

The Bottom Line



April 2010

Ontario Grand Valley Upcoming Events

Wednesday, April 14

Plant Tour

Location: Tim Horton's
Distribution Center
950 Southgate Drive
Guelph, ON
Time: 5:30

Wednesday, May 12

Topic: Executive Night
Speaker: Kevin Maynard CAE
Executive Director
Canadian Supply Chain
Council
Time: 5:30
Location: Cambridge Hotel &
Conference Centre
Cambridge, ON

Wednesday, June 9

Topic: Awards Banquet
Speaker: Brian Watson BA, MBA,
CPIM, Jonah
Professor of MOM
Conestoga College
Time: 5:30
Location: Knights of Columbus
Kitchener, ON

Wednesday, September 15

Golf Tournament
Speaker: TBA
Location: Puslinch Golf &
Country Club

Don't Miss April's PD Meeting!

Free Plant Tour – Tim Horton's Distribution Center

Date: Wednesday April 14, 2010

Location:

Tim Horton's Distribution Center in Guelph
950 Southgate Drive
Guelph, ON
N1L 1S7

Reservations: Register online at events@apicsogv.org
Reservation Deadline: Friday April 9, 2010

Tim Horton's Distribution Center



The TDL Distribution Team is seen as one of the primary forces behind the success of Tim Horton's. Their safety record, commitment to excellence, and focus on teamwork and customer service are unmatched in the industry. As a result of their company's growth, the TDL Group Corp relocated its Oakville Distribution Center to a new state-of-the-art facility in Guelph, Ontario in 2006. This has created many opportunities in their distribution and transportation areas. TDL also operates Distribution Centers in Langley BC, Calgary AB, Debert NS and Kingston ON.

Continued on Page 2

APICS Canadian District
OGV Chapter: Board of Directors

President: Tony Marchesich CPIM
Linamar Corp.
Voice: 519-767-0219 x229
Fax: 519-767-0028
Email: president@apicsogv.org
tony.marchesich@linamar.com

**Executive VP and
VP Professional Development:
Jim Kaufman, CPIM**
Voice: 519-894-1709
Email: education@apicsogv.org

VP Finance: Louise Beauchamp CFPIM
DBM Systems Inc.
Voice: 519-668-5151
Email: lbeauchamp@dbmsys.com

Secretary: Karen VanDenhoff CPIM
Research in Motion
Voice: 519-742-2825
Email: kvdhoff@teksavvy.com

**Director of Education:
Cynthia Klassen, CPIM**
Raytheon Canada Ltd.
Voice: 519-885-8612
Fax: 519-885-8671
Email: Cynthia_klassen@raytheon.com

Director of Marketing: Perry Sankarsingh
Cell: 519-572-3632
Email: psankarsingh@hotmail.com

Director of Programs: Tim Kumornik
Email: tkumornik@sympatico.ca

Director of Programs: Matt Jantzi
Conestoga College
Voice: 519-505-5777
Email: mjantzi-cc@conestogac.on.ca

Director Membership: Marcela Lazar CPIM
Christie Digital Systems Inc.
Voice: 519-749-3177
Fax: 519-749-3321
Email: marcela.lazar@christiedigital.com

Chapter Emissary: Cam DiNunzio
Art of Time
Voice: 519-746-5466
Email: cunzio@rogers.com

Past President: Kevin Hill CPIM
Email: khill1003@rogers.com

**Director Communications:
Elizabeth Kilgour**
Cambridge Solutions Inc.
Voice: 519-497-7697
Email: ekilgour@csolutions.org

ASC President: Matt Jantzi
Conestoga College
Voice: 519-505-5777
Email: mjantzi-cc@conestogac.on.ca

ASC Liaison: Tracey Lopers CPIM CIRM
Conestoga College
Voice: 519-748-5220 x3895
Email: tlopers@conestogac.on.ca

Chapter Mail:

APICS OGV
P.O. Box 25052
1221 Weber Street East
Kitchener, ON N2A 1C2

Email: info@apicsogv.org

April Plant Tour

Continued from Page 1

Agenda

Networking	6:00 pm
Tour	6:30 pm Hosted by Allen Young – Operations Manager

RESERVATIONS: Register online at www.apicsogv.org/events.php

DEADLINE: Friday April 9th, 2010

Please Note: The APICS OGV is always on the lookout for talented speakers with new topics to present to its members. We are always on the hunt for informative and unique plants to tour. Both of these areas are benefits for our members to heighten industry awareness and provide continuous education in the supply chain sector.

If you are interested in speaking at one of our Professional Development Meetings or want to show off your company through a plant tour please contact us at events@apicsogv.org

2010 APICS International Conference



Excellence in **the New Normal**

2010 APICS International Conference & Expo

October 17-19, 2010 • Nashville, Tennessee, USA

Best Practices for Global Supply Chain and Operations Management



Join us in Nashville, Tennessee for the 2010 APICS International Conference & Expo!

