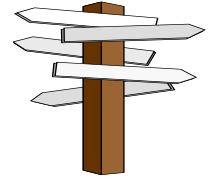


THE MINNESOTA LOGGER



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

Minneapolis/St. Paul

Issue No. 253

Date - June 2003

Chairman's Corner

June 2003

ERP and Product Service Elements

We are continuing our discussion of *automation and integration* of business processes as it 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.

We looked at best-of-breed applications for technical documentation, inventory and parts planning, service management systems as applications, product defect management, order management and order promising/availability in prior columns. In these categories we find that *automation and integration* is occurring in some firms with major advances occurring in other products than the ERP systems applications.

As we look at the "Elements of Logistics" we find that most of the automation and integration is occurring after the design and production of the element. In other words, the automation occurs in downstream business systems after the support item has been design, configured, produced, and released for use within the firm's business systems.

Items that are produced as a use item are increasing a beneficiary of automation as they flow through the service chain. Publications, supply support items, and even training can flow from producer to consumer as a Stock Keeping Unit (SKU). Those items benefit from the overall automation and integration of downstream business systems. Certainly, handling, storage/warehousing, and transportation have shown automation improvements that have benefited service and support.

For example, warehousing systems have been increasing in sophistication and automation of processes within the warehouse has improved significantly. This does not mean, however, that visibility of all inventory items in warehouses is transparent and visible to users, planners, and maintainers. Many legacy sub-systems prevent that visibility.

Lagging are topics such as management of product or system data. Data tends to be spread throughout the firm and requires a significant manual effort to find, analyze, and summarize. This is especially true of data related to actual use of the product or system.

A recent look at the services business future indicated there are eight main issues or challenges of the of the support phase: (*)

- Real-time enterprise through digital convergence.
- Mobile business, going wire-less.
- Value chain integration, organizational alignment.
- Strategic sourcing – collaboration with partners.
- Customer relationship management – remote diagnostics and monitoring.
- Data storage, data mining, and knowledge management.
- Security.
- Aggregating/brokerage of services, delivering complete solutions.

(*) "Going from Service to Services to S-Business", by Pim Bonzel, AFSMI, *SBusiness*, April/May 2003.

The implementation of ERP solutions continues at a significant pace only abated somewhat recently due to the US economic slowdown. However, producers of products will continue to automate and integrate their main business processes in the future. Independent maintainers of products will also automate and integrate.

UPCOMING MEETING - -

June 28, SATURDAY

The June meeting will be held at the Jackson Street Roundhouse. The Minnesota Transportation Museum's Jackson Street Roundhouse is located north of the Minnesota State Capitol. Take the Pennsylvania Ave. exit off of I35E. Go west two blocks to 193 E. Pennsylvania Ave. The parking lot is adjacent to Pennsylvania Ave on the right-hand side just before you reach the roundhouse.

2002-2003 MEETING TOPICS

Date	Event	Remarks
Sat, 28 Jun 03	Jackson Street Roundhouse	Jack Povlock will coordinate.

SUMMER CHAPTER MEETING HIATUS

The Chapter will take its normal summer hiatus from monthly meetings with no meetings in July and August.

Chapter members are strongly encouraged to attend the 2003 SOLE International Conference & Exhibition in August. See article elsewhere in this issue.

Normal meetings for the Chapter will resume in September 2003.

Enjoy the Minnesota weather and have a summer to remember!

CHAPTER CHAIRMAN EMERITUS NAMED

The attendees at the April 2003 meeting discussed the history of the Minneapolis – St. Paul Chapter. A list of those holding the office of Chapter Chairman over the years since 1976 was prepared and discussed. Earl Lillestrand, the first Chairman, was in attendance.

The Chapter was chartered by SOLE headquarters in August 1976 based on a submitted form showing support by multiple signatures. It was signed and submitted by Earl Lillestrand, Univac. The Chapter held its first organizational meeting on September 7, 1976, at the Ft. Snelling Officers Club, Post Road, St. Paul. There were 16 members present. The concepts of operation for the chapter were discussed and Earl Lillestrand was appointed Interim Chapter Chairman with Bob Woodward, Honeywell, appointed Vice Chairman. For a review of the Chapter history and a more lengthy list of

Will the elements of logistics of the producer be a part of this automation and integration trend or will the elements trail the rest of the firm?

