



APICS Professional Development Corner

Effective Problem Solving

Presented by Mark A. Morris of M & M Consulting

Professional Development Meeting - Tuesday, November 10th

NEW LOCATION: Holiday Inn West (Off I-131 @ Stadium Dr. Exit-36)

Registration is available at <http://www.apicsswmi.com> under Monthly PDM's



Problem solving skills are in short supply in business and industry, in government, in education, in healthcare. Resources for problem solving are limited in any organization, so the problem selection process is crucial to real and continual improvement. Dr. Hans J. Bajaria, one of my favorite instructors, made a lasting impression upon me in this area. This presentation

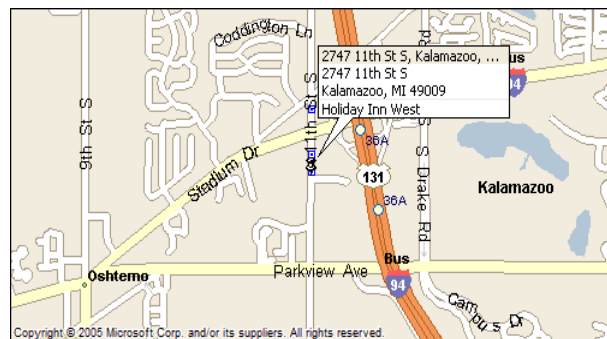
promotes more effective problem solving sharing with you Dr. Bajaria's key thoughts and his first principles of *Statistical Problem Solving*. Dr. Bajaria's methods provide a systematic, disciplined approach to reveal the true nature of a given problem and identify its best possible solutions. Perhaps most important, *Statistical Problem Solving* is a sound, bottom-line business strategy. Mark A. Morris has more than 30 years experience in tooling and manufacturing as a skilled machinist, toolmaker, college instructor, technical writer, and quality professional in roles from Quality Engineer to Director of Continuous Improvement. His expertise lies in dimensional issues, reliability, maintainability, and quality systems. Mr. Morris' credentials include undergraduate degrees focused on manufacturing engineering, industrial education, and metalworking; Master of Education degree from the College of Technology at Bowling Green State University; CQE, CRE, and CQA certifications from the American Society for Quality; and Senior Level Geometric Dimensioning and Tolerancing Professional (GDTP) certification from the American Society of Mechanical Engineers. Mr. Morris also has served as Education Chair for the Ann Arbor section of ASQ, teaching candidates to become ASQ Certified Quality Engineers. He presently

serves as Chair of the Ann Arbor section of ASQ and as Adjunct Faculty for Eastern Michigan University.

APICS SWMI Members & Guests - Please join us for November's PDM, along with our colleagues from ISM and ASQ.

EVENT INFORMATION

- Date/Time:** Tuesday, November 10, 2009
Hors d'oeuvres 5:30 pm
Presentation Begins 6:00 pm
- Location:** Holiday Inn West (Just off I-131 at the Stadium Drive Exit - Oshtemo
See map below)
- Pricing:** No charge
- Registration:** By Tuesday, November 3th
- Contact:** <http://www.apicsswmi.com>



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APICS SWMI President's Corner

I was fortunate enough to attend the APICS International Conference in Toronto Canada in early October. We attended workshops on Saturday October 3rd that focused on ideas of how we can better run our Chapter and provide information and services to our membership. There were some good ideas that came from those sessions and some of them are incorporated in our website.

One of the unique aspects of the SW Michigan APICS chapter is that we are one of a very few Chapters I have come in contact with that are offering PDM's on a regular basis with 2 other professional organizations. This offers a great opportunity to meet and network with people from local companies that come from Supply Chain, Procurement and Quality. We have changed our venue to offer a more conducive environment for networking. Our program year has been very good already with Sheri Welsh offering some very valuable information regarding the economy, our local employment status and excellent tips on how to search for employment at our last PDM. If you missed it, a lot of very good information was provided. Our PDM's are free and the rest of the line up for the program year will provide more quality speakers discussing topics that can help you at your job every day. Look at our website for information on upcoming speakers and make plans to joins us next month at the Holiday Inn West in Kalamazoo. Now more than ever with the uncertain job market is the time to be involved with your local APICS Chapter.

