



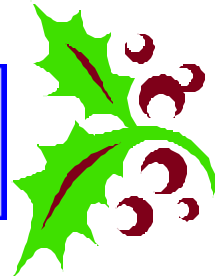
LEAD TIMES

December 2002

Serving Atlanta Professionals Since 1964

A MONTHLY PUBLICATION OF APICS

Have you ordered your FREE APICS 2002 International Conference Proceedings?
If not, order APICS Item number 01613. Every member is entitled to a free copy.



Congratulations

The 2002 APICS International Conference and Exposition would like to thank **Catherine Fiala**, a member of the Atlanta, GA chapter for her contributions to the success of this year's Conference. Catherine was one of this year's Scholars Coordinators and served a vital role in the positive experiences that the (21) Scholars gained at this year's conference.

Dan Braun, CPIM, CIRM
2002 APICS Scholars Committee

Holiday Social Meeting

December 10, 2002

Marlow House

See page 3 for Details
See page 6 for Directions

visit www.marlowhouse.com and
www.kayshirley.com

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January PDM Meetings

North

January 21, 2003 - Robert D. Boyle, Deere & Company—"Inspiring Business Innovation and Growth in Manufacturing Firms"

Pre-Dinner

January 21, 2003, Jon Harvill, CPC, Dunhill Professional Search—"Networking Your Way to a Job"

South

January 16, 2003 - Togar White, CPIM, CIRM, CMC, Context Group—"Current Supply Chain Practices and Metrics - Atlanta APICS Members"

Coming Soon

February, 2003 Start of CIRM Courses with Enterprise Concepts and Fundamentals (ECF)

April 16, 2003 Two, Half-day seminars

Robyn Walker, CPIM, CIRM

8:30 to 11:30 "Lean in 90 Days"

12:30 to 3:30 "Performance Measurements for the 21st Century"

Chapter Board of Directors

<p>President: Loretta David, CPIM, CIRM, CDP SSA Global Technologies (404) 495-9233</p>	<p>Chapter Secretary: Terri Botts (770) 682-5023</p>	<p>Tours Coordinator Jaime Altice ARAMARK 770/822-9297 x 408</p>
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<p>Past President: Tom Cox, CPIM Cox and Associates (770) 460-5370</p>	<p>Director of Company Coordinators Fred Miller, CPIM ARAMARK (770) 822-9297 x 541</p>	

Presidents Message

WHAT MORE COULD YOU ASK FOR?????

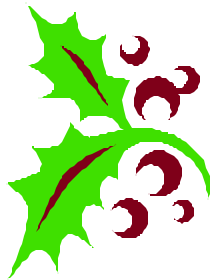
For you long time members – you are right, we don’t usually have a meeting in December. But we have an opportunity too good to pass up for a GREAT MEETING in a GREAT PLACE – so we are planning a joint Northside/Southside APICS ATLANTA HOLIDAY PARTY.

The December Joint Northside/Southside Professional Development Meeting (alias Christmas Party) offers:

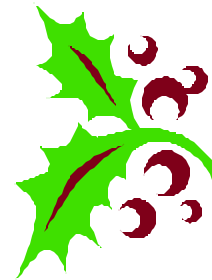
- 1) A chance to step back in time and visit a beautifully restored Victorian home “THE MARLOW HOUSE” elegantly decorated for the holidays and now being used to host special events. (Website is www.marlowhouse.com)
- 2) An accomplished and renowned speaker and author, Dr. Kay Shirley, frequently appearing on Atlanta business television programs. (website is www.kayshirley.com)
- 3) A topic that is near and dear to our hearts – FINANCIAL SECURITY.
- 4) An opportunity to treat your “significant other” or guest to a lovely evening complete with good food, valuable information, and door prizes.
- 5) For those who have to travel far, there are some delightful Bed and Breakfast accommodations within walking distance of The Marlow House. Spend the next day shopping in all the antique stores in the area.

