



# The Orange Peel

SOLE The International Society of Logistics \* Chapter 2 District 9 \* Vol. 16 \* June 2003

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**Peel:** A loud sound or succession of sounds <~s of laughter>;  
A loud ringing of bells.

**Peel:** To strip an outer layer of <~an orange>.

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<http://ocsole.topcities.com/>

**Next Meeting:**

**Thursday, June 26, 2003**

## Chair's Message

Since we had no meeting last week, this message will focus on something we should all think about: customer service. Here are some examples of my recent Adventures in Customer Service:



Mark "Rafto" Raftogianis, CPL  
OC SOLE Chair

1. I had a Samsonite rolling computer case. The telescopic handle broke (after only 6 months), so I took it to an Authorized Samsonite repair shop. I was told the case was not actually made by Samsonite, but by Heritage Industries under license; Samsonite does not honor the warranty. I contacted Heritage by E-mail and asked where I can have my case repaired. (Keep in mind I no longer had the receipt or any proof of purchase.) The next morning I received an E-mail that said they would send me a new case, no questions asked! In less than a week I had a new case. (The new case was identical to the old one, but the handle design is different. Continuous improvement in action.)
2. I have a Nokia 6160 mobile phone. The housing cracked (yeah, I admit – I dropped it). The crack is at the base of the antenna mount; the antenna doesn't stay in very well. On Nokia's web site they were selling faceplate/covers, but I couldn't tell if it included the back cover, too.
  - a. I inquired via the website if these were front and back, or just front covers.
  - b. I received a quick reply that they were just front covers, but if I sent my name and the phone's serial number they'd be happy to send me a new back cover.

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## Chair's Message (Continued)



- c. My reply was rejected by their E-mail system. Twice. I finally sent another message via the website. I thanked them and sent my name and serial number.
- d. I received another message (by a different person) that I would have to take my phone to an authorized repair center, or send it back to Nokia, where it would cost me \$100 plus shipping for "cosmetic repairs." As you may imagine, I was not a happy camper. 100 bucks for a back cover? Are they nuts? What happened to the first offer? I didn't want to give up my phone, nor pay that much when new housings for my phone can be had on eBay for \$10.
- e. I replied (again it was bounced by the E-mail system) that I was not going to send my phone in. I was also indignant about the E-mail system snafus.
- f. Their response was that the original rep was mistaken about my phone. She did not realize my phone's battery incorporated the back cover.
- g. This is where I really got disgusted. First of all, my battery fits INTO the back cover. It was obvious to me, I said, that they don't train their reps to understand their own phones. I simply need a back cover for my phone, that's all I want. I can replace it myself. If they couldn't send or even sell me one, they should have said so in the first place! I ended with a note that when I need to replace my phone, it certainly wouldn't be a Nokia, because their customer service stinks.
- h. I should not here that each subsequent reply from them after the first started with an apology for the confusion. I didn't want apologies; I wanted to fix my phone!
- i. I received an E-mail from someone in the "Office of the President." He apologized (again!) but this time said as a result of the confusion, they would send me a back cover as a courtesy. I replied with a big THANK YOU. And I received the cover in a few days. My phone is good as new.

The purpose of this essay was not to bore you with the details, but to make a few points. We as Logisticians are frequently the "customer service representatives," the first line of communication between our companies and our customers. If we come across as poorly trained, or indifferent to our customer's needs, we don't represent our company well, and that can cost business. I'm not saying you should give away the farm (obviously contractual obligations are first priority, from all parties). I do suggest you look at issues, however mundane, from the perspective of your customer. I certainly didn't expect a new case from Heritage. I also didn't expect to pay more than I did for the original case, to fix a plastic case for a cell phone!

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By now you should have received your ballot for the SOLE Board of Directors. This is the first time the general membership can vote for the Board. I urge you to exercise your right as SOLE members to vote for the leadership of the organization.

Hope to see you at the next meeting! See the flyer elsewhere in this newsletter for details.

