



September 2004

Volume 10, Issue 2

***From the Top
Highlights:***

- Join us for a tour of Patsy's Candies on September 14th.
- Two CPIM classes are forming this fall. See pages 3 and 4 for more information.
- Keep your CPIM and CFPIM designations current through certification maintenance. See page 4.
- See page 5 if you're updating your resume and page 6 if you're interviewing.

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Patsy's Candies Plant Tour

Join the APICS Pikes Peak chapter where kickoff of the fall 2004 schedule will begin with a tour of Patsy's Candies. Pizza and samples of some of the best candy in the world will follow the tour.

"From the foot of Pikes Peak," Patsy's fine confections, nuts, and popcorn have been known for their excellence since 1903. For three generations, the Niswonger family has continued a research and development program to assure you the very finest quality confections available. At Patsy's, they pride themselves on using only the finest ingredients in all their candies. You'll find a wide selection to choose from, too--old-time favorites and all-American assortments. Eat and enjoy, for the "Pride of Patsy's" tradition is evident in every bite.

**Plant Tour
September Professional
Development Meeting**

Date: Tuesday, September 14, 2004

Location: Patsy's Candies
1540 S 21st St
Colorado Springs, CO

Time: Registration: 5:00 p.m.
Announcements: 5:15 p.m.
Tour: 5:25 p.m.
Pizza and candy: 6:15 p.m.

**Call the APICS voice mail at (719)
578-1225 or email Kevin Stone at
stonek@synthes.com for reservations.
Deadline: 12:00 p.m.,
Friday, September 10, 2004**

If you must cancel, please do so by the
deadline or you will be billed for dinner.
Substitutions accepted
until the tour begins.

Cost: \$8.00 Members
\$8.00 Non-members
\$8.00 Students

APICS welcomes those who wish to
attend only the tour at no charge.

President's Corner

The Pikes Peak Chapter of APICS begins the year with a Professional Development Meeting (PDM) that should appeal to all. What a great mix: Pizza, chocolate, the chance to meet other professionals in the field, and an opportunity to learn how this particular enterprise produces its product.

While I am relatively new to the APICS community, I am struck by the benefits I have personally received through my membership. PDMs are a chance to mingle with others in our field or related fields and share ideas, or just commiserate. Plant tours, like the September tour of Patsy's, are educational and informative, even when they are in businesses seemingly unrelated to the ones in which we are currently employed. The concerns and goals, regardless of the product, are fundamentally the same: Provide the right material, in the right quantities, at the right time, to produce what we need, when we need it, and do this as efficiently and effectively as possible.

Another benefit of APICS has been the education in the body of knowledge of production and inventory management. While working toward my Certified in Production and Inventory Management (CPIM) designation, I enjoyed classes with a small group of like-minded professionals, led by a certified and experienced instructor. The course materials (study guide and reprints of selected articles) prepared me well for the CPIM exams, but more importantly, improved my understanding of much of what I deal with on a daily basis in my current position.

The official publication of APICS, *The Performance Advantage*, is a high quality magazine that routinely delivers interesting and informative articles about a wide range of topics, from fundamentals to new trends and concepts. If you are an APICS member and are not reading this magazine, or are not a member and are not receiving it, you are missing out on a valuable tool that could enhance your career, or at least your understanding of your profession. The July/August issue of *The Performance Advantage* has a great commentary on why membership in APICS is important (page 60, "What Good is APICS Anyway").

The pace of life has not slowed down for any of us, and it's not likely to any time soon, but I urge you to make the time to take advantage of the offerings of the Pikes Peak Chapter of APICS, and consider membership if you are not already a member. Attend the PDMs. Consider taking the classes that will prepare you for earning the CPIM designation.

I hope to see all of you at Patsy's on September 14th!



Don Simpson

About this Publication

The Pikes Peak APICS chapter newsletter is published monthly (except June, July, and August) 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 hmgatubbs@netzero.net or call 578-1225.

Pikes Peak APICS Chapter Mission Statement

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

San Diego Hosts 2004 APICS International Conference and Exposition

The 2004 APICS International Conference and Exposition, October 10-13, 2004, in San Diego, California, is less than seven weeks away! Register now and experience educational sessions on the hottest inventory and supply chain management issues, new roundtable discussions, and the best networking event of the year.

Year after year, executives committed to implementing new technologies, business models, and strategies to increase bottom-line results attend APICS' annual international conference and exposition to learn about the most effective strategies, techniques, and systems and services to increase their companies' position in the market.

Register by September 10 and Save!

Register online or download a registration form from www.apics.org and fax your completed form with payment to (703) 354-8612, or call APICS Customer Support at (800) 444-APICS (2742) by September 10 and save up to \$200. Please reference campaign code SKB04A.

