



Tour of Thermo-Tech

Tour Guidelines:

Hearing protection and safety glasses will be provided. Please bring your own glasses if you have them. For safety, proper footwear is necessary. Open toed shoes are not allowed. Thermo-Tech requests that photos not be taken in the production areas.

The start of the Central MN APICS program year will be a breakfast meeting on September 14 at Coyote Moon Restaurant at Territory Golf Club. While you enjoy breakfast, Dave Kochendorfer of Thermo-Tech will provide an overview of the company and their products. Following his presentation, we will travel a short distance to their factory for our tour.

Thermo-Tech® Windows is a family-owned company that has been manufacturing quality vinyl windows and doors since 1993. Their products are sold in a nine-state area through a network of distributors and lumberyards. According to Dave, "Our products are positioned in the mid to upper end of the market in which we compete with a variety of manufacturers ranging from regional to global in size. We have taken a different marketing approach for our windows and doors than our bigger competitors who invest heavily in TV and print advertising. Our approach is to provide education to the lumberyards and distributors about our products and proper installation procedures. This investment in education has proven to be effective, as counter sales people are able to provide the homeowner with the benefits of Thermo-Tech windows for their new

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September Professional Development Meeting Tuesday, September 14, 2010

Breakfast

Territory Golf Club

480 - 55th Avenue SE,
St. Cloud, MN 56304

Registration:	7:30 AM
Breakfast	7:45 AM
Company Presentation by Thermo-Tech	8:00 AM
Depart for Tour	8:30 AM

Breakfast Menu

Eggs, Hash Brown Potatoes, Fruit,
Caramel Rolls

Tour

THERMO-TECH Windows

1120 38th Avenue NE
Sauk Rapids, MN 56379

(see Page 6 for directions to both locations)

Please Register by
Friday, September 11, 2010

REGISTRATION

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

APICS is responsible for all meal reservations, including no-shows. Cancellations and no-shows received after noon on Monday, September 13, will be billed.

Officer's Corner

Deann Elfering, CEMN Chapter Interim President

The month of July marks the beginning of the Central MN APICS calendar for 2010-2011 and with the new calendar comes planning and dedication to a full year of events. We recently asked you to complete a survey and appreciate each and every one of your comments on what you like and what you would like improved. Your comments will be used to develop the plan for events this year. Congratulations again to our drawing winner Tracy Kelly!

I would like to highlight what our survey respondents say about our local chapter:

- Continue with the email blasts of information—over 99% say this is the best way to communicate to you!
- 83% said they attend professional development meetings because of the topic and networking.
- Bring on the tours—Members really like to see what other local companies are doing in their day to day operations.
- 33% of our respondents are APICS certified.
- Over 50% of those who took the survey say their companies are paying for their APICS education through classes, PDM's, seminars and membership.

APICS wants to help you achieve your goals and objectives by providing the best educational resources available in operations and supply chain management. APICS membership, certification programs, and networking events are a great way to surround yourself with the experts in your field to help you build a successful future for you and your company. Please watch for emails from the chapter and updates to our calendar of events!

I look forward to another exciting year with APICS and getting to know each of you. Please feel free to contact me or any of the other board members.

APICS EDUCATION CALENDAR

Certification Class Schedule

The schedule below shows start date and time only. Classes usually meet once per week on the evening specified, for 9-10 weeks depending on the module. Please contact VPEducation@apicscmn.org before you register if you have questions about course dates. Also please note classes typically skip holidays. Class Tuition is specified below the Course Description below. The fee includes the cost of the student participation workbook

