



## CENTRAL FLORIDA BUYLINES

*Newsletter of the ISM - Central Florida Affiliate  
Winter 2009/2010*

### **Upcoming Events at a Glance**

AFTERNOON MEETING: December 4 - "Here Comes The Future" - 11:30 a.m., Roadhouse Grill

MEMBERSHIP MEETING: December 9 - Membership Appreciation Dinner - 6:00 p.m., Dubsdread Country Club

LAST DAY TO TAKE A C.P.M. EXAM - December 31, 2009

MEMBERSHIP MEETING: January 13 - "Are You the Weakest Link in the Supply Chain" presented by David Meyer, 6:00 p.m., Dubsdread Country Club

CPSM REVIEW, MODULE 1: January 21 – OUC Gardenia Avenue

CPSM REVIEW, MODULE 2: January 22 – OUC Gardenia Avenue

**To register, go to [www.ism-cf.org](http://www.ism-cf.org)**



### **The President's Corner**

Coming into this special season of the year I reflected on the many blessings in my life. The numerous relationships and deep friendships that have grown from my participation in ISM are among them. I am exceedingly thankful for the people who were there to pull me into their midst, push me beyond what I believed were my capabilities and help me develop in my career and as a person.

The December 9<sup>th</sup> meeting is to be a Celebration of Appreciation. The Board of Directors planned this night as a reward to our members, a thank you for the effort and hard work you have extended this year in support of ISM-Central Florida. We hope our new members will join us that evening to meet the leadership and the key members of the affiliate. We also want to acknowledge those who have achieved certification as supply management professionals. If you have received your C.P.M. or CPSM in 2009, please contact me to arrange the presentation of your certificate.

We also have a special guest speaker for the Mid-Day Membership Meeting Friday, December 4<sup>th</sup>. John Zelahy is Engineering Manager at Mitsubishi Power Systems in Orlando. He will be presenting some of the creative initiatives implemented recently at their facility to meet the challenges of the current business atmosphere. The new ideas and concepts you will take away from this presentation promise to be of great value.

Saving the best for last, I am very excited to announce that we have a new Membership Chair, Louemma Cromity. A longtime member, Louemma is a welcomed addition to the Board. She is excited about the opportunity to help our affiliate grow in numbers and influence in our community.

I hope to see you at our upcoming events and to extend in person my wishes for your holiday season. In lieu of that, may you and yours enjoy the greatest blessings the holidays hold.

In your service,

*Bette J. Hallmark*, C.P.M.

President, ISM-Central Florida, Inc.

## Mid-Day Membership Meeting - December 4, 2009

Logan's Road House (corner of John Young Parkway and Sand Lake Roads)

### ***Here comes the Future.....***

Battling continued cuts, reduced resources, and an unknown global economy, all businesses of one form or another have faced some sort of impact due to the economic conditions of 2009. What is tomorrow going to bring? The future is coming! Are you waiting for something to happen or are you shaping your path forward?

Mitsubishi has implemented several initiatives that have created change, improvements, new path forwards – that all point to anticipating and managing future events. Our speaker is John Zelahy, Engineering Manager at Mitsubishi Power Systems in Orlando, FL. He brings insight into their IDEAS program, Kaizen Events and 6S implementation strategies and success. Join us as we share with an industry leader the tools being deployed to mitigate future events and improve day to day execution.



Mitsubishi Power Systems, Inc. (MPS) is a subsidiary company of Mitsubishi Heavy Industries, Ltd. (MHI), a diversified Fortune "Global 150" company that generates more than \$25 billion in annual revenues and employs more than 40,000 people worldwide. MHI is a world leader in the design, manufacture, installation and service of commercial and industrial power systems.

MPS was established in April 2001 to act as the local "nexus" for Mitsubishi power systems businesses in the Western Hemisphere. Created from the former Power Systems Division of Mitsubishi Heavy Industries America (MHIA/New York), the new company is a dedicated operating unit with a charter to oversee sales

and service of Mitsubishi electrical power generating equipment and systems in the US, Canada, Mexico and Latin America. The opening of MPS' Lake Mary headquarters facility was followed in March 2002 by the launch of our Orlando Service Center.

Today, MPS is building on the tradition of Mitsubishi's legendary, best-in-class F-Series turbines with the introduction of its groundbreaking, first-in-class G-Series technology. With its next-generation H-Series already in testing – and with an expanding line of proven renewable energy technologies – MPS is poised to become the Americas' provider-of-choice for versatile, economical and dependable power generation solutions.

