

THE HORIZON



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**Top Management Night
Details on Page 9!**

Visit us at:
www.APICS-Houston.org

PDM, MAY 15 — OPERATIONAL EXCELLENCE



The world has changed dramatically since LEAN and Six Sigma first came to prominence in the 1990's. Email, the Internet, and now social media have dramatically increased the interconnectedness of the world. Globalization has led to increased competition, forcing companies to expand product portfolios and design increasingly complex manufacturing processes and supply chains. Government regulation has become progressively more active, forcing companies to create new organizations and processes to ensure compliance.

And why should I, as a SCM professional "care" about Operational Excellence — Getting the Most out of Lean and Six Sigma?

Read more details on page 11

CPIM AND CSCP FALL PROGRAMS ARE OPEN! REGISTER NOW!

Our APICS CPIM and CSCP Fall Programs are open for registration.

What would you do with a 13% raise?

Enroll into our CPIM Program to find out!

Do you want to earn 11% more than your colleagues?

Enroll in our CSCP Program!

Read more on Page 4 and Page 9



TOP MANAGEMENT NIGHT, JUNE 18 W/ JIM "MATTRESS MACK" McINGVALE!

The APICS Houston Chapter will be hosting the Top Management Night on Wednesday June 18, a special event where we recognize outstanding contributions of our companies, volunteers, and members.

Special awards such as Company of the Year, Volunteer of the Year, Education Partner of the Year, Instructor of the Year and many others will be presented during this event. Also, the new APICS Houston chapter elected officers will be sworn in on this special night.

Jim McIngvale, aka "Mattress Mack", will be our featured speaker in this special event.

Read more details on page 9

PRESIDENT'S MESSAGE



In April, the APICS Houston Board Nominating Committee presented the recommendations for the 2014 - 2015 Board of Directors. During the Board meeting, no other candidates were nominated for voting positions. The election will be held during May 2014 and write-in candidates can be submitted. During the process, we are actively recruiting volunteers to fill some open Director positions to learn about the APICS Board and perform some important duties in several areas. Several volunteers visited our April Board of Directors meeting and accepted Director level positions on our Board.

PROFESSIONAL DEVELOPMENT MEETINGS

Our Professional Development Meeting (PDM) on May 15, 2014 will be presented by Chris Siefert on "Operational Excellence: Getting the Most Out of Your Lean and Six Sigma Program". Since LEAN and Six Sigma first came to prominence in the 1990's, globalization has led to increased competition, forcing companies to expand product portfolios and design increasingly complex manufacturing processes and supply chains. Government regulation has become progressively more active, forcing companies to create new organizations and processes to ensure compliance.

All these changes have dramatically increased the complexity of the environment in which companies operate, and the pace of change continues to accelerate. Against this backdrop of change and complexity, achieving Operational Excellence is now more important ever.

PLANT TOURS

On May 7, 2014, Mitsubishi Caterpillar Forklift America Inc. (MCFA) is hosting a plant tour for the APICS Houston Chapter. Please join us for a group tour of this Houston-based manufacturer. Founded in 1992, MCFA manufactures and distributes a complete line of forklifts and lift trucks under the Cat® lift trucks, Mitsubishi forklift trucks and Jungheinrich® brands. MCFA's facility encompasses 42-acres, and includes full fabrication, assembly, shipping and distribution buildings. This event can accommodate only a limited number of people so register early.

In April, I presented "Software Application Acquisition - Not a Simple Task! ". Software application acquisition has become critical for successful operations and extended supply chain. However, the process of selecting and procuring software applications is challenging. Takeaways

included discussing major steps in the acquisition process and identifying potential problems to avoid.

The PDM included a pre-meeting hosted by Dr. Shahrukh A. Irani, the President of Lean and Flexible, LLC. His one hour interactive simulation, "Stamping Out Chaos®", illustrated the core principles and best practices of JobshopLean.

