

# Advanced Manufacturing Newsletter

## Supply Chain Optimization It Starts In-House

Are your Manufacturing and Purchasing groups working together to optimize the supply chain? This month's MANT meeting focuses on aligning these two functions to obtain optimal performance from both.

Dr. David Finn, assistant professor of marketing in the Neeley School of



Business at T.C.U. and Director of Education for the National Association of Purchasing Management Fort Worth, the local affiliate of the Institute of Supply Management will explain how effective

supply chain management relies on close cooperation between manufacturing and purchasing.

Over the past year he has been working closely with the Neeley School's Supply and Value Chain Center to design curricula for the Center's certification program in Supply Chain Studies. He is

Join Dr. Finn as he takes on a journey from Purchasing to Sourcing to Supply Chain Management. Learn about what some companies are doing to optimize their supply chains and to improve communications between manufacturing and purchasing.

Lockheed Martin Aeronautics Material Management Center is this month's sponsor. Many new suppliers are coming on-line as they ramp up for the Joint Strike Fighter contracts. Most smaller manufacturers face the same challenges as large manufacturers, particularly in the area of supplier performance.

The meeting is on October 8, 2002 from 11:45 until 1:15 pm. The location is the Holiday Inn North at I35 & Meacham Boulevard. Members pay \$15 and nonmembers \$25. To RSVP please contact our office administrator Tammie Lile at 817-348-0706 or send an email message at [tlile31](mailto:tlile31).

Please join the Manufacturers Association of North Texas this month and bring a guest. We promise to deliver informative programs, great networking and good food! Please visit [www.mant.us](http://www.mant.us) for more information on MANT.

## Supply Chain Management Training Opportunity

The Texas Manufacturing Assistance Center is offering Supply Chain Management training on November 21. TMAC's course offers attendees a methodology to define the supply chain, its components and how they are related. A simulation is included to help students understand the importance of supply chain integration. You will also learn the impact of demand and the competitive advantages and optimization that can result from managing demand across organizations. This open enrollment course will help students define value from the perspective of the customer and understand management of the supply chain in delivering value.

This 8-hour course offers continuing education credits and group discounts. Regular price \$395, via MANT's alliance with TMAC, members may attend for only \$295.

Please call Lisa Baldwin to register or for more information at 817-272-5922 or e-mail [Lisa.Baldwin@tmac.org](mailto:Lisa.Baldwin@tmac.org). Additional information is available at [www.tmac.org](http://www.tmac.org).



**Chair's  
Corner**  
Neftali Ortiz

Last month, I took a course offered by my employer, Lockheed Martin, entitled Personal Vitality. I have been with Lockheed Martin for 6 years now and have taken many company courses. However, as a sign of the times Lockheed Martin is recognizing that its employees want more than just a paycheck. In addition to company training, employees want courses on personal development.

Why is Lockheed Martin spending money to help its employees determine what their dreams are? They are doing this because it makes good business sense. I recently heard that, in addition to a base salary, the average new-hire cost anywhere between \$15,000 and \$30,000 to train. In an effort to reduce turnover, Lockheed Martin and other companies are promoting themselves as the employer of choice. In order to become the employer of choice, many companies are starting to invest in their people.

## Remember Manufacturers need Manufacturers

Other industries understand that a happy employee means happy customers. The retail sector has been working on improving employee satisfaction for years. In fact, Sears & Roebuck and Co. found that when their employees' attitudes improve by just 5 percent, customer satisfaction rose by 1.3 percent and revenue grew 0.5 percent.

What are other companies doing for their employees? I asked my Leadership Fort Worth (another example of Lockheed Martin paying for my personal development) classmates to share with me what their employers do for personal development.

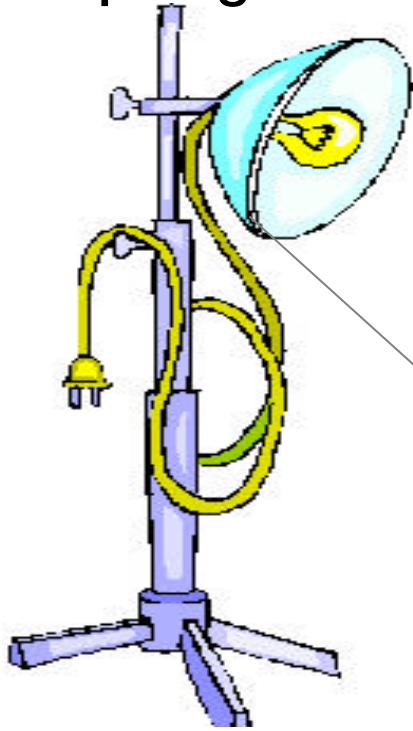
- Yvonne Husse, Star-Telegram, tells me that she gets training on learning how to use your talents to motivate others.
- Richard Maxwell, The T, supports his employees by paying for community based training classes. For example, he recently sponsored an employee's cost associated with the Fort Worth Hispanic Chamber of Commerce Leadership Program.

