



FEEDBACK



APICS CHAPTER 242
PO BOX 296
BETHEL, CT 06801

**Chapter #242's Newsletter Serving
Greater Danbury, Conn.**

www.apics-danbury.org

Scott Alexander, Editor

Lee Hendrix
Chapter President

Quality, Six Sigma and Lean in the Service Industry

**MAY
2009**

Presented by — TERRY MANNING CSSBB CQA

Inside this issue:

WEDNESDAY MAY 6th.
WESTCONN West Side Campus, DANBURY
TOP MANAGEMENT NIGHT
BRING YOUR BOSS for FREE

Q, 6σ, Lean	2
About Terry Manning	2
Education News	3
President's Message	4
President's News	4
Additional Classes	5
Officers	6
Your Name Here	6

Meeting Schedule: Social 5:30–6:00 p.m.
 Speaker 6:00–6:45 p.m.
 Dinner 6:45–7:30 p.m.

Menu Choices: Buffet and Dessert and Coffee - Yum!

Presentation and Dinner

With Reservation: \$Free At Door: \$25
(by May 4th)

Reservations are requested—

Please contact one of the officers below by Monday MAY 4th.

RSVP: *Doug Stevens — 203-268-9229*

Lee Hendrix — lhendrix254@sbcglobal.net

PDM Meeting will be at: Student Center at

West Side Campus, WestConn, Danbury



Chapter 242

J O B B A N K

www.apics-danbury.org

"Can quality methods be applied to this job?"

--- Don't ask;

"Quality is just a nebulous concept!"

--- Don't tell.

We're on the Web! See us at www.apics-danbury.org

You may like to register and pay with PayPal on-line!

Quality, Six Sigma, and Lean in the Service Industry— Activities at the Danbury Hospital

Lean and Six Sigma are two methodologies designed to optimize work flow, remove waste, and align with customer needs and requirements. Optimization in Six Sigma equates to 4.3 defects per one million opportunities, while Lean strives to remove “muda”, also known as waste. Combined, they provide a powerful structure that strives to increase quality while reducing non-value added steps (7 types of waste). The effect is system with greater capacity to “delight” the customer while producing services that deliver the right service, to the right person, at the right time.

Terry Manning, an ASQ Six Sigma Black Belt and Quality Auditor, will share his experiences using Lean and Six Sigma to optimize quality in healthcare.

Terry Manning is a Quality Project Manager for Clinical Applications in the IT department at Danbury Hospital. He has as Masters degree in Project Management, and is certified by the American Society for Quality as a Quality Auditor and Six Sigma Black Belt. Terry has successfully applied his Six Sigma skills at Danbury Hospital to optimizing performance in many hospital systems, including: workplace safety, nursing workflow, and patient throughput. In 2004, he was the recipient of a National VHA Operational Performance and Service Leadership Award for his work in reducing hospital work-related injuries. Terry also is part of a 'Lean Team' that works to integrate Lean-Six Sigma into day-to-day operations housewide; developing and facilitating Lean-Six Sigma workouts that engage managers in using Lean-Six Sigma skills to optimize performance.



DANBURY CHAPTER # 242

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DANBURY CHAPTER OF APICS

Basics of Inventory Management Workshop

8:00 – Noon Wednesday, June 16, 2009 \$75

Student Center – Western CT State University

For most organizations, inventory is one of the more visible and tangible aspects of doing business. Beginning with the management of suppliers delivering raw materials to goods in various levels of completion in the production process and management and delivery of finished goods in the distributions channel, each type represents money tied up until the inventory becomes purchased products. The workshop provides a broad overview of basic concepts and good inventory management strategies.

OBJECTIVES

Provide a basic description of the functions of inventory management

Define various methods of inventory management

Discuss real world applications of inventory management

TOPICS

Inventory Management Systems

Costs Associated with Inventory Systems

Quantitative Methods of Inventory Management

Material Requirements Planning

The instructor will be Douglas Stevens CFPIM CIRM CSCP.