The firm's business strategy for business systems in general needs to have a defined plan for the systems involved in the support and service phase. The service organization's members need to be vocal players in the improvement of business systems.

As we conclude this series we can summarize by indicating that in many cases best-of-breed features of logistics-related business systems are being provided by suppliers *other than* the ERP system application suppliers. Automation and integration of business systems for service and support should not lag significantly in a firm. The firm's business systems strategy must include automation and integration of service and support processes.

One final note as we take a hiatus of meeting and newsletters for the summer. Thanks to all members who have contributed throughout the year with their efforts for the Chapter. We have had a good year with a variety of events, meetings, and opportunities to be heard on the subject of logistics. Your efforts are appreciated.
end

Larry G. DeVries, CPL

Chapter Chairman, Twin Cities 2002-2003
Chapter 6 District 6

(952) 949-9604 (e)larrydev@earthlink.net

LAST MEETING

"The May meeting of the Chapter was hosted by Ken Dacas at Donaldson's on May 15, 2003. The meeting focused on the history of the Chapter. Those attending brought their historical documents from former years. The various awards, including award banners, award ribbons, award plaques, and other items were on display. A prior written "snapshot" of the history of the chapter was revised following some sleuth work by members looking through the past history. Thanks to Joe O'Brien for bringing the Chapter library (from those book donations from the exhibit at the 1984 Symposium). Ken Dacas brought some of the award submittals in the 1990's. And everyone brought their enthusiasm for this project. Following the meeting the members retired to the Green Mill Restaurant for refreshments.

accomplishments of the Chapter see the Chapter web site at <http://www.sole.org> > Member Services > Web Sites > C6D6

In recognition of his role in the start of the Minneapolis – St. Paul Chapter in 1976 Earl H. Lillestrand has been named “Chairman Emeritus” by the 2002-2003 Chapter Executive Committee. Earl, a retired LtCol in the US Marine Corps who later worked for Univac, and his wife Dotty live in Bloomington, Minnesota.”

Congratulations, Earl!

CHAPTER WEB PAGE SITE UPDATED

The Chapter web page has now been updated to reflect the revisions. To view it go to <http://www.sole.org> > Member Services > SOLE Web Pages > C6D6

Once you are at the web page there are several links that are present on the page.”

- The “Chapter 6 District 6 History” link shows updated info using the results of our 5/15 meeting. This linked page is now very descriptive with the Chapter Chairman list complete, all Chapter Awards listed, and a complete list of CPL & Fellow names added.
- A hyperlink to the St. Thomas brief now allows a download of the presentation in .ppt format. It is in the lower right hand column “C6D6 Logistics Engineering and ILS (.ppt)”

An additional improvement will be to add scanned photos-to-digital file images. Members are encouraged to submit scanned images of prior Chapter members and events to Larry DeVries by e-mail.

UNIVERSITY OF ST. THOMAS PRESENTATION – April 30

ST. THOMAS INSTRUCTOR REPLIES AFTER SOLE PRESENTATION

Below is the instructor’s reply to a thank you note we sent to him following our presentation at the University of St. Thomas on April 30, 2003:

‘Larry, Ken and Joe-

Thanks so much for the email. I appreciate the information of your website. Very nice site! I appreciate your effort at keeping the lines of communication open. I will be teaching the logistics class again next spring so maybe we can plan other date! The students really appreciated the information you all shared with us. I think it truly enhanced the learning experience. Several

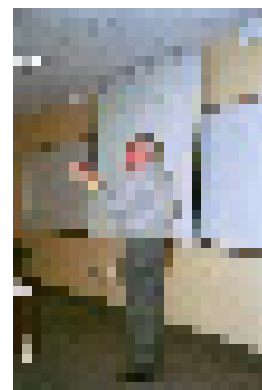
of the students commented on how much the class opened their eyes to the issues and complexity of the logistics discipline.

