

Advancing Productivity, Innovation, and Competitive Success

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**Company Coordinators:**

**November Event**

**Professional Development Meeting**

**Wednesday, November 18th,  
2009**

**POM Outside the Factory:  
Services Need Their Operations  
Managed Too**

**Prof Dave Parmenter, PHD  
CPIM**

**Assistant Clinical Professor  
of Management/Marketing  
NAU**

If you are interested in becoming the company coordinator at your workplace, please contact Pat Montcastle via e-mail at: [dir-comp-coordinators@apics-tucson.org](mailto:dir-comp-coordinators@apics-tucson.org).

#### Newsletter:

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[More on this month's speaker below](#)

**on**

Operations management has traditionally focused most of its attention on manufacturing. However, well-run operations can be just as critical to the success or failure of a service business as they are to a manufacturer. Although many of the basic operations management principles would translate from manufacturing to services quite well, there are key differences between the two environments that make the management of service operations quite different.

This presentation will discuss some of those key differences and promote increased appreciation for the importance of operations in service businesses. It will also propose the idea that APICS-Tucson might want to consider giving additional focus to service-related operations management because of the local importance of service-oriented industries such as hospitality and healthcare.

**Students currently enrolled in the U of A, NAU, ASU and Pima may attend this PDM for \$5 (must reserve in advance).**

#### Location

**Kettle Restaurant**  
**The meeting room is the door to the left of the restaurant**  
**748 W. 22nd St**  
**Tucson, AZ 86713**

#### Schedule

Networking - 5:30 pm  
Dinner - 6:00 pm  
Presentation - 7:00 pm

#### Buffet Line

Roast Beef, Chicken, Lasagna, Vegetables and a house salad with ice tea or soft drink

**Cost - \$12**

**RSVP [here](#)**

**by 12 p.m., Monday, November 16th, 2009.**

please drop us a  
line at  
publicity@apics-  
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## Professor Dave Parmenter PHD CPIM



### About the Speaker:

Professor Dave Parmenter PHD CPIM is the Assistant Clinical Professor of Management/ Marketing for NAU's distant learning program. Dave grew up here in Tucson and graduated from Catalina High School. This was followed by undergrad and graduate degrees with the University of Arizona. This includes a BA in political science, MBA with an emphasis in Management and a PhD in Business Administration with a major in Operations Management and a minor in Applied Statistics. Prof Parmenter is also in the process of completing a MS in Management Information Systems from Governors State University having completing all course work and only requiring submission of his thesis.

Prof Parmenter has a great passion for business management curriculum and has taught at several institutions including: Governors State University in the southern suburbs of Chicago (1992-2003) - tenured in 1998, West Texas A&M University just outside Amarillo, TX (2003-

2006) & Northern Arizona University (2006-present). He is a seasoned presenter who has instructional experience with various business subjects such as: Operations Management, Supply Chain Management, Quality Management, Service Operations Management, Principles of Management, Strategic Management and Team Building.

Prof Parmenter is more than just a collegiate academic because he has also worked in the business community for 10 years and he understands the day-to-day pressures and challenges that face today's businesses.

Dave is an APICS practitioner who earned his CPIM in 1994 and served as Faculty Advisor for the Student Chapter at Governors State University from 1994 to 2003. In addition to this he has given several presentations at the APICS Summer Academic/Practitioner Workshops. Dave strongly supports the APICS community and their body of knowledge for the operations management professionals and is shared with is last year with management tips from Deming.

## Chapter Information

### Get involved with APICS

APICS is a vibrant professional society recognized by inventory and supply chain management professionals worldwide as the leader in certifications, education, and the resources necessary to improve business performance. This achievement was not obtained and cannot be sustained without the countless contributions made by our volunteer community.



### Vision & Mission Statement

Our Vision:

To inspire lifelong learning and enhancement of individual and chapter success.

Our Mission:

To be the leader and premier provider of individual and organizational education, standards of excellence, and information in Integrated Resource Management.

Tucson Chapter Mission Statement:

To help the business and educational community meet challenges of professional growth by providing high quality resource management education.

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