Education News



The following five modules are covered in the 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



Mike Heath, CFPIM

(Continued on page 4)

Education News, cont'd.

(Continued from page 3)

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

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 mheath@csu.org if you are interested in taking a class this fall or to get information on other APICS education offerings.

2004 CPIM Class Schedule

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

Maintaining Your CPIM or CFPIM Certifications

The Certification Maintenance program upholds both the objectives of the CPIM and CFPIM programs and APICS' vision to promote lifelong learning. Requirements for maintaining certification can be met through a variety of professional development activities.

Certification Maintenance Program Requirements

To maintain your hard-earned CPIM or CFPIM designations, you must demonstrate that you have participated in a variety of professional development activities. CPIMs must earn 75 professional development points and CFPIMs must earn 100 professional development points. The certification maintenance program runs in five-year intervals, commencing from the date of initial certification and ending on the last day of the month that initial certification was received.

Opportunities to Earn Points through APICS Programs

APICS Membership (6 points per year)
APICS Conference & Exposition (24 points for full conference registration and attendance)
APICS Educational Offerings (1 point per instructional hour)
APICS CPIM and CIRM Exams (10 points earned for each exam passed)

Application Submission Process

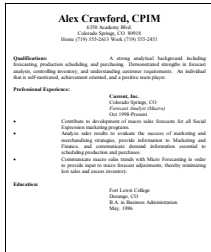
Submit your Certification Maintenance Application, Professional Development Journal, and processing fee no later than the last day of the anniversary month in which you were certified.

Questions?

Call APICS Customer Service at (800) 444-2742 with questions.

For Best Resume Results, Choose the Right Resume Format

By Deborah Walker, CCMC
Resume Writer ~ Career Coach
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Deb@AlphaAdvantage.com
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Whether you are a new college graduate, a seasoned executive or career changer, your resume is a vital tool in opening doors of employment opportunity. If your resume isn't generating interviews for you, you might be it using a less-than-effective resume format.

In today's electronic job market, the term "resume format" has two

meanings:

- The electronic version of your resume (.doc, .txt or PDF)
- How the resume content is arranged on the page(s)

This article deals with the second meaning, how the textual content is arranged within the document of your resume.

Basically, there are three standard resume formats:

- Chronological
- Functional
- Hybrid

Once you understand which format best supports your career objective, you'll know which format will be most effective for you.

Chronological is the best known format and is one of the easiest to write. It follows the reverse historical outline of your work experience.

Its strengths are:

- Allows the reader to quickly identify the "what" "where" and "when" of your work experience
- Shows effectively the progression of responsibilities through your chosen industry or profession

Its weaknesses are:

- Does not promote the ability to move into a new industry or occupation
- Hides early accomplishments at the end of your resume
- Highlights employment instability
- Highlights gaps in employment

In response to the shortcomings of the chronological format, the functional resume format was developed. This format focuses on clustering information around categories of transferable skills and minimizing the historical aspect of your work experience.

Its strengths are:

- Highlights transferable skills, which promotes career changes between industries or occupations
- Minimizes unfavorable aspects of job history, such as

employment instability and employment gaps

- Highlights the best accomplishments at the beginning of the resume regardless of when they took place in your career history

Its weaknesses are:

- Is not a popular format among recruiters and HR candidate screeners
- Makes it difficult to connect accomplishments to employment history
- Doesn't promote steady career growth within a given industry or occupation

The functional format should be used with caution.

If not carefully crafted, the resume can be confusing and cause the reader to believe the candidate has something to hide.

A solution to the sometimes confusing functional format and the often limiting chronological format is the hybrid format, which combines the best of both.

Its strengths are:

- Showcases transferable skills and accomplishments at the top of the resume for maximum first-impression impact
- Receives high approval from recruiters and HR candidate screeners for ease of reading
- Displays a clear bottom-line impact approach, which is appreciated by executive hiring managers
- Promotes the ability to transfer between industries or occupations

Its weakness:

- Is challenging to write effectively

While the hybrid resume format is certainly the best format for job seekers of all levels, it is also the most difficult to write. It requires the ability to identify and illustrate transferable skills with strong accomplishments that demonstrate bottom-line impact to organizational objectives.

While competition for the best jobs remains high, give your resume a boost by presenting your work experiences in the format that best promotes your career objective. Re-thinking—and revising—your resume can lead you to new job opportunities and get you hired.

For Interview Success Start by Asking the Right Questions

By Deborah Walker, CCMC
Resume Writer ~ Career Coach
www.AlphaAdvantage.com
Deb@AlphaAdvantage.com

Often the greatest interview anxiety focuses on trying to anticipate all the correct answers to interview questions. Equally important, however, are the questions YOU ask the interviewer. If job interviews are getting you no closer to an offer, maybe you are not asking the right questions.

