



www.apicspikespeak.org

March 2008

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**From the Top
Highlights:**

- Join us on Tuesday, March 11th when we'll tour the Ace Hardware Retail Support Center. This will be a great opportunity to see a high-volume distribution center!
- Check out the new and improved Education News and Class Details on pages 4 and 5!

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Plant Tour

Ace Hardware Retail Support Center



Ace Hardware Corporation is a retailer-owned cooperative of more than 4,600 independent Ace stores in all 50 states, and 70 countries, with 14 distribution centers throughout the United States. With annual retail sales of \$13 billion, Ace ranks in the top 25 of all retailers in the U.S. and the top 50 in the world.

The 727,000 square foot Ace facility in Colorado Springs opened on June 9, 1996. Ground breaking on this 42 acre-site was on May 19, 1995, first receipt of merchandise was February 26, 1996 and the first shipment went out on June 17, 1996.

The center services about 200 retailers for Colorado and 232 retailers for Lincoln Break/FC Back Fill Only. It supplies retailers in Colorado, Wyoming, Utah, Nebraska, Kansas, Montana and New Mexico with a fleet of 24 tractors, 50 trailers and 60 shipping and 65 receiving docks. The fleet travels about 2.2 million miles per year and moves 2 million pounds per week.

The center has more than 200 employees, which include a management staff of 21. It also carries about \$32,000,000 dollars in inventory and 65,000 different skus. In 2005, the Retail Support Center expanded to its current size with a 227,000 square foot addition.



March Plant Tour

Date: Tuesday, March 11, 2008

Location: Ace Hardware Retail Support Center
5520 Astrozon Blvd.
Colorado Springs, CO 80916
719-597-6658

Time: Registration and Networking: 4:30 p.m.
Dinner and Speaker: 5:00 p.m.
Tour(s): 5:30 p.m.

Register one of three ways by Friday, March 7, 2008:

Please include your dinner choice when registering

- Paypal thru our web site
- Call the APICS voice mail at (719) 578-1225
- Email Michele Tubbs at newsletter@apicspikespeak.org

Dinner choices provided by the Picnic Basket:

- Roasted turkey breast on sunflower whole wheat
- Honey baked ham on dark rye
- Lean roast beef on French roll
- Tuna salad on sunflower whole wheat
- Veggie with chipotle hummus on sunflower whole wheat
- Double Decker PBJ

...all with fresh lettuce and tomato (except PBJ). Dijon mustard and mayo are on the side. Sandwiches are accompanied by fresh cut fruit salad, Boulder Canyon natural potato chips, a home-baked cookie, and a mint. Soda and bottled water are also included.

Cost: \$24.00 At the Door
\$20.00 Prepaid/PayPal thru web site
\$12.00 Full-time students

President's Corner

In March, the Pikes Peak Chapter hosts its fourth Professional Development Meeting (PDM) of the year. This time, it is a tour of the Ace Hardware Retail Support Center. Distribution is a critical piece of most supply chains, particularly in geographies such as the western U.S. Join us in learning how Ace deals with two million pounds of material weekly.

Over the past few months in this column I have mentioned some of the benefits of APICS membership. Below is an article provided by APICS which details the many benefits of APICS membership, some of which are new. Read the article and check out your benefits. The benefits of membership are substantial. You will also find information about the recently announced dues increase.

Your chapter board of directors is committed to providing you with products and services that meet your current needs. Your feedback is critical to our success. I would love to hear from you. You can e-mail me at president@apicspikespeak.org. If you attend the PDM please seek me out and let me know how we are doing and, more important, what we can do to make your chapter better.



Don Simpson, CPIM, CSCP

APICS Announces New Membership Dues Structure

The APICS Board of Directors approved a new membership dues structure beginning April 1, 2008. The focus for APICS has always been on providing the value that members seek to improve their on-the-job performance, advance in their careers, and thrive as operations management professionals. The new dues structure will provide greater support and resources to APICS partners (chapters, districts, and IAs) who deliver programs locally.