We continue with our education offerings and CPIM classes now underway at WMU. We will continue these certification classes into next year and offer just the Basics of Supply Chain Management course for those individuals that may not want to take all 5 modules and become certified, but want a class on the fundamentals in Supply Chain and Operations Management. Be looking for a class to be offered in 2010.

We look forward to seeing you at future PDM meetings and continue to watch for this newsletter. This newsletter is one tool that will keep you up to date on all of the activities that the Board is making available to you. Check our website often to see any new developments as well. The website is updated frequently to make sure you stay informed.

Respectfully yours,

Micheal Manchester

APICS Great Lakes District Update Corner

By Jeff Taft, APICS Great Lakes District Staff Representative

Resources:

APICS Great Lakes District Website
APICS Learning Communities

<http://www.apicsgreatlakes.org/>
<http://communities.apics.org/COP>

Dates to Remember:

February 19 – 21, 2010
August 6 – 8, 2010

2010 APICS Great Lakes District Student Case Competition (Chicago, IL)
APICS Great Lakes District Meeting (TBD)

Editor's Corner

Last month we told you about joining us on LinkedIn, the social networking site for professionals. Later in this newsletter you will find an article on using LinkedIn as a valuable tool. We hope you find it beneficial. This month, we're pleased to announce that we have also set up an account on Facebook. If you are a Facebook member, or want to join Facebook, you can connect with your fellow APICS SWMI members by becoming a fan. You may connect to us by going to the chapter website, <http://www.apicsswmi.com>, and click on the "Become a Fan" link. For those of you who attended October's PDM, you know Facebook is just one more way for you to build your network. Get connected!

The APICS SWMI Monthly Newsletter is published monthly by the Southwest Michigan Chapter of APICS, the Assoc. for Operations Management, to provide its members the news and activities of the chapter. Comments, suggestions and story ideas are welcomed and encouraged.

Editor: Ed Huver

communication@apicsswmi.com

Updated Contact Information

Do we have your correct email address? If you have not received either the newsletter or an announcement of this month's PDM by email, then we don't have your current contact information. If you would like to receive all the latest APICS news, please forward your email address to Ed Huver at communication@apicsswmi.com.

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APICS Southwest Michigan Chapter 2009-2010 Leadership

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We would like to highlight APICS Member Companies and Individual Members for their contribution to Operations and Supply Chain Management. If you have something you feel is newsworthy, please send it to us for inclusion in the next newsletter.

All submissions should be directed to either Cindy Troyer, VP of Membership, at membership@apicsswmi.com or Ed Huver, VP of Communications, at communication@apicsswmi.com

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APICS SWMI Education Corner

APICS Southwest Michigan Chapter Educational Offerings

Below is the current schedule of classes being offered by your local Chapter. The inventory workshops are very cost effective and are being taught by a very experienced Supply Chain Professional. We are working to offer both Lean and Global Sourcing workshops sometime in the spring of 2010. All of these courses are being offered to help your company's professionals get the knowledge they need to have an impact on making your company more competitive in the marketplace. Go to our website @ www.apicsswmi.com and sign up for the course that will help you in your career.

Look for Basics of Supply Chain Management and CSCP certification classes that will be offered in 2010.

Education Schedule - CPIM

Western Michigan University On-Campus Student Classes 2009-2010

CPIM Module 1	Sept 17, 24, Oct 1, 8, 15, 22, 29,
CPIM Module 2	January 7, 14, 21, 28, Feb 4, 11, 18
CPIM Module 3	March 4, 11, 18, 25, April 1, 8, 15, 22

Education Schedule - Inventory Workshop

M-Tec Open Classes - 2009

Physical Inventory	Nov 12
Material Requirements Planning/Bills of Materials	Dec 3

Attention Members currently serving in the Military: Opportunity to learn more about obtaining the CSCP designation via a FREE Webinar. Please read!

Recently, APICS partnered with Defense Activity for Non-Traditional Education Support (DANTES) to offer military service members and their families the opportunity to secure the valued CSCP designation at 100 computer-based testing sites around the globe. Under this new partnership, the APICS CSCP certification exam is covered by DANTES.

