



November 2010



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PRESIDENT'S MESSAGE

The 2010 APICS International Conference & Exposition was a wonderful experience for all. The Keynote speakers were fantastic and the learning sessions were super. In a nutshell: great program, great education, great networking, and outstanding camaraderie. To top it off, the Salt Lake Chapter was announced as a Platinum Chapter for the 20th year in a row. This accomplishment reflects directly on the entire chapter membership. I encourage you to gain the same professional advantages by attending next year's conference in Pittsburgh 22-25 Oct 2011.

It's an amazing time to be an APICS Member, especially in the Salt Lake Chapter. This year's Programs Committee is off to a great start. Our September meeting was outstanding; John Lee's presentation on Transformation provided great insight into the process of becoming better organizations and individuals. Our October tour of L-3 Communications was superior; L-3 management and tour guides were absolutely wonderful. This Committee is geared up for some equally exciting activities this year.

A survey to determine the interest and availability of members to attend a day-time tour of the Energy Solutions facility in the West Desert was highly successful. We will plan to do this on January 12, 2011 (see details inside.)

Some students at Weber State and Utah Valley Universities have expressed an interest both in APICS in general and in participation in Chapter activities in

By Bill Cochran
2010-11 Salt Lake Chapter

particular. We welcome them and look forward to having them attend our meetings and tours. Please look for them at our activities and be ready to answer their questions regarding the Operations and Supply Chain Management career field.

Recently our Chapter was a sponsor of the annual Utah State University School of Business, Partners in Business - Organizational Excellence Seminar. We look forward to next year's seminar.

Also, planning is current underway for Salt Lake Chapter to host a Western Pacific District Chapter President's meeting next April in Park City. Attendees will represent APICS Chapters from across the Western United States. We will be joined by Sundance and Treasure Valley Chapters to provide an unforgettable Rocky Mountain experience for our visitors in Park City. If you are, or think you might be, interested in helping plan this event, please contact a Salt Lake Chapter Board member.

Your Board of Directors is confident you will have a great learning and networking experience when attending Chapters activities. Additionally, if you are interested in helping plan the activities, please contact a Salt Lake Chapter Board member. We look forward to talking with you.

See you at the Red Lion on 17 Nov.

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Upcoming Events:

Nov 17: Professional Development Meeting, "Best Practices in Logistics Leadership", Red Lion Hotel, SLC (see details on pg 2)

Dec 15: No meeting

Jan 12: Plant Tour, Energy Solutions Clive Facility (see details on pg 3)

Calendar of Events also on www.APICSUtah.org

NOVEMBER PROFESSIONAL DEVELOPMENT DINNER "BEST PRACTICES IN WAREHOUSE AND LOGISTICS LEADERSHIP" PRESENTED BY BRENT JOHNSON

Companies are constantly trying to find ways to improve performance. Warehouse and logistics are areas where Operations personnel can focus to gain maximum efficiency for minimum cost.

To get the most out of the enterprise, a number of best practices can be adopted to improve both productivity and overall customer satisfaction. Although best practices vary from industry to industry and product to product, there are a number of best practices that can be applied to most companies.

The November APICS Professional Development Meeting will focus on the logistics and distribution area of Operations Management. The speaker, Mr. Brent Johnson, VP of Supply Chain & Imaging Services, & Chief Purchasing Officer for Intermountain Healthcare has 25 years of implementing best practices, and will show us how to engage people in the process.

Brent is currently leading IHC in constructing a large central logistics / distribution center which will employ many best practices and take IHC to the next level.

Brent has evaluated many companies during his consulting years, and will also share some of his findings related to engaging and motivating people to continue to learn and grow.

Date: November 17

Place: Red Lion Hotel
161 West 600 South
Salt Lake City



Brent Johnson is Vice President of Supply Chain & Imaging Services, Chief Purchasing Officer for Intermountain Healthcare based in Salt Lake City, Utah. He is responsible for the \$1.5 billion non-labor spend of the company that supports 24 hospitals and 130 clinics. In his responsibilities he directs over 600 employees that support the corporate functions of warehousing, strategic sourcing, purchasing, material systems, couriers, travel services and central laundry.

