

Chemical Management Services Training Program

May 20 – 22, 2008

Pontiac, Michigan

AGENDA

This intensive three-day program consists of seven required modules, each approximately two hours in duration. In addition, there is required reading and interactive group work.

DAY 1

8:00 AM – 9:45 AM

Introduction

:: *Joe Sprangel, Instructor of Operations Management, Ithaca College ::*

:: *Jill Kauffman Johnson, Executive Director, Chemical Strategies Partnership ::*

-Break-

10:00 AM – 11:30 AM

1. Baselineing / Developing the Business Case

:: *Jill Kauffman Johnson, Executive Director, Chemical Strategies Partnership ::*

Tracking down chemical purchase and management baseline data; chemical management process mapping; analysis of data to assess the business case for CMS.

-Lunch-

12:30 PM – 2:30 PM

2. Logistics

:: *Chuck Breinholt, Executive Vice President of Operations, Rinchem Company ::*

Overview of inventory management, warehousing, transportation systems, and just-in-time delivery.

-Break-

2:45 PM – 4:45 PM

3. Performance-based Contracting

:: *Jill Kauffman Johnson, Executive Director, Chemical Strategies Partnership ::*

Interactive class discussion on performance-based contracting, strategic sourcing, and negotiating a contract.

**Post-class: Optional Reception* *

DAY 2

8:00 AM – 10:00 AM

4. Communications and Leadership Skills

:: *Joe Sprangel, Instructor of Operations Management, Ithaca College ::*

Practical and theoretical applications of leadership skills: creating and communicating vision and values, inspiring others to act, risk management, empowerment, building trust and teamwork, mentoring, managing change, and converting crisis into opportunity.

-Break-

10:15 AM – 12:15 PM

5. Managing Your Customer / Supplier

:: *Amy Johnson, Site Engineer, Quaker Chemical Corporation ::*

:: *Michael Smolen, Operations Manager, Quaker Chemical Corporation ::*

Setting expectations; building the customer-supplier relationship; monitoring supplier performance; building a strategic alliance; controlling outsourced processes.

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-Lunch-

1:15 PM – 3:15 PM

6. Process Improvement

:: Joe Sprangel, Instructor of Operations Management, Ithaca College ::

An overview of lean/six sigma processes and principles; current case studies of process improvement efficiencies.

-Break-

3:30 PM – 5:30 PM

7. Establishing and Tracking Metrics

:: Jill Kauffman Johnson, Executive Director, Chemical Strategies Partnership ::

:: Mike Knoblock, Manager of Global Environmental Programs, General Motors ::

Identifying key indicators for a successful CMS program; selecting metrics and measuring performance; case study of a current customer's approach to evaluating CMS program performance.

* Post-class: Optional Capstone preparation *

DAY 3

8:00 AM – 9:00 AM

Course Refresher

:: Joe Sprangel, Instructor of Operations Management, Ithaca College ::

Wrap-up of what was learned Day 1 and Day 2.

-Break-

9:15 AM – 11:30 AM

Capstone Preparation

Students work in groups on capstone projects. Instructors available to answer questions and provide assistance to students. Students prepare to present results and findings to the class.

-Lunch-

12:30 PM – 2:10 PM

Capstone Group Presentations

Role-playing exercise in which students present CMS case studies to the class. Each of the five groups will deliver 20 minute presentations on their findings.

2:10 PM – 2:30 PM

Closing Remarks