

## January DINNER MEETING

### Scorekeeping for Success

**Mr. Charles A. Coonradt**, Chairman and CEO, The Game of Work



Scorekeeping is why ten people with a volleyball and a net at the company picnic can achieve team-work, goal direction and become a well-managed work team in a matter of minutes; whereas mere measurement is why the same ten people can totally and completely fail to achieve that kind of harmony on the job and, worse, spend all day protecting their turf. It's not that we keep score, it's how we keep score. Learn the basics of quality feedback. We present the rules and mechanics of scorecards so that you know when to give feedback and how much is enough. Get the guidelines for effective feedback that provides employees with what they really want.

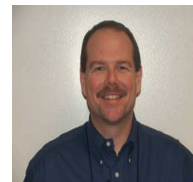
Chairman of the Board and Chief Executive Officer of The Game of Work, founded in 1973 and dedicated to the success of its corporate clients. Graduate of Michigan State University. Internationally recognized in the fields of goal setting and profit improvement, as an author, consultant, and speaker. Chuck's books *The Game of Work*, *Managing The Obvious*, *The Four Laws of Debt Free Prosperity*, and *Scorekeeping for Success* have been labeled management "must reads." He is a contributing author to the best selling *Chicken Soup for the Soul* series, as well as a founding member and frequent lecturer at the School of Entrepreneurship, Brigham Young University, Marriott School of Management. The Game of Work's client list includes many Fortune 500, as well as other nationally and internationally recognized firms. Companies that have successfully utilized and implemented Chuck's unique concepts include Pepsi Cola, The Chicago Tribune, Nordstrom, The US Air Force and Postal Service, Boeing, Marker Bindings, Molina Medical, Coca-Cola Consolidated and International Paper. Over one million executives, managers, and supervisors on five continents have been exposed to Chuck's ideas on feedback, scorekeeping, goal setting, coaching, choice and accountability. Chuck, his wife Carla and family live in Park City, a ski resort that hosted the 2002 Winter Olympic Games, where he is active in church and community organizations.

### February Dinner Meeting: Dell Operations Lean Transformation

**Mr. Gregory Kelly**, Director of Operations, Dell, Inc.



Everyone has read in trade journals and text books how efficient the Dell direct model has been over the last 22 years but the lean journey for operations only began 2 years ago. We will review how the model was so revolutionary and how lean principles application will make the model legendary. We will discover how supply chain operations that are fast don't equate to being lean.



Greg has 20 years of experience leading "hands on" process improvement teams ranging from front line supervision to executive level management. He has led successful lean transformations in textile manufacturing, 1<sup>st</sup> tier automotive supply, heavy machinery manufacturing, supply chain planning and procurement processes, global logistics and in computer manufacturing and distribution.

Greg has spent the last 7 years as the Director of Operations for Dell, Inc. He led the Lean Transformation for Dell Operations at sites in Middle Tennessee, Austin, Texas and Porto Alegre, Brazil. During this time he led teams that produced industry leading results in cycle time reduction, cost reduction, employee involvement and quality improvement.

As Senior Materials Manager for Nortel Networks, Greg led the implementations of Sales and Operations Planning and Materials Requirements Planning for the Repair and Remanufacturing Operations. At Rockwell Automation, Greg led teams that implemented lean principles and focused factories resulting in industry leading Order Fill Rates and Inventory Management.

Greg has an undergraduate degree in Operations Management from the University of Tennessee. He is a Certified Integrated Resource Manager (CIRM) and a past President of the MITE APICS chapter in Nashville Tennessee.

## Thursday January 18, 2007

5:30 pm Networking

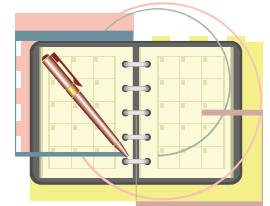
6:00 pm Call to Order

Red Lion Hotel

161 West 600 South Salt Lake City  
(Just east of I-15)

\$22.00 RSVP to

Barbara Carrillo 355-1359



## Future Meetings

**Tuesday**

**February 27, 2007**

**Dell's Lean Transformation**

*See details (left)*

**Tuesday, March 27, 2007**

**Sorenson BioScience**

World Class Manufacturing

*Plant Tour and Catered Dinner*

Mr. West Price, President

Sorenson BioScience

**Tuesday, April 24, 2007**

**Mr. Larry Martin, Vice President**

Martin Door Manufacturing

**Thursday, May 24, 2007**

**Plant Tour**

**L3 Communications**

**Thursday, June 21, 2007**

**Dr. Ann Millner, President**

Weber State University, Ogden

## Chapter Board of Directors

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### Executive Vice President & Membership V P