**Mark Raftogianis - CPL OC SOLE  
Chair**



## Chapter News



### Membership

If you have let your membership lapse, please take a moment to review benefits of continuing your membership, **SOLE** is *THE* professional organization for Logisticians and Logistics professionals. As a member, you are part of an elite group that is dedicated to the growth and future of our field. Being a member demonstrates your commitment to the field of Logistics to your peers, your managers, and customers. Membership by itself and most certainly when coupled with a Certified Professional Logistician certification can enhance your resume and give you and your company the edge in winning new proposals. It can give you the edge in being selected for new opportunities and enhance your professional growth. So keep your membership current and, better yet, become involved in the Chapter through easy to attend noontime meetings, submitting articles to the SOLE publications, or if you are able, you can attend SOLE conferences at reduced prices. Members also receive the SOLE Spectrum to their mailbox in an easy to read format. For more information, contact your friendly membership committee chairman,

**Floyd Horton, CPL** at (310) 952-4576 or e-mail at [fhorton@raytheon.com](mailto:fhorton@raytheon.com)

### Continuing Study

#### UCR Extension Summer Quarter Classes

For information contact University of California, Riverside Extension at (909) 787-4111 or check out our web site:  
<http://www.UCRExtension.net>

June 24-July 31, 2003

Management of Major Procurements/Subcontract Management, Riverside, California,  
Tuesdays, Thursdays, 6-9 pm, Fee: \$345.

June 26-August 28, 2003

Introduction to Logistics Management, Riverside, California, Thursdays, 6-9 pm, Fee: \$280.

**Deidre Stowell**  
**UCR Extension**  
**(909) 787-3806 x11631**

### Certified Professional Logistician (CPL) Exam

CPL exams are given the first Saturday in November. All new applications must be postmarked postmarked by August 1<sup>st</sup> for the November exam. Payment must accompany the application. The cost is \$125 for SOLE members and \$275 for non-members.

Please let me know if you are planning on the taking the next test. Good luck.

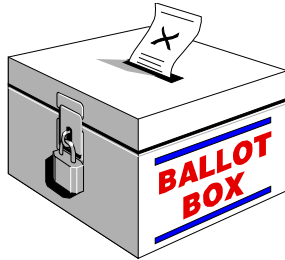
Applications and information about the CPL test can be found on the SOLE website at

<http://www.sole.org/cpl.asp>

-Sania Smith, CPL



# Nominations and Elections



Nominations are being accepted for the 2004 SOLE Board of Directors. All Board positions are open for new or re-nomination of existing Directors. For those of you who were not satisfied with the approach used in '02-03', this is your

chance to make a change. Or maybe you'd just like to get involved. Elections will be held in August and will be handled in the same way as last year; you'll be sent a nominatin form via email, and asked to respond in kind. Please be sure Leland Boone lelandboonepubs2@yahoo.com has your current email address to ensure timely delivery of your ballot.

The following positions are up for nomination:

Chairman	Mandatory
Vice Chair Finance	Mandatory
Vice Chair Administration	Mandatory
Vice Chair Operations	Optional
Vice Chair Technical	Optional
Vice Chair Professional Development	Optional

At least ten votes must be received for an officer to be elected.

Chapter Board members will serve a one-year term, beginning in September 2003.

Ref: Management Manual, SOLE The International Society of Logistics, 1 October 1999.

A brief description of the Roles and Responsibilities of the Board Members follows.

The **Chapter Chairperson** is responsible for the general administration, coordination, and control of chapter activities. The Chapter Chair provides liaison with District and Headquarters officials as required, and participates in the SOLE annual assembly meeting. The Chapter Chair, along with other board members, ensures the Chapter supports the goals of SOLE in providing accessible, technical growth, and networking for the Chapter members.



The **Vice Chair Finance** is responsible for maintaining and reporting the finances of the Chapter to the Board and to Headquarters. A retiring Vice Chair - Finance initiates the necessary forms to transer the bank accounts to the new Vice Chair - Finance prior to September of the new term of office.