Let’s stay in touch. Thanks also for the book mentioned (Ed. Note: A copy of ‘Logistics Engineering and Management, 5th Ed, by Ben Blanchard was provided to the instructor by the Chapter). I enjoy pulling information together from multiple sources for the class which gives several different perspectives on certain subjects. I thought the topic of total cost of ownership in your discussions was wonderful. Thanks again and stay in touch.

Tom Becker
Anderson Windows, Inc.
Instructor, Graduate Education Engineering
University of St. Thomas
5/10/2003’



Joe O’Brien, CPL, explaining the details of Design to Cost during the St. Thomas briefing



Ken Dacas emphasizing a point on Supportability at the St. Thomas “Logistics Engineering and ILS” briefing



The students of the St. Thomas class, "Purchasing, Logistics, and Distribution", April 30, 2003.



Left to right, Thomas Becker, Instructor, presenting Ken Dacas, Joe O'Brien and Larry DeVries (camera) with coffee cups and appreciation certificates for the SOLE Chapter effort at St. Thomas

2003 SOLE INTERNATIONAL CONFERENCE & EXHIBITION

The 38^h SOLE International Conference & Exhibition will be held August 10-14, 2003 in Huntsville, Alabama. The agenda and schedules are covered on the SOLE web site with downloadable flyers, the registration form, and viewable schedules. The cost for a regular member is \$595 for the full symposium.

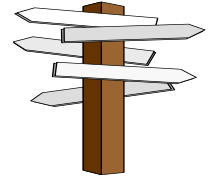
The theme, "Melding Defense and Commercial Logistics", is a relevant one as more commercial off-the-shelf software and hardware solutions are proposed and used in fielded products and systems for government customers.

The technical sessions on Tuesday-Thursday are preceded on Sunday and Monday with special workshops and training sessions. The new logistician would be encouraged to focus on these sessions followed up by the traditional technical sessions. A special session highlight is our District 6 Director, [Philip T. Frohne](#), CPL, from Boeing, (St. Louis) who is giving a logistics math workshop based upon his book "Quantitative Measures of Logistics" which he authored and gave to SOLE to sell as a fund raiser. This will be the first time it will be for sale to the general public.

The conference includes organizational meetings and ends on Thursday evening with the annual banquet and awards presentations.

The local chapter will be represented at the 2003 Symposium by Chapter Chairman Larry G. DeVries, CPL. Members are strongly encouraged to attend. Non-members are encouraged to attend as well. If you see someone in your organization that would benefit as a non-member attendee please encourage that individual to register and attend. See you there!!

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MINNEAPOLIS/St. PAUL CHAPTER

MEETING DATE: Saturday June 28, 2003

LOCATION: Meet at the Entrance to the Jackson Street Roundhouse

MEETING: Meet at 9:45, Tour from 10:00 am to 11:00 pm

LUNCH: After tour

MEETING TOPIC: Tour of the Jackson Street Roundhouse

The Jackson Street Roundhouse

On the site of the first railroad maintenance shops in Minnesota, MTM is turning the old steam locomotive "Roundhouse" into a museum of Minnesota Railroading. Come and learn about the industry that once dominated commerce and employed tens of thousands, and is today experiencing a revival.

The roundhouse at Jackson Street & Pennsylvania Avenue, just north of the Capitol in downtown St. Paul, was built by the Great Northern Railroad in 1907 to service their passenger-service steam locomotives. It was part of the historic Jackson Street shop complex which was founded just after the civil war.

The turntable has been restored and the roundhouse is open for visitors all year long

The Minnesota Transportation Museum's Jackson Street Roundhouse is located north of the Minnesota State Capitol. Take the Pennsylvania Ave. exit off of I35E. Go west two blocks to 193 E. Pennsylvania Ave. The parking lot is adjacent to Pennsylvania Ave on the right-hand side just before you reach the roundhouse.



RESERVATIONS: Call one of the following for reservations not later than 26 June 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

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Vice Chairman Administration: Joe O'Brien

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