

# APICS *The Association for Operations Management*

## Central MN Chapter

P. O. Box 457, St. Cloud, MN 56302

November, 2009

Visit us at: [www.apicscmn.org](http://www.apicscmn.org)

### Don't miss the November 3<sup>rd</sup> Professional Development Meeting as we tour Electrolux Home Products St. Cloud



Electrolux is a world leading international appliance company. We are a part in the daily life of hundreds of millions of families around the world.

Each year, some 40 million consumers in more than 150 countries choose our products, such as cookers and cooktops, ovens, fridges and freezers, dishwashers, washing machines, tumble dryers, room air conditioners and vacuum cleaners. That translates to two products bought from us every second, every day of the year. In addition, we help hundreds of thousands of professional users manage and develop their businesses with our solutions for professional food service and commercial laundry.

The November PDM tour will be at Electrolux Home Products located at 701 33<sup>rd</sup> Ave North St. Cloud. After the tour join us for dinner at McCann's Food and Brewery located at 3320 3<sup>rd</sup> Street North (just down the road from Electrolux). Then stay and hear from Robert Diede; current student chapter President as he will give an update on the progress of the student chapter and his/their experience at the Toronto conference.

The tour starts at 5:30 with check-in starting at 5:15. Your registration includes dinner from a special APICS menu starting at 7:00 with presentation from 7:30 to 7:45. Please register on-line by October 30<sup>th</sup>.

Cost:

Members - \$15.00, Non-members - \$25.00, Students- \$10.00

Please make reservations on our web site at [www.apicscmn.org](http://www.apicscmn.org).

APICS is responsible for all meal reservations, including no-shows. Cancellations and no-shows received after noon on Monday November 2nd will be billed.

## Officer's Corner

By Bruce Skalbeck – Member at Large

### 2009 APICS Conference, Toronto

Three Central Minnesota APICS Chapter officers attended the 2009 APICS International Conference in Toronto last month

- Deann Elferring, Antioch Company
- Alex Polacco, SCSU Professor
- Bruce Skalbeck, SCSU Retired professor

For chapter officers attending international conferences each year there is a half day workshop for training and information exchange that is offered. This workshop (Volunteer Leadership Workshop - VLW) takes place the day before (Saturday) the start of the conference. VLW always provides good continuous improvement opportunities for chapters and chapter officers. Your Central Minnesota Chapter has participated in the past several conference VLWs. After the VLW for chapter officers it was three packed days of educational sessions. My first and continued observation of the conference was the increased international orientation. Granted, Toronto, Canada is a very international city but it went well beyond that. The percentage of non-North American conference attendees continues to increase each year. There were persons from around the world. APICS is currently restructuring itself as a more international organization. It has divided the world into four geographic regions:

- NA – North American
- CESA – Central and South America
- EMEA – Europe / Middle East / Africa
- APAC – Asia Pacific

If you question its international growth consider that each year since 2007 the number of APICS exams taken outside of North America exceeds the number of exams in North America. The conference start on Sunday morning featured business author Jason Jennings as the keynote speaker. He offered his insights on leadership, based in part on his latest book – *Hit the Ground Running – A Manual for New Leaders*. In the education sessions that followed through Tuesday afternoon my focus was on lean and its implementation. The “learning paths” for the 2009 conference were:

- Lean
- Global Supply Chains
- Basics of Operations Management
- Demand Management, Forecasting, and Sales and Operations Planning
- Professional Advancement
- Special-Interest Topics

Some of my sessions were standing room only. All my sessions were very good but the one that was most helpful to me was the one on lean accounting. It showed how traditional accounting approaches work against your lean effort. The good news was that you can reconfigure your current approach to be “lean friendly” and still meet GAAP (Generally Accepted Accounting Principles) requirements.

The annual APICS conferences are a great resource for companies to follow best practices. If not having an up-to-date passport kept you away from this year's conference in Toronto there is good news. The 2010 APICS Conference is in Nashville on October 17-19. Be sure to put that date on your company's calendar.

## THE UN-COMFORT ZONE with Robert Wilson

### *How Cool are You?*

My sons recently started talking about being *cool*, and I recalled my own teenage years and the need to be *cool*. That driving desire dictated the clothes I wore, the music I listened to, and what subjects I became conversant in. And, yet despite all my motivation and effort, it remained elusive.

When I look back, I can see that all I really wanted was to be accepted, liked and admired. But, whatever I tried, I never quite felt *cool* enough. The problem was that I didn't really understand the term until I'd spent a few years living and working in the real world.

So, I explained to my kids, "*Cool* is when there's a problem and you do not get upset by it. When everyone else is panicking, rushing around and over reacting, the *cool* person is the one who stays calm, assesses the situation, then makes a reasoned decision on what to do."

One day, I'll tell them about Frances Healan, my friend who completely owned this concept. Mrs. Healan walked with a limp, and I learned that she had suffered a severe injury to her hip and pelvis. Her doctor told her she would never walk again. His diagnosis was unacceptable. She had three daughters and two sons, all less than two years apart, with whom she had to keep up. Instead she ignored the pain and struggled with crutches, then canes, before walking under her own power again. I never once knew her to mention the great pain she continued to endure.

