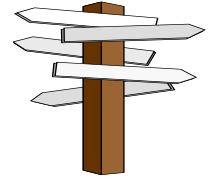


# THE MINNESOTA LOGGER



Minneapolis/St. Paul Chapter 6 District 6 of the  
International Society of Logistics (SOLE)

Minneapolis/St. Paul

Issue No. 252

Date - May 2003

## Chairman's Corner

ERP and Product Service Elements

We are continuing our discussion of *automation and integration* of business processes as that affects the "Elements of Logistics" as defined by B.

Blanchard.

Previously we defined some of the features of ERP systems and noted some new features of stand-alone best-of-breed applications and their provider firms that apply to product service. The ERP systems determine to a significant step how elements of logistics and after-sales services can be delivered by a firm

Two critical areas of after-sales customer support and products service support are *order promising/availability* and *order management*.

Reviewing the elements of logistics it is apparent that many of the elements are deliverable items (i. e. the elements can be ordered by the customer, delivered by the supplier, and in some cases warehoused or stored for some time before use).

The real question is not whether or not elements can somehow, with human effort, be delivered. A key question is how efficiently they are delivered by automated and integrated systems. In other words is the logistics side of the enterprise as *automated and integrated* as other parts of the firm using ERP systems? Inefficiency in delivering logistics elements typically means higher costs and a substandard quality of service to customers.

Again, looking at the top five business issues affecting customer satisfaction outside the scope of ERP a study found that (1) improved order promising/availability (OPA) and (2) order management (OrM) were needed to improve quality of service. We see that several firms with more sophisticated offerings than ERP suppliers:

I2 Technologies	OPA	<a href="http://i2.com">i2.com</a>
Manugistics	OPA	<a href="http://manugistics.com">manugistics.com</a>
Adexa	OPA	<a href="http://adexa.com">adexa.com</a>
Click Commerce	OrM	<a href="http://clickcommerce.com">clickcommerce.com</a>
HAHT Commerce	OrM	<a href="http://haht.com">haht.com</a>
Broad Vision	OrM	<a href="http://broadvision.com">broadvision.com</a>
Comergent	OrM	<a href="http://comergent.com">comergent.com</a>
Entigo	OrM	<a href="http://entigo.com">entigo.com</a>

As an example of the above the i2 Solutions focus on Production Optimization, Logistics Optimization, Fulfillment Optimization, Spend Optimization, and Revenue and Profit Optimization. These solution areas are supported by i2's Supply Chain Operating Services (SCOS) and industry-leading Content solutions.

The SMART ERP program is a joint venture between the Naval Supply Systems Command (NAVSUP) and the Naval Air Systems Command (NAVAIR) to replace outdated supply, maintenance and financial management systems with a modern, responsive, accurate and integrated system.

Industry partners EDS, SAP, WebMethods, Manugistics, and Deloitte Consulting provided core technology and services for SMART. The initial "go-live" sites encompass approximately 400 users at the Naval Inventory Control Point in Mechanicsburg and Philadelphia, Pa., the Fleet and Industrial Supply Center in San Diego, and the Aviation Intermediate Maintenance Detachment and Regional Supply Office (RSO) in Norfolk.

The Adexa Order Life Cycle Management fosters the collaboration among all participants in complex, multi-tier supply chains, creating a unified environment for managing order execution that

crosses production lines, departments, plants, and companies.

Click Commerce's Quote Manager application enables customers and partners to quickly react to leads with tailored quotations as well as track their progress online until it transforms into a sale. Channel Partners are able to efficiently streamline the quote and response process, ensuring that accurate information regarding the status of inquiries is available to all parties involved.

CC's Quote Manager optimizes the selling process by influencing margins, close rates and sales decisions throughout the channel. It rapidly responding to inquires with strong competitive offerings works to help sellers generate more sales. By streamlining the quotation process, while ensuring the right approval levels are consistently met, the solution enhances customer service and leads to stronger brand loyalty.

Business-to-business order automation from HAYT offers convenience for extensive and repetitious processes. Industry-standard XML automates order management transactions such as: purchase orders, receipt and PO acknowledgements, pricing and availability, order status, and advance ship notification.

In addition to enabling its customers and channel partners to place orders online 24x7, web access to HAYT Order Management offers an easy way to confirm a specific order, override items on a specific order, check inventory, find deliveries, and a host of other essential tasks. Field service representatives and customer service reps appreciate the incredible flexibility. Using a wireless interface, your representatives can enter orders, search for a specific order, view last orders placed, and view open orders.

