



October 2004

Volume 10, Issue 3

From the Top Highlights:

- There is not a professional development meeting (PDM) scheduled in October. See the next newsletter for details on the November meeting.
- Two CPIM classes are forming this winter. See pages 2 and 3 for more information.
- Mark your calendars for upcoming PDMs. See pages 3 and the back for more information.
- Page 4 describes the tour of Patsy's Candies at our September PDM.

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President's Corner

For my message this month, I would like to address three topics; our latest professional development meeting (PDM), the APICS bookstore, and certification maintenance.

First, ask almost anybody who was there and you'll hear how great the tour of Patsy's Candies was. For one who has worked in the exacting world of high tech manufacturing, this was in many ways an eye-opener. Some of their equipment dates back to the first few decades of the 20th century. In fact, they decided to mothball a newer, more "sophisticated" popcorn popper in favor of their older, albeit slower, popper. The reason? The old one makes better popcorn.

The owners and operators of Patsy's are wonderful people who clearly love what they do. You can see it in the pride they show while they demonstrate the processes involved and as they pass out liberal quantities of samples. Several of their people stayed late so that we could see the equipment in operation, and the product being made, which really made it special for us. Speaking on behalf of all who were there that night, I'd like to thank the Niswongers; Wes, Annette, Si, and Mike, as well as the employees who stayed late to make the experience so special. It was fabulous!

Second, in case you haven't already heard, the APICS bookstore liquidation sale is under way. APICS invites you to stock up on manufacturing industry classics, best-sellers, and new releases for 30 percent off. More than 600 titles are discounted by 30 percent off the regular price. The liquidation sale comes after an extensive review of bookstore operations. APICS determined that the sale of general business books is no longer profitable. Those books will be phased out to enable APICS to focus its resources in areas

that will better serve members and customers, such as courseware and certification materials, including primary and secondary references. I encourage you to take advantage of these incredible prices.

To receive the discount, members must reference campaign code SAVE\$\$ when ordering. The sale will continue while supplies last.

Finally, I wanted to provide an update regarding certification maintenance. To promote professional growth and lifelong learning, CPIM and CFPIM designees are required to complete the APICS certification maintenance program every five years. For those CPIMs and CFPIMs with 2003 and 2004 deadlines who have not yet met the Certification Maintenance program requirements, APICS is preparing to begin the suspension process. Because APICS would like to avoid suspending the credentials of individuals who may have misinterpreted the deadline information, an amnesty period for individuals due to apply in 2003 and 2004 has been established. The amnesty period may provide individuals who have not applied on time with the opportunity they're looking for to maintain their CPIM or CFPIM credentials. If you are one of those who fit the category described, I urge you to take steps to maintain your CPIM or CFPIM credentials. You worked hard to earn them, and I am convinced that those letters after your name are a significant indication of your abilities and experience.

I hope to see you at our next professional development meeting in November.



Don Simpson

Education News



The following five modules are covered in the Certified in Production and Inventory Management (CPIM) certification:

Basics of Supply Chain Management.

Candidates

explore the basic concepts in managing the flow of materials in a supply chain. In Basics you get a complete overview of material flow, from internal and external suppliers, to and from your organization. Topics include elements of the supply chain, Just-in-Time (JIT), total quality management (TQM), manufacturing resource planning (MRP II), demand planning, and capacity management.

Master Planning of Resources. Candidates explore processes used to develop sales and operations plans and identify and assess internal and external demand and forecasting requirements. The course focuses on the importance of producing achievable master schedules that are consistent with business policies, objectives, and resource constraints. Topics include demand management, sales and operations planning, master scheduling, and measuring the business plan.

Detailed Scheduling and Planning. Candidates focus on the various techniques for material and capacity scheduling. The course includes detailed descriptions of material requirements planning (MRP), capacity requirements planning (CRP), inventory management practices, and procurement and supplier planning. Topics include recognizing techniques and practices of inventory management, mechanics of the detailed material planning process, planning operations to support the priority plan, planning procurement, and external sources of supply.

Execution and Control of Operations. Candidates focus on the areas of prioritizing and sequencing work, executing work plans and implementing controls, reporting activity results, and providing feedback on performance. The course explains techniques for scheduling and controlling production processes, the execution of quality initiatives and continuous improvement plans, and the control and handling of inventories. Topics include prioritizing and sequencing work, executing plans and implementing controls, authorizing and reporting activities for push and pull systems, evaluating performance, and providing feedback.