MARK YOUR CALENDARS FOR TUESDAY, DECEMBER 10th, 2002
MAKE YOUR RESERVATIONS (early so the caterers are happy)
SEE YOU THERE!!!!

Loretta David, MBA, CPIM, CIRM, CDP
APICS Atlanta Chapter President



**APICS ATLANTA
JOINT NORTHSIDE/SOUTHSIDE
HOLIDAY PARTY
TUESDAY, DECEMBER 10th, 2002
6:30-9:30 PM**



**SPEAKER: Dr. Kay Shirley
TOPIC: *Striving for Financial Security*
PLACE: The Marlow House
DINNER COST: *\$25 per person***

Guests Are Welcome!

AN ELEGANT VICTORIAN HOME DRESSED UP FOR CHRISTMAS

192 Church Street

for Directions see Page 6

(near historic Marietta Square)

Marietta, GA 30060

(770) 426-1887

Bio: Dr. Kay Shirley does more than advise people how to invest their hard-earned money. She also teaches them how they could make their assets last a lifetime. Her second book, *The Baby Boomer Financial Wake-Up Call: It's Not Too Late to Be Financially Secure*, (Dearborn Financial Publishing) gives common-sense advice to people in their '40s and '50s who are just getting started investing. Her first book, *Live Long and Profit: Wealthbuilding Strategies for Every Stage of Your Life*, (also published by Dearborn) gives people of all income levels the knowledge they need to financially prepare themselves for retirement.

Dr. Shirley, a former teacher and management consultant, is president of Financial Development Corporation, as well as a registered representative, registered principal and branch manager for Mutual Service Corporation, a nationwide association of independent financial planners. MSC is a broker dealer and a member of the National Association of Securities Dealers and the SIPC. Financial Development Corporation is a registered Investment Advisor with the State of Georgia.

In January 1999, she served as the guest editor of *CNCurrency.com*, a website sponsored by Conde Nast Publishing. She has been interviewed on *CNN*, *CNNfn*, *Fox News Channel* and *Lifetime TV*. She has made several appearances on *Georgia Public TV* and has been quoted in *The Atlanta Journal-Constitution*, *The Atlanta Business Chronicle* and *Inc.* magazine. The October 1998 issue of *Entrepreneur* magazine profiled her first book *Live Long & Profit*. For two years, Dr. Shirley delivered the daily Free Advice financial segment of *WAGA-TV's* "Good Day Atlanta." She also created the TV show "Moneytalk" for Atlanta's *WGNX-TV*.

In the 1980s, Dr. Shirley was included on the lists of Atlanta's Top Twenty-Seven Self-Made Women, Atlanta's Fourteen Women on Top and Atlanta's Top Women Executives. *The Atlanta Business Chronicle* named her one of Ten Key Decision-Makers in Buckhead in 1990. She has served on the Board of Directors of the 1,000 member Buckhead Business Association since 1984, becoming the group's first woman president in 1989. She was a founding member of the Buckhead Club and belongs to The Women's Commerce Club.

Dr. Shirley hosts financial seminars and often speaks to civic, community and religious groups. In 1991 alone, she shared conference agendas with "Wall Street Week" host Louis Rukeyser, General Norman Schwarzkopf and Dr. Joyce Brothers. She is a member of the Georgia Society of the Institute of Certified Financial Planners and is a member of the International Association for Financial Planning. She is also a licensed life, health and disability insurance agent.

She earned her B.S. in Mathematics from Mississippi State University and a Ph.D. in Educational Administration and Management from Georgia State University. Georgia State named her one of its twenty-four Outstanding Alumni in 1989 and asked her to serve on its Alumni Board in 1998 and 1999.

She practices what she preaches and recommends only investments where she personally is invested.