Grant Dalton

### Programs Vice President

Amy Jerabek

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Bill Cochran

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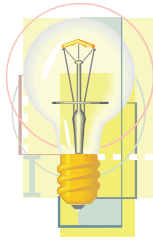
### Passport Manager

Darren Tuddenham

### Administrators:

Steve Hicks, John Boyer,  
Mary White, Sarah Dalton,  
Kris Hill, and Barbara  
Carrillo

## President's Message



### The Light Bulb Went On!

By Merri Rich, President, Salt Lake Chapter



Merri Rich 2006-2007  
Salt Lake Chapter President

It's probably just me, but I have always thought of New Year's Resolutions as the elimination or change of something that is bad, or negative in my life.

Previously failed resolutions include: lose weight, spend less, be nicer, stop swearing, etc. As you can imagine, I don't do well at meeting these ambiguous, subjective, so-called goals. It's not much wonder! I am missing some basic, fundamental principles for goal setting! Where are the measurements, how will I track these performance to the goals, etc.

I realized this when I was researching the works of our January speaker, Chuck Coonradt.

Mr. Coonradt has successfully applied "The Game of Work" concepts to Pepsi Cola, The Chicago Tribune, Wendy's, Quaker Oats, Molina Medical, Coca-Cola Consolidated, and Marker Bindings. In addition to "The Game of Work", Coonradt is also the author of "Managing the Obvious," "The Four Laws of Debt Free Prosperity," "Scorekeeping for Success," and he is a contributing author for the best selling "Chicken Soup for the Soul" series.

The Four Laws of Debt Free Prosperity caught my New-Year's-Resolution-conscious-eye. That's when the 'Light Bulb Went On'. Although I do a good job of creating measurable, obtainable goals in my professional life, for some reason, I have not moved those principles into my personal life. That changes for me in 2007! I thought I would pass on the following goal-setting principles as a good review for all of us. Mr. Coonradt documented the following in 'The Four Laws of Debt Free Prosperity'

**1. Goal Setting** -- *"By setting and achieving personal targets, we can change by choice."* Goals must be written down, realistic, and specific. It is easy to compromise your goals if they are only in your head and not on paper. You are also more likely to stick to goals that are realistic and specific because you will begin to see results.

**2. Tracking** -- *"You've got to measure it before you can manage it."* Keep track of the money that you get each month and more importantly where it goes by writing everything down. Categorize your expenses to see where most of your money goes. You may find that you have more money than you thought; you are losing money, or spending more than you think on certain categories.

**3. Trimming** -- *"The amount you are saving is not a sacrifice, but a payment to yourself to help you achieve your most desired financial goals."* Review your monthly tracking and trim out the unnecessary expenses. Pay yourself first with this money either by paying off debt or investing. Use your spending plan to determine how the excess money will help you achieve your goals in the shortest amount of time.

**4. Training** -- *"Success is defined as the place where preparation meets opportunity."* While tracking and trimming start learning about and researching ways to invest and generate more money with your money. Ask the different banks about their savings accounts, interest rates, CDs, money market deposit accounts, and other investment choices. Surf the web sites we've provided and read about ways to accumulate wealth. When you are ready to start investing you will be prepared.

Although these are pointed at financial goals, these principles should be applied to other personal and professional goals. Here's to a prosperous and Happy New Year!