Takeaways included understanding some of the unquestionable differences between how Lean is implemented in assembly facilities compared to how it ought to be implemented in jobshop-like discrete manufacturing facilities.

For registration or more information on our events, visit our website at www.APICS-Houston.org or contact Catherine Brown at Programs@APICS-Houston.org.

STUDENT PAPER COMPETITION

Again this year the Terra Grande District and the Heartland District will be conducting the Chuck Nelson Student Paper Contest. As many of you know, Chuck Nelson was a great leader in APICS, especially in the Terra Grande District, prior to his passing away in 2007. Papers were submitted from both graduate and undergraduate universities within the two districts and the winners will be announced in June 2014. Prizes of \$1000 and \$500 will be awarded for first place and second place for both categories.

APICS CLASSES

A couple of our late spring classes and our fall classes are for registration. Again, if you have interest in registering for our classes, I highly suggest planning ahead and registering early to insure class availability. Unfortunately, we continue to have to decline registrations when our classes are full.

APICS Houston is now holding classes in new locations during 2014. Check out our Powell Industries and Houston Food Bank locations on our website. Look for more locations and classes to satisfy our customer needs.

For more details, please see the APICS Education and Certification page in this newsletter or visit our website at www.APICS-Houston.org.

Best regards,

Eddie Whitfield CPIM, CIRM, CSCP, MBA, P.E.

President, 2013-2014

APICS Houston Chapter 36

President@APICS-Houston.org

APICS HOUSTON CHAPTER EVENT CALENDAR—NEXT MONTHS

May-14				
Date	Event	Speaker	Location	Hour
7-May	Mitsubishi Caterpillar Tour	Catherine Brown, Programs	2121 W. Sam Houston Pkwy. N. Houston, TX 77043	3 PM to 4:30 PM
15-May	PDM: Operational Excellence -- Getting the Most out of Lean and Six Sigma	Chris Siefert	Hess Club	5:30 PM to 8:30 PM
Jun-14				
Date	Event	Speaker	Location	Location
19-Jun	Top Management Night!	Jim McIngvale	Hess Club	5:30 PM to 8:30 PM
Aug-14				
Date	Event	Speaker	Location	Location
21-Aug	PDM: To Be Defined	TBD	Hess Club	5:00 PM to 8:30 PM

For more information, go to www.APICS-Houston.org under **Events**

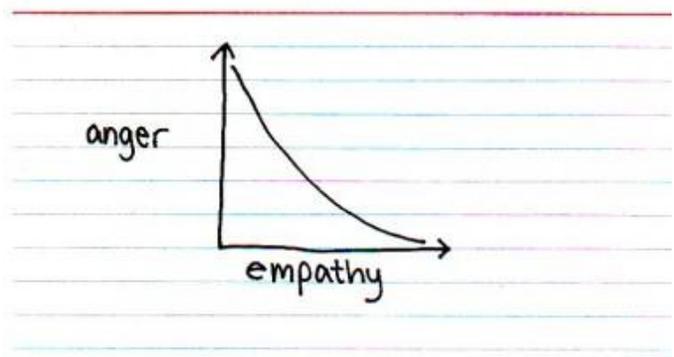
THE BOTTOMLESS PIT OF PLEASING STRANGERS HEY, “THOSE PEOPLE” ARE PEOPLE TOO

You will never, ever run out of strangers.

And so, the goal of perfectly pleasing an infinite number of passersby is a fool's errand. They come with their own worldview, their own issues, their own biases.

Since they don't know you or trust you and don't get you, they're not inclined to give you the benefit of the doubt or invest what it takes to understand you.

Sure, some of them will applaud or smile or buy. And if that's your mission, have fun. But perfection in stranger-pleasing? Not going to happen, not worth the journey. For some people, some of the time, the only response is, "it's not for you."