- As part of growing the company along with the employee, Ben Nitsch's company, The Brants, focuses on providing personnel development that helps its employees become better salespersons and to give back to the community.
- According to Annabell Lee, PPC, her company will pay for employees that want to take outside training course, such as Dale Carnegie courses.
- Sharon Fulcher-Tatom, Masonic Home & School of Texas, says that someday soon she hopes to take a company-sponsored seminar on Taking Care of You.

As the manufacturing industry becomes increasingly global, those companies that have happy and productive employees will be the ones winning contracts. It really comes down to taking care of the employees because they will be the ones ultimately taking care of customers.



# Member in the Spotlight!



Alibre, Inc. joined MANT during our summer mixer at Coors. They are located at 1701 N. Greenville Avenue, Suite 702 Richardson, TX 75081. Their phone number is 972.671.8492. Please Contact Greg Miliken for information on how their products can enhance your product design process. You may work with demo copies they have contributed to the Computer Lab at UTA-Fort Worth. Contact D. Wallace at 817-272-5922.

Professional 3D CAD has never been this affordable and accessible. With Alibre Design 5.0 you get everything you need to create complex mechanical products for one-tenth the price of comparable mid-range solid modelers.

Alibre Design redefines 3D CAD: Alibre has developed a next generation 3D CAD application designed for Internet collaboration. It allows designers, engineers, manufacturers, and their associates create 3D models and 2D associative drawings, share and edit product designs from different CAD applications, and spontaneously collaborate on-line in real time using precise design data to create complex mechanical products.

At only \$495 Alibre differentiates from the competition on both price and their easy-to-learn interface. In addition training, support and upgrades are included.



ALIBRE DESIGN: THE FIRST CHOICE IN 3D CAD

## EVENTS & TRAINING CALENDAR

Title	Date	Time	Non Member Price	Member Price
Lean Series: Problem Solving Tools	10/03-04/02	8-5 & 8-12	495	\$470
MANT Meeting Procurement & Mfg. in the Supply Chain	10/8/02	11:30 - 1:15	\$25	\$15
NAPM/ISM Southwest Conf.	10/9-12/02	8:30-5	N/A	N/A
Lean Series: 5S Visual Workplace	10/17/02	8:30-5	\$395	\$295
Lean Series: Cellular Manufacturing	10/24/02	8:30-5	\$295	\$280
Journey to Excellence: Improving Your Competitive Advantage	10/23/02	7am-9am	\$750 (full 9 mo. series)	Call
Eliminating Waste through Predictive Maintenance	10/30/02	8-5	\$35	\$30
Journey to Excellence: The Integrated Plan - Beginning the Journey	10/30/22	7am-9am	\$750 (full 9 mo. series)	Call

For details on any of the above opportunities please call MANT partner & co-sponsor Texas Manufacturing Assistance Center at 817-272-5922 today!

## Think Like A Customer Or Lose The Sale

By John R. Graham

The first in a series of 10 tips for customer service

1. Doing it your way.

After searching for heating system filters of a certain size, the homeowner found a supplier.

We'll call you when they come in, said the person taking the order. Since I am ordering a full carton, would it be possible just to have them drop-shipped to my home? the customer asked.

No, came the reply. We don't do it that way.

When a seminar leader asked what bothered them most about their suppliers, a group of farm store dealers were unanimous in their response. They did not like all the little charges vendors tacked on to their invoices. Then the seminar leader asked, How do you think your customers feel when you charge them for deliveries?

Listening to the customer means figuring out ways to avoid unnecessary aggravation.



## November Preview

Applying Six-Sigma to Manufacturing Business & Design is the subject for the October 8th MANT meeting program. Six Sigma helps companies decrease variation, improve product design, enhance business processes and eliminate waste.



Bell Helicopter Textron's Six-Sigma definition and how their implementation approach will be presented during November's meeting. Presenters include their Six-Sigma Program VP and/or Director and black-belt candidates. Don't miss this opportunity to learn from their experience regarding project and candidate selection, impact tracking and more! Look for additional information in next month's

Advanced Manufacturing Newsletter!