The U.S. Air Force continues roll out of its BroadVision-powered portal, most recently at Wright-Patterson Air Force Base, Ohio. When fully deployed, the U.S. Air Force Portal will serve 1.3 million users worldwide. In addition to providing Air Force personnel with secure, easy access to information, services and applications, the portal provides online communities of interest and an Air Force Instant Messenger to facilitate

communication between service members throughout the world.

Entigo is an industry leader in providing warranty chain management solutions. Entigo Warranty™ automates the claims processes between manufacturers, suppliers and channel partners. With Entigo, manufacturers can efficiently manage warranty programs, registrations, claims, and the supplier recovery process.

The best-of-type solutions described by the suppliers above are needed in the service business where the *automation and integration* of software tools and sub-systems has lagged behind the sophistication of software of supply chain and production operations.

Next month we will wrap up this series with a recap of the impact of technologies on after-sales customer service and field support systems.

**Larry G. DeVries, CPL**

Chapter Chairman, Twin Cities 2002-2003

Chapter 6 District 6

(952) 949-9604 (e)[larrydev@earthlink.net](mailto:larrydev@earthlink.net)

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## **CHAPTER WEB PAGE**

Our Chapter now has a web page with pertinent information on the chapter including a short history, chapter contacts, and downloadable copies of past newsletters (.pdf format).

Go to the SOLE web site <http://www.sole.org> and then >> Member Services >> SOLE Websites >> "Dist 6 Chp 6". We hope this provides a place to find information for our members and potential members.

Questions? Send comments on the web page to our web master through the e-mail links there.

## 2002-2003 MEETING TOPICS

Date	Event	Remarks
Thrs, 15 May 03	Chapter History Review	Everyone needed to collect and review data.
Thu, 19 Jun 03	Paddleford Evening Cruise	Joe O'Brien will coordinate.

## UPCOMING MEETING - -

### May 15, THURSDAY

The May meeting will be held at Donaldson Company starting at 6:00 pm. The meeting will be a group effort to sort out the history of the chapter. This history will include all of the awards and banners gathered over the years and the individual awards members of the chapter have collected. If you have any information or physical artifacts bring them to the meeting.

Chapter members are encouraged to bring their own historical information for the Minneapolis-St. Paul Chapter to the meeting. Copies of newsletters ("The Minnesota Logger" and its predecessor) are especially important to bring - any information on the Chapter is important. Our goal at the meeting is to consolidate and organize the information. Following that task a committee will prepare a short written history of the Chapter for use and reference by the members.

After compiling data and hardware the chapter may look for a place to display its history.

Questions? [larrydev@earthlink.net](mailto:larrydev@earthlink.net)

### April Chapter Meeting Recap

The April 23<sup>rd</sup> meeting was hosted by Donaldson Company and Ken Dacas. The topic of the meeting consisted of preparation work for the University of St. Thomas presentation later in the month.

A special guest, Mr. Earl Lillestrand, the Chapter's first elected Chapter Chairman, 1977-1978, was in attendance. Earl has been retired for a good many

years and lives in Bloomington near the meeting site.

The three speakers (Larry DeVries, CPL, Joe O'Brien, CPL, and Ken Dacas) presented their draft slides for the members in attendance. The presentation focused on a general overview of logistics, affordability, and costs of logistics. Constructive comments were given by the members and received by the speakers to improve the presentations.

We also spent some time on the chapter history. Larry brought his information and the rest of us tried to drag more out of our memories. After several people (including myself) remembered they had data at home we decided to dedicate the May meeting to chapter history in order to finish the project.

Following the meeting the Chapter members retired to the Green Mill Restaurant nearby for food and beverage.

## What is SOLE?

SOLE was founded in 1966 as the Society of Logistics Engineers "to engage in educational, scientific, and literary endeavors to advance the art of logistics technology and management." There are over 90 SOLE chapters in more than 50 countries throughout the world. Chapters conduct technical meetings, symposia and workshops, all designed to provide the SOLE member with opportunities for professional advancement. Chapters and districts also sponsor regional technical meetings.

Check out the SOLE web site at [www.SOLE.org](http://www.SOLE.org)

## **UNIVERSITY OF ST. THOMAS PRESENTATION – April 30**

The chapter was called on to make a presentation on logistics at the University of St. Thomas to a class of master's degree program adult students in the Engineering and Technology Management. See the details at the program's web site at <http://www.stthomas.edu/engineering>

The class was MMSE 609 Purchasing, Logistics and Distribution aka transportation and warehousing. One of the adult students, a co-worker, had contacted Ken Dacas earlier in the year and asked for a presentation on *front end logistics*. Ken, Larry DeVries and I volunteered for the project.

