSCP EXAM—CBT Pilot

If you have already received your authorization to test notice from APICS and would like to participate in the CBT pilot, you may register to do so. The CBT Pilots will only be held in the following cities:

- Chicago, IL
- Newark, NJ
- Phoenix, AZ
- San Jose, CA
- Washington, D.C.
- Montreal, Quebec, Canada
- Mexico City, DF, Mexico



#### If you're already registered for the March 21 exam:

Contact the APICS Certification Department at [cscpexam@apics.org](mailto:cscpexam@apics.org) or call Gina Heiderman (800) 444.2742 ext. 5820 and request a change in your testing platform. APICS will e-mail you a Pearson VUE test voucher within two (2) business days. After 23 February and at least 24 hours before your preferred test date, log on to <http://www.pearsonvue.com/apics/cscp> or call (800) 583.8949 to register.

#### If you are not yet registered, but have received your authorization to test:

1. Obtain your APICS Customer Number
2. Purchase your Pearson VUE exam voucher (optional)
3. Register at Pearson VUE online at <http://www.pearsonvue.com/apics/cscp> or by calling (800) 583.8949. Be sure to have your APICS Customer Number, Method of payment, Name and date of exam, the testing center location, and your mailing address, fax, and e-mail when you register

If you pay by credit card, your card will be charged when you register, not on the exam date.

**Deadline for scheduling for the CBT Pilot is 11 April, 2009.**

# Job Postings

We have more companies that are looking for Supply Chain Professionals, even during these uncertain times. Current job openings include:

- Senior Buyer—Covidien
- Materials Manager—Standard Register
- Maintenance Lead—Coca Cola Company
- Maintenance Manager I—Coca Cola Company
- Production Team Lead—Coca Cola Company

Companies who have posted listings in the recent past include:

- Mitsubishi Power Systems
- TracStar
- Datamax
- Ascent Healthcare
- Sypris Test & Measurement



Check these out on our website at [www.apicsorlando.com/Career.asp](http://www.apicsorlando.com/Career.asp)

Don't forget to look for other postings on the [APICS Headquarters website](#).



WE'RE ON THE WEB

[WWW.APICSORLANDO.COM](http://WWW.APICSORLANDO.COM)

# Directions to Dubsdread Country Club

**From Disney area:**

- I-4 East to Exit 86, Par Avenue.
- Left on Par Avenue
- Located 1 mile down on the right

**From North Orlando:**

- I-4 West to Exit 87, Fairbanks Avenue
- Left on Fairbanks
- Right on Formosa Street
- Right on Par Avenue
- Located 1 mile down on the right

**From Orlando International Airport**

- 436/Semoran Blvd. North to 408
- East/West Expressway
- 408 East/West Expressway West toward Orlando
- I-4 East to Exit 86, Par Avenue
- Left on Par Avenue
- Located 1 mile down on the right



# Resume Writing for Sourcing Careers by Gary W. Capone

Resume writing for supply chain professionals, particularly in sourcing careers, requires addressing specific challenges and goals that are important to the target employer. By highlighting these topics in your resume, you can stand out from your competition.

Sourcing careers manage the identification of suppliers, the purchasing of materials, and the logistics of purchased materials and components. In our modern global economy, sourcing provides the foundation of many companies. More than any other function, sourcing can change the financial condition and competitiveness of a company quickly.

A number of companies have capitalized on their sourcing expertise to build powerful competitive advantages over their competition. Wal-mart and Dell are both known for the efficiency of their supply chain operations. Slight improvements to the sourcing function can dramatically affect the bottom line performance of a company.

The significance of sourcing roles to the success of an organization makes finding exceptional talent in the sourcing field a critical component of a company's success. During the hiring process, most companies will have specific goals and expectations for the position. To be successful, a job seeker needs to demonstrate an ability to make an impact on these specific goals.

Many job seekers find it difficult to identify the goals of the company and the hiring manager. You may be able to research and determine the priorities, but often this won't be possible. Instead, you need to address the major challenges that are most likely to be priorities based on the industry and company.

There are a number of challenges that are likely to be important within the materials field, including:

- Vendor Identification
- Vendor Qualification
- Quality Monitoring
- Legal and Contract Concerns
- Transportation
- Customs
- Scheduling
- Inventory
- Supply Interruptions

- Issues With Political or Economic Instability

This is a partial list but can give you a starting point for marketing your background. On your resume, you should mention a variety of challenges and goals. It is important to include more than just a list of keywords. Provide details of your experience and accomplishments for each area of expertise.