Member association dues will increase from \$110 to \$150 for professional members. Professional members belonging to chapters will pay a flat fee of \$50 for the chapter portion, for a total dues amount of \$200 for professional members.

The dues will change from \$110 to \$200 for domestic members-at-large; from \$130 to \$200 for international members-at-large. The dues amount for retired members will change from \$55 to \$75, plus chapter dues if applicable. There are no changes to academic, student, and international associate fees.

The enterprise membership will change to a tiered structure. APICS will offer enterprise members the opportunity to add additional members based on a sliding scale. The current group membership structure will be phased out and current group members will transition to enterprise members as memberships come up for renewal.

The new dues structure support will enhance the capabilities of APICS partners with support from corporate office funded field staff, funding to deliver enhanced member benefits and services locally, and new and enhanced tools and resources for chapter leaders.

APICS will continue to enhance association programs and services. Already, members can take advantage of new and enhanced benefits in 2008. Many of these benefits are accessible online at www.apics.org/membership.

APICS members benefit from these new and enhanced programs and services:

Local Chapters

APICS chapters offer localized services, which may include educational programs, certification review courses, ca-

reer placement opportunities, plant tours, and networking. With greater resources from the new dues structure, chapters will have the opportunity to reinvest in member services.

APICS is pleased to add value to membership with these new and enhanced programs and services for members.

Educational Programs

Updated! APICS International Conference & Expo

APICS is revitalizing our annual conference and elevating the experience with more plant tours, integrated learning paths and key industry presenters. Also, new this year, APICS members can ensure they have today's marketable skills with a visit to the new APICS Career Fair. Members save 10 percent off registration. Learn more at www.apicsconference.org.

New! APICS Live Learning Center

The APICS Live Learning Center gives APICS members and conference attendees unlimited, complimentary access to presenter manuscripts and PowerPoint presentations from the educational sessions. An audio file compilation of APICS 2007 educational sessions is available for purchase. Members and conference attendees can visit www.apicsconference.org or contact an APICS Customer Support associate at (800) 444-2742 or service@apics.org.

Updated! APICS Webinars

APICS Webinars provide convenient, online educational opportunities for members. More topics and expanded offerings are available. APICS also presents Webinars for volunteers and chapter leaders. A number of APICS Webinars are available on demand at member savings and free of charge at www.apics.org/webinars.

Updated! APICS Career Center

The APICS Career Center is the online resource for operations management resources. Now the Career Center will host career development Webinars led by recognized career development experts offering practical tips on resume writing, career transition, and professional development. Only members

(Continued on page 3)

APICS Announces New Membership Dues Structure, cont'd.

(Continued from page 2)

post their résumés for review by potential employers and subscribe to job alerts service. Members also receive discounts on job posting packages. Members have full access to the online APICS Career Center at www.apicscareercenter.org.

Updated! APICS Courseware

APICS is expanding its APICS-developed course offerings including:

- Finance for Operations Managers
- Global Sourcing
- Continually updated APICS courseware
- Major updates to APICS CSCP and APICS CPIM courseware in 2008
- Annual updates from 2008 forward

New! APICS/SAP Benchmarking Study

The APICS/SAP Benchmarking Study enables member companies to compare productivity through joint study. Complete the study online at www.apics.org.

New! AMA Business and Management Training

APICS members can enhance their competitive edge with business and management training through the American Management Association, the leading force in business and management education. APICS members receive up to 30 percent off training along with news and Web site access. Visit www.apics.org/benefits.

New! APICS and IBF Sales and Operations Planning Conference

APICS and IBF will cohost the Sales and Operations Planning Conference, located at the Renaissance Chicago O'Hare Suites Hotel in Chicago, Illinois, on June 19-20, 2008. The comprehensive sales and operations planning conference, "Best of the Best," will offer 10 different sessions for professionals on S&OP topics. Register at www.apics.org.

Member Benefits

Updated! APICS Magazine

APICS magazine provides practical, industry-leading information with articles written by award-winning journalists. APICS magazine will introduce a new mix of digital and print content including:

- Seven issues of the magazine during the year, with a greater, enhanced digital presence on the APICS Web site.
- More timely and valuable news updates online and via e-mail in between issues of APICS magazine.
- An enhanced digital version of the magazine that is more visually appealing to those who access the information online, enabling more reliable and timely delivery of the magazine to international members.