I met her when my friend Tony started dating Becky, the wildest of her children, and I dated Becky's best friend. It was while Tony and I waited for our dates to get ready, that I learned what an amazing conversationalist Mrs. Healan was. She would talk of her family and friends, of movies and novels. Pleasant stories that had no impact on my life or the world, and yet they were irresistibly soothing and peaceful. Meanwhile, with five rambunctious kids and their friends, hers was the house on the street where everything happened. It was a tumultuous environment of laughter one moment and tears the next as young personalities came together then clashed. Nothing ever seemed to rattle Mrs. Healan, she was always calm and relaxed.

Tony and Becky didn't last very long, but I refused to give up those wonderful conversations and started showing up just to hang out. Over the years, I realized that whenever my own life got a little stressed, I was drawn to the Healan household. Once there I would just sit and listen to Mrs. Healan's stories and absorb her serene energy. I was rejuvenated by her presence.

I never planned any of those visits. I would just start to feel the need, and before I knew it, was in the car driving. Those visits continued for years. Eventually the cumulative responsibilities of work, marriage and children made my life too busy for the simple pleasure of spending an afternoon with Mrs. Healan.

A few years ago she died of lung cancer. Frances was never a smoker, but a critical spot on her lung was missed on a routine chest xray. Her oncologist said that if he'd seen the xray when it was taken he could have saved her life. Despite that Frances Healan was never bitter.

Even though I had not seen her in years, her children called me to visit on her last day. When I arrived, her daughter Judy said, "Look Mama, it's Bobby Wilson." Mrs. Healan raised her head and said, "Bobby Wilson! Who's dying?" We all laughed. That moment sums up her life for me. Facing death she maintained her sense of humor. She was quite simply the coolest person I've ever known.

Robert Evans Wilson, Jr. is a motivational speaker and humorist. He works with companies that want to be more competitive and with people who want to think like innovators. For more information on Robert's programs please visit [www.jumpstartyourmeeting.com](http://www.jumpstartyourmeeting.com).

## **Fall Seminar**

**Join the Central Minnesota APICS chapter for a half-day seminar with Randall Schaefer, Industrial Philosopher and Editor of the popular Lessons Learned feature on the last page of APICS magazine.**

**Schaefer is a 40 plus year veteran of the manufacturing wars. He served tours of duty in the agricultural machinery, capital equipment, automotive aftermarket, automotive OEM, appliance and consumer goods industries. In recent years he has consulted for large and small manufacturing companies seeking to turn around weak parts of their manufacturing process.**

**Schaefer is a veteran speaker to APICS and other manufacturing based organizations. He has presented to the APICS International Conference six times and won the Volkswagen Award for best presentation by a practitioner at the South African (SAPICS) Conference. He is co-author of the Society of Manufacturing Engineer's handbook Material and Parts Handling in Manufacturing.**

**Join friends, colleagues and other members of our chapter the morning of Nov.12, from 8am to approx. 1pm, to hear Randall Schaefer's three informative and inspiring presentations.**

Topics will include:

**Managing Obsolescence** Obsolescence is a subjective, not objective, judgment call. Yet everyone wants objective certainty before declaring a part obsolete; but Sarbanes-Oxley regulations no longer allows that. This presentation discusses how best to manage obsolescence and its surprising impact on the income statement. This presentation won the Volkswagen Award at the South African Conference several years ago.

**The 10 Principles of Operations Management** High wages and benefits are not the only reasons manufacturing struggles in the US. While trying to offset the advantages of foreign competitors, US companies often make things worse by violating one of the 10 principles of operations management. This was the top rated presentation at the 2007 International APICS conference.

### **Life's lessons Learned**

Life is a series of changes that results in some people thriving and others suffering. This presentation discusses interesting and amusing changes in Schaefer's own life to illuminate the nature of life's changes, our reactions to them and the impact they have on both our work life and personal life.

## Welcome new members

Paul Lockwood	Nahan Printing	Gerri Evens	Gold'n Plump
Robert Larson	Student	Kerry Vermeer	Gold'n Plump
Brian Keepers	Student	Russell Graham	Gold'n Plump
Andrea McCorquodale	Student	June Immerman	Xcel Energy

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## Central MN Chapter's Education Calendar

### *CPIM Certification Review Classes*

#### Hutchinson Class

##### **Strategic Management of Resources**

Date – Tuesdays (starts January 12th)

Instructor – Barb Tessmer, CPIM

Location – Hutchinson Technology, Inc.

#### St. Cloud Class

##### **Master Planning of Resources**

Date – Wednesdays (starting January 13th)

Instructor – Bruce Skalbeck CFPIM, CIRM, CSCP

Location – New Flyer

##### **Strategic Management of Resource**

Date – Thursdays (starting January 14<sup>th</sup>)

Instructor – Bruce Skalbeck CFPIM, CIRM, CSCP

Location – New Flyer

For more information and to register for classes visit:

[www.apicscmn.org](http://www.apicscmn.org) (“Calendar of Events” page)

or Contact Dave Gerhardson VP-Education at [VPEducation@apicscmn.org](mailto:VPEducation@apicscmn.org)

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