*“If you give a detailed presentation of what you did, how you did it and what the results were, your resume will stand out for the vast majority of your competition ....”*

One way to highlight your sourcing skills is to start your resume with an executive summary. The executive summary should include two or three of your most significant accomplishments. This will draw attention to your strongest skills and accomplishments, highlighting a few key elements of your experience. You can then work the remaining elements you want to mention into your resume under your work experience section.

If you show significant experience in the sourcing arena, and mention the key topics that a hiring manager is seeking, you are likely to get a phone screen. You do not need to guess the top priority of the hiring manager and emphasize this in your executive summary. As long as you mention the topic and show significant sourcing expertise, you should generate sufficient interest to motivate the hiring manager to want to learn more. If you do not focus on a topic critical to the hiring manager, the phone screen will usually explore this topic in detail.

The list of competencies above omits one very common topic. In fact, it is by far the most common topic of accomplishment, and a critical element you need to cover in your resume. The omitted element is your experience with reducing costs. Reducing raw material and transportation costs are one of the biggest opportunities most companies have. Cost reductions through better sourcing can offer the best ROI. An investment of time and some travel costs for a sourcing professional can often yield millions of dollars in savings.

There's an important reason why I omitted cost reductions from the list above. The reduction of cost is the result of an activity. It is not the core activity. For example, picture a sourcing professional that includes this accomplishment on his resume: “reduced the purchasing costs of a key raw material by \$3 million.” This is a good accomplishment but doesn't say anything about how the individual achieved this result. Another candidate, with a similar background, lists the same accomplishment, but with additional key details: “Identified two dozen new potential vendors for a key raw material. Assessed and qualified three to be suppliers. Negotiated international contracts with two of these sources, resulting in \$2 million in savings from lower purchase costs and \$1 million in transportation savings.”

These could be the same accomplishment, but the second presentation is much more specific and makes a much stronger impact. If the hiring manager is focused on identifying new sources, assessing potential sources or reducing transportation costs, this accomplishment should peak their interest.

Show what you did with the results you achieved. When we assessed resumes in our [resume benchmarking survey](#), we found nearly half of the resumes didn't list any accomplishments. Many of the resumes that did list accomplishments, only included cost savings numbers – accomplishments similar to the first example provided above. If you give a detailed presentation of what you did, how you did it and what the results were, your resume will stand out for the vast majority of your competition and your chances of landing an interview will be much higher.

## About the Author

Gary Capone is Vice President of Palladian International, an executive recruiting firm specializing in manufacturing, distribution and defense industries. Palladian also provides career coaching services to job seekers, including resume writing and interview coaching. Gary serves as the President of the Blue Ridge Chapter of APICS. Learn more about Palladian at [www.palladiancr.com](http://www.palladiancr.com)

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# Membership Extensions for Unemployed

During these tough economic times, it's more important than ever to keep your professional skills and your network up to date. APICS understands that being unemployed can make it difficult, if not impossible, to do that.



If you are unemployed, and your membership is recently expired, or due for renewal,

you may be eligible for a six-month extension on your APICS membership. To qualify for this extension, you must apply through your local APICS Chapter, which must approve the request and waive the chapter dues assessment. If you are still unemployed at the end of the six-month period, you may apply for another extension. A maximum of three extensions may be granted.

To request an extension of benefits due to unemployment, you must submit a completed APICS form #01080 to the APICS Corporate office no more than 30 days after your membership expiration date. The completed form **MUST** be signed

by both the applicant member and the member's chapter president.

## EXTENSION CRITERIA

- Must be actively seeking employment within the APICS business sector.
- May be a self-employed consultant while looking for work.
- Retirees and/or buy-out participants are not eligible.

## VERIFICATION PROCESS

- Member must apply for extension in writing to the chapter president and include a copy of the dues renewal notice.
- Each chapter must determine its own method of validating the member's status.
- Membership extension authority **MUST** be in the form of an official letter (or form #01080) to the APICS Membership Division from the chapter president or designated chapter officer, and must include a statement of authority, the member's name and membership number, and a copy of the member's dues renewal notice.

## DEADLINES

- All statements of authority **MUST** reach APICS corporate within 30 days after the membership expiration date.

