



**institute for
supply management**
ISM—Wichita, Inc.

P.O. Box 2055
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Monthly Newsletter

Internet Address <http://www.ismwichita.org>

ISM-Wichita Virtual Tour:

The Smart Factory @ Wichita

Deloitte and Wichita State University

Driving the evolution of smart

For manufacturers still relying on legacy systems and operations, merging existing technologies with new innovations can be challenging. Together, Deloitte and Wichita State University (WSU) are helping companies accelerate their digital transformations.

The Smart Factory @ Wichita is part of the Deloitte Catalyst Network, which helps enterprises, governments, and startups - from early-stage to high-growth - innovate, scale, and deliver transformative value faster.

Deloitte Catalyst leverages a learning network, relationships, and capabilities in major hubs around the world, making a global ecosystem of technologies and innovators locally accessible - all of which help companies rapidly inform, inspire, and incubate their innovative ambitions.

The Smart Factory @ Wichita is also one of several of Deloitte's global immersive experiences designed to accelerate digital transformation - a network that includes the Digital Factory @ Dusseldorf and the Digital Factory @ Sheffield, established in collaboration with the University of Sheffield Advanced Manufacturing Research Centre.

See page 6 - What is a Smart Factory?

**Member Meeting
December 2020
Virtual Tour**

Date: **Thursday, December 10, 2020**

Location: **Online Event**

Meeting Time: **6:00 pm - 8:00 pm CST**

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(Tim Strobel)***

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President's Message

Greetings All!

I hope that everyone is healthy and well. This is a time of year when it reminds me of family and friends and all the things that we are thankful for, and not just professionally but personally. I hope everyone has enjoyed this Thanksgiving holiday.

For December we will be having a facility virtual tour of the “**The Smart Factory**”. This is should be very interesting. The event will be December 10th starting at 6pm.

As we navigate the COVID pandemic this year and what it has done to the global supply chain, it is a good time to evaluate the risks and vulnerabilities that you have inside your supply chain. *Are you single sourcing? Are you buying from a region that is harder hit? Have you done a mapping of not only your suppliers but also their suppliers? Travel and transportation are also affected and how will they affect your supply chain?* If you have not already evaluated these items in your supply chain now may be a good time before the next disruption.



There are many good articles on transforming supply chain from a crisis, identifying risks and vulnerabilities in supply chain, and or diversifying your supply chain on the internet. ISM also provides a training classes and material in these areas. **ISM** send emails out on the *Weekly Member-Exclusive Webinars* and other webinars.

While we are not meeting in person but having virtual meetings it is a good time for networking with others and possibly learning new things. For our March training, we are planning on a live in-person event with additional online attendance. In case we cannot have the “in-person event” we are working details to have this event virtual.

We hope to see you at the virtual tour in December.

Please do not hesitate to reach out to anyone on the board with any questions or concerns that you have or if you have suggestions for additional topics or speakers for virtual meetings.

Please stay safe!

Respectfully,

John C. Buche CPSM
President, ISM - Wichita Chapter
jbuche@bgprod.com

“Education is the most powerful weapon which you can use to change the world.”
Nelson Mandela



ISM—Wichita, Inc.

ISM—Wichita Inc. Mission Statement:

“The primary objective of ISM-Wichita is to develop the professional qualities of its members: attitudes, skills, and knowledge in the field of purchasing and supply management.”

Featuring ISM Board Member: **Tim Strobel** Secretary

Tim Strobel has served on the ISM-Wichita Affiliate Board of Directors for the past 11 years in various positions including 2nd Vice President, 1st Vice President, President, Executive Director and is currently the acting Secretary.

Tim has worked in the financial services industry for the past 9 years supporting various supply chain aspects of the business including sourcing, procurement, third party vendor management and supply chain policy and procedure governance.

He is currently employed with USAA working as a Director of Third Party Relationship Management supporting Underwriting in the Property and Casualty Insurance line of business.

Prior to his time in financial services, Tim held various senior and managerial supply chain positions in government and commercial aircraft industry at Northrop Grumman Corporation, Hawker Beechcraft Corporation, Cessna Aircraft Company, and Defense Contract Management Agency.

He is an Air Force veteran and a graduate of the United States Air Force Academy.

Tim also holds an MBA from Naval Postgraduate School and is a Certified Purchasing Manager (C.P.M.) as well as a Certified Professional in Supply Management (CPSM).

He has been married for 18 years to his beautiful wife Alicia and they have 3 wonderful children (Ella – 16; Ally – 14; John – 10) together. Outside of volunteering with ISM, Tim enjoys coaching youth sports.



2020-2021 ISM-Wichita Student Scholarship Program

The Institute of Supply Management, Wichita Chapter's annual scholarship applications are now being accepted at: ismwichita@gmail.com and dwestenberg@bgprod.com until March 15th, 2021.

We recommend that applications are submitted at least one week prior to the deadline to ensure that applicants do not miss the deadline due to technical difficulties or network issues.

Please, go on the ISM website, www.ISMWichita.org for additional information and access to the application.



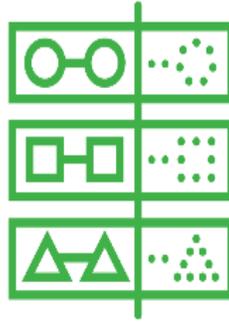
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What is a smart factory?

