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Message from the President

What a great way to wrap up our Dinner Meeting season. We were standing room only to hear Bob Adams of High Performance Solutions provide an excellent overview of how Lean can help those of us in a high variety low volume engineer to order world. Only one more event left this year (and the first time we are trying something like this) is a “Lunch and Learn” plant tour at Freybe Gourmet Foods on May 21st. For more information on this event, please check out our upcoming events section.

In addition of Bob’s presentation, we held our Annual General Meeting and elected the new Board for the coming 2008 / 2009 year. Leaving the Board will be Ryan Scott who is busy with his career and Richard Ranftl who will be stepping back a bit and helping out as the Past-President. Returning Board members are James Damon, Jason Young and Ilona Pretorius. New Board members are Doina Besoiu and Mark Latam. It looks like there will be a very strong Board next year and they will continue to grow and develop the Chapter. We will have a more in depth profile of the new board in an upcoming newsletter.

Although we are starting to wind down our events for the summer, there are a number of other community events that you may want to participate in such as the 19th Annual “How To” series of workshops and the 40th Anniversary of the Operations Management program of BCIT. Both of these events are profiled within the newsletter.

See you on May 21st for lunch!

Richard Ranftl (CPIM)
 President – APICS Fraser Valley Chapter



Dinner Meetings and Workshops

We normally hold our meetings on Wednesday evenings, but do move this from time to time to accommodate the schedule of our guest speakers. The following events are “firm planned” more events will be added to the schedule as they are confirmed

Scheduled Upcoming events:

| Date | Event | Location | Speaker |
|----------------------|--|--------------------------------|---------|
| May 21 st | Plant Tour | Freybe Gourmet Foods (Langley) | |
| May 28 to June 20 | BCIT “How To” Workshops | Burnaby Campus | |
| July 1 st | New APICS Board takes over from Current Board. | | |

Free to APICS Members:

APICS Dictionary, 12th Edition Now Available

APICS is pleased to announce the publication of one of the most widely recognized resources in the Operations Management profession – *The APICS Dictionary*. It is the standard for defining terms used in the operations management field, and this 12th edition contains more than 4,000 important terms that every operations manager should know. This first new edition in three years features 600 new terms and definitions reflecting the latest trends and mandates in the field.

Your complimentary copy of this internationally recognized educational tool is a member benefit that will help you stay knowledgeable and competitive. Request your copy today at www.apics.org/freedictionary. Non-members may purchase a copy through the APICS on-line bookstore at www.apics.org/bookstore.



May 2008 Plant Tour: Freybe Gourmet Foods (Langley)

“Welcome to our first Lunch and Learn Session”

We are very pleased to be able to combine our 2008 Plant Tour with an opportunity for a “Lunch and Learn” session at Freybe Gourmet Foods of Langley.

Freybe can trace its history back 160 years to Stettin Germany where Johann Carl Freybe began his sausage making business. Six generations later, the Freybe family is now producing over 120 varieties of sausages, ham, and specialty deli meats which have earned over 600 international medals, so come and explore everything about Freybe!

What we will learn about during the 60 minute tour is how Freybe is able to manufacture a high variety of products in a high volume manner with a very high level of care. The tour will show us the “process flow” nature of food production while outlining the controls that need to be in place to track and monitor each item that is made back to its source ingredients.

Lunch will be served in the “Deli School” after the tour to allow you to sample some of the fine products that Freybe makes while discussing the tour with those that participated.

In order to minimize disruption of the plant activities we are limiting the tour to three groups of 10 people. When you register you will be assigned to one of the 11:00, 11:15 or 11:30 time slots. An APICS representative will greet you at the door where you will be asked to “sign in” to the Plant (please note: valid picture identification will be required as part of the Food Safety Program, all visitors to the plant must show valid identification – entering a Food Plant these days is almost like passing through airport security – which is reassuring in a way). Safety shoes will not be required. Each visitor will be provided with a lab coat, hair net and foot covers (no open toed shoes will be allowed). All visitors will also be asked to remove all visible jewelry and are reminded that even though the weather outside is nice (we hope) that you are walking into a refrigerated environment and should wear warm clothing.

We look forward to “doing lunch” with you!

Event Detail

Date: Wednesday May 21th , 2008
 Time: Tour start at 11:00
 (15 minute intervals)

Place: Freybe Gourmet Foods
 27101 – 56th Avenue, Langley

Cost: \$5

Register:

The website registration will send a pdf file of your registration. (<http://www.apics-fraservalley.org/content.php?id=75>) If you do not have a default e-mail system installed please contact our Director of Programs at president@apics-fraservalley.org. Please provide your Name, Company, Phone Number and membership category.

How to get there?



Please register by Monday May 19th to ensure that you have a reserved tour time spot.