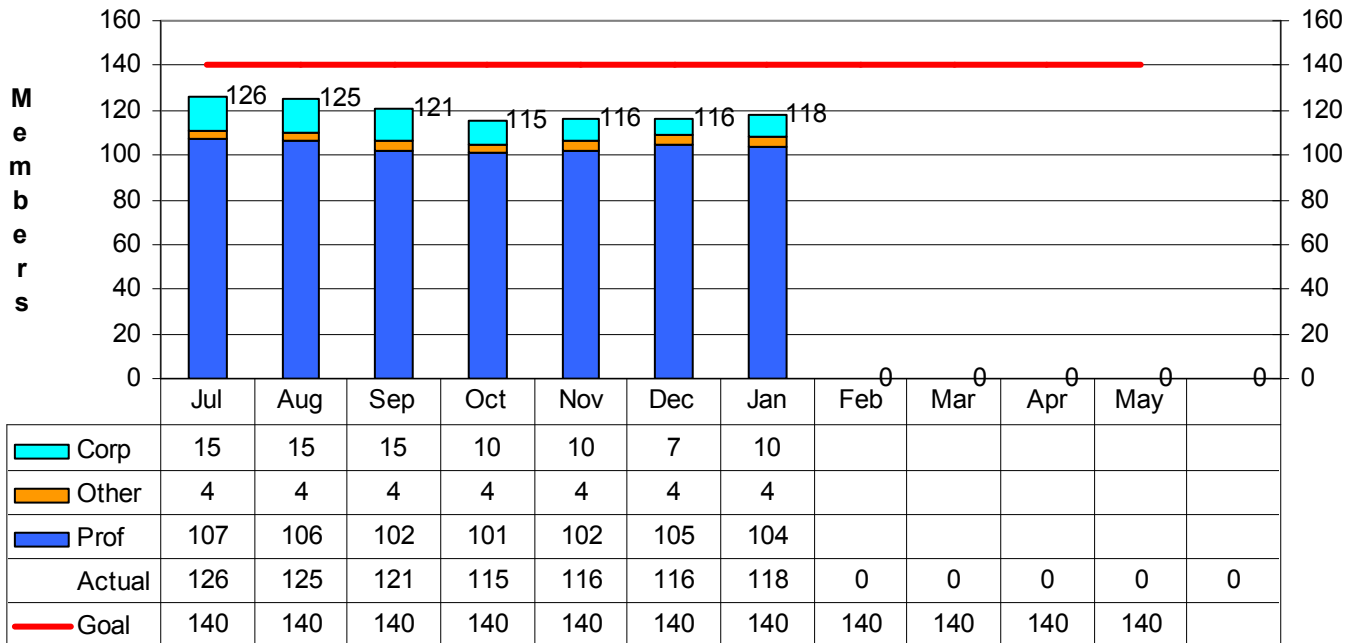
Form #01080 available at the APICS Bookstore at [www.apics.org/Bookstore](http://www.apics.org/Bookstore)

*“...you may be eligible for a six-month extension on your APICS membership.”*

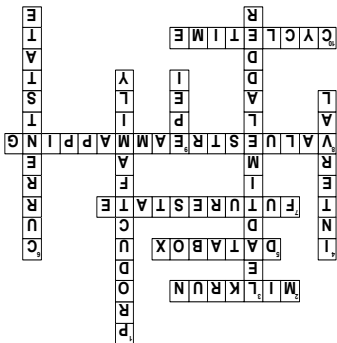
A promotional banner for the 2009 APICS International Conference &amp; Expo. The top half has a green background with the text 'GLOBAL ABILITY' in large white letters, with a globe icon for the 'O' in 'GLOBAL'. Below that, it says '2009 APICS INTERNATIONAL CONFERENCE &amp; EXPO' and 'OCTOBER 4-6 | TORONTO, ONTARIO, CANADA'. The bottom half has a dark green background with white text: 'Join us for the 2009 APICS International Conference &amp; Expo', 'Compete in the global marketplace. Equip yourself with the skills needed to make your company run more effectively in an increasingly competitive economy. Attend APICS 2009 to enhance your Global Ability.', 'Registration Opens in March', and 'apicsconference.org'. The APICS logo is in the bottom right corner. The banner is decorated with colorful geometric patterns on the sides and bottom.

# Membership Update

## APICS Mid-Florida Chapter Membership



Program year 2008 - 2009



# GPS for Your Supply Chain

*Introducing the APICS Global Sourcing Workshop Series*

The new APICS Global Sourcing Workshop Series is specially tailored for participants to understand the key issues and complexities of sourcing purchasing activities in the international environment. The workshop highlights the various opportunities that companies can leverage international capital to enhance their competitive strength.

