

Professional Development Meeting to be held on October 14, 2003.

hui's lean journey

(WHY ALL MY SOCKS MATCH)

APICS members understand that without top management support, new business initiatives like lean are almost certain to fail or have less than promised results. But how do we get top management to give more than lip service to new ideas?

This month, APICS is pleased to present **Kurt Bell**, president of HUI, Inc. who will explain how a small custom metal fabricator used *lean* manufacturing principles to drive profitable business growth. As president, he will also provide insights as to how to get top management commitment. Bring your boss and make sure you don't miss this exciting presentation.

HUI started their lean journey in 1999. Since then, HUI has enjoyed the normal ups and downs while implementing *lean* both on the floor and in the office. Many metrics have improved, but most important, the culture has changed from an internally-focused, parts-oriented supplier to a

more externally-focused, process-oriented contract manufacturer. HUI's experience stresses the importance of implementing *lean* via teaching, coaching, trying and empowering.

Kurt will discuss both HUI's and his own journey with an emphasis on; understanding and teaching the fundamentals, realizing that you may be the biggest road block and learning the important "things that they will never tell you."

Join Kurt for an unorthodox, revealing, and simplistic approach to understanding what is really happening on "The *Lean* Journey."

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Kurt Bell

●
Meeting Date

October 14, 2003

●
Location

Holiday Inn Airport #2
5401 Green Valley Drive
Bloomington, Minnesota 55437
(Intersection of Hwy 494 and Hwy 100)

●
Schedule

Pre-dinner Workshop/ Registration & Networking	5:00 pm
Dinner	6:00pm
Announcements and Break	6:45 pm
Presentation	7:00 pm

Pre-dinner Workshop
**The Lean Office: How to apply
lean principles in an office environment.**

Presented by: Kurt Bell and
Dan Ruedinger, HUI Inc.

See page 2!

Make your reservations before noon on Thursday, October 9th, 2003

Reservation Policy: Space is limited and reservations are required. Call the APICS chapter office at 952/941-7305, fax 952/941-8668, or email dreddan@apicstc.org before noon on Thursday, October 9th. APICS is responsible for all meal reservations, including no-shows. No-shows and cancellations received after October 9th will be billed.

Payment Options: Pre-pay by phone, fax or email with VISA, Master Card or American Express, or pay at the door with cash or check. We cannot accept credit card payments at the door. **APICS Members: \$35. Nonmembers: \$40. Full-time Students: \$10.**

For additional information on APICS TWIN CITIES CHAPTER visit our website:

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pre-dinner workshop

**The Lean Office:
How to apply lean
principles in an
office environment.**

October 14 at 5:00 p.m.

*Presented by: Kurt Bell
and Dan Ruedinger, HUI Inc.*

Many companies recognize and pursue the benefits of *lean* manufacturing on their shop floor. But getting the same level of excitement in the office is another matter. Lean principles can and do work in an office setting with equally potent results. Join Kurt Bell and Dan Ruedinger as they explain how HUI, Inc. implemented lean in the office. The HUI team will provide a 20 minute review of the steps they've taken followed by a moderated Q & A session. Bring some of your office folks and learn how to get Lean in the office!



**BOARD OF
DIRECTORS
COLUMN**

**By Jeanne
Schulzetzenberg, CPIM**
Vice President
Seminars

I have been a member of the seminar committee for several years and this is my first year as the VP. It has been a very interesting experience. I have the opportunity to work on the committee with people who are interested in providing our members new information on many topics. I am very excited because several of the committee members are long-term members and in addition, several of them have held the position of VP. We also have a new member joining us this year and we are always looking for people who are interested in seminars. The committee includes the following members: Becky Burmeister, Denny Alanen, Dory Reddan, Jeff Schlichting, Joe Soule, John Lawson, Scott Heilman and Kris Craighead. We also owe a thank-you to Natalie Dietz who tabulates the surveys after each seminar to help us make decisions based on your responses.

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what is coming up?

Chapter Board/Committee Meetings

OCT 21 Board of Directors Meeting

OCT 28 Education Policy
Committee Meeting

Upcoming Events

NOV 5 **Fall Seminar**
Location: Royal Cliff, Eagan, MN

NOV 11 **PDM**
Topic: To be announced
Location: Marriott Southwest

Upcoming Certification Exam Dates

CPIM - Certified in Production & Inventory Management

Call 800/274-8399 for availability
Basics of Supply Chain Management, Master Planning of Resources, Detailed Scheduling & Planning, Execution & Control of Operations, Strategic Management of Resources

CIRM - Certified in Integrated Resource Management

SEP - NOV Enterprise Concepts & Fundamentals, Identifying & Creating Demand, Delivering Products & Services, Designing Products & Processes

DEC 8-13 Integrated Enterprise Management

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Deadline for entries for NOV 2003 Update is SEP 15.