The fee for this seminar, which will cover a Participant Guide and continental breakfast, is \$75.

Reservations can be made at www.apics-danbury.org.

For more information contact the chapter at info@apics-danbury.org



*Special News
from Lee Hendrix*

This PDM will be FREE OF CHARGE to all who attend and make reservations by Monday May 4.

In the current era of many of us who are now in transition between jobs, this is Danbury APICS Chapter's version of a stimulus package. It will give you a great opportunity to network, which is one of the best ways to help you find employment.

We invite you to bring your resume's and we will provide you with a location to have them displayed and available.

For those of you who are not in transition, we ask that you bring your manager and also please bring a listing of job openings from your company. We are all in this together and anything that you might be able to do to help those of us in transition is extremely important.

Also, on Wednesday June 3, we are looking at adding an additional PDM this year. We are looking to bring in representatives from the State of Conn, Department of Labor to speak on what services they have available and to review your resumes and make suggestions and / or corrections. There is also the possibility that we may have a professional "headhunter" available to speak.

This will again be FREE.

We are looking at doing it from 4:00 - 6:00 PM. at WestConn.

Check our website. www.apics-danbury.com for updates and further info.

UNEMPLOYED? MEMBER OF APICS?

APICS offers an Unemployed Member Benefit Extension Program to assist members who become unemployed. This program enables unemployed members who are actively seeking employment to extend their membership for a six-month period at no cost.

Members may request an extension application form (stock #01080) through their local chapter,

APICS Customer Support at (800) 444-APICS (2742)

or e-mail at service@apicshq.org.

President's Message

Your Danbury Chapter of APICS is looking for a few good members to help out by serving on the Chapter's Board of Directors.

We are in need of a Secretary, Treasurer, VP of Membership, along with several other positions. Elections will be held for these offices and for the other board positions in June. We are also in need of company coordinators, whose job it is to publicize the Chapter's activities in your work place.

Serving on the board requires attending a board meeting once a month, usually an hour to an hour-and-a-half long, and doing some additional preparation prior to the meeting.

One of the perks of serving on the board is, the Chapter will pay for mileage and hotel expenses for board members to attend the Northeast District meetings. These meetings are held 3 or 4 times a year throughout different areas of the Northeast District, which is comprised of New England, New York State and Northern New Jersey. Attending the District meetings is an excellent way to network with some of your fellow members of APICS and also to enjoy visiting different areas for a weekend. Some of the previous sites of meetings were, Newport, RI, Niagara Falls, Burlington, VT and Springfield, MA. And we encourage you to bring your family.

So, if you would like to serve on the board, please contact Doug Stevens, who is the Chapter's Nominating Chair for the upcoming elections.

As we wind down our Programs year, we will be closing out in May with a PDM with a topic that should be very interesting. Terry Manning will speak on Quality, Six Sigma and Lean in the Service Industry — Activities at the Danbury Hospital. This will be our Top Management night and if you sign up and bring your boss, both of you will attend for free.

So, in closing, I want to thank all who have served the Chapter over the previous year and also thanks to all who attended our PDMs and other educational offerings.

Lee Hendrix

President

DANBURY CHAPTER - APICS EDUCATION SCHEDULE - September 2009

Basics of Supply Chain Management Tuesdays 5:30 – 8:30 PM

Master Planning of Resources Mondays 5:30 – 8:30 PM

Certified Supply Chain Professional (CSCP) Study Group, Four Saturdays, 9 – 12 Danbury

CERTIFIED IN PRODUCTION AND INVENTORY MANAGEMENT (CPIM) Courses

The mission of the CPIM program is to educate individuals on the concepts, tools, terminology, and integration of topics across operation functions. The CPIM program is designed to test candidates' in-depth knowledge of a variety of subjects specific to production and inventory management. APICS works hard to ensure that CPIM exams are reliable and that the highest professional standards are used to develop and administer the program.