APICS educational conferences offer relevant and applicable education on today's most pressing topics—including global supply chain management, operations management in a changing economy, and sales and operations planning. Don't miss out on these opportunities to improve your functional knowledge and network with operations and supply chain management professionals from across the globe.

[Sign up to get the latest news and information about these APICS conferences.](#)

APICS Scholars Education Program

The Scholars Education Program is a unique educational opportunity to introduce undergraduate and graduate students to APICS and the profession through a scholarship to attend the APICS International Conference and Expo. The program benefits both students and volunteers with a rewarding experience that fosters career growth, professional connections, and develops future leaders of APICS. Click [here](#) to find out more.

President's Message

Tony Marchesich, CPIM, President, APICS OGV

IMPORTANCE OF THE VOICE OF THE CUSTOMER

"The purpose of a business is to create customers."

~ Peter Drucker.

The time of recovery is upon us and many organizations are focusing on internal cost savings to increase the bottom line. It is no longer enough to simply optimize the supply chain and improve efficiency. Today's value chains have to be highly collaborative and service-oriented. In e-business, nothing is predictable, except the expectation that relationships are changing overnight. While this is of common sense the other method of increasing the bottom line is increasing your business. The Voice of the Customer should be a voice that all organizations listen to and not ignore. The math is very simple:

One Satisfied Customer = Seven Potential Customers
One Dissatisfied Customer = 21 Lost Sales

Consider these findings as reported in *Keep Customers for Life*, by J.K. Cannie and D. Chapman:

- Sixty-two percent of companies do not consider customer satisfaction a top priority.
- Thirteen percent have no one to represent customers' points of view.
- Twelve percent have no formal method to determine customer wants.
- Only three percent make customer satisfaction the number-one criterion for senior management compensation.

The values and requirements of the customer must take precedence and become the driving force behind the way our business is managed. We take on the responsibility of ensuring that products arrive at the customer's dock on the requested day, and we continue to seek out the customer's input to verify timeliness of product arrival and service delight.

The same can be said for each and every position in a given organization. If you want to know how an employee is performing ask his/her customers. Internal or external the value to your organization is the relationships we maintain.

Tony Marchesich, CPIM,
President, APICS OGV
president@apicsogv.org

Education Update

Spring course registration is now open at Conestoga College! Here is our schedule of courses for the term, starting in April, campus locations as noted and weeknights starting at 630 PM, Saturday starting at 9 AM, all sessions 3 hours long:

SCHEDULE OF COURSES FOR SPRING 2010 (All held at Conestoga College)					
Level	Course	Day	Campus	Start Date	Instructor
CPIM	Basics of Supply Chain Management	Tuesdays	Waterloo	April 20	Deb Cripps
CPIM	Master Planning of Resources	Mondays	Doon	April 19	John Woods
		Saturdays	Doon	April 17	Louise Beauchamp
CPIM	Detailed Scheduling and Planning	Mondays	Guelph	April 19	Kevin Hill
		Wednesdays	Stratford	April 21	Jim Kaufman
CPIM	Execution & Control of Operations	Thursdays	Doon	April 15	Doug Robertson
CSCP	Supply Chain Professional	Mondays	Doon	April 19	Pam Somers

Continued on Page 4

Education Update

Continued from Page 3

Course Descriptions:

Basics of Supply Chain Management

This course is for everyone who needs to have a basic understanding of the planning and control of the flow of materials into, through and out of a manufacturing or distribution organization. The course is an introduction to Materials Planning, Forecasting, Master Planning, Material Requirements Planning, Capacity Management, Production Activity Control, Inventory Fundamentals, Physical Distribution, Quality Management, Purchasing, and Just-In-Time.

Master Planning of Resources

In this course, students learn to develop Sales and Operations Plans, identify demands and use forecasts to build a Master Schedule consistent with business policies, objectives and resources constraints. The course also focuses on developing and validating a plan of supply and relating management of demand to the environment. Presented are methods for integrating sales and operations plans, demand forecasts, and customer demand, using aggregate Inventory Management and Rough Cut Capacity Management Techniques.

Detailed Scheduling and Planning

This course focuses on inventory management, material and capacity scheduling and planning, supplier relationships, and the influence of the Lean/JIT philosophies in these areas. It explains the use of a material dominated scheduling technique, material requirements planning (MRP), in job shop, batch, and certain repetitive processes. The course explains capacity planning in detail, introduces other capacity planning techniques such as processor-dominated scheduling in continuous flow processes, and reviews project management techniques.

Execution and Control of Operations

This course focuses on three main areas: prioritizing and sequencing work; executing work plans, implementing controls, and reporting activity results; and evaluating and providing feedback on performance. The course explains techniques for Production Scheduling and Control, and scheduling process operations. It also addresses the execution of quality initiatives and Continuous Improvement plans, as well as controlling and handling inventories. Finally, the course presents techniques for evaluating performance and collecting data for effective feedback.