19th Annual BCIT “How To” Workshops Starting May 28th

Everyone is aware that BC organizations must improve their productivity – whether it relates to materials, people or processes. Determining the best way to improve productivity is the hard part. Often managers are not sure where to begin or which path to take to get the best results. That’s where these “How To” workshops are an invaluable aid. They 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 discussion, case studies, hands-on activities and reference materials. Over the last eighteen years, hundreds of satisfied participants have been able to implement cost-effective solutions to their operational problems. Manufacturers, distributors, retailers, as well as service organizations will benefit from enrolling two or more of their employees to enhance implementation efforts.

For 2008, the workshops being offered are:

Materials Management:

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

Process Improvement:

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

People Skills:

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

All workshops will be held at the BCIT Burnaby campus from May 28th through June 20th. For more information please access the “Upcoming Workshops” section of the BCIT Venture Web Site at www.bcit.ca/venture.



April Event Review

Lean in a High Mix / Low Volume Engineer to Order World

Presented by: Bob Adams

If you are like many of us who live in a manufacturing world where “one off” is a standard production run and high varieties of product are the way of life, then when you hear “Lean” your first reaction is probably – we’re not Toyota and we don’t mass produce what we make so it’s not for us.

Well – you might want to reconsider that thought.

Bob Adams of High Performance Solutions provided us with an excellent overview of how even a manufacturer who never makes the same product twice can apply Lean Thinking to significantly improve operational (and bottom-line) performance.

Bob started with the basics – what is Lean? It’s about the elimination of waste – everywhere – not just on the shop floor. For many organizations who compete on being highly flexible to customer needs and who make small runs of items that are frequently designed-to-order, Lean applies just as much to the office as to the shop floor. Production relies on having the right product at the right time and in the right place. Who takes the order information down from the customer? Order entry. Who figures out what the right product is for a design-to-order item? Engineering. Who orders the materials stuff needed? Purchasing. Who schedules production? Planning. Where does a lot of the customer order lead time go? Order entry, Engineering, Purchasing and Planning. Who has to react under pressure to get the product out the door (sometimes without complete information, all of the right stuff and without enough time)? Production.

Just think about it. How long does it take to get the design finalized and the drawings to the shop floor? How long to get the materials ordered and in house? How much order lead time is eaten up before Production even gets to start making the product? Are we setting our production shops up for failure with unrealistic expectations of compressing what they have to do in order to get an order out in time? And then try to do even more and do it faster next time?

If an organization can push “waste elimination” off of the shop floor into the front end of the business, the pressures on the shop floor can be improved. Start by mapping out the steps involved in moving an order through the system. Then you can use Lean Thinking to evaluate where the waste is and make improvements to all of the up-front activities to allow the shop to have the right information and the right materials in time to be able to successfully build a high quality product in time for the required customer delivery date.

Bob provided several examples of organizations who were able to make significant improvements to customer service by focusing on moving information in the office with the same urgency that product is moved in the shop floor. 5S, Waste Analysis, Value Stream Mapping, Set Up Reduction, Work Cells – and all of the other Lean Tools – can be used in our office processes the same way we use them on the shop – with just as significant results.



Lean thinking revolves around:
 People – employee involvement
 Process – keep things flowing and eliminate waste
 Technology – tools to support people and processes

If we apply that thinking to all aspects of what we do, we set ourselves up for success.

Bob has been kind enough to provide a copy of his presentation and it has been loaded to our web site if you are interested in finding out more about the topic.

Thank you again Bob for a great season ending presentation



Celebrating 40 Years of Operations Management Excellence

The BCIT APICS Student Chapter is holding a **Grand Ball** for the Operations Management community "**celebrating 40 years of Operations Management excellence.**" This is a dinner and dance event and will be held on May 30 th., 2008 from 7 PM -1 AM at the Executive Airport Plaza and Conference Centre in Richmond, B.C. in Ballroom C. http://www.executivehotels.net/airport/s_richair_home.cgi

The attire is formal (but not implying tux or black tie).

This is an **excellent opportunity to organize a reunion of your grad class.** Our e-mail list is very incomplete for grads before 2001, so **be sure to contact your class mates** to let them know about the ball. If you can organize enough for a table of 10 then let organizing group know that you want a table and the year you graduated. Of course it is also a good chance to visit with faculty and network with colleagues, but more importantly it is a **chance to have fun.**

There will be an interesting program that includes a photo-show of past grads going back to 1968. The program also includes dancing, prizes, giveaways and raffle draws, as well as a fabulous buffet dinner featuring a wide array of dishes. Drinks will be available at the hotel cash bar.

Doors open at 6:00 PM and the programs start at 7:00 PM.

Tickets are \$50.

This promises to be a great event, don't miss it. For additional information or ticket reservations, please contact me or **Dexter Ang** at dang@my.bcit.ca or **(604)723-8579.**

We hope to see you there. Cheers!

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