

OPERATIONS MANAGEMENT 1 **for the METALS INDUSTRY** October 5 - 7, 2010 - Rolling Meadows, IL

“Prior to this course, I thought of myself as a good manager. This course has given me the tools to be a great manager!” - Comment from attendee

Each day your company relies on supervisors to manage an efficient warehouse. More than 50% of the costs of running a warehouse are labor costs. How well are you controlling these costs? Are you getting the most for your management dollar?

Technical skills alone are not enough. Supervisors need strong managerial skills that are directly related to the demands of the metals industry. Join your peers from service centers and mills throughout North America in this hands-on program.

Operations Management 1 is designed to provide the less-experienced warehouse supervisor with the knowledge necessary to better manage people, communicate effectively, control costs and improve productivity.

Participants will learn:

- ❑ **How to Lead and Motivate:** Identify the roles and responsibilities of a successful supervisor, how to improve the morale and productivity of your warehouse workers to increase efficiency, and resolve conflicts. Discover the elements of effective leadership and 13 ways to be a better motivator.
- ❑ **How to Manage and Prioritize:** Learn goal-oriented techniques for setting priorities and gaining control of warehouse operations. Recognize and deal with time-wasters in operations and discover the art of assigning tasks and delegating responsibilities. Create effective teams that work!
- ❑ **How to Better Communicate:** Study 13 ways to improve your communication skills – with your boss, colleagues and employees. Learn to communicate in large and small, union and non-union companies, within the warehouse, between shifts and in other company functions.
- ❑ **How to Cultivate Support for Your Ideas:** Improve your ability to sell your ideas to management through effective problem-solving recommendations and a seven-step method for influencing others. Create winning approaches to oral and written reports and proposals.
- ❑ **How to Evaluate Productivity:** Understand why you must measure productivity and performance and learn the three critical ingredients for accurate warehouse management. Learn how to get the information you really need to measure performance and productivity, such as shipments per man-hour, man-hour per ton, processed orders versus pulled stock, and more.
- ❑ **How to Understand Costs:** Recognize the costs of processing errors, material handling and overhead and how to reduce them. Understand asset and ROI accountability.

Tom Tanel, MSCI's instructor for both Operations Management 1 and 2, has an international reputation as a seminar leader in warehouse and traffic management, negotiations, outsourcing, physical distribution and supply chain management with more than 25 years experience in warehousing and physical distribution.

Who Should Attend:

This intensive three day program has been designed primarily for warehouse operations supervisors with less than five years experience. Foremen, warehouse managers, warehouse supervisors, plant superintendents, logistics managers and materials manager will also benefit.

Registration will begin at 8:00 a.m. on Tuesday, October 5, 2010, with the program ending by 3 p.m. on Thursday, October 7. The dress code for this program is business casual.

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"Tom Tanel is an excellent instructor. I will use this book for reference in the future. I would recommend this course for anyone in operations management." Carl Smith, Denman & Davis, 12 years in the industry

REGISTRATION FORM

Please print your name exactly as it is to appear on your badge. **Photocopy form for additional attendee(s).**

Name: _____ Badge Name: _____

Title: _____

Company Name: _____

Address: _____

City/State/Zip: _____

Phone: _____ Fax: _____

Email: _____ Web Site: _____

Special Dietary or Physical Needs: _____



Please indicate form of payment:

Register online at www.mscli.org to receive a discount

- MSCI members: \$1,325 On-line Registrations received on or before September 7, 2010
- MSCI members: \$1,525 On-line Registrations received after September 7, 2010
- MSCI members: \$1,525 Registrations received via mail/fax on or September 7, 2010
- MSCI members: \$1,725 Registrations received via mail/fax after September 7, 2010
- Non-members: \$1,925

Enclosed is a check payable to MSCI in U.S. dollars

Please charge my: American Express MasterCard Visa

Credit Card Number: _____ Exp. Date: _____

Signature: _____

Return Form & Payment to: **Metals Service Center Institute**
75 Remittance Drive, Suite 3177
Chicago, IL 60675-3177

A full refund will be issued for cancellations received in writing by MSCI by 5:00 pm CST, Tuesday, September 7, 2010. Cancellations received in writing before 5:00 pm CST, Tuesday, September 21, 2010, will receive a refund of 50% of all fees paid. After that date, no shows and cancellations will not be eligible for refunds. Written cancellations or substitutions will be accepted by the MSCI Membership Services Department by fax, express delivery, mail, or e-mail to: info@mscli.org. Substitutions are always allowed. Classes without minimum class levels may be cancelled.