## TRAINING FUNDS \$\$

The North Texas Quality Consortium, a partnership between TMAC and the Bill Priest Institute for Economic Development are in the process of developing a manufacturer's consortium to apply for State Skills Development Funds. This fund is administered by the Texas Workforce Commission. Our application will consist of interested manufacturers that are willing to state their training needs and commitment to the program. The window for submitting the application is the next 30 to 45 days. Don't miss a great opportunity. Contact TMAC at 817-272-5922 or email [Deborreh.Wallace@tmac.org](mailto:Deborreh.Wallace@tmac.org)

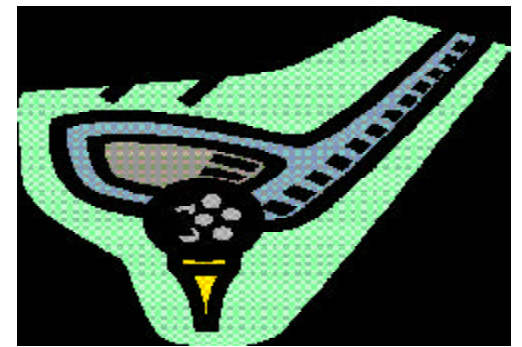
## Green Belt/Black Belt Six Sigma Expert Training

The University of Texas at Arlington through their Association with the Texas Manufacturing Assistance Center and International Quality Training are offering Six Sigma Expert Training. Courses commence on February 3rd, 2003 and run for 4.5 days. The subsequent 3 modules are scheduled to run in March, April and May. Students may attend the first two sessions to achieve Green Belt status and terminate or continue with the final two modules for Black Belt.

This powerful program provides participants with proven six sigma tools and techniques, plus practical experience to catapult their organization toward world Class status. Emphasis is on gaining knowledge in all aspects of product and process life cycles.



The course is taught by Gary W. Steel, BSEE, MSE. Gary is a Certified Master Black Belt Six Sigma Instructor for Air Academy Associates. Some of his customers include Sony, TI, Delphi, Chrysler and Johnson Controls. MANT members in good standing are eligible for discounted training off the already competitively priced course fees of \$4,500 for Green Belt and \$8,000 for Black Belt. All workbooks, textbooks and software are included. References available upon request.



## 1st Annual MANT Golf Turney

A golf tournament is planned for November 8, 2002 at the Tierra Verde Golf Club in South Arlington. Proceeds from the tournament will go to Fort Worth Junior Achievement and the MANT operating fund.

As an added incentive, this event includes a one-hour group short game clinic with LPGA Pro, Amy Fox which will be held from 10:30 to 11:30. A shotgun start for the scramble begins at 12:30. Also included in the registration fee are a box lunch, the clinic, green fee, cart and range balls. Player fees are \$85. We hope to target 26 foursomes. Prizes will be given to the top 3 teams. In addition 2 mulligans can be bought for \$10 which includes a raffle ticket for a \$100 restaurant gift certificate and a chance to win wedges from local manufacturer Spalding/Hogan.

We are actively seeking sponsors for prizes and ditty bags. Your support is needed help make this first annual event a success.

The Fall weather should be great so members and friends of MANT, please contact Board Member Bob Thomas for more information or to express an interest in participating. Bob can be reached at 817-229-9015 or send him an email at [thomas\\_rw@msn.com](mailto:thomas_rw@msn.com).

## NEWS FROM



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

### DECLINE IN UNEMPLOYMENT & JUMP IN MANUFACTURING REFLECT MIXED ECONOMY

The Labor Dept.'s 9/6 report that unemployment fell to 5.7 percent in August, as overall payroll employment edged up just 39,000 reflects an economy still in the doldrums. While the economic fundamentals are solid enough to avert a double-dip recession, the U.S. is faced with a jobless recovery until the growth rate rises. Since April, only 162,000 new jobs have been created. However, that statistic pales in comparison to the average monthly job loss of 130,000 during the prior 12 months.

Consumers are keeping the economy in the black, but weakening economic growth abroad and an overvalued dollar continue to hurt exporters. Uncertainties surrounding the stock market, excess capacity and credit constraints are hampering an investment recovery.

The Commerce Dept.'s 9/5 report that new manufacturing orders rose by an exceptionally strong 4.7 percent in July, while shipments rose a milder 1.6 percent, is solid evidence that the manufacturing recovery remains on track. The strong rebound in overall manufacturing orders from the 2.5 percent decline in June was driven primarily by big ticket durable goods orders which advanced 9.2 percent in July. This is an upward revision from the advanced orders report released late last month which reported a gain of 8.7 percent. While it is too soon to say that an investment recovery is now accelerating, this report is hopeful evidence that momentum is mounting for a stronger business investment in the fourth quarter.



## Endorsement

U.S. Representative Joe Barton, District 12 has endorsed MANT as an organization contributing to the strength of the manufacturing sector.

In a recent letter he stated I support the organization and its dedicated volunteers and encourage North Texas manufacturers to join and become active members.

MANT serves to provide a network where manufacturers can share information and get access to the resources they need.