Seth Godin, Best selling author and speaker
<http://sethgodin.typepad.com/>

Courtesy of Jessica Hagy, www.ThisIsIndexed.com

Reproduced with permission of Seth Godin

CPIM in a Year - Fall 2014

Register at:

www.APICS-Houston.org

Dates:

Saturdays
See schedule below

Times:

8:00am to 12:00pm

Location:

Baker Hughes
9100 Emmott Road

Pricing

Members:

- Early: \$2,150
- Late: \$2,300

Non-Members:

- Early: \$2,350
- Late: \$2,500

Does NOT include testing fees. You do NOT have to take a class to take the exams.

Contacts:

Chuck Connelly
CFPIM, CSCP and CPA
VPEducation@APICS-Houston.org



Save MONEY by signing up for All 5 CPIM Review Modules



Since 1973, the CPIM program has educated more than 100,000 manufacturing professionals on essential terminology, concepts, and strategies related to demand management, procurement and supplier planning, material requirements planning, capacity requirements planning, sales and operations planning, master scheduling, performance measurements, supplier relationships, quality control, and continuous improvement.

APICS CPIM PROGRAM BENEFITS

- Increase your functional knowledge of production & inventory management.
- Improve efficiency of your organization's supply chain.
- Streamline operations through accurate forecasting.
- Predict outcomes more accurately.
- Maximize ROI on systems and technologies.
- Increase profitability by optimizing your organization's inventory investment.
- Enhance your credibility among peers, employers, and customers

PROGRAM SCHEDULE (Classes Fill Quickly)

	Start	End	No Class	Test
Basics of Supply Chain Management	08/23/14	10/04/14	08/31	✓
Master Planning of	11/01/14	12/06/14	11/30	✓
Detailed Scheduling and Planning	01/10/15	02/07/15		✓
Execution and Control of Operations	03/07/15	04/04/15		✓
Strategic Management of Resources	05/02/15	06/06/15	05/23	✓

Students should schedule exams between classes.

APICS EDUCATION AND CERTIFICATION

2014 COURSE SCHEDULE

Certified Supply Chain Professional (CSCP)

Class	Schedule	Days	Time	Location	Early Reg Ends
Fall 2014 CSCP	Sept 9 to Nov 11	Saturdays	8:00am to 12:00pm	Baker	26-Aug

Certified in Production and Inventory Management (CPIM)

Class	Schedule	Days	Time	Location	Early Reg Ends
CPIM in a Year (All Five Modules) - Save \$380 By Committing to All Five Modules					
Spring CPIM in a Year	April 29 to Jan 29	Tue and Thu	6:00pm to 9:00pm		FULL
Fall CPIM in a Year	Aug 23 to June 06	Saturdays	8:00am to 12:00pm	Baker	8-Aug

Spring 2014 Individual CPIM Classes

Execution & Control of Operations	April 5 to May 3	Saturdays	8:00am to 12:00pm		FULL
Basics of Supply Chain Mgmt	April 29 to May 29	Tue and Thu	6:00pm to 9:00pm		FULL
Detailed. Sched. & Planning	May 6 to June 3	Tue and Thu	6:00pm to 9:00pm		FULL
Strategic Mgmt of Resources	June 7 to July 12	Saturdays	8:00am to 12:00pm		FULL

Summer 2014 Individual CPIM Classes

Master Planning of Resources	July 8 to July 31	Tue and Thu	6:00pm to 9:00pm	Powell	27-Jun
Execution & Control of Operations	Aug 12 to Sept 4	Tue and Thu	6:00pm to 9:00pm	Baker	26-Jul
Basics of Supply Chain Mgmt	Aug 23 to Oct 4	Saturdays	8:00am to 12:00pm	Baker	8-Aug

Fall 2014 Individual CPIM Classes

Detailed. Sched. & Planning	Sept 9 to Oct 7	Tue and Thu	6:00pm to 9:00pm	Powell	30-Aug
Strategic Mgmt of Resources	Oct 7 to Oct 30	Tue and Thu	6:00pm to 9:00pm	Baker	20-Sep
Execution & Control of Operations	Oct 28 to Nov 20	Tue and Thu	6:00pm to 9:00pm	Powell	18-Oct
Master Planning of Resources	Nov 1 to Dec 6	Saturdays	8:00am to 12:00pm	Baker	17-Oct