**Workshops**

- Introduction
- Global Suppliers
- Cultural Relationships
- Logistics Requirements
- Plus: Six-hour stand-alone Executive Overview workshop

**Classes Start Soon**  
 The new APICS Global Sourcing Workshop Series is available only through your local chapter information. For more information, contact **Jim Pullen** at [jrpullin@cfl.rr.com](mailto:jrpullin@cfl.rr.com).

# GLOBAL ABILITY

2009 APICS International Conference & Expo  
 October 4-6, 2009 | Toronto, Ontario, Canada  
 Metro Toronto Convention Centre

## Marketability. Capability. Global Ability.

### APICS 2009 is about giving you what you need to compete in today's global marketplace

Join us in Toronto, Ontario, Canada, on October 4-6, 2009, for the 2009 APICS International Conference & Expo—a conference designed to help you compete in the global marketplace and equip you with skills to make your company run more effectively in the increasingly competitive economy.

Delve into a wide array of subjects integral to your success. Whether you're interested in demand management, forecasting, global supply chain management, or other hot topics in operations, APICS 2009 will provide actionable education to prepare you for what's next in your career.

### Toronto: Community, Operations, Opportunities

Attend APICS 2009 to benefit from Toronto's operations innovations and its focus on competitiveness and economic growth.

Toronto is an intimate metropolis showcasing world-class dining, shopping, architecture, and entertainment. Its cityscape includes landmarks, miles of waterfront, boardwalks, and distinctive neighborhoods for APICS 2009 attendees to explore.

Toronto is at the center of current and ongoing trends of globalization and urbanization. In addition, Toronto's cultural and economic diversity are richly embedded in local businesses and industries. APICS 2009 attendees will have exclusive access to a variety of Toronto-based companies through the 2009 plant tours.

### APICS 2009 Learning Paths

- Global Supply Chain
- Demand Management, Forecasting, and S&OP
- Logistics and Distribution
- Lean
- Basics of Operations Management
- Professional Advancement
- Green for Good Business

### Don't forget

Your attendance at the 2009 APICS International Conference & Expo earns you 27 professional development points toward APICS certification maintenance.

Ensure your passport is valid. If you don't have a passport, visit [apicsconference.org](http://apicsconference.org) for information.

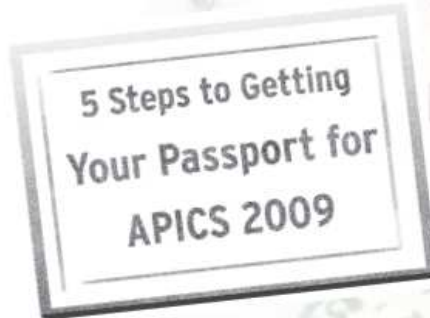
Your registration includes APICS 2009 special events, plant tours, and exclusive access to the 2009 APICS Live Learning Center.

Register for APICS 2009 early and save \$350.  
 Visit [apicsconference.org](http://apicsconference.org) today.