APICS Education Course Schedule 2002 — 2003

Workshop Title	Location	Day	Dates
Basics of Supply Chain Mgt	TBD	Tues	Jan 7, 14, 21, 28, Feb 4, 11, 18, 25, Mar 4, 11
Execution & Control of Operations	TBD	Thurs	Jan 9, 16, 23, 30, Feb 6, 13, 20, 27, Mar 6
Theory of Constraints	TBD	Sat	Jan 11, 18, 25
Warehousing	TBD	Sat	Jan 11, 18, 25
All CPIM Courses	TBD	Sat	Jan 11, 18, 25
All CPIM Courses	TBD	Sat	Feb 8, 15, 22
Enterprise Concepts & Fundamentals	TBD	TBD	Start Feb
Master Planning of Resources	TBD	Tues	April - May
Strategic Management of Resources	TBD	Thurs	April - May

Discount!!

Bring your passing results from the most recent Certification exam, for a workshop that you took in Atlanta, and get a \$25.00 discount on your next workshop

Workshop Cost

	Member Price	Non-member Price
Basics of Supply Chain Management	\$425.00	Add \$50.00
All other CPIM workshops	\$325.00	Add \$50.00
All Fundamentals workshops	\$395.00	Add \$50.00
All CIRM workshops	\$425.00	Add \$50.00

Course Names CPIM

BSCM—Basics of Supply Chain Management
MPR—Master Planning of Resources
DSP—Detailed Scheduling and Planning
ECO—Execution and Control of Operations
SMR—Strategic Management of Resources

CIRM

ECF—Enterprise Concepts and Fundamentals
ICD—Identifying and Creating Demznd
DPP—Designing Products and Processes
DPS—Designing Products and Services
IEM—Integrated Enterprise Management

Directions to Classes:

To Gw Tech, Gwinnett Tech in Duluth:

From Atlanta, take I-85 north to Route 316 east. Take Exit 1 and turn left at the top of the ramp (Sugarloaf Pkwy). When you cross over Rt 316, Gwinnett Tech will be on the left. Look for the sign to find the correct classroom number.

The location for the 2003 workshops will be determined once a demand analysis has been performed. Attendee preference will be considered when determining the workshop location. An option is available on the web registration form for location choices.

Choices may include:

Gwinnett Tech in Lawrenceville
Ga Hwy 400 Corridor (N. Fulton)
Marietta
Mercer University in Decatur

Jonesboro on South Side
Fulton Industrial area
Conyers/Covington area

APICS Education Course Information

Evening classes meet from 6pm to 9pm. Saturday classes meet from 8am to 4pm.

Registration deadline for all classes is one week before the first session.

- Register by e-mail: cpim1ga@yahoo.com
- Register by phone: (770) 331-3908.

Bring cash or check made payable to APICS, Atlanta Chapter 83, to the first session. You can also prepay by credit card - please call 770/460-5370 at least 3 days before the class start date.

Cancellation Policy

To hold a class, there must be a **minimum of 10 people pre-registered**. If a class is cancelled, everyone on the registration list will be notified 3 days before the scheduled start date of the class.

Continue to check the web site as class locations will be added—www.apicsatlanta.com

Workplace Poll: Telecommuting Gains in Popularity

The virtual office is now a reality, with telecommuting saving businesses and employees millions in lost time and other costs.

Hundreds of businesses have launched formal telecommuting programs, which have grown steadily over the past decade and increased dramatically since 1999. The International Telework Association and Council (ITAC) estimates 28 million people telecommute one to three days a week, up 42% from 1999.

The increase is driven largely by technology, says ITAC President Tim Kane. The advent of broadband allows workers to have the same connection speed at home as they're accustomed to in the office. Plus, new technologies give employers confidence that their networks can have the same security outside the office as within."

Kane also touts potential savings in real estate costs for employers. A case in point is IBM, which has about 25% of its workforce telecommuting and has been able to save \$700 million by reducing the overall square footage leased.