Master Planning of Resources	Mon, Sept. 13, 2010 - 5:30 PM	Alexandria Extrusion
Fee: Members: \$300 - Non-Members: \$400 - Students: \$200		
Execution and Control of Operations	Wed, Sept. 15, 2010 - 1:00 PM	New Flyer, Inc.
Fee: Members: \$325 - Non-Members: \$425 - Students: \$275		
Basics of Supply Chain Mgmt	Mon, Oct.. 11, 2010 - 5:00 PM	Alexandria Extrusion
Fee: Members: \$300 - Non-Members: \$400 - Students: \$200		
Detail Scheduling & Planning	Tues, Jan. 4, 2011 - 5:00 PM	Alexandria Extrusion
Fee: Members: \$300 - Non-Members: \$400 - Students: \$200		
Strategic Management of Resources	Wed, Jan. 19, 2011 - 5:30 PM	New Flyer, Inc.
Fee: Members: \$325 - Non-Members: \$425 - Students: \$275		
Execution and Control of Operations	Tues, April 5, 2011 - 5:00 PM	Alexandria Extrusion
Fee: Members: \$325 - Non-Members: \$425 - Students: \$275		

Inventory Control Workshops:

These courses will be offered periodically depending on demand. Classes provide a forum for discussion and exchange of ideas with peers.

Physical Inventory Workshop	Sat., Nov, 13, 2010 - 8:30 AM	New Flyer, Inc.
	one session - 4 hours	

For more information and to register for classes visit: www.apicscmn.org ("Calendar of Events" page)

PDM SCHEDULE FOR PROGRAM YEAR

October 5, 2010
November 2, 2010
December 7, 2010
January 4, 2011
February 1, 2011
March 1, 2011
April 5, 2011
May 3, 2011

THE UN-COMFORT ZONE with Robert Wilson

You'll Know When You've Arrived

During the 1996 Summer Olympics, I saw a young athlete with his brand new silver medal around his neck and a massive smile on his face. He was so thrilled with his achievement that he was mixing and mingling with everyone he met on the sidewalk. Perfect strangers were shaking his hand, slapping him on the back, and having their picture taken with him. I did not know who he was, but it was clear that he was relishing the highest point of his life to date.

On March 29, 1982, amid thunderous applause, Katherine Hepburn stepped onto the stage at the Academy Awards to receive the Best Actress Oscar for her performance in *On Golden Pond*. Was she as thrilled as the Olympic athlete that I saw? Probably not. It was her fourth. Been there, done that, the mantle is getting crowded.

In my column titled *Pack Mentality*, I wrote that human beings are highly motivated by status and its symbols. A reader contacted me and said she had grown beyond that. She told me how, after 20 years of financial success, she put the corporate world and materialism behind her. She now works at a fraction of her previous earnings for a non-profit organization dedicated to enhancing the lives of babies.

I agreed that she had put status and its symbols behind her, but only in one area of her life. I then asked her what level of comfort was she seeking to achieve in her new career?

Abraham Maslow, in his *Theory of Human Motivation*, identified five levels of need that people strive to satisfy (in order, they are: Survival, Safety, Social, Esteem, and Fulfillment). I have found that we work through those five levels separately in each area of our lives: work, relationships, parenting, hobbies, sports, volunteering, etc. With each new endeavor, we attempt to pass all the mileposts until we reach our comfort zone.

There is a joke about parenthood that illustrates this: When the first baby drops her pacifier on the ground, the parents sterilize it before giving it back; with the second baby, the pacifier gets wiped off; and with number three, it just gets popped back into his mouth. I used to think the humor referred to how harried the parent was from handling the needs of three kids, but now I realize it refers to the parent's comfort level with raising children.

Status is an esteem need, and the symbols that accompany it are recognition for our achievements. However, as long as those status symbols remain important to us, then we haven't mastered that area of our lives. It is when we are in our comfort zone that the achievement is secure. At that point, the symbols are no longer important and we are ready to move on to the highest level: fulfillment. You will know you have reached the peak when you freely share your expertise with people who are levels below you.

Many years ago, I heard an interview with a professional football quarterback. The reporter asked him if he ever taught his secrets of success to younger up and coming players. He replied,

“What, and lose my job to one of them? Hell no! Let them learn it on their own the way I did.” Clearly, he was not yet in his comfort zone.

All of us have reached a comfort zone in one or more areas of our lives. I spent six years as a member of the public speaking organization, Toastmasters International. For the first four years, I was fully focused on learning and achieving. In that time, I completed two educational levels and won 13 speaking contests. During my last two years in Toastmasters, I became a professional speaker and was no longer interested in entering the contests. The shine of those “amateur” trophies had worn off a bit, and I found my joy was in sharing what I already knew with those who were just beginning.