# GLOBAL ABILITY

2009 APICS INTERNATIONAL CONFERENCE & EXPO  
OCTOBER 4-6 | TORONTO, ONTARIO, CANADA



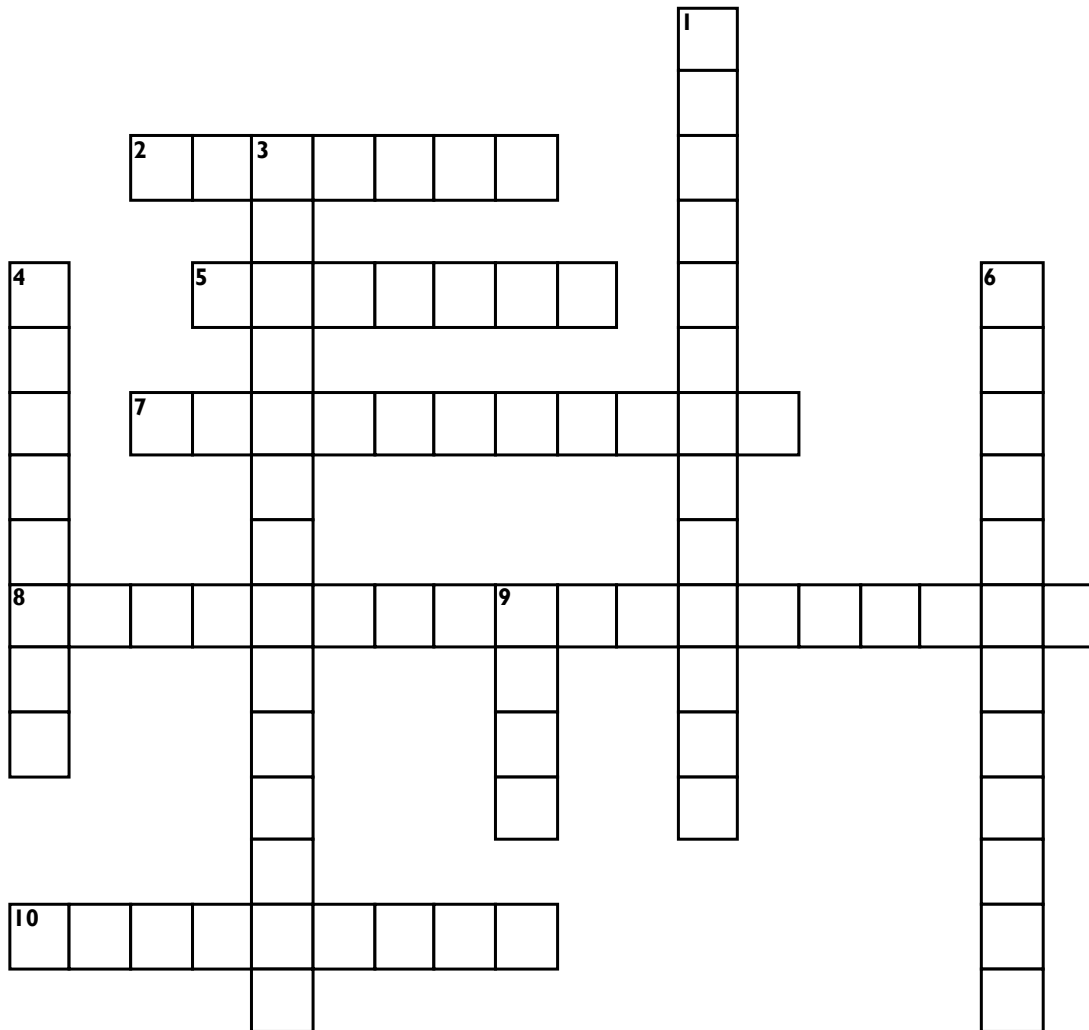
We don't want anything to get in the way of your ability to access the educational opportunities at the 2009 APICS International Conference & Expo. To attend APICS 2009 in Toronto, Ontario, Canada, you must carry a valid U.S. passport. Don't wait to get your passport or ensure that your passport is up-to-date—follow these five steps and get your passport in time to join us at APICS 2009!

1. **Fill out the forms.** The U.S. government requires different forms depending on whether you have a passport already or if this is your first time applying for one. Be sure to check the U.S. Department of State Web site by visiting [travel.state.gov](http://travel.state.gov) to download the right form for you.
2. **Gather your proof of citizenship.** If you already have a passport, you may be able to skip this step. Acceptable forms of proof of U.S. citizenship are listed at [travel.state.gov](http://travel.state.gov).
3. **Don't forget your ID.** If you are applying for your first U.S. passport, you will need to do so in person. You must bring a valid form of identification. Acceptable forms of identification are listed at [travel.state.gov](http://travel.state.gov).
4. **Pay for your passport.** Fees vary based your age and whether or not you already have a passport. Be sure to check online at [travel.state.gov](http://travel.state.gov).
5. **Smile! It's time to get your passport photo.** You may have your passport photo taken at a variety of locations, including many drug stores and print shops. View requirements for your photo online at [travel.state.gov](http://travel.state.gov).

Questions? Visit [travel.state.gov](http://travel.state.gov).  
Register for APICS 2009 at [apicsconference.org](http://apicsconference.org).



# Just for Fun



**Word Bank**

- Current State
- Cycle Time
- Data Box
- EPEI
- Future State
- Lead Time Ladder
- Interval
- Milk Run
- Product family
- Value stream mapping

Across	Down
2. A regular route for pickup of mixed loads from several suppliers	1. A group of products with similar characteristics, which share similar processes
5. Item on a value stream map used to hold information such as cycle time	3. A visual component of the value stream that shows processing times and inventory wait times
7. A map of the value stream depicting the to-be condition	4. The period of time in which every product of the value stream is produced to match the customer demand rate
8. A visual lean technique used to analyze the flow of materials and information required to bring a product or service to a consumer	6. A map of the value stream depicting the as-is state
10. The time between completion of two discrete units of production	9. The frequency at which a production process produces different parts that are demanded during each interval

Solution can be found at <http://www.apicsorlando.com/Lean.asp> and on Page 8.