2003 - 2004 Twin Cities Chapter Board of Directors

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hui's lean journey (WHY ALL MY SOCKS MATCH)

[continued from page 1]

Kurt Bell is currently President and CEO of HUI, in Kiel, Wisconsin. Prior to being named President, Kurt held the positions of Master Scheduler, Production Manager, and Operations Manager. During his tenure, HUI has transformed itself from an entrepreneurial, internally-focused company to a contract manufacturer focused on its customers' needs. HUI chose *lean* in 1999 as the vehicle to deliver on its promise of Customer Intimacy.

HUI's lean journey has given Kurt many opportunities to experience the challenges of implementing a company wide change, ranging from how to teach the concepts and the tools, to how to modify a culture to expedite the journey. Kurt has many stories that will help explain what the role of the leader is on the *lean* journey, while providing insights on common "stuck" points and potential remedies.

BOARD OF DIRECTORS COLUMN

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The committee is anxiously looking forward to the Fall Seminar. The topic is Lean Manufacturing and we are looking forward to hearing from two companies that have implemented lean and a speaker on implementing change. This seminar will be held the first week of November. This column is being written in August so we still have some details to complete, but we hope to have the brochures mailed by early October.

As materials people we all understand backward scheduling and our schedule requires the information for the brochure by the end of August. The seminar committee has a hard time meeting that deadline since we all want to be on vacation during the summer. However, we are on schedule and we hope you will attend the Fall Seminar.

We are also looking for speakers for our spring seminar. If you are interested in speaking, or have heard any exciting speakers please let a committee member know. Also, if you are interested in helping the chapter provide interesting seminars, please advise any committee member.

Newly Certified

The Twin Cities Chapter **congratulates** the following who completed the requirements for Certified in Production and Inventory Management (CPIM) or Certified in Integrated Resource Management (CIRM) since our last publication!

Bill Max, CPIM	ConAgra
John Schellenbach, CPIM	Chiquita Processed Foods
German Peralta, CPIM	Rosemount
Gary White, CPIM	Erogtron
Jaime Schilling, CPIM	Cirrus Design Corp.
Lisa Paraschou, CPIM	Skyline Displays
Jerry Kerr, CIRM	
Joe Murphy, CPIM	ConAgra Store Brands

welcome New Members

Michael Mitchell	Annil International
Paula Gramer	
Paul Balhorn	St. Jude Medical Inc.
Michele Hannah	Renewal by Andersen
Todd Fabozzi	
Richard McEwen	
Corinna Peters	

call for speakers

We are now planning next year's Professional Development Meeting programs and invite you to submit an abstract to be a speaker. In addition to the standard lecture format, we want to offer case studies, panel discussions and roundtables.

If you would like to make a pre-dinner or post-dinner presentation, email the following information to the chapter office at dreddan@apicstc.org.

1. 75 to 100 word abstract that describes your talk
2. 75 to 100 word bio that describes your background and experiences
3. A title
4. Two references (names and contact information)
5. Your contact information (including emails)

executive council

President	Patrick A. Remfert , CPIM GE Osmonics
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ARTICLE OF INTEREST

Win Your Next Job with three essential interview skills

by Deborah Walker *Reprinted by permission*

1. Pre-interview preparation

Every great sales presentation starts with pre-sales preparation which includes client research, and product analysis. Job seekers prepare for interviews similarly: research on the prospective employer and a thorough catalog of their own accomplishments to illustrate their potential contribution and worth to the employer.

Thanks to the internet, company research is relatively easy, especially on publicly held firms. A few good sources are Yahoo, Hoovers, Wall Street Journal archives as well as company web sites. Information on privately held companies is often readily available as well. One of the easiest ways to get such information is simply enter the company name in your favorite search engine and see what pops up.

Minimally, you'll want to find out company size, products or services, major competitors, branch or headquarters and any recent news items. Time allowing, it's also very helpful to know some of the major players in their organization, a little history on them, and future products, markets or growth objectives.

Once you've done the research, prepare to communicate your value through your accomplishments. Examine your career for examples of how you have solved problems, saved money, increased revenue, or created revenue opportunities for your former employers. As much as possible, dollarize or quantify your contributions. Do not depend on your ability to "wing it" through your interviews. Ask any high-producing sales professional, they will tell you that it is impossible to wing your way to success. It takes preparation and practice.

Once you've prepared for the interview, don't forget the next essential sales skill:

2. Finding and using the interviewer's "Hot Buttons"

An interviewer's hot button is his/her unspoken concerns or wishes.

It's your job as the interviewee to uncover the interviewer's hot button. If you don't ask, he/she probably won't tell you. There are two magic questions that will reveal the interviewer's hot buttons.

1. "What do you see as the greatest challenge for this position?"
2. "What qualities do you see as most important for this position?"

Once you've asked the all important questions— shut up and listen!

