



Supplier Risk Assessment and Evaluation: Process And Tools For Successful Supplier Relationships

May 14, 2009
iL Monticello, Meriden, CT

This seminar is an interactive experience employing concepts from multiple process improvement disciplines resulting in your understanding and application of selected tools to utilize in the development of an assessment process for key suppliers. You will obtain a basic understanding of Business Continuity Management.

OUTLINE:

- Introduction
- Plan, Do, Check, Act (PDCA) Exercise
- Agenda/Objectives
- Critical Thinking review
- PDCA Review
- Introduction to Tools

Continued:

The DMAIC approach (value driven)

- Define & Scope: Using Critical Thinking technique to Define and Scope the initiative
- Measure: Where are we anyway?
- Analyze: What works/What does not? Leveraging Opportunities/Gaining Consensus
- Implement: Let's Make it Work
- Control: OK, how do we keep it going?
- Have we attained our Goal?
- Coming Full Circle

SEMINAR LEADERS: Jeff Church has been with Ricoh Corporation for 28 years holding several different positions in the Customer Service Group including; Eastern Technical Training Manager, Staff Planning Manager and Major Account Service Support Manager. Prior to that, Jeff was a Technical Instructor with Olivetti Corporation and a Field Service Manager with Saxon Business Products. In total, Jeff has 37 years of experience in the Office Automation Industry

Jeff has undertaken several projects during this time period but has been focused on Continuous Improvement type activities for the last three years at Ricoh including improvements to the Dealer Call Management Process and consulting on several projects outside of the Customer Service Group. Jeff holds an Associates Degree in Business Management; Six Sigma Green Belt Certification; Ricoh's Black Belt designation and American Society For Quality (ASQ) Certified Six Sigma Black Belt.

Gerry Onstage, currently Director of Trade & Security Compliance for Ricoh Americas Corporation is responsible for providing direction and support to Central Purchasing and Customs Compliance Teams. She holds the leadership role for Ricoh Family Group Customs Compliance Committee, a cross-functional, multi-organizational committee involved with Global Trade, Logistics, Import/Export Compliance and Supply Chain Security within the Americas region.

Gerry's activities include: Direct Purchasing from international and domestic vendors; Customs Compliance, Import and Export Operations and Logistics; C-TPAT / Supply Chain Security Management; New Product Launch and Item Master Set-up Processes. She is responsible for strategy development, coordination and process improvement initiatives including use of Six Sigma Methodologies and providing support for cross-functional business integration and systems conversion activities as functionally applicable. Gerry has her Masters Degree in Executive Management from the University of Connecticut and holds the following certifications: Licensed Customs Broker, ASQ Six Sigma Blackbelt, Ricoh BPEX Blackbelt.

REGISTRATION FORM FOR: "Supplier Risk Assessment and Evaluation: Process And Tools For Successful Supplier Relationships" May 14, 2009 - from 8:00 a.m. to 5:00 p.m. **COST** (includes lunch, coffee breaks, and materials): CAPM Members: \$250.00 each - Prepaid; Non-CAPM Members: \$325.00 each - Prepaid. **REGISTRATION DEADLINE DATE: May 1, 2009**

CANCELLATIONS/REFUNDS: Cancellations made 14 calendar days prior to the seminar, full refund; less than 14 calendar days prior to the seminar, no refund.

CERTIFICATE: Attendees will receive a certificate at the conclusion of the seminar for 8 continuing education hours toward ISM C.P.M. recertification or A.P.P. reaccreditation.

Note: ISM does not endorse, certify, or sponsor this program or its content.

CONFIRMATION AND DIRECTIONS: You will receive confirmation of your registration as well as directions to the site, upon full payment.

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