

CEMM

CENTER FOR EXCELLENCE IN MANUFACTURING MANAGEMENT

April 2003

Focus on Peter Ward

Peter T. Ward is the Associate Director of Research & Communications for the CEMM. In this role he leads new initiatives to ensure that we are meeting the demanding and changing needs of operations management.

In a recent newspaper article, Peter was referred to as “Dr. Lean” due to his leadership in teaching, researching and consulting lean management principles. He developed, in partnership with Ford Motor Company, the Tomorrow’s Lean Enterprise Leadership program, a popular series of MBA courses and internship opportunities. He also developed an executive education program on Lean Leadership and certification.

Peter’s research has been published in a number of journals, including Decision Sciences, and Production and Operations Management. He is associate editor of the Journal of Operations Management and the Journal of Quality Management. He serves as a judge for *Industry Week’s* Best Plants program and is on the advisory board of Ford Motor Company’s Lean Resource Center.

He received his Doctorate from Boston University, and his masters and bachelor’s degrees from the University of Massachusetts.

Among his community service activities is his service on the Board of Trustees for ARC Industries, Inc. Peter and his wife, Deb Bickford, have two teenage children and live in Upper Arlington.



CEMM Calendar

Upcoming Events:

- May 16: Professional Development Seminar
OSU Football Stadium
- April 22: Ross Products Division of Abbott Laboratories serves as “2003 Focus Company” for honors students
- April 21: Six Sigma Training
- April 17: Internship Job Fair
- April 14: Feedback Session at T. Marzetti, division of Lancaster Colony Corp.
- April 11: Bill Berry’s Class tours Tosoh SMD

Past Events:

- March 25: Open Book Management Seminar with the Great Game of Business
- Feb. 21: It’s Your Business Radio Show on WOSU 820 AM with Techneglas, Inc.
- Feb. 4: Feedback Session at Greif Inc.
- Feb. 6: Honors Students Tour Ross Products
- Jan. 28: Feedback Session at The Scotts Company

Mark Your Calendars Now Future Quarterly Seminars:

- May 16, 2003
- August 22, 2003
- November 14, 2003

May 16, 2003 Seminars

Morning Seminar: CEMM Members Only

“Retaining and Motivating Good Employees in Tough Times” is the topic of the morning seminar. Patricia L. Brown, Executive Director for Human Resources, at Bridgestone/Firestone Inc. (BFNT) will discuss the human resource challenges that her company faced following the recall of 6.5 million tires in 2000.

Ms. Brown is an alumni with both an MBA and Bachelor’s degree in human resource management from the Fisher College of Business.

Nashville-based Bridgestone/Firestone North American Tire, LLC (BFNT), whose parent, Bridgestone Corporation of Japan, is the world’s largest tire and rubber company. BFNT develops, manufactures, and markets Bridgestone, Firestone, Dayton and private and associate brand tires.

Afternoon Seminar

Robert Bauer, President of the Liebert Corporation, will speak on “Manufacturing Performance at Liebert”. Liebert, with manufacturing facilities in Columbus, has developed a comprehensive range of protection systems for sensitive electronics of every size and application. Liebert is the world leader in computer support systems, providing the only comprehensive family of solutions for the “Five Keys” to computer system availability: power availability, power protection, power conversion and distribution, heat removal and site monitoring.

Its parent, St. Louis-based Emerson, is a global leader in bringing technology and engineering together to provide innovative solutions to customers in electronics and telecommunications; process control; industrial automation; heating, ventilating and air conditioning; and appliance and tools. CEMM Member Company, Copeland Corporation, is also a division of Emerson.

Ross Products Hosts Student Tour

Thirty Honors students from Fisher College of Business toured Ross Products on February 6. The management team at Ross graciously explained the company history, production process, high-rise warehouse and distribution system.

Ross is serving as the “2003 Focus Company” for these honors students of Professor Deb Ballam.

Key managers from a variety of departments have spoken to the students about the challenges of their career fields during winter and spring quarter. Ross Products, a division of Abbott Laboratories, is a U.S. market leader in pediatric nutritionals and a world leader in adult nutritionals.

Thanks to Ross for all that you do for CEMM, The Fisher College of Business, and The Ohio State University. Tim Eades, Vice President of Manufacturing Operations, is the CEMM Board Member from Ross.

CEMM Establishes Scholarship

The CEMM has established a scholarship for a 2003 MBA student. The \$14,500 scholarship was established as part of our 10th anniversary celebration, and is funded through the support of our members.

Bill Berry, CEMM co-director, said the scholarship was established to thank Fisher College for its support during the past ten years. The CEMM was established in June 1992 with initial funding from the College. Today, CEMM is totally self-supported by its member companies.

Criteria for the scholarship includes full-time MBA status with a major in operations and logistics; U.S. citizenship or permanent resident status; and five years work experience in manufacturing.

CEMM Recognizes Member Companies Products

“I didn’t know they made that” is a frequent comment heard from students and faculty viewing the products in the display case on the sixth floor of Fisher Hall. Since January, the large glass display case in the Management Sciences Department has been devoted to displaying the products and advertisements of CEMM Member Companies.