Basics of Supply Chain Management(BSCM)

This is an introductory course in supply chain management for any member of the organization and for CPIM candidates. Topics include:

- ** Business Concepts: elements of the supply chain; operating environments; financial fundamentals;
- ** MRP II (Manufacturing Resource Planning) and JIT (Just In Time)
- ** TQM (Total Quality Management) and relationships among MRP II, JIT & TQM
- ** Demand Planning: marketplace-driven; customer expectations, and definition of value
- ** Customer relationships and demand management
- ** Transformation of demand into supply: design and capacity management

Master Planning of Resources (MPR) focuses on developing and validating a plan of supply, relating management of demand to environment and developing and validating the master schedule. In addition, it encompasses transforming sales, marketing and business concepts for requirements into a feasible and economic operations plan in various business environments. It also addresses concepts and methodologies for managing projected and actual demands from distribution networks and external customers.

- ** Developing and validating a sales plans
- ** Identifying and accessing internal & external demand & forecasting requirements
- ** Effecting an achievable master schedule consistent with business policies, objectives & resource constraints

The course fees are \$520 for members. To register go to www.apics-danbury.org or email info@apics-danbury.org.

For more information go to www.apics.org/certification/cpim

CERTIFIED SUPPLY CHAIN PROFESSIONAL (CSCP) Course

Benefits of the CSCP Program

After earning your CSCP designation, you will

- Boost productivity, collaboration, and innovation ** Positively affect lead times, inventory, bottom-line profitability
- Manage the integration of activities to reduce costs ** Effectively and efficiently manage worldwide supply chain activities
- Achieve confidence and peer and industry recognition ** Enjoy the potential for career advancement and increased earnings.

The CSCP body of knowledge is made up of the following four domains

1. Supply Chain Management Fundamentals
2. Building Competitive Operations, Planning, and Logistics
3. Managing Customer and Supplier Relationships
4. Using Information Technology to Enable Supply Chain Management

The Danbury Chapter offers a Study Group Option for this exam. The 3 options are:

- 1) A text book for each of the 4 modules
- 2) A voucher for the exam
- 3) Access to www.learnscsp.com for 12 months (practice questions and vocabulary)

Four (4) Saturday morning group meetings (3 hours each) to discuss questions and share comments about the material.

The next set of Study group meetings will start in Sept 2009.

The cost for this program is \$1375 The sessions are held every 2-3 weeks. **Register now and start reading.** The exam is 175 questions to be completed in 4 hours. The next exam is Dec 12, 2009

For more information on CSCP go to www.apics-danbury.org, www.learnscsp.com or www.apics.org/certification/cscp OR email info@apics-danbury.org

**Chapter #242's
Newsletter Serving
Greater Danbury, Conn.**

Lee Hendrix President
E-mail: lhendrix254@sbcglobal.net

Membership VP Maureen Raftery CSCP
maureen.raftery@sealedair.com

Treasurer Scott Alexander, CPIM
salex22@snet.net

Education VP Doug Stevens CFPIM, CIRM, CSCP
dstevens4@charter.net

Programs VP Martin Tuite
mpt71566@aol.com

Marketing VP Quintin Brantley, CPIM, CSCP
qjbb@sbcglobal.net

Directors
Academic Liaison
Dr. John Coleman colmanj@wcsu.edu
Student Affairs

Open (Here's a chance for you to participate! — ed.)

Courses from the Danbury Chapter
(offered days or evenings)
CPIM Certification Review Series
Lean Workshop Series
Inventory Management Series
Enterprise Concepts and Fundamentals
Train the Trainer
Materials and Operations Management



APICS

THE ASSOCIATION for OPERATIONS MANAGEMENT

DANBURY CHAPTER 242

P.O.BOX 296

BETHEL, CT 06801

FIRST CLASS

ROUTE TO:

- __ Materials Manager
- __ Manufacturing Manager
- __ Inventory Control Manager
- __ Operations Manager
- __ Quality Manager
- __ MIS Manager
- __ Master Scheduler
- __ Planners
- __ Human Resources Manager