## Will Your Résumé Get Past the Scanner?

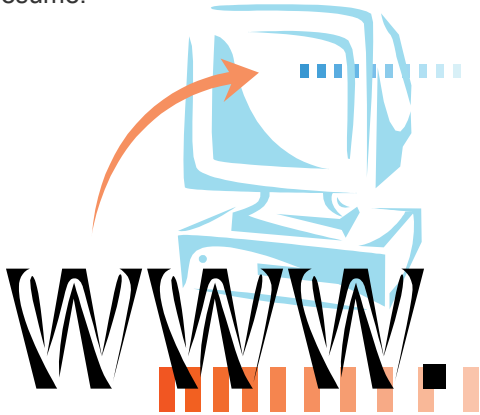
By Betsy Davis, SPHR  
Director, Human Resources (APICS Professional Staff)

Employers in the midst of large or complex recruiting efforts may use scanning technology as the first cut for all résumés received. Essentially, the recruiter will review the job description, and input into a mechanical scanning device a list of 5 to 30 key words and phrases the recruiter expects to see in the résumé of a qualified applicant. Should an incoming résumé not possess a sufficiently high percentage of those key words, that résumé may never be read by a human being...instant rejection. On the other hand, résumés that pass this first test will proceed to screening by a recruiter or hiring manager.

Performing some very common sense based tasks may help ensure that your résumé makes it past the mechanical scanner. For example, use industry-standard terms and acronyms rather than the names or acronyms your current employer assigned to the terms. Review the literature of the potential employer, including ads and Websites, taking note of the descriptive jargon used. Chances are, those terms are also reflected in the job description. Use those words and phrases in your cover letter and résumé.

If you submit your résumé via a Website, be sure to follow carefully all directions regarding submission, including those that pertain to how your résumé is formatted, such as font size, graphics used, bolding, indenting, paragraphs, and so on.

Take full advantage of any automated devices available to you for spell-checks and grammar-checks. Personally review your résumé for content and for spelling. Have an individual who is familiar with your work and one who is not familiar with your work proofread your résumé for content and clarity. Their questions could lead to helpful streamlining or amplification of your résumé.



### The above article is from the APICS Career Development Tools

The Career Development Tools section is useful for job seekers as well as those interested in maintaining a high level of employability. Whether you are looking for a new position or suggestions concerning your career, advice is just a click away.

<http://www.apics.org/resources/careercenter/tools>

### Hitting the Links

#### Frequently Asked Questions

Link for FAQ

<http://www.apicsutah.org/faq.php>

#### Job Center

See local job link

<http://www.apicsutah.org/jobs.php>

#### APICS Certification

Certification Info, Exam Dates and Deadlines Link

<http://www.apics.org/Certification/.htm>

### Register and pay for APICS Salt Lake City Chapter PDMs And Activities

#### RSVP

RSVP to Barbara Carrillo 355-1359

[Bcarrillo@energystrat.com](mailto:Bcarrillo@energystrat.com)

For specific questions and details about the program contact Amy Jerabek, [ajerabek@msn.com](mailto:ajerabek@msn.com).

#### Pay Pal

APICS Salt Lake City Chapter accepts online payments using PAYPAL. You need to have PAYPAL Account. Go to <https://www.paypal.com>

**The Association  
for Operations Management**

**Salt Lake Chapter**

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[www.apicsutah.org](http://www.apicsutah.org)



**Who We Are:**

APICS is a not-for-profit international educational organization respected throughout the world for its education and professional certification programs. APICS' certification programs, training tools, and networking opportunities increase workplace performance.

**Calendar of Events**

<b>January 18, 2007</b>	<b>Dinner Meeting</b>
<b>February 27, 2007</b>	<b>Dinner Meeting</b>
<b>March 24, 2007</b>	<b>APICS CSCP Exam</b>
<b>March 27, 2007</b>	<b>Dinner Meeting</b>
<b>April 24, 2007</b>	<b>Dinner Meeting</b>
<b>May 24, 2007</b>	<b>Plant Tour</b>
<b>June 21, 2007</b>	<b>Dinner Meeting</b>
<b>June 24, 2007</b>	<b>APICS CSCP Exam</b>

**What Can Your Chapter Do for You in 2007?**

We want to hear from you! APICS is about networking and sharing of challenges and successes, as well as educating those in Operations Management. Please tell us what YOU need from YOUR chapter by contacting me at [Merri.Rich@infor.com](mailto:Merri.Rich@infor.com)



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Salt Lake City  
Utah 84110**

View the Salt Lake Chapter

**Newsletter in Color**

on our web page  
[www.apicsutah.org](http://www.apicsutah.org)

**Advancing Productivity, Innovation, and Competitive Success**