Source: "Telecommuting Gains in Popularity, Savings", Benefitnews Connect, November 2002
<http://www.benefitnews.com>

New Members

Name

Barbara A Harwell
Erin C Cleary
James Huth
Warren R Mercer
Tony Williamson
Corp
Danna K Nelson
Larry Terrell
Koji Yamamoto

Oct - Nov 02

Company

Orbis-Menasha Corp
Brown & Williamson Tobacco
Corp
Software Solutions Inc
Master Foods USA
Makita Corporation of America

Kaci Nash
Heidi Stephens
Isil Haboglu
Zekayi Kilinc
Hal Bradford
Tony L Collins
Richard T Green
Ann C Newman
Greg Riekhof
Kyle Gordon
Randy B Wheeler

Datatex TIS Inc
Datatex TIS Inc
Datatex TIS Inc
Datatex TIS Inc
Scientific Atlanta
United States Can Company
United States Can Company
United States Can Company
United States Can Company
NCR Corporation
United States Can Company

Professional Development Meetings, 2002-2003

North Side

Third Tuesday of the Month—Buckhead Doubletree Hotel

January 21, 2003 - Robert D. Boyle, Deere & Company—"Inspiring Business Innovation and Growth in Manufacturing Firms"

February 18, 2003 - Tony Perri, Mercia Software—TBA

March 18, 2003 - Joint Meeting and Seminar with NAPM

April 15, 2003 - William Baron—"Theory of Constraints"

May 20, 2003 - Rebecca Smith, The Way, Inc.—"Courage, Character, and Integrity Leadership"

South Side

Third Thursday of the month—Sheraton Gateway Hotel, Atlanta Airport

January 16, 2003 - Togar White, CPIM, CIRM, CMC, Context Group—"Current Supply Chain Practices and Metrics - Atlanta APICS Members"

March 20, 2003 - Richard Barnard—TBA

May 15, 2003 - TBA

Pre-Dinner Meetings

January 21, 2003, Jon Harvill, CPC, Dunhill Professional Search—"Networking Your Way to a Job"

February 18, 2003, Jon Harvill, CPC, Dunhill Professional Search—"Resume Writing"

March 18, 2003, Jon Harvill, CPC, Dunhill Professional Search—"Interviewing Skills"

April 15, 2003, Jon Harvill, CPC Dunhill Professional Search—"Employment Negotiations"

Discover the Fortune that lies hidden in your company!



In your organization . . .

- ✓ Do your production meetings disintegrate into complaints about the forecast?
- ✓ Do your sales meetings fragment into arguments about not having ENOUGH of the RIGHT product?
- ✓ Is Finance pushing you to reduce inventory . . . again?
- ✓ Are you jumping through hoops to please the customer and you're still getting complaints?
- ✓ Does it seem that everybody is managing to a different set of objectives?

Imagine the goldmine of benefits when Sales and Operations are able to work together as a real team!

Discover how to achieve these benefits by attending a...

Sales & Operations Planning and Master Scheduling Workshop

at the West Lafayette, IN
campus of Purdue University
November 19 - 21, 2002
February 18 - 20, 2003

For all the details call Cathy Garrison toll-free at
1.866.PURDUE9 or see our Website
at www.purdue-sopms.com

Attending this Work- shop??

If you plan to attend the February workshop please let Cathy know that you found out about it through the Atlanta Chapter.

DIRECTIONS TO THE MARLOW HOUSE

192 Church Street
Marietta, GA 30060
770-426-1887

Directions from the South: From the airport, take I-85 North, it will merge with I-75 North as you go through downtown Atlanta, watch for the signs for I-75 North when the interstate splits, take I-75 North toward Marietta, take exit #265 (N. Marietta Parkway), turn left onto N. Marietta Parkway. To go to The Marlow House continue on N. Marietta Parkway until you can turn left onto Church St. This will be a one way street going toward Marietta Square. The Marlow House is the ninth house on the left (192 Church), blue and white house with white fence at the corner of Church and Ardis. Park in The First Presbyterian Church parking lots on Church and Cherokee.