APICS is holding the "**Sales Strategies for the Department of Defense—Chapter Resources and Tips for Military Engagement Webinar**" that provides information on sales strategy for the Department of Defense, various chapter resources and tips for military engagement. This webinar also outlines the various initiatives undertaken by APICS to promote APICS CSCP program to the service members.

The webinar is presented by Lisa Sallstrom, Director of Certification, APICS on Tuesday, October 27 at 1:00 CT.

If you have any questions or are in need of further information, please e-mail at certification@apics.org.

Sales Strategies for the Department of Defense—Chapter Resources and Tips for Military Engagement Webinar Presented by Lisa Sallstrom, Director of Certification, APICS

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APICS SWMI Education Corner Cont'd

If you are interested in hosting APICS training, either public or private, at your facility, please contact Micheal W. Manchester, President, at president@apicsswmi.com or micheal.w.manchester@pfizer.com. Training discounts are available for hosting training, multiple company attendees, and APICS members.

Higher level management may not understand what APICS can provide its members. Sometimes these executives need to be reminded about APICS' benefits. Whatever your situation may be, if you would be interested in having APICS SWMI present the programs our Chapter offers to your fellow colleagues, please contact Micheal Manchester (president@apicsswmi.com) or Jeff Taft (finance@apicsswmi.com) and they can arrange a time to visit your company.

LinkedIn - Six Steps Explained

Your 1st degree connections are people you know and they are the center of your network. Each person connected to your direct connection makes a 2nd degree connection and those who are linked to your 2nd degree; make up your 3rd degree connection.

So, in this way you can say that you have linked with friends' friends and you don't feel like your connections are strangers. You actually trust people who made a new connection possible for you. And as a connection yourself, you feel responsible for recommending somebody to a friend... this is what I would call "the circle of trust".

1. Creating your profile

"If your profile gives them what they want to know about you instantly, you will have their attention. So make sure your profile is well dressed for LinkedIn to be at its best" is the piece of advice given by Ajay Jain, author of Let's Connect.

Create an account – free of charge.

Fill out your profile completely.

Make your profile less formal; people are more interested in the person and what they are doing with their life. Short paragraphs are welcome.

Say a few words about you, don't just stick to your education and jobs or positions you had; be funny, be creative; use simple language.

Talk about your professional experience, goals and it is also recommended to mention why you chose to be a member of LinkedIn, and what is it you are hoping to get from your connections.

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It might be useful to tell people who you worked with in the past (industry, organization type, number of employees, etc.)

There is also a feature called “Recommendation” which actually allow people on LinkedIn to put in a good word for you, right in your profile. In case you don’t agree with the things written about you, you can reject that certain recommendation. This feature is a great help in editing your profile, because there are perhaps some details you missed and then somebody remembers them and send them back to you.

Recommendations and your answers rated “Best” in the Q&A section boost your credibility.

It is advisable not to put your email address under your name on your profile and there is a good reason for it. Putting the email address there, make people aware that you are willing to connect with just about anyone. Better let the person interested in you contact the mutual friend in order to get in contact with you.

Add a photo of yourself, so people can actually see who they are interacting with.

You can use up to three websites as a reference to you, places where people can find out more about you.

Keep your profile up-to-date. Every time you add something new to your profile, connections can see it. “Your profile is like a dynamic CV, and beats any of those static, outdated ones posted on job sites or left with recruiters” Ajay Jain concludes in his book.

Use a tagline under your name; this is what members see first.

There are some privacy settings you could use in order to avoid spammers, salespersons to waste your time (Introductions, OpenLink and Inmails).

The checklist gives you the possibility to filter your incoming messages whether you want to be contacted for career opportunities, expertise requests, business deals, job enquiries or just to reconnect with others.

Set your profile to Full View. With this feature viewers will have more information about you and search engines will find you easier. You can also promote your profile by copy pasting the LinkedIn code wherever you are allowed. Why not check my LinkedIn profile?

2. Connecting to people

Upload your address book from Hotmail, Gmail, Yahoo, Outlook or any other database where your contacts’ email addresses are stored and LinkedIn will tell you immediately who of these are already LinkedIn members.