Smart factory manufacturing narrows the gap between the physical and digital worlds in several ways:



By connecting and collecting production data



By analyzing that data to drive better insights



By augmenting human intelligence with machine intelligence to deliver sustained, step-change improvements in performance and safety

It's a highly responsive, adaptive, and [connected system](#). A smart factory can self-optimize performance across a broader network, self-adapt to and learn from new conditions in real- or near-real time, and autonomously run entire production processes. By undertaking a smart factory manufacturing initiative, businesses often see numerous benefits:*

20%

Improved asset efficiency

- ↑ Optimized capacity
- ↑ Asset utilization
- ↓ Changeover time
- ↓ Downtime

30%

Improved product quality

- ↓ Scrap rates
- ↑ Fill rate
- ↑ Yield
- ↓ Lead times

30%

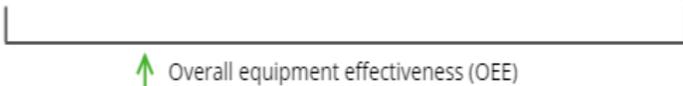
Reduced costs

- ↓ Labor cost
- ↓ Sourcing cost
- ↓ Inventory levels
- ↓ Maintenance cost
- ↓ Warranty cost

10%

Improved safety and sustainability

- ↓ Safety incidents
- ↑ Employee satisfaction
- ↑ Sustainable practices
- ↓ Environmental impact



*Based on Deloitte Consulting projects

You're Only As Good As Your Worst Day

We tend to measure performance by what happens when things are going well. Yet how people, organizations, companies, leaders, and other things do on their best day isn't all that instructive. To find the truth, we need to look at what happens on the worst day.

“Anyone can steer the ship when the sea is calm.”—Publius Syrus

We laud athletes on a winning streak, startups with a skyrocketing valuation, hedge funds seeing record-breaking returns, and so on. But it's easy to look good when everything goes according to plan and circumstances are calm. Anyone can succeed for a while, even if it's just out of [pure luck](#). It's no great feat to do well if you're not being challenged or tested. Watching what happens during a downswing is far more instructive.

Products and services are only as good as they are when they break, not when everything is functioning fine.

When a program stops working, do you face a baffling error message with no further guidance or clear instructions for how to get help? Is customer service quick and easy to access at any time or does it require you to jump through endless convoluted hoops? Even if you've had a positive view of a product or service for years, a problem that takes forever to fix or a hostile response when you ask for help will no doubt make you take your business elsewhere.

From a customer standpoint, companies are only as good as how they behave in a public relations crisis.

Do they shirk blame and try to pin it elsewhere or do they take responsibility? Do they try to cover up what happened or do they come forward with the full truth? Do they ignore any damages or do they promise to make things better for everyone affected—no matter the cost? Reputations are fragile. One incident of bad behavior will linger in the minds of customers for a long time.

From a financial standpoint, companies prove their worth when they show how they cope when something fundamental changes in the market or there's a financial crisis.

Do they keep persisting with the old business model under the illusion that what worked before should work again or do they reimagine their approach? Do they fire staff to preserve CEO bonuses or do they play the long game to ensure they'll be able to attract top talent in the future? Do they crumble when there's a powerful new competitor or do they rise to the challenge? Like companies, investors might be able to perform well in ideal conditions due to luck. But when the market crashes and there's blood in the streets, very few will know how to cope or be prepared. Only the smartest will know how to survive or even profit.

Leaders are only as good as how they lead during times of uncertainty and fear.

Do they hide away from public sight or do they serve as a reassuring, sympathetic presence that brings

everyone together? Do they do what's defensible or what's best for everyone in the long run? Are they forced to react in the moment or were they already prepared? Ask anyone to name the finest leaders in the history of their country and they're not likely to name those who were in power during calm, peaceful times. They'll name those who were at the helm during wars, economic crises, pandemics, natural disasters, and so on—those who never wavered from a vision and whose consistent, empathetic appearances gave people a sense of hope.

As individuals, we tell people the most about who we are when everything goes wrong. These times are also when we stand to learn the most about ourselves.

Your kids might not remember how you behaved on a relaxed, sunny Saturday when work went well all week and you had little on your mind beyond playing with them. But they're sure to remember how you behaved on the day when you'd lost your job due to a recession, you'd just had an argument with your partner, an unexpected bill arrived in the mail that morning, and then someone spilled spaghetti sauce on the couch. That's the day when your behavior has the most to show them about what to model in the future.

Your partner might not remember how you treated them when you were lying on a beach on holiday together with all of your worries far away and a good book in hand. But they're sure to remember how you treated them when you had your worst disagreement ever, over a problem that seemed insurmountable and involved complex emotions. That's the moment when they might well make a decision about whether they're in this for the long haul.

Your boss might not remember the work you did on an average week when everything went to plan. But they're sure to remember the time when you stepped up, stretched the limits of your abilities, and delivered what seemed impossible at short notice while everything around you was on fire. That's what they'll recall when thinking about what you're capable of.

You're only as good as your worst day. Not because what you do the rest of the time doesn't matter. Not because you should be expected to be perfect under immense stress or to behave according to plan when everything goes awry. But because what you do on your worst day is impossible to fake. It's [honest signaling](#). There's little time for posturing or stalling. On your worst day, you reveal whether you've been [planning for the possibility of disaster](#) or just coasting along enjoying the good times. Your plans and preparation (or lack thereof) show how much you really care about the people who depend on you. You get to build and strengthen bonds in ways that will last a lifetime, or you risk destroying relationships in moments. You get to build trust and respect or you might break what you have irreparably.

Your worst day is a chance to show your best qualities, to stand out, and to learn an enormous amount about yourself. Very few people plan or prepare for what they'll do and how they'll act during those times. **Those who do might well end up turning their worst day into their best.**

Live smarter.

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Calendar of Events for 2020-2021
December - The Smart Factory @ Wichita Virtual Tour
January - James Eggenschwiler - The Redstone Group
Speaking on Global Trade