CONTINGENCY VS. RETAINED SEARCH

By Jon Harvill, CPC

As a hiring official, you have a position to be filled and have always heard that for any position over 100,000 you should use a Retained Search firm, and for salaries under \$100,000 you should use a Contingency Search firm. Since retained and contingency searches usually cost about the same, let's look at how the services of search firms have changed and the opportunities these changes may offer you.

RETAINED SEARCH

Retained Search originated when the general business consulting industry broadened its consulting practices to include helping their client companies find top executives. They typically collect 1/3rd of their fee up front, and the other 2/3rds over the course of the assignment, whether a hire is made or not. In line with their consulting origin, retained search firms typically have a number of ancillary services they can provide to their clients, either included in the assignment fee or for additional charges. The most common of these services are:

- Salary surveys
- Assistance in developing the job specifications.
- Guidance in structured interviewing techniques.
- Assistance with a structured selection process.
- Face-to-Face interview of every final candidate.
- Reference checking and verifications.
- Salary negotiation strategy.
- Relocation assistance.
- Spousal employment assistance.

The negatives associated with Retained Search are:

1. Because of the deliberate approach used, retained search firms tend to be somewhat slower than you expect from a contingency search firm.
2. The client must pay part of the fee up front.
3. Retained Search firms tend to be generalist, without an industry or functional specialty.

The positives associated with Retained Search are:

1. The client usually expects a higher quality candidate as a result of the greater executive involvement of the retained consultant.
2. The client can be sure someone is working on their assignment and there is reasonable assurance the open position will be filled.
3. Additional business expertise is usually available to ensure the placement goes together reliably.
4. If needed, confidentiality can be maintained more reliably.
5. Only a single contact must be maintained.

CONTINGENCY SEARCH

Contingency Search has its origin in the employment agencies that started out by finding jobs for administrative personnel, for which they charged the applicant a percentage of their first several months' salaries. It quickly moved to employer paid fees, rather than applicant paid fees, and expanded upward to cover most salary levels. The term

'contingency' means the search firm only collects a fee when the client company actually hires someone provided to them.

The negatives associated with Contingency Search are:

1. The lack of money up front allows for a lack of commitment to fill every job assignment taken. Contingency search firms tend to 'cherry pick', to work the easy positions and not work on the hard-to-fill positions.
2. If more than one firm is given the same job to fill they may race each other and present candidates who are inadequately screened. In their haste the search firms may fail to identify and recruit the very best candidate for the job.
3. Contingency firms may lack the ancillary consulting expertise and involvement to guide the placement together reliably and efficiently.
4. Using multiple search firms requires dealing with multiple contacts.

The positives associated with Contingency Search are:

1. You can more often find a Contingency Search firm that has an industry or functional specialty that matches your firm's needs.
2. The job opening may be filled faster, (or it may not be filled at all) depending upon the anticipated difficulty.
3. No money is required up front.

In recent years the differences between retained and contingency search firms have tended to become blurred. Retained search firms have modified their offerings to accept the last portion of the fee contingent upon a hire being made. Contingency search firms have moved to higher salaries for which they may also require money up front or even a full retainer for a commitment to fill a position.

In effect, you now have Retained Search firms, Contingency Search firms and a special breed of search firm that truly wants to fit the search relationship to the actual needs of the client, not what they themselves are more comfortable performing. These special breed firms have the ability to perform like a retained search firm, when that is what is needed by the client, and like a contingency firm if that will reliably satisfy the client's needs and desires.

EXPECTATION

It is up to the hiring official to search out and demand the specific relationship and any ancillary services that are appropriate to satisfy their company's needs. No matter what the job opening to be filled, you should expect the following from your search firm:

- A thorough understanding of the job specifications.
- A thorough understanding of your organization, your company, your industry and the advantages to an employee of working for your company.
- A clear communication of what the search firm is going to do on the assignment.
- Their research, recruiting, screening and presentation process in writing.
- References, industry reputation and suitable certifications.