There are three types of questions that help job-seekers gain interview advantage:

- Questions to uncover the interviewer's top hiring motives
- Questions to illustrate the candidate's interest and intelligence
- Questions to uncover the interviewer's unspoken concerns

Questions to uncover the interviewer's top hiring motives

You'll answer the interviewer's questions better once you know his/her particular hiring concerns. Here are examples of questions that will help you "get inside the head" of the interviewer:

- What do you see as the toughest challenge of this position?
- What qualities do you see as most important for this position?
- Why have others failed in this position?

Once you've asked any or all of the above questions, listen very closely. The first thing the interviewer says reveals his/her truest feelings. Use this information as insight for answering his/her questions to you. After all, what is an interview but a sales presentation? Any salesperson will tell you that you cannot sell until you know what the buyer wants.

Questions that illustrate your interest and intelligence

Did you know that an intelligent question can impress an interviewer even more than a snap answer? The best types of questions to showcase your intelligence and interest come out of your research of the company and industry. You may want to ask questions concerning:

- Strategy for reaching a specific niche market
- The company's long-range goals
- Territorial expansion plans

Granted, some information may be deemed confidential. If you begin your inquiry with, "Can you tell me..." you give the interviewer an out if he/she cannot speak on the subject. Either way, you get the opportunity to impress the interviewer with your intelligent curiosity about corporate goals and plans.

Remember, pre-interview research is the key to forming insightful questions. Never try to "wing your way" through an interview without finding out facts ahead of time.

Some good sources for research include:

- Online searches using search engines such as Google or Yahoo
- Public library reference materials
- Company website
- Press releases

If you've been out-performed in interviews lately, try this strategy and see if you don't get called back for second interviews more often.

Questions to uncover the interviewer's unspoken concerns

As you sense your interview winding down, don't forget to find out what issues or concerns the interviewer has concerning you as a good candidate fit. Don't make the assumption that the interviewer will volunteer his/her concern. Nine times out of ten they won't. If you don't ask, the interviewer won't tell you his negative perceptions of you. The most straightforward way to find out is just to ask:

- "What concerns do you have that prevent you from asking me back for the second interview?"
- "What concerns ... that prevent you from offering me the position?"

Once you've asked this question, be still and listen closely to how the interviewer responds. Pay attention to body language as well. If the interviewer says "I have no concerns," while averting his eyes, or touching his face, it's a sure sign the interviewer DOES have concerns but is reluctant to state them. If so, a little gentle prying is in order as long as you don't make the interviewer too uncomfortable.

Once the interviewer has stated his concerns, use the opportunity to answer with one of your previously thought out success stories that illustrate your ability to meet or exceed his expectations.

If you've done your pre-interview homework and conducted a little role-play practice, using these three types of questions in your next interview will help you reach your career objective faster. Here's hoping you get a chance very soon to try out all three of these types of questions in an interview.

Company Contacts



Mike Long

<u>Company</u>	<u>Contact</u>
Agilent Technologies	Greg Kruger
Aeroflex UTMIC	Tracie Durr
Atlas Pacific Engineering	Charles Burns
Atmel	Gale Johnson
BF Goodrich (Pueblo)	Rob Sanchez
Boyd Lighting Company	Cory Brown
Current	Roxi Smith
Entegris	Keith Midcap
FedEx	Doug Hasler
General Dynamics WTS	Greg Moore
Goodrich	William Lawless
Intel	Trina Cullen
ITT Systems	Denise Cornell
Lockheed Martin	Fred Frandsen
Mitsui Adv. Media	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
Skyline Electronics	Bill Olme
Synthes USA	Janet Rose
Trane Company	Mike Storm
UCCS	Dr. Mel Anderson
Colorado State Univ. – Pueblo	Prof. Peter Billington
USAFA	Prof. Jim Lowe
Vitesse	Vickie Anderson
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.

Pikes Peak Chapter Board of Directors

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Secretary/Treasurer Vickie Anderson	Dalsa v.bingham@worldnet.att.net
V.P. Education Mike Heath, CFPIM	Co Springs Utilities 668-8035 mheath@csu.org
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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**

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A blue oval graphic containing white text, positioned on a vertical blue line that extends from the top of the page.

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

APICS Pikes Peak Chapter Calendar of Events

September 2004

- 10 Registration deadline for plant tour
- 14 Plant tour at Patsy's Candies (registration at 5:00 p.m.)
- 17 Deadline for October newsletter

October 2004

- 8 Registration deadline for professional development meeting
- 12 Professional development meeting
- 15 Deadline for November newsletter

November 2004

- 12 Registration deadline for professional development meeting
- 16 Professional development meeting