## Membership Appreciation Dinner - December 9, 2009

Dubsdread Country Club

The December Membership Meeting will be an evening of special recognition and thanks to the members who have supported ISM-Central Florida in 2009.

Attendance Certificates will be awarded to those who have attended the evening and luncheon meetings, entitling the bearers to discounts on educational events in 2010. New members and members who have served as volunteers will also be recognized.

Lastly, at our Annual Board Retreat in August a proposal was presented and approved to implement a special acknowledgement of outstanding service to the affiliate. This annual honor will be awarded to a member in good standing who exhibited exceptional service and dedication to the affiliate. We are keeping further details a secret at this point, but all will be explained in December.

You will not want to miss the incredible door prizes and other special treats planned for the evening.  
We look forward to seeing you December 9th!

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**Membership Meetings** are held the second Wednesday of the month at Dubsdread Country Club, 549 West Par Street, Orlando, FL - Registration at 6:00pm, Dinner at 6:30pm

**Mid-Day Membership Meetings** are held the first Friday of every other month at Logan's Roadhouse, 3060 W. Sandlake Road, Orlando, FL - Registration at 11:15am, Lunch at 11:30am  
For the most up-to-date schedule and to register for events, visit [www.ism-cf.org](http://www.ism-cf.org).

**Get Ready!!! Get Ready!!! Get Ready!!!**  
**ISM-CF will be facilitating**  
**CPSM® Review Training**

**CPSM®s earn 13% more than those without the designation.**



## Challenge Yourself

Make the move to gain supply management's most prestigious professional designation.

### Dates

Exam 1  
1/21/2010

Exam 2  
1/22/2010

Exam 3  
2/24/2010

Bridge Exam  
2/17/2010

The Certified Professional in Supply Management®



### Challenge Yourself

Change and uncertainty surround us with economic volatility and career instability. To carve out a secure future, you need more knowledge, more experience and a jump on the competition. The Certified Professional in Supply Management® (CPSM®) from the Institute for Supply Management™ (ISM), the first and largest supply management association in the world, can give you the edge you need in this global marketplace.

Challenge yourself and make the move to gain supply management's most prestigious professional designation. The CPSM® sets high standards for your career and your organization.

The CPSM® is the professional credential that leads you into the decision-maker role compelling you to generate strategic solutions. You will have the capacity to effectively manage projects, whether you work in the non-manufacturing or manufacturing sector. The CPSM®'s emphasis on supply chain integration is what allows you to continually evolve in the rapidly changing arena that is supply management.

### CPSM® Eligibility

- ◆ Three years of full-time, professional supply management experience — nonclerical, nonsupport
- ◆ Bachelor's degree from a regionally accredited institution or international equivalent
- ◆ Successfully pass three CPSM® Exams, OR, if you are a C.P.M. in good standing, pass the Bridge Exam (test centers located in more than 230 countries)
- ◆ Recertify every three years with 60 Continuing Education Hours (CEHs). For added convenience, ISM offers many online courses to earn CEHs.

### Use These Resources to Study



#### CPSM® Study Guide

The CPSM® *Study Guide* provides information on test specifications, examples of the testing format and question styles. (Bridge Exam content is noted.)

