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## Message from the President

Is it ever nice to end the season on a high note!

Our April professional development meeting was our last session of the 2006 / 2007 events season and we had excellent participation in an outstanding presentation by Doris Bentley of Centrepoint Career Management to close the season off. In addition to the presentation by Doris, we conducted our Annual General Meeting and elected our Board for the 2007 / 2008 season. Additional information on both the presentation and the AGM is included in this newsletter.

This is the time of year when the Board is in “wind-down” mode. All of the events are done, the educational programs are running smoothly, the new Board is waiting in the wings, and we can sit back, catch our breath, and then get geared up for the next season.

It's also time for those of us that were on the Board to look back at our experiences for the past year and reflect on what have been through. From my perspective, I thought that I was ready for what was going to happen this past year. I had been on the Board of Directors for the Vancouver Chapter previously, and although I had not been in the President's role before, I thought I knew what to expect.

Life always sends surprises your way.

For me, my expectation of being the President of the Fraser Valley APICS Chapter was that we would have to do a ton of hard work to get our feet under us, as three of the four of us were new, and that it would be a real struggle to make things happen with such a small Board and with so many things that needed to be done.

My surprise was how much fun I had over the last year. Yes, we did a lot of hard work, but we did it together as a Team. It was the working together with such a strong team of people that made it so much fun for me. We bonded almost right away, did the “forming”, “storming” and “norming” team thing so fast it was almost scary and rolled right into “performing”. I have never been part of such a high performing team before and it was a great ride. We set record pace for preparing our yearly plan and budget and then set out to make it happen. There was a tremendous amount of support for each other and when help was needed there was always someone there to lend a hand. It got to the point where we almost had to manufacture “conflict” in our meetings as they were going so smoothly.

Looking back on the last year my feeling is – wow, what a great ride that was – let's do it again!

I am looking forward to being a part of such a dynamic team again next year and hope that all of you join with us to make the APICS Fraser Valley Chapter a roaring success!

See you at the Fall events!

Richard Ranftl, CPIM  
President



## April PDM Review Retaining and Engaging Key Talent

Our April professional development was anchored by a very powerful presentation by Doris Bentley of Centrepont Career Management of North Vancouver on “Love ‘em or Lose ‘em: Strategies for Retaining and Engaging Key Talent”.

Doris began the presentation by highlighting that we are in the midst of a “perfect storm” right now in that the mix of our healthy economy, full employment and the changing demographics of our workforce has created hurricane force pressures on our organizations and we need to ensure that our key resource – people – are available and fully engaged to help keep our organizations afloat.

Doris relayed several statistics including that fact in British Columbia more than one million jobs will be created by 2015 while at the same time more than one quarter of the current workforce will retire. Is your organization ready to deal with what has the potential to be its largest strategic issue of the next decade?

The key to survival may very well be how well organizations are able to retain and engage the people (talent) necessary to run those organizations.

After a few interactive exercises where the attendees reviewed the key factors that have kept them with the organizations they are with, she highlighted that our responses were not unique and that survey results show:

- “exciting work” and “challenges” become more important for those over 30 years old
- “making a difference” increases once people reach 40
- the higher the level, having a “successful boss” becomes less important
- the higher the level, “working with great people” becomes more important

Three of the vital drivers to success in retaining and engaging the “talent” in your organization are your ability to know:

- what keeps them with you – do you know what they want?
- it stops here – do you know who is in charge of keeping them?
- run the numbers – do you know the Return On Investment?

Doris then went on to profile the particulars of these three vital drivers, which we won’t be getting into here. Aha – this topic got your interest has it – well, we hope to be able to entice Doris to return in the Fall to reprise her presentation and then hopefully to follow it up with a workshop that covers all twenty-six techniques that you can use to retain and engage the talent your organization needs to survive and thrive in the “perfect storm” that we are in.

If you would like more information on this topic, or on our guest speaker, Doris Bentley, you can check out [www.centrepontcareer.com](http://www.centrepontcareer.com).

## June BCIT “How To” Workshops

APICS is pleased to be a co-sponsor with the BCIT Venture Development Center in the presentation of the “How To” workshops which are held each June on the BCIT Burnaby campus. These workshops have been offered for the last seventeen years. Hundreds of satisfied participants have been able to implement cost-effective solutions to their operational problems.