Winter 2015 Individual CPIM Classes

Strategic Mgmt of Resources	Jan 6 to Jan 29	Tue and Thu	6:00pm to 9:00pm	Powell	20-Dec
Detailed. Sched. & Planning	Jan 10 to Feb 7	Saturdays	8:00am to 12:00pm	Baker	20-Dec
Execution & Control of Operations	Mar 7 to Apr 4	Saturdays	8:00am to 12:00pm	Baker	20-Feb

Spring 2015 Individual CPIM Classes

Strategic Mgmt of Resources	May 2 to June 6	Saturdays	8:00am to 12:00pm	Baker	18-Apr
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COURSE AND EVENTS LOCATIONS

Location	Address	City	State	Zip
Baker Hughes (Beltway 8 and 290 area)	9100 Emmott Road	Houston	TX	77040
Hess Club (Galleria area)	5430 Westheimer Road	Houston	TX	77056
Norriseal (Beltway 8 and West Little York area)	11122 West Little York	Houston	TX	77041
TSP (Northwest corner of 610 Loop)	3303 West 12th St	Houston	TX	77008
Powell (Near to Hobby Airport)	8550 Mosley	Houston	TX	77075
Houston Food Bank	535 Portwall St	Houston	TX	77029

CALL FOR CONTENT!

Want to contribute content for our Horizon monthly Newsletter? We are looking for:



- Article(s) relevant to supply chain and operations, written by yourself or that you have permission to publish
- Any other ideas or suggestions about content to include in the newsletter, relevant to our members

If you are interested, please contact Marco Lopez, Editor of the Horizon, at Editor@APICS-Houston.org

WANT TO BECOME A COMPANY COORDINATOR?

Company Coordinators act as liaisons between the Houston Chapter Board of Directors and fellow employees to help their companies derive maximum benefit from its APICS membership. The Company Coordinator promotes APICS within their own Company by:

- Defining the benefits of membership participation and be a key source of information regarding APICS within your organization
- Explaining the certification programs and how achieving CPIM or CSCP certification is both professionally and personally rewarding

- Promote and distribute newsletters, seminar brochures, and other APICS literature to interested parties and key personnel
- Provide feedback to the Board of Directors regarding areas of improvement and your company's educational needs

For more information, please contact **Guillermo Lucero, Director of Company Coordinators,**
CompanyCoordinators@APICS-Houston.org

To see the **list of current company coordinators**, go to http://www.apics-houston.org/?page=Our_CC

QUESTIONS ABOUT EDUCATION?

Do you have questions on how the Supply Chain Education Programs can:

- Improve your company's bottom line while improving customer satisfaction
- Enhance your career and make work more fun

We can help you. Invest in training yourself and your employees.

Please contact Chuck Connelly CFPIM, CSCP, CPA
 VP of Education , APICS Houston Chapter
VPEducation@APICS-Houston.org or 713-256-7500

CAREER FAIRS — YOUR SHORTCUT TO JOB INTERVIEWS

In many cities and local communities, spring is career fair season. While these events often prove disappointing, job-seekers who understand how "work" career fairs use these events as powerful networking sessions leading to interviews with future employers.

If you are considering attending a job fair soon, you'll get more out of the event by following these three rules.

Rule #1: Plan ahead.

Know ahead of time which companies will attend the event. Decide which employers you are interested in contacting. Visit their websites to read their open job positions. For employers of primary interest, do extra research to acquaint yourself with them. The basics are enough: local, national or global; headquarters, branch or subsidiary; industry lifecycle (growing or declining) and how many employees locally.

If you've done your homework, you'll feel much more confident during the event to speak intelligently with company reps. Take an employer list with you to make sure you don't miss any important connections.

Rule #2: Prepare your 30-second presentation.