You may choose to invite all these people to your network.

Invite people who are not LinkedIn members to set up accounts, this way your network broadens.

LinkedIn doesn't allow you to contact somebody let's say 2 degrees away, at least not doing it directly (there are no contact details to let you do this). First you have to find a mutual connection that could forward an Introduction on your behalf. Beware; there is a limit of five Introductions per month at the free basic account!

InMail is another great feature, a premium one, which only paying members can have! InMails are private messages sent to any LinkedIn user without showing their email addresses. You can see these messages only if they are accepted by the recipient.

You can also activate your OpenLink feature. This is a way to be known at the highest rank, but you can still keep your contact information confidential. Sending an OpenLink message is free of charge, but having this feature activated means you need to be a premium paying member.

3. Further tips on how to use LinkedIn

First work on gaining a wide network that serves your personal and professional needs. Then ask questions or answer questions yourself to help others. This way you encourage global team work.

Check the site on regular basis, keep your connections warm.

Be careful about the language you use, don't make any spelling or grammar mistakes. Connections won't see you with good eyes.

Refresh the relation with your former colleagues, classmates (the bottom of the LinkedIn Home Page often shows them as being present in the network). You never know what kind of opportunities might come your way, and we have to admit that bonds are always stronger with these people.

Don't spam or bother your connections with too many or any irrelevant messages.

Always thank people when they do something for you like answering your questions, getting you an introduction or reference, giving you leads etc. Nurture the relationship. Use words like "thank you", "yes, please", "can I assist you", "I appreciate what you said".

Contact connections only if you feel interruption is welcome.

Be professional, be respectful.

Avoid being intrusive.

Don't accept invitations from people you really don't know. The idea is to get introductions from a friend and not from strangers; otherwise everyone could do the introduction himself/herself. Don't send invitations to people you don't know.

If you invite someone to LinkedIn, remember to remind that particular person under what circumstances you two have met and then you can choose to connect.

An option to group all your contacts is yet to come, but you can download a LinkedIn toolbar that lets you bookmark any of your contacts under any folders you create.

Don't invite your contacts to each social networking site you are a member of, it could become very annoying.

When you connect, always edit and personalize your invitation.

Give a reason for wishing to connect with a particular person.

Be open to discuss different matters such as family, hobbies, goals, etc.

Do not only connect with people from your industry. Try other branches too; people met there might become your clients.

Avoid being critical of members by mentioning their names when networking with your partners.

4. Answers / Q&As

Questions should be only posted when you can not get the desired information. Look up first!

Close the question when you get your answer!

Participate as much as possible in the Q&As, this is how you can know people better

Rate responses by all means, otherwise the respondents will ignore your future questions!

Questions asked have to be clear!

There is a limit of 10 questions a month for the basic account.

Be careful not to give misleading answers in a subject area, as that will reflect your skills and knowledge!

5. How to recommend somebody

There are certain criteria that should be taken into consideration when recommending someone. Check:

If you have actually worked with the recommended person;

If he/she has delivered products or services to you;

if you were content with the delivery;

If you have met the person;

If you are happy with recommending this person to friends;

Language and spelling;

The reason for your recommendation.

6. Belonging to a group

LinkedIn has a special feature called Groups and these are divided into three sections: Basic, Premium and Partner. The Basic group feature is free of charge which actually doesn't appear on the directory. So to form an

idea, groups are collegiate and professional school alumni associations, corporate alumni groups, professional organizations, networking groups, event and tradeshow organizers etc. It is advisable to read Dave Taylor's

The good thing about using this feature is that instead of sending out questions to a huge group of people, you can choose only the domains you are interested in the most. Being a member of a group gives you the feeling of belonging to somewhere, instead of being posted individually on the network.

Conclusion

To sum up, LinkedIn is once again the biggest gathering of professionals, it is like an online Chamber of Commerce, where everyone has unlimited access 24/7 to valuable information. The space set is not an impediment anymore, you can do business easier than ever with Russia or the Far East, and that is only one click away.