He has a passion for supply chain management and has over 25 years of senior management and consulting experience applying best practices. He has developed the supply chain strategies for three major companies that produced significant results.

He was hired in June of 2005, as a result of a national search by Intermountain Healthcare to lead a new supply chain strategy for the company. In the past four years Brent has created a best-in-class Supply Chain Organization which has achieved over \$130 million savings, exceeding the \$20 million annual goal given to him when he was hired.

Because of the success of the Supply Chain Organization, in December, 2008, Intermountain senior leaders asked Brent to lead Imaging Services as a system-wide business with demonstrated quality and financial results. This is a significant business with \$600 million in revenue and a heavy investment in people (1,000 employees) and equipment (1,100 pieces of imaging equipment). Brent now leads a leading-edge implementation of imaging services strategy.

He is a Certified Purchasing Manager (CPM) and has an MBA from the University of Utah. He resides in Centerville, UT and has four children and eleven grandchildren.

Cost: \$21 for Members—\$25 for Non-Members

RSVP is required—deadline is Monday, November 15th

RSVP: Fred Pingle at 801-726-1351

cfpingel@gmail.com

Pre-pay via PayPal by visiting:

<http://apicsutah.org/>

John Lee Addresses September PDM

Mr. John Lee, president and CEO, Alpha Consultants, headquartered in Sandy, Utah, provided an enjoyable and stimulating address at the September PDM held at the Davis Applied Technology College on September 21st.

John's subject concerned the importance, even the necessity, of cultural transformation. He defined cultural transformation as always difficult due to the various attitudes and behaviors of the people within an organization. Cultural change must come from the leadership on down because "a company takes on the personality of its top management."

He discussed cultural transformation as being in three phases as follows:

Phase I: Human Nature

Phase II: Skills and Talents

Phase III: Lift Up

In **Phase I** there is an atmosphere by the leadership of personification, blame, and punishment, where the employee is always at fault. Incredibly it works about 95% of the time. Unfortunately, 95% in today's environment means a company is no longer viable and no longer competitive. Additionally, the byproduct of Phase I behavior is fear. To get out of Phase I, problems must be seen as systems problems rather than personal (employee) problems.

Phase II is where self-initiatives such as education, occupational training, and confidence levels come into play. Phase II people stand out and are recognized for their skills and abilities. This type of behavior allows individuals to shine based on the skills or talents they possess. They continue to shine as long as their skills are maintained and displayed for all to see. The downside is that Phase II leaders are usually out for personal glory and not out to benefit the company or its employees. Phase II is a significant step forward vs. Phase I because it does not use fear to motivate and can produce a better success rate than Phase 1.

Phase III is known as the "lift up" phase where a leader takes joy in lifting others up. The essential element in Phase III requires sacrifice for and on behalf of others. Phase III behavior is simply the optimum type to have as a leader and a follower. In Maslow's Hierarchy of needs this can be described as self-actualization. Self actualized people tend to view the world with a continual sense of appreciation. What this means is putting the company and its employees needs ahead of our own.

"Top 10 Signs You Work in a Fear-Based Organization":



- Appearances are everything.
- Everyone is talking about who's rising and who's falling.
- Distrust reigns
- Numbers rule
- And rules number in the thousands
- Management considers lateral communication suspect
- Information is hoarded
- Brown-nosers rule.
- The Office' evokes sad chuckles, rather than laughs
- Management leads by fear

Business Week/MSNBC

APICS International Convention and Expo: “Excellence in the New Normal”

The annual APICS convention held last month in Las Vegas not only fulfilled its educational goals, but was inspiring and entertaining as well. Those attending from the Salt Lake chapter returned to Utah with valuable lesson with both practical and motivational applications.

The New Normal?