Since you know which employers you're interested in and their job openings, prepared to communicate your qualifications in a 30-second presentation, or "elevator speech." It shouldn't sound canned or contrived, but it should include a few selling points that catch the rep's attention for a few minutes.

A 30-second presentation is not difficult to develop. Here's what I advise my clients. Reduce your resume to selling points that fit on a 3X5 card. Use that information to answer the all-important question—"why should I be interested in considering you a candidate for a position with my company?"

Now, role play your speech with a friend, or by yourself while driving, or in front of a mirror until your "speech" sounds and feels natural.

Your objective is to secure an after-event interview time before you leave the booth. Don't be afraid to ask for the interview.

Whether you've secured an interview or not, don't leave the booth without speaking with someone and picking up their business card. After the event use the business cards to re-establish contact and suggest an interview where appropriate. This is no time to be shy. Follow-up contact will put you on top of the candidate pile

Rule #3: Avoid the crowd.

Arrive early or late, but avoid the noon-to-4:00 crowd. If possible, come early before reps are bored, tired and hungry. Another reason to avoid peak times: crowds can be intimidating. It's much easier to talk yourself out of approaching important employer contacts when they are surrounded by other job seekers.

Last word—make sure your resume is in top-notch condition. Does it grab the reader's attention? Does it communicate your best accomplishments? Does it sell you as a top candidate?

Have several persons proof read it. Most employers will want to store your resume in a computerized data base.

Since you'll be distributing your resume in hard copy, make sure it is in scannable form. No fancy fonts, graphics or elaborate bullets.

It's a fact that the best jobs go to those with the best job-search skills. Knowing how to make the most out of career fairs is a valuable skill that can cut weeks, event months off your job search.

What does that equate in potential earnings for you?

Deborah Walker, Certified Career Management Coach

Contact at Deb@Alphaadvantage.com

Website: <http://alphaadvantage.com>

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APICS DICTIONARY DEFINITION

Outsourcing

The process of having suppliers provide goods and services that were previously provided internally. Outsourcing involves substitution—the replacement of internal capacity and production by that of the supplier.

APICS Houston Chapter

2014 CERTIFIED SUPPLY CHAIN PROFESSIONAL

Register Now for Fall Session— Early Registration Deadline Ends August 26

The APICS CSCP designation is for professionals who are interested in increasing their knowledge and expertise in the field of global supply chain management. This program is ideal for individuals and organizations that are:

- Interested in more depth of knowledge and understanding in the areas of supplier and customer relations, international trade, the use of information technology to enable the supply chain, and physical logistics
- Facilitating operational and financial improvement both within and across supply chain functions
- Interested in increasing knowledge and expertise in the field of global supply chain management.
- Mastering the tools to effectively manage global supply chain activities that involve suppliers, plans, distributors and customers located around the world
- Implementing new or modifying their existing Enterprise Resources Planning (ERP) system(s)
- Desiring to create a common standard of understanding, vocabulary, best practices and frameworks within your company to address your supply chain challenges and seize opportunities
- Best practices in the day to day functions of supply chain professionals

The CSCP learning system includes:

- Approximately 1,000 pages of printed learning materials
- Interactive Web based study tools:
- Pre and Post tests
- Module specific tests
- Glossary, E-flashcards and Information Center



Candidates must apply for eligibility in order to register and take the exam. Eligibility requirements for the APICS CSCP designation are listed below. A candidate must pass just the ONE exam. Please consult www.APICS.org for additional information.