You can find out information about companies in a smoother, easier way; you get to know your future employer before actually going to the interview; research possibility is better than ever. You don't need to count on recruiters, there is no need to send tens of CV's to all sorts of companies, you can actually get noticed and get into contact with, before you realize that.

My advice to you is to sign up on LinkedIn as soon as possible. You could be an active or a passive member, it doesn't matter.... things might come your way from sources you didn't even expect. You could get in contact with people you otherwise couldn't. It's easier than going to a conference, where you might not get the proper attention. Doing business from the computer is all that anyone could wish for!

A Student Perspective – The 2009 International APICS Conference

By Chelsey Meyer, APICS Western Michigan University Student Chapter, Public Relations

The 2009 International Conference was an adventure from beginning to end. We arrived at 12:30 AM Saturday morning, yes AM. We had some initial parking troubles in the big city. Who knew we would be parked with the likes of a Ferrari, but that's how it goes, "aye?"

We awoke on Saturday morning and began our venture through the subterranean tunnels to the skyway of the Metro Toronto Convention Center. Our day began in the Volunteer Leadership Program where The Southwest Michigan Chapter was recognized for its membership and certification rate. We attended "Real Life, Real Company, Real Money" to gain an edge for marketing APICS and CPIM to our fellow students at Western Michigan University. They reinforced how CPIM and the APICS body of knowledge can decrease inventory and shortages as well as its ability to create a team environment and increase visibility between departments. Next we went to "Embracing the Value of an APICS Membership" and "Creating a Viable Student Chapter."

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We learned of the new Young Professional Membership, which offers a discounted membership rate for our first two years after graduation. We also gained many tips from other student chapters to help recruit more students and get each of them more involved. Western Michigan's student chapter was recognized as the second largest chapter and received the Platinum Award. That evening we took on tourism. We ate at Joe Badali's and toured parts of "Nuit Blanche" a city wide contemporary art gallery with over 130 projects available on city corners and indoor street level lobbies.

Sunday morning Jason Jennings spoke about many of his books including, "It's Not The Big That Eat The Small – It's The Fast That Eat The Slow." I then attended "A Journey to a Value Driven Supply Chain" which spoke about starting a team, the dysfunctions of a team and creating global communication while obtaining senior management buy in. I went on to explore the APICS Expo featuring APICS Career Connections, IBM, Microsoft, Oracle, and many more. I joined "Smart Supply Chain Strategies and Best Practices for Today's Uncertainty" and what they assessed to be the strategies that 'winners' of this recession instituted. I met with my mentor Andrea Oltesvig for lunch and we climbed the CN Tower. We ended the day with "Job Search Strategies for Supply Chain Professionals." I would encourage everyone to check out job aggregators such as indeed.com and simplyhired.com as well as job search tools like jibberjabber.com and happyjobsearch.com. That evening we joined the parent chapter at the Lone Star Texas Grill, featuring homemade fajita shells.

Monday morning I attended a mini workshop session titled "Excel Tools and Techniques for Better Inventory Management." Stephen Cimorelli demonstrated how excel can often outperform its competitors MRP systems for a fraction of the cost. That afternoon I convinced the parent chapter to attend a tour of the Steam Whistle Brewing plant across the street. Later I took my own walking tour of the city to the harbor and my first ride on a subway back to the Fairmont Royal York, one of the nicest and oldest hotels in Toronto. For the Great Lakes District Dinner, everyone met at the Richtree Market Restaurant which has a very unique style of serving. It's similar to a buffet, but they make your food especially for you at each individual stand, for example, my favorite, Italian. Then on to the Loose Moose to watch the Packers play Brett Favre, a huge disappointment for many.

It was early rise Tuesday morning to meet for the Bayer plant tour. We were able to tour many of Bayer's unique warehousing options. They have 9 different hazard areas each with individual safety precautions including drainage floors and tanks, static guard flooring, and sprinklers on every pallet tier. Not to mention the coolest forklift around, which is made to navigate itself through Very Narrow Aisles (VNA). When we returned to the conference center, I attended "The Fresh Connection Session." It was an interactive session which gave us a small opportunity to experience their new supply chain web-based game. It is very challenging and requires each team to have 4 players, each from a separate strategic business unit. Lastly we attended part of the Aberdeen Luncheon and headed home, and despite my many fears, we all made it back into the country. We offer our sincere thanks to everyone that made it possible for us to attend. Thank you for this excellent and unique experience, it is irreplaceable. We are extremely grateful to have such open communication and support from our parent chapter, as well as our faculty advisor. Special thanks to the Southwest Michigan Board of Directors for coordinating and guiding us in the right direction before during and after our trip. Thank you!