# Journey to Excellence

New Program starts October 23, 2002

A new season on this proven business improvement methodology commences October 23rd from 7am to 9am in Fort Worth and Garland. Journey to Excellence has been helping businesses for over a decade take the steps to operate better, faster and cheaper. Journey to Excellence starts your organization on a path to new growth, better cash flow, and increased productivity.

The nine-months of weekly 2-hour instruction sets the foundation for changing your organization. But, this course is more than book learning. You get the chance to learn how to implement these concepts.

JTE will fill you with confidence, in your plan, in your team, in your future. You will learn

Lean business practices, the vision, teamwork and planning it takes - and how to get there.

Unique this year are the 32 hours of free on-site consulting from the SBDC for Enterprise Excellence and the Texas Manufacturing Assistance Center. When your company registers 3 or more people you qualify for four hours of on-site consulting per month. You will receive an expert's critique of your strategic plan, identification of ways to set you apart from your competition and ways to improve communication, evaluation of team readiness, development of customer product matrix and much more.

The Enterprise Excellence Methodology consists of four modules covering the following:

Visionary Planning

Company Culture

Process Improvements & Integrations

Implementation of Appropriate Technology

This year participants may register for the complete program or by the module. For only \$750 you may attend all four modules. Individual modules sell for \$250.

To view abstracts of previous JTE presentations online, visit [arri.uta.edu/sbdc](http://arri.uta.edu/sbdc).

Contact Jo An Weddle, Director of the Small Business Development Center for Enterprise Excellence at 817-272-5930 for further information on the program.

Deadline for registration is October 22, 2002. You may pay via credit card or with a personal or company check.

Please join us at the UTA/ Fort Worth Campus on the 23rd and in Garland on the 24th.



## Did Ya Know?

THE INTERNATIONAL TRADE COMMISSION HAS LAUNCHED an investigation into the economic impact on the United States of five trade agreements enacted over the last 25 years. The investigation, *The Impact of Trade Agreements: Effect of the Tokyo Round, U.S.-Israel FTA, U.S.-Canada FTA, NAFTA, and the Uruguay Round on the U.S. Economy*, seeks written comments submitted for the record. A report will be produced late next summer.

<http://www.usitc.gov/er/nl2002/ER0913Z1.HTM>

Excerpted from *Manufacturing Daily*, September 2002

For smaller manufacturers, lack of resources such as time and money can be impediments to developing world-class suppliers - but there are ways to overcome those barriers.

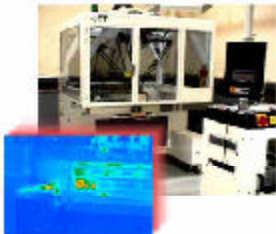
One of the most effective ways of knocking down the barriers is...asking. Sitting down with your supplier's senior people and asking them to help you identify opportunities to cut costs will often yield surprising bottom-line results.

Excerpted from APICS, *The Performance Advantage, World-Class Procurement and the Small Manufacturer* September 2002

Ron Crabtree, CPIM, CIRM,

## Reduce Maintenance Costs & Improve Troubleshooting Efficiency!

HOW? By attending **Eliminating Waste through Predictive Maintenance**, an all day workshop offered on October 30th. For only \$35



you get access to industry leaders and demonstrations utilizing laser, infrared, ultrasonic, oil analysis and other predictive maintenance technologies.

This event sponsored by the Texas Manufacturing Assistance Center, a department of UTA's College of Engineering begins at 8:00 am with registration and continental breakfast.

John Kravontka, President of TPM Unlimited and an internationally renowned expert on TPM is our featured speaker. He will discuss and identify methods of using predictive systems to reduce operating costs. Emphasis will be placed on understanding

TPM and the use of predictive tools to reduce production down time.

Local manufacturer Tetra Pak will share their experience and success using

these cost-saving tools to achieve world class manufacturing.

Our participating vendors have donated more than \$7,500 worth of half day assessments which will be raffled to workshop attendees.

Space is limited and interest high so register today. Call Lisa Baldwin at 817-272-5922 or email [Lisa.Baldwin@tmac.org](mailto:Lisa.Baldwin@tmac.org)

This event offers MANT members and local manufacturers a very cost-effective means to learn about and experience leading edge technologies for equipment maintenance.

## 56th Southwest Purchasing Conference

The National Association of Purchasing Management, now the Institute of Supply Management is holding their annual Southwest Regional Conference in October. The date is October 9-12 at the Renaissance Worthington Hotel in Fort Worth. There are many professional development opportunities, networking, supplier exhibits, Casino night, golf tournament and more. More at [www.napmdistii.org](http://www.napmdistii.org)!

### MEET OUR NEWEST MEMBER!

Unified Services of Texas  
Marshall Ryan  
Southlake, Texas  
817- 481- 9510



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