- APICS CPIM, CFPIM, or CIRM, and C.P.M. designations plus two years of related business experience, or
- Bachelor's degree or equivalent plus two years of related business experience, or

Class	Schedule	Days	Time	Location	Early Registration Ends
Fall 2014 CSCP	Sept 6 to Nov 15 *	Saturdays	8:00am to 12:00pm	Houston Food Bank	08/26/14
Winter 2015 CSCP	Jan 13 to April 7	Tuesdays	6:00pm to 9:00pm	Baker Hughes	01/05/15
Spring 2015 CSCP	March 21 to May 30 **	Saturdays	8:00am to 12:00pm	TBD	03/06/15

* No class on November 8

** No class on May 23 for Memorial Day

Class	Member Price		Non-Member Price	
	Early	Late	Early	Late
CSCP	\$1,940	\$2,040	\$2,140	\$2,240

- Contact Chuck Connelly CFPIM, CSCP, CPA at VPEducation@APICS-Houston.org for more information
- For more information on our programs or to register, please visit our website at www.APICS-Houston.org

TOP MANAGEMENT NIGHT, JUNE 18

FEATURING JIM "MATTRESS MACK" MCINGVALE

Please join us for this special event where we recognize the outstanding contributions of companies, volunteers, and members such as:

- Company of the Year
- Volunteer of the Year
- Education Partner of the Year
- Instructor of the Year
- Certified in Production and Inventory Management (CPIM)
- Certified Supply Chain Professional (CSCP)

AGENDA

5:00 to 6:00pm—Registration, Drinks, and Networking
 6:00 to 7:00pm—Dinner and Awards
 7:00 to 8:00pm—Presentation by John Hofmeister
 8:00 to 8:30pm—Wrap Up and Swearing in of New Officers
 8:30 pm— End

About our Speaker

Jim "Mattress Mack" McIngvale is a businessman from Houston, Texas. He is known for owning and operating

the Gallery Furniture retail chain. McIngvale is best known for his energetic, fast-paced sales pitches, typically ending with some variant of his catchphrase "saves you money!" His distinctive sales style originated from an incident that occurred early on in Gallery Furniture's history.

Faced with financial difficulties, McIngvale invested all his remaining money in a television commercial to be aired on two stations. While watching the commercial being produced, he became dissatisfied and ad-libbed a sales pitch, speaking rapidly because of the limited amount of time available. The commercial proved very effective, and his sales increased dramatically afterward.

In 1999 McIngvale spoke to the British Deming Association annual conference about the influence of W Edwards Deming on his business methods. A transcript of the talk appeared in the UK Deming Newsletter in June 2000 and is reproduced here

Don't miss this event!

Where: Hess Club **When:** June 18th **Dinner:** 6:00 pm
Presentation: 7:00 pm **How Much:** Members: \$25.00 Non-Members: \$30.00 APICS Student Chapter Members: \$10.00

PROPOSE A SPEAKER OR PLANT TOUR!

Do you want to propose a speaker for our Professional Development Meetings (PDMs)?

Although topics related to supply chain and operations management are preferred, recommended speakers could cover any kind of subject, as long as is relevant to the development of our members.

Do you want to propose a plant tour?

If you have access or know someone with access to a plant, facility, or similar, that might help us understand better how supply chain works, please let us know! We are currently planning plant tours and are interested in your ideas, comments and suggestions!

Please contact Catherine Brown, our Director of Programs, at Programs@APICs-Houston.org

DISCOVER APICS MEMBERSHIP BENEFITS

The APICS Houston Chapter kindly invites you to become an APICS member, joining thousands of professionals world wide. By joining APICS, you obtain the following benefits:

- Access the extensive APICS body of knowledge—the most expert, current, and relevant education in operations and supply chain management.
- Connect to an impressive community of nearly 40,000 members around the globe—all committed to building excellence in operations management.

APICS offers a broad range of memberships: **Professional, International e-membership, Joint international, Academic professional.**

For more details, Contact Tom Chambers, VP of Membership VPMembership@APICs-Houston.org

APICS HOUSTON CHAPTER

BOARD OF DIRECTORS 2012 – 2013

The Houston APICS Chapter Board is a dedicated team of people that work to provide relevant events and services to chapter members. Your **feedback is essential** for continuous improvement, so please contact us with comments, suggestions and improvement ideas.