T. Marzetti, a division of Lancaster Colony, was the first company to display its large variety of products in the hallway display case. Tom Deschler, Vice President of Manufacturing and CEMM Board Member, agreed to provide samples of products and promotional materials from brands such as T. Marzetti, Pfeiffer, Cardini’s, Romanoff, Girard’s, Inn Maid, Amish Kitchens, Reames, New York Brand, Mamma Bella, and Mountain Top.

In March, Ross Products Division of Abbott Laboratories provided the CEMM with samples of products manufactured in its four US plants. Tim Eades, Vice President of Manufacturing Operations, ensured that we were stocked with enough Ensure, Pedialyte, Glucerna, Similac, Pediasure and Isomil nutritional products to fill the display case.

These displays have offered a way for CEMM Member companies to highlight their products to the large audience of faculty and students. We will highlight each CEMM Company. Our thanks for your assistance and involvement!



T. Marzetti
Display
(left)

Ross Products
Display
(right)



Spotlight on Crane Performance Siding

Paul Mollinger has joined the board of the CEMM representing Crane Plastics Company. Paul is the Director of Operations for Crane Performance Siding (CPS). CPS is one of the Crane Plastics companies with manufacturing facilities in the United States, and a vinyl siding plant in South America.

Founded in 1947 with a focus on the production of precision parts using a variety of plastic polymers, Crane Plastics soon established a reputation for quality products and innovative ideas. Today Crane products are recognized for their superior workmanship, durability and performance. U.S. manufacturing is done in two facilities. A state-of-the-art facility opened in 2000 and the original production plant opened in 1976.

Most important is their commitment to quality that endures. Just as the Crane company has been passed down from generation to generation, Crane products are built and installed to last, to stand up to the elements, and to be a legacy of excellence for years to come. The Crane heritage is grounded in the American tradition of hard work, pleasure in craftsmanship and satisfaction in a job well done. The resulting products are ones that people can depend on and be proud of, with a beauty so strong and durable that they back them with a Lifetime Warranty that is the strongest in the industry.

Congratulations to Crane Plastics President and CEO

Tanny Crane, President and CEO of Crane Plastics, was elected as a Director of the Federal Reserve Bank of Cleveland. Ms. Crane is a former member of the bank's business advisory council. Our congratulations to Ms. Crane and to everyone at the Crane companies. They have been a member of the CEMM since 1998.

John Dix (CEMM Co-Director) thanks Chris Burger (President, Crane Plastics Manufacturing) for serving on the CEMM Board during 2002.



CEMM Sponsors Student Competition

Six MBA students displayed their manufacturing and logistics knowledge during the recent International MBA Logistics Case Competition. With financial support from the CEMM, the students traveled to Chicago for a long weekend of challenges, analysis and presentations.

The students analyzed the case of the John Deere Worldwide Logistics who wanted to analyze its relationship with FedEx for its logistics support. The OSU team presented an action plan for how to obtain a 30% reduction in its operating expenses by focusing their attention on four areas:

- Centralization of key strategic aspects within the Logistics function
- Creating a partnership with FedEx
- Inventory reduction
- Reduction in fixed assets

The OSU team was disappointed to learn that they did not take a top slot in the competition, which was won by Penn State. The OSU team consisted of Holly Riley, Patricia Szelle, Diane Schwatz, Sridhar Gidda, Troy Burbidge and Jason Pereira.

The group enjoyed the opportunity and challenge of participating in this event. Our thanks to all CEMM member companies for providing support for this event.

A New Recruiting Benefit: Fisher Job Board

A new service is now available to Fisher students, alumni, and companies on the Internet. The Fisher Job Board was launched to provide an Internet vehicle that is uniquely different from any other job board currently available.

This job board offers personalized e-mail to students and alumni when a “match” is made between the candidate’s job interests and opportunities that are posted by companies and recruiters. Resumes are then e-mailed directly to your company for review.

You can learn more about the Fisher Job Board at <http://fisher.osu.edu/career/> to fill both internship and full-time employment needs.

Marzetti Honored With Award

For the third time in five years, Marzetti Foodservice has been awarded the coveted VIP Award by Gordon Food Service (GFS), the largest privately held foodservice distributor in North America.

To qualify, all GFS vendors are measured on service level (fill rate, on-time deliveries, purchase orders, damage/spoilage and packaging, credits and returns, pallets, bar codes and turns) on a monthly basis throughout the year.

This isn’t the only GFS award for Marzetti, however! Gordon Food Service also recognized Marzetti for “Best Single Booth Display” during this foodservice distributor’s recent 2002 Celebrate The Taste Show.

Marzetti Foodservice is proud to supply GFS with over 40 branded items from Marzetti dressings, Reames frozen pasta and New York frozen bread foodservice lines.

The T. Marzetti Company supplies 85 GFS Marketplace stores across Michigan, Ohio, Indiana and Illinois with both bulk and portion control Marzetti dressings; bulk veggie and caramel apple dips; and New York garlic bread.

Our congratulations to Tom Deschler, Vice President of Manufacturing, who serves on the CEMM Board.

Center for Excellence in Manufacturing Management

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