APICS magazine features innovative ideas and real-world strategies for inventory, materials, production, and supply chain management; planning and scheduling; purchasing; logistics; warehousing; and e-business solutions for professionals at every level of an organization. Members receive print copies in the mail, and can also read APICS magazine online at www.apics.org/resources/magazine.

Updated! APICS Dictionary, 12th edition

APICS members receive a complimentary copy of the APICS Dictionary, the standard for terms and definitions in the inventory and supply chain management field. The 12th edition, published October 2007, contains more than 4,000 essential terms. Members can request their copy at www.apics.org/freedictionary.

Updated! APICS Illustrated Dictionary

Now with 500 new terms, this CD-ROM includes more than 4,000 terms from the APICS Dictionary and illustrates more than 2,500 of them. The terms are categorized and cross-referenced for easy access. To order, visit the APICS Bookstore at www.apics.org.

Back by Popular Demand! P&IM Journal

The *Production and Inventory Management Journal* publishes original research that has a significant affect on operations management. Anticipate more information on the journal in 2008.

New! Aberdeen Research

APICS members have full access to the Aberdeen Research Archive that contains more than 5,000 documents focused on the global value chain (a \$995 value). Research channels include current, relevant information on supply chain, manufacturing, information technology, finance, retail, human resources, and product research and development. Visit www.apics.org/benefits.

APICS continues to offer these indispensable professional development resources.

APICS Certification

APICS members pursuing certification enjoy savings averaging 25 percent on certification preparation classes, review materials, and testing fees. Members belonging to chapters can more effectively work through the certification process by taking chapter review courses and participating in study groups.

APICS Learning Communities

APICS Learning Communities are forums where members can gather regularly to share ideas, develop best practices, and find solutions to everyday challenges in operations management. Visit APICS Learning Communities at www.apics.org/communities.

APICS Web Site

APICS members can access exclusive, members-only content on the APICS Web site. Members can use the site to research pressing issues using the searchable Publications Database, stay abreast of industry terms and definitions using the online APICS Dictionary, obtain white papers and free APICS Webinars On-Demand on operations management topics, and other valuable industry information.

APICS is committed to ongoing development of membership programs and services and welcomes suggestions for ways to enhance member value.

Education News

The Pikes Peak Chapter offers review classes for CPIM (Certified in Production and Inventory Management) and CSCP (Certified Supply Chain Professional). Also offered are a Just-in-Time course and a Sarbanes-Oxley (SOX) course.

CPIM

The following five modules are covered in the CPIM (Certified in Production and Inventory Management) certification: (For details on each module, please visit our web site at www.apicspikespeak.org).

- Basics of Supply Chain Management
- Master Planning of Resources
- Detailed Scheduling and Planning
- Execution and Control of Operations
- Strategic Management of Resources

Just-in-Time

The Just-in-Time: Lean Operating Principles and Techniques course is not a certification review course. There is no certification exam. It is a course for professionals who already have experience in production and inventory management. The JIT course enables manufacturing, service, and retail organizations to eliminate waste, reduce lead times, and utilize resources more efficiently. Students will:

- Examine methods for authorizing build and move of material
- Discuss the effect of JIT on supplier and customer relationships
- Learn the philosophies of lean manufacturing, kanban, and set-up time reduction

CSCP

The CSCP learning system is organized into the following four modules: (For details on each module, please visit our web site at www.apicspikespeak.org).