After the interviewer has revealed his/her hot buttons, use the information to frame your answers to his/her questions. You'll connect with the interviewer much faster once you sell yourself based on his/her motivations.

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With competition for good jobs at an all-time high, candidates who conduct their job search as a sales campaign consistently win out over those who don't.

When job seekers practice the skills of sales experts they learn to apply the strategies of a sales presentation to their job interviews.

To get to the top of the candidate list, you'll need these three essential sales skills:

1. Pre-interview preparation
2. Finding and using the interviewer's "Hot Buttons"
3. Closing on the next step of the interview process

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Win Your Next Job

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Now that you have their attention, don't forget the most important skill:

3. Closing on the next step of the interview process

The term "closing" is a sales term that means influencing one to agree to take certain action (as in signing a contract or writing a check.) A complex sale involves a number of small closes before the ultimate closing purchase. The interview process is a series of closes leading up to the final job offer.

If you've purchased a car recently you know that the sale starts with the test drive and moves forward through a series of carefully crafted questions such as "Do you prefer silver or black?" "Which of you will be the primary driver?" "Shall we park this in the sale-pending area?" "Do you wish to trade in your car, or shall we finance this 100%?". The effective sales person knows what closing steps must take place-attempt to skip the steps and he may lose the sale altogether.

As a clever sales person identifies the small closing steps needed to move the sale forward, so must the job seeker understand the closes necessary to keep the interview process moving forward toward a job offer. Those steps look something like this:

1. The cover letter must entice the reader to read your resume.
2. The resume must motivate the reader to call you in for an interview.
3. In the first interview ask for a second interview.
 - "When would you like to schedule our next meeting?"
 - "Is there any reason you wouldn't consider inviting me back for a second interview?"
 - "Who will I meet in the second interview?"
4. In the second interview ask to speak with the decision maker.
 - "Who, besides yourself, will make the final hiring decision?"
 - "When is it convenient for Mr. /Ms. Decision Maker to meet with me?"
 - "Is there any other presentation materials I should bring when I visit with Mr. /Ms. Decision Maker?"
5. When speaking with the decision maker ask for the job offer:
 - "Are there any objections that prevent you from extending an offer?"
 - "When would you like me to start?"
 - "What challenges would you have me tackle first?"

Asking for the next interview or the job offer may seem bold, but try it. You'll find yourself invited back more often and feel much more in control of the interview process.

Once you've mastered and applied the three essential sales skills for effective interviews you'll see your job-search efforts accelerate and your confidence soar.

Deborah Walker, CCMC Resume Writer ~ Career Coach 888/828-0814 or Deb@AlphaAdvantage.com Call for a FREE resume critique.

opportunity to exchange ideas

The local Theory of Constraints Special Interest Group (TOC SIG) meets bi-monthly from September through June.

For more information, contact Rick Bernett at rbernett@ema-inc.com

company coordinators

Company Coordinators are volunteer spokespersons for APICS within their companies.

For a complete listing of company coordinators, check the chapter website at www.apicstc.org. If you would like to volunteer to be a coordinator for your company, call the chapter office at 952/941-7305 or email dreddan@apicstc.org.

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Members: \$495.00 **Non-Members: \$545.00**

For information, or to register: 952/941-7305
Registration deadline: October 14, 2003

20 Certification Maintenance Points

What is APICS?

APICS, the Educational Society for Resource Management, is an international organization offering a full range of programs and materials on the latest business management concepts and techniques. Since 1957, APICS members have been at the forefront of such management and manufacturing achievements as the use of Enterprise Resource Planning (ERP) in the workplace and the introduction of dynamic philosophies that affect all areas of manufacturing management.

APICS earned the respect and the reliance of more than 60,000 individual and corporate members as the primary source for management education products and services.

What is the Twin Cities Chapter?

The Twin Cities Chapter is the largest chapter in the entire APICS international organization, was established in 1949, and is the recipient of the highest award given to outstanding Chapters within APICS worldwide, The Platinum Award, having received this recognition for the past eight consecutive years. The chapter membership exceeds 1,400, representing 500 companies, and provides services to its members in Minnesota, North and South Dakota, and portions of Wisconsin and Iowa.

The Twin Cities Chapter promotes APICS goals by providing networking resources, monthly professional development meetings, certification and educational classes, and publications to members and their companies that lead to improved profits and advance their professional knowledge and enhance career advancement.

MEMBERSHIP INFORMATION, CHANGE OF ADDRESS & PRIVACY REQUEST FORM

Membership Benefits

- 1 Chapter monthly newsletter
- 2 Monthly APICS -
The Performance Advantage
- 3 National seminar proceedings
- 4 Quarterly journal from Society
- 5 Advance notice and reduced fees for meetings, seminars & workshops
- 6 Resume file and job posting opportunity
- 7 Lending library
- 8 Salary survey and job descriptions
- 9 Theory of Constraints
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Preferred mailing address: home business

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