Continued on page 8

FREE RECRUITMENT & EMPLOYMENT ASSISTANCE

Unless otherwise noted, contact:

Jon Harvill, CPC, APICS Employment & Recruitment Coordinator
c/o Dunhill Professional Search
2110 Powers Ferry Road, Suite 110,
Atlanta, GA 30339
phone (770) 952-0009, fax (770) 952-9422
e-mail - dswatlga@mindspring.com

As a totally free service, the APICS Employment and Recruitment Coordinator accepts resumes from members and notices of job opportunities from companies and third party agencies for listings in this newsletter. Listings will normally appear only once, but may be repeated upon request. Resumes will remain on file for six months. When contacted by a company seeking available APICS candidates, we loosely match job requirements with the pre-submitted resumes and forward the resumes to the inquiring company.

OPEN POSITIONS:

J1201 PRODUCTION PLANNING AND INVENTORY CONTROL MANAGER, with job shop and/or machine shop experience, needed to master schedule plant, launch OEM parts and raw material replenishment orders, control inventories, load-balance work centers and communicate effectively with suppliers as well as internal and external customers. Must be self motivated and a self starting individual and able to grow with the responsibilities.

J1202 SENIOR CHEMICAL BUYERS for Dallas and N.E. West Virginia consumer products manufacturing plants. To develop vendors, control inventories, launch orders and coordinate the expediting, product receipt, and material handling functions. BS in Chemical Engineering or equivalent technical degree strongly preferred with 7 or more years chemical purchasing experience.

J1203 DIRECTOR OF MANUFACTURING sought to lead multi-plant operations, including a Maquiladora plant, in the manufacture of electro-mechanical and motion control products. 10 years minimum manufacturing and supervisory experience, knowledge of lean manufacturing concepts and practices, and BS degree required (EE, ME, IE preferred). MBA also preferred.

J1204 BILINGUAL PLANT MANAGER (English/Spanish) sought to manage a Maquiladora electro-mechanical manufacturing plant. Strong supervisory skills and lean manufacturing experience required.

J1205 LEAN MANUFACTURING SPECIALIST, with English/Spanish language skills, needed to lead a Maquiladora plant in process improvement, cost reduction, new product introductions and lean manufacturing concepts and practices.

For job openings J1201 – J1205, call Jon Harvill, Dunhill Professional Search, (770) 952-0009, Fax (770) 952-9422 or email dswatlga@mindspring.com, (Employer paid fee agency).

AVAILABLE CANDIDATES:

A1201 OPERATIONS RESEARCH SPECIALIST/SUPPLY CHAIN CONSULTANT with seasoned experience programming major supply chain solutions resulting in improvements of up to \$5MM. APICS certified at the fellow level. Will consider projects, consulting or temporary assignments. BS in Mathematics. Most major platforms and applications.

A1202 MANUFACTURING APPLICATIONS SPECIALIST with 13 years experience in supply chain planning and systems integration. Instituted manufacturing and procurement system integration for a \$350MM company combining 3 distinct product brands, 4 manufacturing plants and 20 distribution centers onto 1 platform.

Continued from page 7 Contingency vs Retained Search

NEGOTIATION

Get exactly the service you would benefit from the most. You can negotiate the relationship, and the additional services that are of value to you, by using a suitable mix of the following incentives that may actually cost your company nothing additionally:

- Offer the consultant open communications with the decision makers.
- Give multiple job assignments if they exist.

- Give a two-week exclusivity on a contingency search assignment.
- Give full exclusivity on a contingency search assignment.
- Use an incremental progression from a token retainer (to make a contingency search a 'preferred' search) all the way up to a full retained search.

Will you get better results from your next search dollar expenditure using this roadmap?

Become a Presenter at the APICS 2003 International Conference

The industry's best and the brightest academicians and practitioners deliver dynamic, content-rich presentations at APICS' annual conference.