Over the past three years, the entire world has endured, to one degree or another, the most severe economic downturn since the Great Depression. As economic circumstances improve, the former conditions—the “old normal”—have not reappeared. “The New Normal” can be summarized as a sober, cautious upturn, with the world’s corporations emphasizing not only frugality and lean operations, but also the economic and social benefits of sustainability and environmental stewardship.



“The Category 5 General”

Keynote speaker General Russell Honoré stepped into New Orleans and led a US Army contingent that literally mopped-up after failed efforts by FEMA, the state of Louisiana, and the City of New Orleans. Gen. Honoré’s theme was “Be Prepared”, which not only applies to emergencies, but to proactively act for your own future as well. His by-line is, “See first, understand first, react first”, and he reminded us that “Hope is NOT a method!” He talked about solving problems on the scale of the human race, and also spoke to the Operations professionals in the room about the difficulty of our professions via his quote, “If logistics were easy, it’d be called ‘tactics’”. The General opined that the purpose of business was to solve a problem, and left us with encouragement to build teamwork, which increases speed, which then generates quick solutions to problems.



Save the date
for the 2011
APICS International
Conference & Expo

Pittsburgh,
Pennsylvania,

October 23-25,
2011

“Life is Good”

Bert Jacobs, a co-founder (with his brother) and Chief Executive Optimist of Life is Good, Inc, followed up as the second day’s keynote speaker. Bert’s “Life is Good” philosophy permeates his approach to business. As he hurled Frisbees into the audience (and chiding the Operations profession for not being able to catch!), Bert gave a history of himself (starting with \$78 in his pocket in 1994, and growing into \$100 million in sales), his philosophy (“Optimism can take you anywhere”), and his aim in life (to do good; the many charities supported by Life is Good via his own non-profit foundation is proof that he puts his money where his mouth—and heart—is).



Overall...

...the APICS convention kept us so busy that we’ll have to go back to Vegas to catch a show! We look forward to seeing YOU at the 2011 convention in Pittsburgh.



APICS Certification News

REGISTER FOR THE APICS CSCP CBT EXAM!

Earn the APICS Certified Supply Chain Professional (CSCP) designation to demonstrate your mastery of supply chain best practices and your commitment to the profession. This valuable credential enhances your earning potential, increases your job security, and differentiates you in a competitive job market.

Free eligibility application!

If you have not already been approved for the APICS CSCP exam, submit your eligibility application today at no cost. Candidates must obtain eligibility at least two weeks before scheduling their APICS CSCP CBT exam



**APICS CSCP Exam Window:
December 4, 2010-January 15, 2010**

Register early to get your preferred test date, time, and location.

Follow these steps to register for the APICS CSCP CBT exam:

- Have your APICS ID number available as listed on your eligibility confirmation/approval-to-test email. Note that Pearson VUE requires the APICS ID number in the format APICS0000000, so you will need to add APICS in front of your ID number when Pearson VUE requests it.

Go to www.pearsonvue.com/apics.

Click on "[APICS Certified Supply Chain Professional](#)" for registration instructions, including how to receive member and retake pricing, as well as the option to register online or by phone.

For questions concerning the program or application process, please email certification@apics.org.

NOTE: Beginning January 1, 2011 the following fees will go into effect for APICS CSCP CBT with Pearson VUE:

- scheduling an exam by phone \$10
- rescheduling an exam more than 24 hours before the scheduled date \$15
- cancelling an exam more than 24 hours before the scheduled date \$200

Reschedules are not permitted within 24 hours of the exam, and any cancellations within 24 hours of the exam result in a forfeiture of fees.

ABOUT APICS:



APICS builds operations management excellence in individuals and enterprises.

Look to APICS to provide the education, training, and resources you'll need to boost productivity and profitability.

Thousands of dedicated professionals and their employers rely on APICS membership to improve skills, master critical concepts, and acquire up-to-date information on trends and business challenges.

With APICS, realize increased productivity, a competitive advantage, and lasting success.

For access to the premier body of knowledge in operations management, join the APICS community today.



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Ever consider volunteering to assist your local APICS board?

Your talents and skills would be greatly appreciated!

Please contact any member of the Board for details.