You will know you have reached the highest level, when sharing your expertise is as satisfying as achievement.

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.

Tour of Thermo-Tech

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home, or as replacements for remodeling. With the advent of social media such as Facebook, we are also exploring other avenues to raise product awareness.”

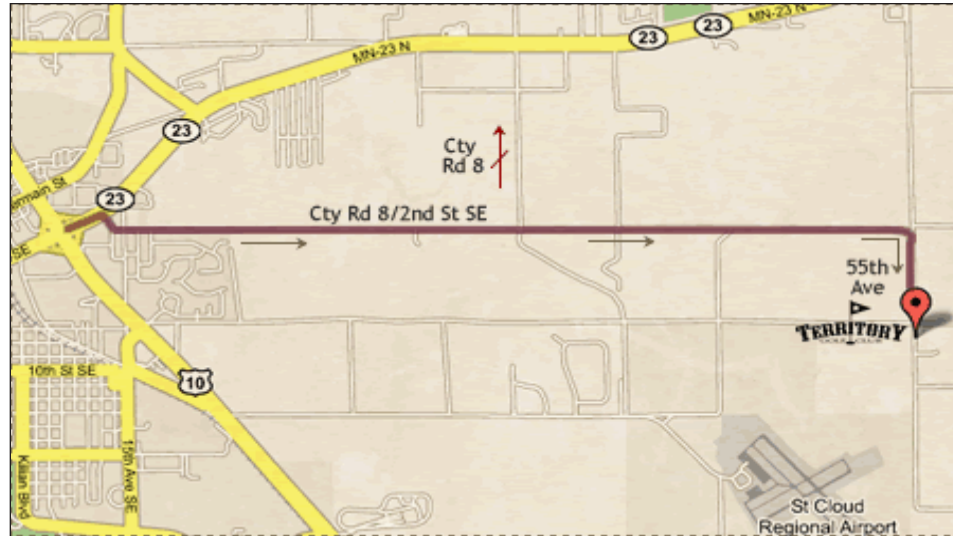
Why do homeowners choose Thermo-Tech? The vinyl windows and doors are energy efficient and require minimal maintenance. Homeowners never have to prime, paint, stain, or seal window and door frames, but are still able to enjoy the beauty of wood with Thermo-Tech wood laminates. LoE²™ heat-reflecting glass with insulating argon gas, dramatically improves energy efficiency while surpassing all industry and government codes and standards earning the coveted Energy Star® rating for all climate zones.

Remodelers, contractors and builders trust Thermo-Tech® for exacting standards and timely delivery. Most orders ship in about two weeks and Thermo-Tech maintains a high 90's percent of on-time and complete delivery statistics. Dave explains, “We use a Theory of Constraints (TOC) approach to identify constraints within the business to improve production, service to customers, and other non-production areas. By focusing on the constraint, we have been able to increase capacity without increasing staff.” As another service to assist remodelers and builders, Thermo-Tech has invested in a web-based bid and quote tool to allow custom quoting to exact dimensions for replacement of existing windows and doors. Thermo-Tech also uses Total Quality Management principles to maintain and continually improve product quality.

Our tour of Thermo-Tech will include the glass assembly area where the glass is cut to specification and assembled for insertion into the frames; vinyl cutting operations where a special software program is used to optimize use of the materials; automated welding and cleaning of the frames; and final assembly of the finished product.

Breakfast and Tour Directions

Map to Territory Golf Club



Directions to THERMO-TECH

Follow MN Hwy 23 East (towards Foley)
Turn left on 35th Avenue North East (at the John Deere dealership)
Immediate right onto Shadowwood Dr. (Near the Harley Davidson dealership)
Follow Shadowwood Dr. to 38th Avenue North East
Left on 38th Ave North East, Thermo-Tech is the last building on the right.



CENTRAL MN APICS BOARD OF DIRECTORS

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Darrell Watercott, Gold'N Plump

PastPresident@apicscmn.org

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