- Supply Chain Management Fundamentals
- Building Competitive Operations Planning and Logistics
- Managing Customer and Supplier Relationships
- Using Information Technology to Enable Supply Chain Management



Mike Heath, CFPIM

Sarbanes-Oxley (SOX)

The Understanding Sarbanes-Oxley for Operations Professionals was developed by the APICS Colorado Chapter. Course topics include:

- Understanding the Life-Cycle of SOX 404
- Understanding Process Controls and Risk Assessments
- Testing the Control Environment
- What to Expect from External Audits

Course	Start Date (week of)	End Date (week of)	Registration and Payment Deadline	Course Price (Includes Exam) Members / Non- Members (Includes Membership)
Basics of Supply Chain Management (BSCM)	Mar 31, 2008	June 9, 2008	Mar 17, 2008	\$495 / \$655
Certified Supply Chain Professional (CSCP) or	Mar 17, 2008 (weekly evenings)	June 16, 2008	Feb 25, 2008	\$1,650 / \$1,770
Certified Supply Chain Professional (CSCP)	Apr 5, 2008 (alternate Saturdays)	June 14, 2008	Mar 17, 2008	\$1,650 / \$1,770
Just-in-Time Lean Operating Principles and Techniques	Mar 31, 2008	May 19, 2008	Mar 17, 2008	\$300 / \$300
Detailed Scheduling and Planning (DSP)	Apr 7, 2008	June 9, 2008	Mar 24, 2008	\$495 / \$655
Execution and Control of Operations (ECO)	Sept 15, 2008	Nov 10, 2008	Aug 25, 2008	\$495 / \$655
Master Planning of Resources (MPR)	Sept 22, 2008	Nov 10, 2008	Sept 8, 2008	\$495 / \$655
Sarbanes-Oxley	TBD on a single Saturday		TBD—Call or email Mike Heath for more information	

Class Details

Class Size

The CPIM, CSCP, and Sarbanes-Oxley courses require a minimum of five students. The Just-in-Time course requires a minimum of eight students. Courses not meeting the minimum enrollment will be rescheduled.

Class Materials

CPIM course materials include a Participant Workbook, CD of Practice Exam Questions, Reprints book, CPIM Exam Voucher, and a coupon for a free Professional Development Meeting. In addition, first-time students also receive a CPIM Exam Content Manual and an APICS Dictionary.

The CSCP course includes the CSCP Learning System materials.

The Just-in-Time course includes a Participant Workbook and a Reprints book.

Cancellation Policy

Cancellations of course registrations with full refunds are allowed no later than one week (seven days) before the first class meeting. Cancellations less than seven days before the event carry a \$50 cancellation fee. Cancellations received on or after the date of the first class meeting (no shows) carry a \$100 cancellation fee. To process a cancellation, contact Mike Heath at education@apicspikespeak.org or call 719-668-8035.

Additional Public Classes

Additional classes outside the tentative schedule can be requested. Contact Mike Heath at education@apicspikespeak.org or call 719-668-8035 for more information. You may also submit a Class Interest form at our web site at www.apicspikespeak.org/Surveys%20html/apics_education_class_waiting.html.

Class Locations

Students may offer to host classes at their place of employment. To keep our prices low, the Pikes Peak Chapter does not rent classroom facilities. We have always relied on our students to offer classroom space, and this policy has been very successful for us. Please help us to keep our prices as low as possible by hosting classes where you work.

Pricing Changes

APICS has established new membership fees effective April 1, 2008. As a result, we are forced to revise our non-member prices to reflect these changes. These revisions to our non-member pricing will be effective with the spring CPIM courses. An exception applies to students who were enrolled in the September 2007 BSCM course or the January 2008 MPR class. The non-member price for CPIM courses for new students will be \$655.

Registration and Payment

There are two ways to register for a course. The easiest way is through our website, www.apicspikespeak.org. Go to the Class Schedule page and click on the Register link for the course you wish to take. You will be asked to pay using your credit card. Payments are processed securely via PayPal.

If you do not want to pay by credit card, you may email your registration to education@apicspikespeak.org and mail your payment to APICS Pikes Peak Chapter, PO Box 486, Colorado Springs, CO 80901. We accept checks, money orders, or approved company purchase orders. You may also

email a copy of your purchase order to education@apicspikespeak.org.

Please indicate the course, your preferred evening, and whether your company would be willing to host the class.

Payment for courses cancelled due to insufficient numbers of students will be promptly refunded. All payments must be received by the registration deadline of the course.