Strategic Management of Resources. Candidates explore the relationship of existing and emerging processes and technologies to manufacturing strategy and supply chain-related functions. The course addresses three main topics: aligning resources with the strategic plan, configuring and integrating operating processes to support the strategic plan, and implementing change. Topics include competitive market issues, choices affecting facilities, supply chain, information technology, and organizational design,

configuring and integrating internal processes, and evaluating and managing projects.

Classes

The Pikes Peak chapter offers CPIM review classes to members and to the public. See page 4 for the latest class schedule. These classes require a minimum of four students per class in order to cover expenses. In addition, the chapter must receive payment at least one week (5 business days) prior to the first class session so that class materials can be ordered.

Prices are per student and include a Course Participant Guide including a CD-ROM with a practice exam and a certificate for a free APICS professional development dinner meeting. First time students also receive an Exam Content Manual with study hints for preparing for the certification exams and an APICS Dictionary. Typically these will be provided in the Basics of Supply Chain Management (BSCM) class. In addition, students in the Master Planning of Resources (MPR), Detailed Scheduling and Planning (DSP), Execution and Control of Operations (ECO), and Strategic Management of Resources (SMR) classes will receive the APICS Reprints booklet for the course. Additional materials may be provided at the instructor's discretion. A certificate of completion will be awarded to each student attending at least 75% of the scheduled class sessions (6 sessions for 8 week classes, 7 sessions for 9 week classes).

Students with a certificate of completion who fail to pass the certification exam may retake the class at no charge. You must submit copies of your certificate of completion and your APICS exam score sheet. No new materials will be issued. If you wish, you may purchase a new Participant Guide at a discounted price.

Payment

Classes are \$330 for APICS members. Non-members may purchase a one-year membership (\$130 value) along with a class for the bundled price of \$430, or purchase a class without a membership for \$380. Payment is due *one week prior* to the first class session. Payment may be made by cash, check, money order, or approved corporate purchase order payable to the APICS Pikes Peak Chapter.

Withdrawal

Students can withdraw for a full refund prior to the second class session with study materials returned in good condition. After that time, no refunds will be given. Students wishing to withdraw may do so by notifying the instructor or Mike Heath, CFPIM prior to the second class meeting.

Additional Public Classes

Additional public classes outside the tentative schedule can be requested, providing the four student minimum is met.



Mike Heath, CFPIM

(Continued on page 3)

Education News, cont'd.

(Continued from page 2)

Corporate Classes

The Pikes Peak chapter can offer private classes to companies at negotiated prices. A minimum class size of four students applies.

Registration

Please contact Mike Heath at 668-8035 or at mheath@csu.org if you are interested in taking a class this winter or to get information on other APICS education offer-

2004-2005 CPIM Class Schedule

Course	Dates	Location
Basics of Supply Chain Management	Coming this Winter	TBD
Master Planning of Resources (MPR)	Coming this Winter	TBD

Colorado-Chapter 81 Presents

RFID

Radio Frequency Identification A One Day Seminar

Topics:

- Learn the fundamentals of RFID.
- Learn what is happening RFID today.
- Learn about RFID applications.
- Learn about the technology/hardware.
- Learn a framework upon which to begin implementation.

When: Friday, October 22nd, 2004
(8:00 am – 4:30 pm)

Where: Renaissance Denver Hotel
3801 Quebec Street, Denver, CO

Cost: \$375 Members / \$425 Non-members

**\$50 Discount (per person) for groups over three
\$25 Discount for Early Registration by Sep 30th**

Contact: Angie McClellan (303) 271-1818
E-mail: amcclellan@msstech.com

Program News

The APICS Pikes Peak chapter has put together a slate of professional development meetings (PDMs) that will be of interest to our members and the community. In September we had a very successful tour of Patsy's Candies of which we combined a unique mix of production, distribution, sales and marketing and a product that everyone enjoyed. In November, we will hold our annual joint meeting with the American Society for Quality (ASQ). The meeting will be held at Howard's Pit BBQ. In January, we plan a facility tour of Intel on Garden of the Gods Road. We believe there will be a limited number allowed (maybe 35) for this world-class facility so early reservations are recommended. More information on early reservations will be included in the November newsletter. In March, we plan to hold our annual joint meeting with the National Association of Purchasing Management/Institute for Supply Management (NAPM/ISM). We will close out the PDM schedule in April with the Air Force Academy cadets' presentation of the Operations Research Program, which is performed annually throughout the Pikes Peak region. Our programs are made possible through the hard work, input and dedication of our members. If you have any suggestions or recommendations for future PDMs, please contact a member of the board of directors or your company contact.