It is APICS' pleasure to invite you to submit a presentation proposal for the 2003 APICS International Conference and Exposition, October 6-9, in Las Vegas, Nevada.

How will becoming an APICS presenter benefit you and your organization?

This prestigious speaking opportunity will highlight your successes and demonstrate best practices used to achieve organizational goals, while heightening your company's awareness among industry professionals.

Join the ranks of recognized experts--get details and submit your presentation proposal at <http://apics2003.heuristics.net/cfpLogin.asp>. The deadline for submissions is December 1, 2002.

Questions? Contact Alesia Coles at (703) 354-8851 or a_coles@apicshq.org.

Measure Loyalty to Improve CRM

One of the most common applications of market research involves measuring customer satisfaction. From the [American Customer Satisfaction Index](#), increased customer satisfaction leads to increased consumer spending. For this reason, many companies have been instituting customer satisfaction surveys to try and measure this elusive metric.

Customer satisfaction research may also be completed to assess customer expectations for new products or services. If a company is developing a new word processing package, it would be important to know if it must have implemented a thesaurus and spell checking. Another example in manufacturing would be knowing the packaging requirements for a new consumer good. Is a blister pack acceptable, or does it need to be a self-standing carton. Failing to meet these expectations would lead to poor customer satisfaction.

Another reason why market research on customer satisfaction is completed is for competitive analysis. Toyota automobiles and Dell computers have long lead the competition for customer satisfaction. An automobile manufacturer might want to know in what areas their customers have experienced complete satisfaction so they improve their own offerings.

The first measure that is often determined from a survey is loyalty. Loyalty is the probability that a customer will continue to purchase a company's product or service in the future. This is best measured with a projective technique where a person is

asked if he or she would recommend the product or service to another person. This removes some of the bias associated with giving a negative answer while accurately determining what the company wants to know.

The important aspect of loyalty measurement is the difference between highest score and the rest of the scores. For example, if loyalty is measured on a 10 point scale, there is a tendency to say that everyone answering 5 or greater is loyal, and everyone less than 5 is disloyal. This is fundamentally incorrect. For it is the customers answering 10 who are truly loyal. It is the tens that will continue to purchase and convert other customers through word-of-mouth advertising. For example, the highly competitive airline industry is known for its poor customer loyalty. While many customers will use an airline, almost all have some complaints with their preferred airline. These customers are not truly loyal, because they are themselves looking for better prices or service.

Keeping customers loyal and converting existing customers to loyal is one of the best methods companies have for improving profitability. Companies that successfully integrate loyalty measurement and improvement into their customer relationship management will see greater customer satisfaction and hopefully greater revenues.

For more information:

Jeffrey C. Stephens
Ixian Consulting, Inc.
Phone: 1-888-900-9813
stephens@ixianconsulting.com
<http://www.ixianconsulting.com/>



What an APICS membership affords you: An opportunity for education, continued update of P&IC practices, and quarterly literature. Monthly Professional Development Meetings offer lectures and workshops on varied topics.

If you have moved or have changes to note, please contact APICS Customer Service to update your records. Phone 1-800-444-2742.

National Headquarters

Mail to:
 APICS
 5301 Shawnee Road
 Alexandria, VA 22312-2317

If you want new membership information:

Mail this form to:
 Bill Howell
 5415 Ashwind Trace
 Alpharetta, GA 30005

For Newsletter information:

Mail to:
 The Printing Place
 244 N. Main Street
 Jonesboro, GA 30236
 770-471-7071
 E-mail: tprntpl@mindspring.com

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	<i>Please Check Preferred Mailing Address</i>		
_____ Home Address	_____ (Street)	_____ (City)	_____ (State) (Zip Code)
_____ (Work Phone)	_____ (Home Phone)	_____ (Fax)	



Atlanta Chapter
 244 N. Main St.
 Jonesboro, GA 30236

FIRST CLASS MAIL

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 Distribution Management
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