The workshop offerings have been expanded this year to include workshops on:

### Materials Management:

- Inventory Management
- Manufacturing Planning and Scheduling
- High Performance Manufacturing

### Process Improvement:

- 5S’s of Workplace Organization
- Continuous Improvement
- Teamwork
- Process Mapping
- Introduction to Six Sigma
- Project Management
- Microsoft Project

### People Skills

- Managing Through Coaching
- The Challenges of Leadership
- Managing Time for Improved Productivity

Whether you are in the manufacturing, distribution, retail, service, not-for-profit or public sectors, these workshops will provide your people with the tools they need to improve productivity. The workshops are designed for the practitioner – the one who actually makes it happen. The workshops identify where improvements can take place and how to actually implement them. The workshop format is highly interactive, combining lectures, group discussions, case studies and “hands-on” activities.

For more information and for the full workshop schedule, please check our web site or the BCIT Venture web site at [www.bcit.ca/venture](http://www.bcit.ca/venture).



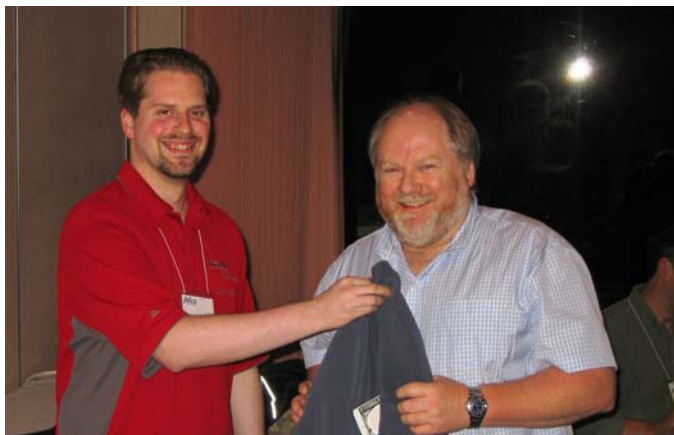
## Annual General Meeting

In addition to the presentation by Doris Bentley, our April event had another focal point, conducting our Chapter's Annual General Meeting.

The Annual General Meeting went smoothly thanks to some great work by our Master of Ceremonies – Derek Barichievy. Derek made sure we briskly moved through our Agenda which covered:

- verification of quorum – we had more than the 11 voting members needed as per our Bylaws so the meeting could proceed
  - Richard walked through the activity highlights of the last year which included:
    - o Education – James Damon spearheaded the efforts of getting the CPIM courses off the ground in partnership with UCFV and enrollment levels look promising, the September courses are already scheduled – in addition there is an in-house CPIM course running at a company in Chilliwack – a series of half-day Inventory Control workshops are also in process with each workshop selling out as it is offered
    - o Programs – Jason Young coordinated a full slate of six professional development meetings, plus one joint session at BCIT, each of which had a high level of participation – there continues to be a high level of interest in “Local Success Stories” as evidenced by the record setting crowd for the March Kanban event and this will remain the focus for programs planning for the next season
    - o Membership – our overall levels remained the same at 55 members – we lost one corporate member but have seen an increase in professional membership enrollment including our most recent member, Ryan Scott, who not only joined the Chapter but who would like to join the Board of Directors as well
    - o Communications – Francisco Jaramillo facilitated the issue of seven newsletters and three on-line surveys as well as maintaining our Chapter's web page – Francisco has a number of family and work related responsibilities ongoing and will not be rejoining the Board for next season – thank you Francisco for all of your work over the past years as our Director of Communications
    - o Chapter Minimum Standards – each APICS Chapter must make an annual submission to Society showing that they have maintained standards in Programs, Education, Communications, Fiscal Responsibility and Chapter Administration – we will be exceeding these standards again this year without difficulty
  - o President's Note – Richard closed off the yearly report with an overview of how much fun it was to work with such a great team in James, Jason and Francisco – there is a strong foundation on the Board for the transition into next season and this has set up the Fraser Valley Chapter to be ready to grow and increase our presence within organizations throughout the Fraser Valley.
  - The Chapter Treasurer, James Damon, provided a quick overview of the strong financial position that the Chapter is in showing that there was a positive cash flow from the last season and we have a solid foundation of capital resources for next season.
  - Derek then presented the names of those who expressed interest in running for the Board for the next season and called for any additional nominations from those present. As there were no additional names presented, Derek then lead the membership through a vote for the 2007 / 2008 Board of Directors with the members electing the following people to the incoming Board:
    - o Richard Ranftl (returning from 2006 / 2007)
    - o James Damon (returning from 2006 / 2007)
    - o Jason Young (returning from 2006 / 2007)
    - o Ilona Pretorius (new to the Board)
    - o Ryan Scott (new to the Board)
  - Derek then closed off the meeting
- In our next newsletter we will profile the new Board for you.