Saturday Classes

If you are interested in attending Saturday classes instead of weekday classes, you can indicate your interest by emailing education@apicspikespeak.org or by clicking the Class Interest/Waiting List link on our website at www.apicspikespeak.org/apics_education_classschedule.html. If CPIM classes were offered on Saturdays, it would require three full Saturdays for a typical CPIM course. These may be scheduled for alternate weekends rather than consecutively.



Mike Heath, CFPIM

More Information on CSCP

CSCP Review Course

The Pikes Peak Chapter will offer a CSCP review course to prepare students for the June 21, 2008 exam. We are offering a choice of weekly evening classes or bi-weekly Saturday classes. We will select *one* of these options based on student responses. The weekly classes would meet from 6:00 to 9:00 p.m. one evening per week for 13 weeks starting the week of March 17. The Saturday classes would meet all day on six alternate Saturdays starting April 5, 2008.

CSCP Exam Date	Eligibility Application Deadline	Exam Registration Deadline
March 15	Jan 18	Feb 1
June 21	Apr 25	May 9
Dec 13	Oct 17	Oct 31

Becoming a CSCP Candidate

The CSCP examination is available to individuals who have relevant work experience and education. To be eligible for the CSCP exam, a candidate must meet one of the following criteria:

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

CSCP Self-Study

If you prefer to self-study for the CSCP, we can provide the CSCP Learning System to students in the Pikes Peak and southern Colorado region at discounted prices. Contact Mike Heath for details.

HOT ISSUES COOL SOLUTIONS
2008 APICS INTERNATIONAL CONFERENCE & EXPO
9/14-16/08 KANSAS CITY, MISSOURI, USA

Join us at APICS 2008. This is a conference designed to offer solutions for the hottest issues encountered every day by operations professionals around the globe.

**Announcing General Session Speaker John Replogle
John Replogle, CEO, Burt's Bees**

Discover how Burt's Bees broke the mold, and maintained profits and productivity, by incorporating sustainability into the company mission.

Since 1989, Burt's Bees maintained a priority of earth friendly, natural personal care. This organizational philosophy extended to protecting and providing for nature, not simply extracting resources.

By embracing sustainable best practices, you can be at the forefront of this hot trend in operations management. At the same time, you can help your organization maintain its bottom-line productivity.

Your employer doesn't need to have an expressed commitment to the environment for you to begin thinking green. With the help of the APICS 2008 Sustainability/Green Learning Path and keynote speaker John Replogle, you will gain added insights into green manufacturing, sustainability, and one of the coolest companies out there—Burt's Bees.

In 2008, we will bring you a new kind of conference that provides real-life solutions you can put to work.

We built a conference program tailored to your needs. You told us about sessions you wanted to see, from maintaining production, Lean manufacturing in an ETO environment, and much more. APICS 2008 is about you, your career, and your learning.

Registration is opening soon. Sign up for our update list to make sure you get the latest APICS 2008 news at www.apics.org.

Membership News

The APICS Pikes Peak Chapter currently has 66 members. Our newest member is **Jeff Kinnard** with Oracle. Since October, **Bruce Downs** has joined our chapter along with **Stan Chandler, David Chavez, and Christopher Peil** from Westone Laboratories, Inc. I would like to welcome everyone to the Pikes Peak Chapter!



Michele Tubbs, CPIM

Upcoming Webinar: How Delta Used TOC to Decrease Turnaround Times in its MRO Operation

APICS will hold a webinar on Wednesday, March 12, 2008, at 2:00 p.m. ET. The presenters are Melissa R. Bowers, Ph.D., and Chris Fay. The price for members is \$99 APICS and non-members are \$139.

Many organizations struggle to coordinate maintenance, repair, and overhaul (MRO) activities with shared resources. The challenge is to find the constraint in the MRO process; exploit and elevate the constraint; and then design an execution management system (EMS) to support improvements in the MRO process.