APICS SWMI Membership Corner

Membership Update

APICS Southwest Michigan Chapter Congratulates our Certified Members

CPIM

Matthew Abel
Douglas Albee
Darrick Allen
Jodine Bogdas
Mark Breuer
Suzan Clipfell
James Earl
Fred Flegal
Kathy Gehron
Cristin Grove
David L Hess
Miao-Miao Horng
Margaret Hunt
Edmund Huver
Jeffrey Koorndyk
Chris Lacoss
Christopher Lai
Todd Lipovsky
Michael Manchester
Greg Martin
Rodney Mason

Andrea McCubbin
Douglas Meller
Craig Mellor
Dawn Metzger
Amy Montanye
Robert Montgomery
Derek Neufeld
Kevin Newland
Larry Patnode
Michael Petersen
Perry Piccard
Viswanathan Rajagopal
Benjamin Redenius
John Rigby
Julie Righter
James Rindler
Carol Robey
Mary Ann Ruesink
Wendy Russell
Christopher Swartz
Nancy Shafer
Paul Sliter

Wendy Sosville
James Tessar
Ronald Thomas
Todd Turcotte
Carrie Twichell
Bradley Walters
Stephanie Watson
Jason Wright

CIRM

Jodine Bogdas
Mark Breuer
Steve Jackson

CSCP

Mark Breuer
David Hess
Amy Montanye
Daniel Roth
Christopher Swartz

APICS Southwest Michigan Chapter Membership Update

New Members

Rob Conway
Ross Jameson
Paul Kinney
Shane Klumb
Steven Murray
Heidi Sawyer
Gene Stein

Membership Lapsed

Brian Long
Brian Jervis
Christa Burkhardt
Robert Sly
Michael Fanfair
Onyedika Onwudiwe
Randy Johnson

Renewing Members

**APICS WMU Student Chapter
Membership Update
August 2008**

New Members

Suspended Members

Adam Lagoni

Current Members

Mohammed Alharthy
Mark Antonuk
Zachary Atkins
Reed Befus
Elliott Berlin
Andrea Blankers
Carl Boone
David Brent
Jeffrey Burg
Ryan Buurstra
Alan Clark
Joe Connolly
Shane Cunliffe
Lauren Dilullo
Jason Elliott

Nicholas England
Anna Ferdyn
Heather Ferris
Nancy Field
Maurice Flowers
Nicholas Gebben
Scott Gilson
Jermaine Givens
Andrew Gohlke
Michael Hankamp
Andrew Harsini
Rachel Hartwick
Eric Heineman
Kenneth Henderson
Shaelee Heusinkveld
Brant Hoisington
Scott Holka
Michael Hood
Courtney Hughes
Matthew Hughes
Ryan Ishmael

Thomas Kaluzny
Justin Kastman
Jaquita Kellum
Todd Kelly
Ryan Kelly
James Klucka
Luke Knowles
Mike Kozan
Andrew Kwapis
Kian Boon Lim
Monica Lippert
Kevin Little
James Love
Phil Lower
Peter Lyngstad
David Mackellar
Harrison Martin
Ashley McKenzie
Marc Mercer
Chelsa Meyer
Ryan Mikel

Kyle Papierz
Richard Patroske
Lawrence Robling
Jeffrey Scott
Anthony Serio
William Shaw
Michael Sholler
Matthew Smith
Andrew Sonntag
Alejandro Staub
Steven Taratuta
Adam Taylor
Brittany Thomas
Matthew Trebesh
Joshua Turner
Michael Vanderkamp
Andrew VanLeeuwen
Alex Vincentini
Shawn Vogt
Nicholas Waldron
Johnny Williams