Supply Chain Professional at Doon

The Certified Supply Chain Professional (CSCP) program is a new industry educational and certification program created to meet the rapidly changing needs of the supply chain management field. The CSCP body of knowledge is made up of the following four domains: Supply Chain Management Fundamentals, Building Competitive Operations, Planning, and Logistics, Managing Customer and Supplier Relationships, and Using Information Technology to Enable Supply Chain Management

EXAM VOUCHERS AT CANADIAN DOLLARS!

For a limited time the OGV chapter is selling CPIM exam vouchers in Canadian funds! For only \$120 for APICS members and \$150 for non-members, you can get a voucher to write your computer-based CPIM exam at any Pearson Vue test site; including our own at Conestoga College Kitchener (Doon campus). We will have these available for sale at our professional development meetings, or contact Jim Kaufman at education@apicsogv.org.

CERTIFICATION TESTING

This time of year is usually busy at the testing facilities, as the winter courses are ending, and students are planning certification exams before starting their spring sessions. Don't leave your planning too late, as our computer-based CPIM test center at Conestoga College already has many bookings for April! For those of you who are considering self-study, spring is a good time to do so, before the summer comes when we don't want to be stuck inside! Make sure you enlist the resources that the APICS bookstore has to offer, including the dictionary, exam content manual, and study notes for each of the 5 CPIM and one CSCP exams. Good luck!

Good luck to all students!

Jim Kaufman CPIM

V.P. Professional Development



STUDENT CHAPTER CONESTOGA COLLEGE

APRIL 2010 NEWSLETTER

UPCOMING EVENTS

When?

Wed., April 14, 2010.

Networking 5:30PM

Tour 6:30PM

What?

Plant Tour

Where?

Tim Horton's Distribution
Centre
950 Southgate Drive
Guelph N1L 1S7

Cost:

Members: \$0

Future Members: \$0

Student members: \$0

Speaker:

Allan Young
Operations Manager

Registration Deadline is
Friday, April 9, 2010.

[Click here to register](#)

Please send any comments to:
dbreese-cc@conestogac.on.ca

Wine & Cheese Event 2010

On Thursday, March 25th students and professionals attended the Annual Wine and Cheese event put on by the student board members of APICS and PMAC. The night began with networking and socializing among all the attendees.

The night opened with some door prizes and the first speaker, Jamie Nicol. Jamie is a past grad of the Materials & Operations Management program. He came to speak to the students about the path he followed and what he gained from the program. Jamie promoted networking and the International Conference. He encouraged the students to attend Conference every year and to not be a wall flower while at networking events.

The next speaker was also a past grad of the Materials & Operations Management program, Katie Moonen. Katie had many positive experiences to speak about and highly recommended the co-op program as it helped her get her current job.

The night ended with more networking and the final door prizes. The event was very successful. We would like to extend our thanks to all of the students and companies that attended and to everyone who donated a prize. Every student did receive a prize. We look forward to seeing you all next year. Have a wonderful summer!





CONESTOGA
Connect Life and Learning

Corporate Training Showcase

JOIN US FOR A COMPLIMENTARY HALF DAY EVENT

Reserve your spot
TODAY!

Email:
corporatetraining@conestogac.on.ca

HOMEWOOD SUITES BY HILTON
800 JAMIESON PARKWAY
(TOWNLINE RD NORTH & 401)
CAMBRIDGE, ON



GROWTH AND INNOVATION IN TRAINING TODAY

Conestoga College has more than twenty years experience providing quality customized training solutions to the corporate marketplace. Corporate Training at Conestoga College is committed to quality service and outstanding value. Let us provide you with an update on the training and tools necessary to build on the success in your organization.

Book Wednesday, April 14th, 2010 from 8:00 a.m. to 12:00 p.m. for a complimentary Corporate Training Showcase at Homewood Suites by Hilton, conveniently located at 800 Jamieson Parkway in Cambridge, for a complimentary Corporate Training Showcase. Space is limited, so act now.

Showcase Includes:

Complimentary refreshments, door prizes, guest speakers with opportunities to ask questions and receive resource materials.

Event Schedule:

8:00 a.m. to 8:30 a.m.
Refreshments & Networking

8:30 a.m. Welcome

Are You Ready for the Recovery?

Position your organization to be proactive

Health & Safety Strategies for the Workplace

What will Your Leadership Look Like in Five Years?

Current Trends in Engineering, Trades and Technology Training

Training Today - Financial Incentives and Funding Opportunities

11:45 a.m. Wrap-Up

Contact:

Sheila McGlashan
Corporate Training - Conestoga College
smcglashan@conestogac.on.ca
519.748.5220 - ext 2399



April 14, 2010 8am-12pm

www.conestogac.on.ca/corptraining