Learn how to use an execution management system to successfully schedule a shared resource to support operations in a project management environment. Participants will become familiar with seven simple principles used in designing and implementing the Execution Management System developed by the Delta Airlines Tech Ops group: Using the system constraint to set the drumbeat, managing backshop queues, avoiding multitasking, synchronization of execution priorities, anticipating and rectifying the potential for delays, using flexibility to respond to variation, and adopting and adhering to a doctrine of accountability

Register for the webinar online at www.apics.org.

Company Contacts

<u>Company</u>	<u>Contact</u>
Agilent Technologies	Greg Kruger
Air Products and Chem – Pueblo	Ted Freel
Boyd Lighting Company	Cory Brown
CEA Technologies	Eric Sherraden
Colorado Springs Utilities	Mike Heath
Colorado State Univ. – Pueblo	Prof. Peter Billington
Entegris	Keith Midcap
FedEx	Doug Hasler
Goodrich	William Lawless
Intel	Greg Halterman
MAM-A	Quinn Lake
Minco Manufacturing	Margaret Perry
Oracle	Michael Schubert
Plasmon LMS	Mark Bachman
Pueblo Comm. College	Madelyn Bruning
QCMDI	Ron Neely
Schlage Lock	Alta Heckler
Springs Fabrication Inc.	Gary Lieser
Synthes USA	Janet Rose
Trane Company	Mike Storm
UCCS	Dr. Mel Anderson
USAFA	Prof. Jim Lowe
Western Forge	Jim Souturas

If you are interested in becoming a company contact or have any questions regarding this program, please call the APICS voice mail at 578-1225 or email Michele Tubbs at newsletter@apicspikespeak.org.

About this Publication

The Pikes Peak APICS chapter newsletter is published monthly as a service to its members and non-members. Its purpose is to inform them of the chapter's activities and to provide information to help them become more able practitioners in the field of operations/resource management. We strongly encourage articles and input from our readers. If you have any suggestions, comments, or critiques, or if you have a change of address or you do not receive this newsletter, please contact Michele Tubbs at newsletter@apicspikespeak.org or call 578-1225.

APICS Pikes Peak Chapter Mission Statement

To be a premier source of education and information in the operations and materials management field within southern Colorado.

Pikes Peak Chapter Board of Directors

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The Value of APICS Why do people join APICS?

APICS members are looking for ways to help them remain relevant in their careers and competitive within their organizations.

People join the organization first and foremost for personal development; to make themselves more competitive and to advance in their careers. Certification is an opportunity to validate the education and competency that a member brings to the table. They also seek education via conferences, professional development meetings, the APICS body of knowledge, and training opportunities. In addition, members network with colleagues in order to discuss problems at work, determine the right tools and solutions for their businesses, and to find employment.

Organizational development is another key reason for joining. As John Newlyn, CFPIM, CIRM, CSCP, C.P.M., and president of the San Joaquin Valley Chapter, explains, "Most of our members are supported by their companies, which tells me that the companies see value in their APICS membership ... For example, if you send an employee to APICS and, as a result, they reduce your firm's average inventory by \$10,000—assuming a 20 percent carrying cost, you've saved \$2,000 during the first year of their membership. Spending \$200 on dues to save \$2,000: What a great investment."



Pikes Peak Chapter

*P.O. Box 486
Colorado Springs, CO 80901
Phone: (719) 578-1225*

APICS Pikes Peak Chapter Calendar of Events

March 2008

- 7 Registration deadline for Ace Hardware Retail Support Center Plant Tour
- 11 Plant Tour at Ace Hardware Retail Support Center
- 17 Registration and payment deadline for Basics of Supply Chain Management (BSCM) class
- 17 Certified Supply Chain Professional (CSCP) weekly class begins this week
- 17 Registration and payment deadline for alternate Saturday CSCP class
- 17 Registration and payment deadline for Just-in-Time (JIT) class
- 24 Registration and payment deadline for Detailed Scheduling and Planning (DSP) class
- 31 Basics of Supply Chain Management (BSCM) class begins this week
- 31 Just-in-Time (JIT) class begins this week

April 2008

No Professional Development Meeting scheduled

May 2008

TBD Professional Development Meeting