USD \$59 members/USD \$89 nonmembers

### Location

**OUC—3800 Gardenia—Orlando, FL 32839**

**Visit our website for more information**

**[www.ism-cf.org](http://www.ism-cf.org)**

**Space is limited \* Pre-Registration is required**



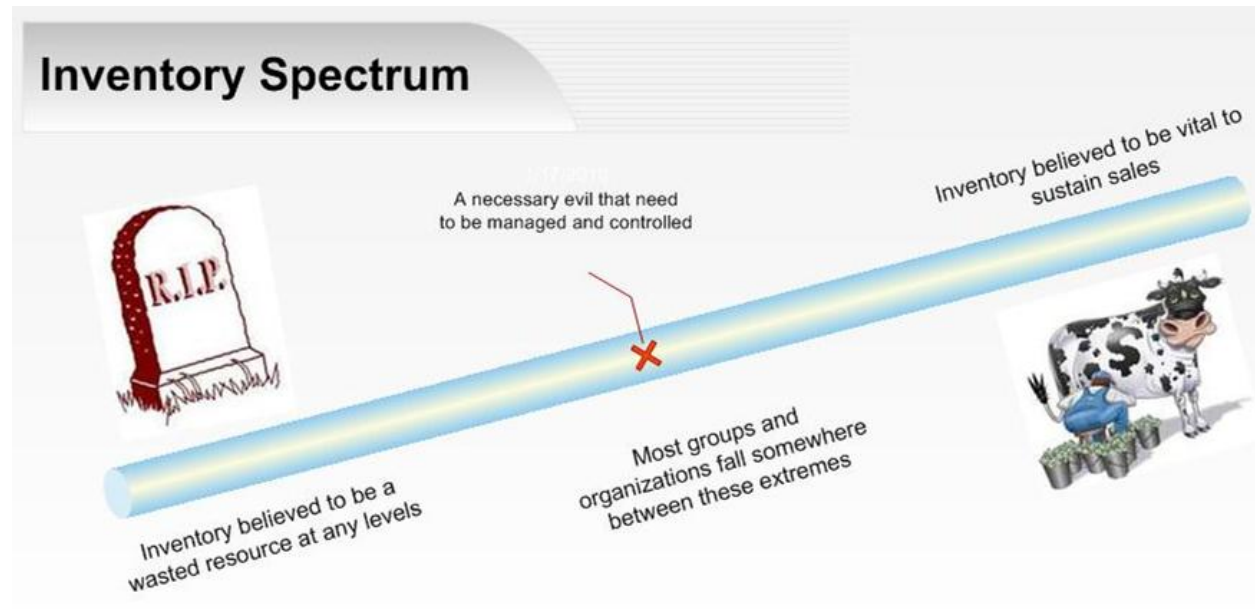
**institute for  
supply management**

**ISM—Central Florida, Inc.**

## **Cycle Counting – What is that 95% Question? Part I of III**

By: Michael I Keaton, C.P.M., Materials Manager, JBT AeroTech – Orlando, FL  
Professional Development Chair, ISM – Central Florida

Inventory - one of the largest assets of many organizations. Some consider it a vital part of the business and without it, the business would die. Others might see inventory as a wasted resource that will ultimately drain the life blood of an organization. No matter where you fall on the inventory spectrum the one thing that will hold true is that you need to manage and control it.



The 95% question then becomes, can you sustain inventory accuracies greater than 95% to support proper execution of MRP (Material Requirements Planning)? APICS would classify a “healthy” MRP environment as having inventory item accuracies (SKU’s) at a minimal of 95% and for our finance people, the generally recognized acceptable level of inventory dollars is 98% absolute dollar accuracy – not “net” but “absolute” (there is a difference).

**Bottom line - Inventory needs to be 100% accurate at all times**

# 100% Right

**Can that be a Reality or is it Wishful Thinking?**

Now, if you are unaware of your inventory accuracy then how you answer the following questions will give you a gauge as to your overall position.

1. Are your procurement people doing a whole lot of expediting?
2. Do you spend a lot of time “locating” inventory – meaning it is not where your business system says that it is?
3. Are your inventory levels growing?
4. Do you spend a lot of time correcting your on hand inventory balances and then correcting them over again?
5. Do you have many business system (ERP) transactions that do not happen in “real” time – they wait until the next business day or are they sitting on someone’s desk awaiting their return from vacation?
6. Is there a lot of finger pointing going on – it’s not your problem, it’s theirs?
7. Are workers frustrated because they can’t get their jobs done due to inventory issues?



If you answered yes to any of these questions then you might have an inventory accuracy problem.

### So what can we do about it? Where do we begin?

Like with all root cause analysis and problem solving techniques it begins with a solid understanding of the conditions or activities that create or promote inventory errors.

Once you put your arms around these actions or issues, you then can begin the process of stabilizing your inventory and giving it some integrity.



### The little secrets that you will ultimately uncover is that.

1. You need to have processes and procedures in place that are designed to create an environment for repetition (being able to do it over and over again) and error proofing which lean people love to hear – they call it “poka-yoke” – making it practically impossible for someone to screw it up.
2. Positive reinforcement is a highly effective tool to motivate your entire workforce in the perils of not performing duties and task promptly and correctly. Some organizations call it, “disciplinary actions including termination”. The bottom line is that everybody needs to be on the same page and what use to happen can’t continue to happen if inventory is to have integrity.
3. Technology is your friend. Effective use and deployment of technology to aid in sustaining inventory accuracies is a must. Bar coding, exception reporting, measurements, data collection, user interfaces, training, control methods and this list will go on and on.
4. Continuous improvement – call it whatever your organization calls it but it has to permeate within your organization. You will not find all the answers to solve your problems in the first pass, you will however find that you have begun and as Louis L’ Amour said, ‘There will come a time when you believe everything is finished. That will be the beginning’. Our Value Stream Mapping people would say that there is always a beginning and ending state – that ending state then becomes your new beginning state. Continuous improvement must be the catalyst that causes processes and procedures to be perfected upon.