Position	Name	Contact
President	Eddie Whitfield, CPIM, CIRM, CSCP, MBA, PE	President@APICS-Houston.org
Secretary	Reid Garrett	Secretary@APICS-Houston.org
Treasurer	Steve Hasson, MBA, CSCP	Treasurer@APICS-Houston.org
Ex Officio President	Tish Patel	Ex-Officio@APICS-Houston.org
VP of Education	Chuck Connelly, CFPIM, CIRM, CSCP, CPA	VPprofessionaldevelopment@APICS-Houston.org
VP of Student Activities	Gozde Capar, MS, CSCP, CSSBB	VPStudentActivities@APICS-Houston.org
VP of Membership	Tom Chambers, MBA, CSCP	Membership@APICS-Houston.org
VP of Marketing	Duane Chandler, CPIM, CSCP	VPmarketing@APICS-Houston.org
VP of Communications	Santiago Velasquez	VPCommunications@APICS-Houston.org
Director of Education	Michael Cole CPIM, CSCP	Education@APICS-Houston.org
Director at Large	Chris Agner	Co-CompanyCoordinators@APICS-Houston.org
Director of Seminars	Mauricio Hernandez, MBA, CPIM, CSCP	Seminars@APICS-Houston.org
Director of Job Bank	Marisa McNevin	JobBank@APICS-Houston.org
Director of Horizon	Marco Lopez	Editor@APICS-Houston.org
Director of CCs	Guillermo Lucero / Nadine Parker	CompanyCoordinators@APICS-Houston.org
Director of Programs	Catherine Brown	Programs@APICS-Houston.org

LIST OF COMPANY COORDINATORS

Below, a list of the company coordinators that are currently working with the APICS Houston Chapter. Please contact your **local company coordinator** for more information about Chapter services and events.

Company Cordinator	Company
Chris Agner	National Oilwell Varco - Westchase
Arnold Aguilar	Aker Solutions
Rob Bytheway	Baker Hughes
Peter Cayea	Cameron International
Prasanth Chakra	Bayer
Duane Chandler	Weatherford International
Lana Forrest	Baker Hughes
Bob Gardner	Pathfinder/Schlumberger
Chongkol Graunke	Akzo Nobel Functional Chemicals
Steven Hasson	TSP
Chuck Hayes	Cameron - Flow Control
Kevin Helm	Oceaneering
Mauricio Hernandez	Shell
Mark Hoffman	Cameron Drilling Systems

Company Cordinator	Company
Jeff Hoke	Wyman Gordon
Ken Jamison	Weatherford - Gulf Bank
Austin Klein	National Oilwell Varco - Sugarland
Ed Khundmiri	American Frac Fluids
Guillermo Lucero	Shell
Larry McClellan	Schlumberger - HPC
Nadine Parker	Chevron
Giovanni Ramirez	National Oilwell Varco - Galena Park
Angelina Rodriguez	National Oilwell Varco - Air Center
Mary Timko	Schlumberger - SPC
Amy Walla	Hewlett-Packard
Nick Webster	National Coupling Company
Carmen Winkler	BHP Billinton
Tony Xu	Foxconn

PDM, MAY 15 — OPERATIONAL EXCELLENCE, GETTING THE MOST OF LEAN AND SIX SIGMA



The world has changed dramatically since LEAN and Six Sigma first came to prominence in the 1990's. Email, the Internet, and now social media have dramatically increased the interconnectedness of the world. Globalization has led to increased competition, forcing companies to expand product portfolios and design increasingly complex manufacturing processes and supply chains. Government regulation has become progressively more active, forcing companies to create new organizations and processes to ensure compliance. All these changes have dramatically increased the complexity of the environment in which companies operate, and the pace of change continues to accelerate.

Against this backdrop of change and complexity, achieving Operational Excellence is now more important ever. Your strategy to compete in the global marketplace will not be sustainable if your company is unable to consistently and reliably execute its strategy. Any incident or pattern of performance that injures employees or damages the environment will be met with stiffer penalties from governments and stronger reactions from consumers. The news of quality or distribution incidents travels quickly and is covered more intently through the 24 hour news cycle.