## Fraser Valley Education

### Inventory Control Workshops

We will be holding a series of inventory workshops throughout April, May & June for anyone looking for an introduction into Inventory Management, or simply looking for some fresh ideas in the workplace. The Inventory management series consists of 5 modules: Basics of Inventory Management, Cycle counting, Distribution Inventory Management, Physical Inventory and MRP/BOM. The first two offerings in April are Basics, and Cycle Counting. Space is limited, so register fast.

### Upcoming Schedule of events

Course / Workshop	Date	Duration	Location
Basics of Inventory Management	April 13 <sup>th</sup>	4 Hours	Port Kells
Cycle Counting	April 27 <sup>th</sup>	4 Hours	Port Kells
Distribution Inventory Management	May 11 <sup>th</sup>	4 Hours	Port Kells
Physical Inventory	June 1 <sup>st</sup>	4 Hours	Port Kells
Material Requirements Planning and Bills Of Material	May 25 <sup>th</sup>	4 Hours	Port Kells
Basics Of Supply Chain Management	September 27 <sup>th</sup>	12 Weeks	UCFV Abbotsford
Master Planning of Resources	September 25 <sup>th</sup>	12 Weeks	UCFV Abbotsford

For more information or to register for any upcoming courses e-mail [education@apics-fraservalley.org](mailto:education@apics-fraservalley.org)

## Upcoming Events

There is a very rare opportunity coming up to participate in an event hosted by Steve Jackson and Rod Gelhorn of Synchronix. Steve and Rod are openly acknowledged as leading experts in the Theory of Constraints (TOC) field. Steve is one of the few that has been privileged to work alongside Eli Goldratt, the founder of the TOC body of knowledge, (is there anyone who has not read "The Goal" yet?) and Rod has extensive experience working with Steve in applying TOC successfully in many organizations.

On behalf of the APICS Fraser Valley Chapter, we are very pleased to announce the following:

### Theory of Constraints Workshop

APICS members receive a discount when they register for the first public Theory of Constraints workshop that Steve Jackson and Rod Gelhorn (Synchronix Technologies) have conducted in the Lower Mainland in five years.

These workshops are aimed directly at small to medium-sized manufacturers looking for fast, direct and typically massive performance improvement. In many cases, that means results like these in as little as 90 to 120 days:

- On-time delivery close to 100% (very high 90's)
- Lead times reduced 50% to 70%
- Inventories reduced (especially WIP, Finished Goods) up to 50%
- Productivity increased 20% to 40% (Literally, more shipped from the same resources)

Innovative sales and marketing strategies are also available to help convert the improvements to increased sales (without cutting prices).

TOC users typically achieve results of this scale without process mapping, line balancing, changes to plant lay-out (including cells), kanban, or an emphasis on 1-piece flow. However, companies with Lean or Six Sigma skills already in-house or in-progress will be able to use that investment to accelerate and extend these results. Managers in this position do not need to be concerned about "mixed messages." In a recent two-year experiment across 21 plants, the 6 plants using Lean and Six Sigma *inside a Theory of Constraints implementation* recorded 89% of total cost savings across all the plants. Lean alone ... 4%. Six Sigma alone ... 7%. The article was published in the May 2006 APICS magazine.

The workshops includes two days focused on Synchronous Manufacturing, with an optional third day to review the TOC approach to continuous improvement, distribution and supply chain management, and sales and marketing (Eli Goldratt's "Mafia Offer," and more).

The workshops will be held in the Lower Mainland on May 28 – 30 and June 25 – 27 with follow-up session in Kelowna on June 18 – 20. For complete information on the workshop contents, location, pricing and registration process, please go to: [www.synchronix.com](http://www.synchronix.com).

*APICS members should mention "APICS" on their registration to claim their discount.*