We conducted the class on April 30, 2003 at the University of St. Thomas, St. Paul. Larry gave the first third on a short history of logistics and its roots, product life cycle, systems structure and various support concepts. Then, I gave the second third on affordability, different methods of estimating costs, balance between cost and system effectiveness and extra costs created by lack of supportability. Ken gave the final third of the class on design and supportability featuring reliability and maintainability as factors in operational availability with practical examples of automobile costs he has encountered in the past.

The presentation went longer than the April 23<sup>rd</sup> dress rehearsal and we finished at the hour and a half mark. However, the students didn't run out of the room and were eager to ask questions for another 20 minutes. They had many compliments and the instructor, Thomas Becker, presented each of us a guest instructor certificate of appreciation and a St. Thomas coffee mug for our efforts. It was a very good night for us.

Joe O'Brien

PS: I received an e-mail from Ken. His co-worker said after we left there was a large amount of conversation about the logistics we presented, which is good.

## **SOLE 2003 38th Annual International Conference and Exhibition**

**Huntsville Hilton and Von Braun Center  
Huntsville, Alabama**

**August 10 - 14, 2003**

Workshops - August 10 - 11, 2003

Presentations - August 12 - 14, 2003

### **MELDING DEFENSE AND COMMERCIAL LOGISTICS**

[See the Conference Flyer \(.pdf\)](#)

[Register Now! for Special Discounts](#)

**SOLE - The International Society of Logistics is proud to present three full days of exciting, educational and topical proceedings, designed to enhance the value of the individual logistician in the workplace.**

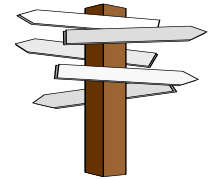
Plenary Sessions each morning will feature highly regarded and well known logisticians from government and industry, as well as experts in international logistics and such diverse areas as Homeland Security and logistics education. Invited speakers in the past have included the Deputy Chiefs of Staff, Logistics from each of the U.S. military services, senior logistics planners from the Department of Defense, and comparable level managers from major logistics contractors: learn what these managers see as the future for their segment of the logistics community.

These Sessions will be followed by Panel and Paper Presentations by your fellow logisticians. Panel and Paper Presentation topics will focus on various aspects of the discipline

We should all make an effort to get to Huntsville.

**THIS IS WHERE SOLE WAS BORN**

# THE MINNESOTA LOGGER



Minneapolis/St. Paul Chapter 6 District 6 of the  
**International Society of Logistics (SOLE)**

## MINNEAPOLIS/St. PAUL CHAPTER

MEETING DATE: Thursday **May 15, 2003**

LOCATION: The Donaldson Company, Bloomington, MN

MEETING: 6:00 TO 7:30 pm

DINNER: 7:30 pm across the street

MEETING TOPIC: Review of the Chapter History & Artifacts

Everyone should attend this meeting and bring all historical data and artifacts. This effort is to review all of the information and physical artifacts in order to compile a history of the chapter. When everything in place we may look for a location (library or Minnesota Historical Society) to provide a place for a display.

**Donaldson Company is located on the NW corner of 35W and 94<sup>th</sup> street. It's very easy to get to. Get on 35W and exit on 94<sup>th</sup> street. You can't miss the Donaldson campus; it's across the street from the Holiday Inn.**

**Our meeting will be held in building 9301. Enter through the 9301 entrance. There will be a guard at the reception desk. He will call me to escort you to the conference room**

**RESERVATIONS:** Call one of the following for reservations not later than 12 May 03:

Honeywell

Lockheed Martin

United Defense

Other

Jack Povlock

Joe O'Brien

Ken Dacas

(763) 954-6263

(651) 456-3977

(952) 887-3855

PLEASE POST

## 2002-2003 OFFICERS/COMMITTEE CHAIRS FOR DISTRICT 6 CHAPTER 6

Chairman: Larry DeVries (O) 952-949-9604, [larrydev@earthlink.net](mailto:larrydev@earthlink.net)

Vice Chairman Operations: Ken Dacas (O) 952 887-3855, Ed Nelson (H) 651-451-0233

Vice Chairman Finance: Jack Povlock (O) 763-954-6263

Vice Chairman Administration: Open

Newsletter Editor: Joe O'Brien (O) 651-456-3977 (H) 651-452-6789

Photographer: George Rumble (O) 763-954-6617 (H) 763-427-7989

## INTERNATIONAL SOCIETY OF LOGISTICS



J.F. O'Brien, CPL

1584 Clemson Drive

Eagan, MN 55122

e-mail [j.f.obrien@worldnet.att.net](mailto:j.f.obrien@worldnet.att.net)