At the same time, we see increasing evidence that LEAN and Six Sigma are no longer delivering the expected results. In a survey of executives by AlixPartners, only 31% of respondents were able to achieve the results promised by their LEAN Six Sigma practitioners. 1 in 7 executives were unable to quantify any benefits. In a similar survey by Accenture, 58% of executives reported their continuous improvement programs delivered minimal financial impact. Many CEOs and management teams are waking up to the disconcerting fact that while they have hundreds of ongoing projects with financial benefits "on paper, nothing is appearing on the bottom line.

Attendees of this presentation will learn:

- How complexity impacts a company's ability to achieve Operational Excellence

- Why the traditional approaches to achieving Operational Excellence are not delivering the expected results
- How an Operational Excellence Management System can overcome these shortcomings, and increase the effectiveness of your Lean and Six Sigma programs
- The importance of creating a culture of Operational Discipline, and its role in achieving Operational Excellence
- A road map for implementing an Operational Excellence Management System, and creating a culture of Operational Discipline, that can be effectively applied to teams as small as 10 people, or organizations of with more than 10,000 employees

Speaker Biography

Chris is a proven operations manager with personal experience directly leading the turnaround of multiple manufacturing plants and high risk operations. He has demonstrated the ability to quickly drive dramatic yet sustainable improvements in safety, quality, productivity, and cost. He is currently the Manager of Wilson Perumal & Company's Operational Excellence practice, and works with international clients in a number of industries including oil & gas, steel, consumer goods packaging, and medical devices. He has a diverse background in operations and strategy that allows him to develop solutions which cross traditional functional boundaries.

His experience includes various roles in operational leadership, supply chain management, asset management strategy, business strategy, training and personnel development. Prior to his experience in industry, Chris served as a Supply Officer aboard the United States Navy nuclear attack submarine USS ASHEVILLE (SSN 758). He has an MBA from the University of Georgia, and is a graduate of the U.S. Navy's Nuclear Propulsion School.

Register Now!

Where: Hess Club **When:** May 15th **Dinner:** 6:00 pm
Presentation: 7:00 pm **How Much:** Members: \$25.00 Non-Members: \$30.00 APICS Student Chapter Members: \$10.00

**Return Address:**

11152 Westheimer Road #872
Houston, TX 77042-3208



We're on the Web!

www.APICS-Houston.org

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with your
SmartPhone
To Visit Our Website



Presorted
Standard Mail
U. S. Postage
Paid
Houston, TX
Permit #2274

YOU ARE NOT THE LOWEST COMMON DENOMINATOR SETH GODIN

Internet companies often strive for lock in. Lock in is what happens once you have a lot of followers on Twitter... it's not easy to switch. Same with all social networks. And operating systems too—it takes a lot of hassle to walk away from iOS.

Once a company has achieved lock in, one way to grow is to appeal to those that haven't been absorbed (yet), to change the product to make it appeal to people who need it to be simpler, dumber and less powerful, because (the company and its shareholders understand) the power of the network becomes ever more irresistible as it scales.

Do the math. Given a choice between serving existing users that are looking for a more powerful tool or creating more simplicity and ease for the newbies, which pays bigger dividends to the network's owners?

And so the information density and power of your phone's operating system goes down, not up. The tools available on various sites become easier to use, but less appealing to those that made the site work in the first place. (This isn't

new, of course. The same thing could be said for the design of chainsaws, edgy retail stores and most sports cars too).

That leads to a pretty common cycle of power-user dissatisfaction. The people who care the most leave first.

The question today is: has lock in (due to social network power) become so powerful that power users can't leave, even if they're tired of being treated like people who marketers seem to believe want something too-simple* and dumb? Without a doubt, networks yearn to be bigger and more inclusive. The challenge is to do that without losing what made them work.

What do networks owe the users who made them powerful in the first place? *too-simple is not the same as simple. Simple is good, because it enables power. Too-simple prevents it.

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