These are just some of the little secrets that you will uncover that will cause your inventory accuracies to improve. Remember, as Mark Twain said, “The secret of getting ahead is getting started. The secret of getting started is breaking your complex overwhelming tasks into small manageable tasks, and then starting on the first one.”

In the next segment, I will talk about “What’s Next in answering that 95% Question” There are many attributes, reasons and justifications that point to why you do things the way that you do. Are your issues process related or volume related – do you have so many transactional steps that makes it impossible to keep control of your various inventory stages.

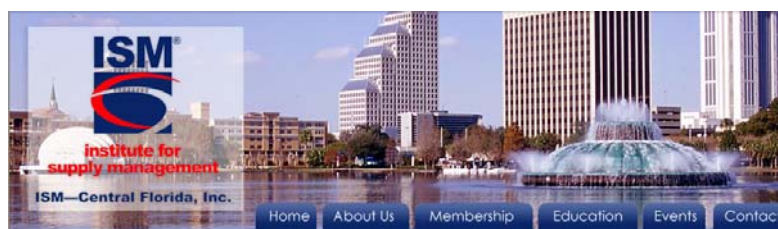
I will conclude with the real purpose and benefits of cycle counting and how it will help you solve your inventory issues so stay tuned.

For more information I can be reached at [ProD@ism-cf.org](mailto:ProD@ism-cf.org) or (407) 401-1203.

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## Check It Out

ISM-Central Florida web site has a new look! Go to [www.ism-cf.org](http://www.ism-cf.org) to see the new, fresh look of our website and to keep up to date on events, notices and information regarding our Affiliate.





# Central Florida Buylines Has Gone Green



Future issues of this newsletter will be distributed electronically via email, and will be available at [www.ism-cf.org](http://www.ism-cf.org). If you continue to need the newsletter mailed to you, please contact David Billingsley at [comm@ism-cf.org](mailto:comm@ism-cf.org) or (407) 348-2491.


## Event Planner

### Professional Development

Event Planner - 2010  
September 2009 through March 2010

### "An investment in knowledge

Always pays the best interest" - Benjamin Franklin

<table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td style="text-align: center;">September's Dinner Meeting 9/9/2009</td></tr> <tr><td>Speaker Raju Daswani "Training - Finding Money"</td></tr> <tr><td>Comments Joint meeting w/APICS</td></tr> <tr><td>Status Confirmed</td></tr> </table>	September's Dinner Meeting 9/9/2009	Speaker Raju Daswani "Training - Finding Money"	Comments Joint meeting w/APICS	Status Confirmed	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td style="text-align: center;">December's Lunch Meeting 12/4/2009</td></tr> <tr><td>Speaker John Zelahy "Here comes the future"</td></tr> <tr><td>Comments Mitsubishi</td></tr> <tr><td>Status Confirmed</td></tr> </table>	December's Lunch Meeting 12/4/2009	Speaker John Zelahy "Here comes the future"	Comments Mitsubishi	Status Confirmed	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td style="text-align: center;">CPSM® Exam Review - 8HRS 1/22/2010</td></tr> <tr><td>Instructor Michael Keaton</td></tr> <tr><td>Module 2</td></tr> <tr><td>Comments OUC - Gardenia</td></tr> <tr><td>Status Confirmed</td></tr> </table>	CPSM® Exam Review - 8HRS 1/22/2010	Instructor Michael Keaton	Module 2	Comments OUC - Gardenia	Status Confirmed	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td style="text-align: center;">CPSM® Exam7 Review - 8HRS 2/24/2010</td></tr> <tr><td>Instructor Michael Keaton</td></tr> <tr><td>Module 3</td></tr> <tr><td>Comments OUC - Gardenia</td></tr> <tr><td>Status Confirmed</td></tr> </table>	CPSM® Exam7 Review - 8HRS 2/24/2010	Instructor Michael Keaton	Module 3	Comments OUC - Gardenia	Status Confirmed	
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### NEWSLETTER ITEMS

Please send newsletter articles, announcements and news releases to David Billingsley at: [comm@ism-cf.org](mailto:comm@ism-cf.org).

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