Mark Bachman, CPIM

Patsy's Candies Provides Finest Tour

On September 14, 2004, APICS provided one of our best manufacturing tours ever! It was at Patsy's Candies. Attendees marveled at the equipment, processes, and high quality standards of this small unique factory that mass produces specialty light and dark chocolates, trademark candy, custom chocolate molds, specialty popcorns, and more to suit everyone's tastes and sweet tooth desires!

Patsy's is a small, unique family owned and operated business. It started in 1903 and was owned by two other families and even kept in business during the depression. The current owners are the "Niswonger Family" whose father purchased the family business around 1956. They are Wes Niswonger (father), Annette (mother) and their two sons Mike and Si.

We started off watching as a batch of blueberry taffy was poured onto a special cooling table and later turned, fed, cut and packaged at a rate of 500 pieces per minute. Thus, taking only 15 minutes to package the 110 pound batch. We all fantasized and remember stories as kids making candy or helping make desserts as we inhaled the sweet smell.

We were mesmerized by the automated molding process of Harley Davidson Quality Chocolates. These were specialty mint chocolates being produced with a white 'Q' placed on the top of each chocolate. We were told that Harley Davidson presents these chocolate gifts to their employees that came up with quality improvement ideas as instant recognition rewards. Thus, these fine gifts are much sought after by Harley employees and inspire more ideas for additional rewards!

We also witnessed the delicate process of making turtles (caramel, nuts, and chocolate) covered through an intricate step process which amazed the viewers as the treats went through a chocolate rain on a conveyor belt to cover the whole candy and then through a cooling tunnel for packaging on the other end. We all wanted to run to the other end of the belt to taste the fresh made turtles as the smell was overpowering and making everyone very hungry.

Personally, I knew I had enough when I walked by a 24" long giant spoon covered with chocolate next to a giant vat used to heat 1200 pounds of chocolate and pipe it to the manufacturing equipment. I came so close to picking up the spoon and licking it as I did when I was a kid when my mother baked!

Then came the "piece de resistance" as we watched the cooled chocolates being packaged. We were all offered a sample. Everyone smiled, and thankfully took a sample of the fresh, fine chocolate. It was mouth watering and one of the best chocolates that I have ever eaten!

Since most of the manufacturing was already done for the day in their one shift operation, we only got to see the cooking, cleaning and popcorn process room equipment as it was not in operation. You could still smell traces of the pop-

corn in the old fashioned air popper and see some of the traces of production lots made in vats used earlier that day.

It was interesting to see the cellular manufacturing cooking room of old equipment that still beats today's newest equipment and how they heat, melt, pour and mix bulk volumes to manufacture delectable treats that would make anyone's mouth water. As we finished the tour we received the interesting explanation of how chocolate is made and shown samples of the cocoa pods, beans, powder, mixes, and pure chocolate bars utilized for melting to start each process. Finally, a few more samples to taste including the blueberry taffy and other treats made during the day.

The APICS tour wrapped up the night by having pizza and soda while talking to each member of the family as they answered questions, told stories of the business, equipment, processes and how happy and proud the family is of their growing business. This pride, happiness, and dedication to quality showed why this family business has remained an inspired landmark in Colorado Springs. Mike & Si's knowledge of every aspect of their supply chain, business trends, competition and technology innovation impressed every single person on the tour. In fact, the ratings and comments of this tour was the highest that APICS has ever received against any factory tour in the past ten years.

Just when you think the best is over, we all got to go back out front and the family reopened the store to allow us to make our own personal purchases of their fine products to take home to share, (or not) for our own personal consumption! We all smiled, recalled the best parts of the tour, and thanked each family member for staying late and keeping the manufacturing operation running and also sharing their expertise in the unique, competitive specialty food industry.

So, if you are ever looking for a specialty gift, a treat for yourself, a customized gift for employees, a gift for tour groups, etc., stop by Patsy's at 1540 21st Street in Colorado Springs or their other store in Manitou Springs for a visit with a personalized, family run chocolate business that you will never forget. I guarantee that if you do stop by, it will not be your last visit and you too will also become a patron!

Thanks again to Wes, Annette, Mike and Si for a sharing and inspirational look at Patsy's and a personalized tour of the finest chocolate business in Colorado! We will all see you again soon!



Kevin Stone

Company Contacts



Mike Long

<u>Company</u>	<u>Contact</u>
Agilent Technologies	Greg Kruger
Atlas Pacific Engineering	Charles Burns
Atmel	Gale Johnson
BF Goodrich (Pueblo)	Rob Sanchez
Boyd Lighting Company	Cory Brown
Colorado Springs Utilities	Mike Heath
Current	Roxi Smith
Dalsa	Vickie Anderson
Entegris	Keith Midcap
FedEx	Doug Hasler
Goodrich	William Lawless
Intel	Trina Cullen
ITT Systems	Denise Cornell
Lockheed Martin	Fred Frandsen
MAMA Inc.	Quinn Lake
Oracle	Rod Emenaker
Plasmon LMS	Mark Bachman
Pueblo Comm. College	Madelyn Bruning
Pueblo Wood Products	Brad Dunmire
Quantum	Wayne Smith
Sanmina-SCI	Ruth Lacher
Safetran Traffic Systems	Larry Jarboe
Schlage Lock	Myron Kastner
Synthes USA	Janet Rose
Trane Company	Mike Storm
UCCS	Dr. Mel Anderson
Colorado State Univ. – Pueblo	Prof. Peter Billington
USAFA	Prof. Jim Lowe
Western Forge	Jim Souturaus

If you are interested in becoming a company contact or have any questions regarding this program, please email Mike Long at mikel@magnumtool.com.

Membership News

I would like to welcome Greg Schumacher, our newest member to the Pikes Peak chapter. Greg is employed by Air Products and Chemicals in Pueblo.

As of August 2004, our chapter has 59 members. Thanks to each of you for supporting our chapter.



Michele Tubbs, CPIM

Pikes Peak Chapter Board of Directors

President

Don Simpson Sanmina-SCI 382-2507
don.simpson@sanmina-sci.com

Secretary/Treasurer

Vickie Anderson Dalsa
vickie.anderson@dalsa.com

V.P. Education

Mike Heath, CFPIM Co Springs Utilities 668-8035
mheath@csu.org

V.P. Programs

Kevin Stone Synthes 481-5329
stonek@synthes.com

Director at Large

Mark Bachman, CPIM Plasmon, LMS
mark.bachman@plasmon.lms.com

Director of Company Contacts

Mike Long Magnum Tool Co. 473-7520
mikel@magnumtool.com

Newsletter Editor/Director of Membership

Michele Tubbs, CPIM
hmgatubbs@netzero.net

Have Your Newsletter Emailed



You can have your newsletter emailed to you instead of a copy mailed. You'll also receive it days in advance of the mailed version! If interested, just email Michele Tubbs at hmgatubbs@netzero.net.

The newsletter is saved in the .pdf format and can be opened with Adobe Acrobat Reader. If you do not have Adobe Acrobat Reader on your computer, you can download it for free from www.adobe.com.

The chapter will also have the newsletter on the web site at www.apicspikespeak.org.

The APICS logo consists of the word "APICS" in a bold, black, sans-serif font. A registered trademark symbol (®) is located at the top right of the "S".

**THE EDUCATIONAL SOCIETY
FOR RESOURCE MANAGEMENT**

PIKES PEAK CHAPTER
P.O. BOX 486
Colorado Springs, CO 80901
Phone: 719-578-1225

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We're on the Web!
www.apicspikespeak.org

APICS Pikes Peak Chapter Calendar of Events

October 2004

No professional development meeting scheduled

November 2004

- 5 Registration deadline for professional development meeting
- 10 Joint professional development meeting with American Society for Quality (ASQ) at Howard's Pit BBQ

December 2004

No professional development meeting scheduled

January 2005

- 11 Plant tour of Intel

February 2005

No professional development meeting scheduled

March 2005

- TBA Joint professional development meeting with National Association of Purchasing Management

April 2005

- 12 Professional development meeting presented by the Air Force Academy cadets