The **Vice Chair Administration** keeps the written records of the Chapter. The Vice Chair of Administration schedules the meetings, makes arrangements for facilities and equipment, and records minutes. The Vice Chair of Administration submits election reports, and quarterly Chapter activity reports to Headquarters. The Vice Chair of Administration appoints the following positions: Membership Chairperson, Newsletter Editor, and Webmaster.

The **Vice Chair Operations** assists the Chapter chair, supervises the general operation of the Chapter including planning Chapter meetings and appoints and provides leadership for the following committees: Awards, Public Relations, and Meeting Coordination.

The **Vice Chair Technical** is responsible for sustaining and developing the technical standards of the chapter, including arranging for training courses and technical workshops.

The **Vice Chair of Professional Development** appoints committee chairpersons and provides leadership for the Professional Development and Conference/Workshop committees..

Please forward your nominations no later than July 31st.

*Please remember to  
**VOTE!**  
Thanks.*



## A Note from the Chairman



To All OC SOLE Members: Ed Welch is currently the Chair of the San Diego chapter of SOLE, and is also our new District Manager. Ed, myself, Laina Jones, and Tom Akin (of SD SOLE) have had discussions about holding a joint SD/OC SOLE meeting. Naturally, this would be an after-hours meeting held at a location somewhat equidistant between here and there, probably Oceanside. We'd get a speaker that would be interesting enough to make the trip worthwhile. We're trying to determine if there's enough interest in this meeting to go forward. I see it as a great way to network with our fellow members to the south, and a change of pace from our usual meetings. If you'd be interested, please let me or any Board member know. Also let us know what day of the week you'd prefer (some have said Friday would be better for the joint meeting than Thursday), and any other suggestions you might have. ~ Mark

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### Troop Remembrance

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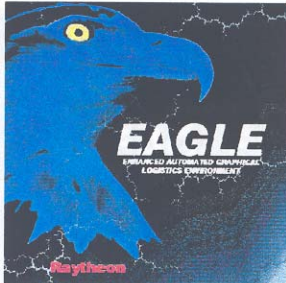
***Welcome home troops!***

*Please continue to remember our troops not yet home, faithful to George Washington's homily "compassionate in victory".*

<http://www.presidentialprayerteam.org>



# EAGLE / iLOG User Conference



## EAGLE / iLOG USER CONFERENCE

Raytheon Technical Services Company and Logistics Business Systems Ltd. are hosting the EAGLE / iLOG 2003 User's Conference. This premiere event is scheduled for the 19<sup>th</sup> through the 22<sup>nd</sup> of October 2003 at the Omni Tucson National Gold Resort and Spa.

The purpose of the conference is to present a forum where EAGLE / iLOG users can network with other customers, partners, and EAGLE / iLOG developers. The conference will provide direct access to senior management and application product developers, who will address various end-user topics through a series of technical sessions, presentations and hands-on demonstrations. Training sessions will address future development plans, introduce powerful new tools, and provide useful insights into the use of EAGLE / iLOG products - directly from the software developers.

Please take this opportunity to mark your calendar and save money by registering early for this year's EAGLE / iLOG User's Conference. This year we have chosen a fantastic Santa Catalina Mountains foothills site at the Omni Tucson National Golf Resort and Spa. From the resort you will enjoy beautiful panoramic views of the Catalina Mountains, downtown Tucson and the Sonoran Desert. The resort's location provides an excellent opportunity to include your spouse and family in your travel plans. *Please check out the following!*

### **[Omni Tucson National's Recreation and Leisure activities web page](#)**

This web address describes the resorts's amenities as well as a number of attractions in the Tucson area.

There are several ways in which to stay current with the events planned for the Conference. You can periodically check our website for updates at [WWW.RAYTHEONEAGLE.COM](http://WWW.RAYTHEONEAGLE.COM) or call the EAGLE Helpdesk at 520.663.6673 or email us at [raytheoneagle@raytheon.com](mailto:raytheoneagle@raytheon.com).

*See you in Tucson!*



# June Presentation



## SOLE – ORANGE COUNTY CHAPTER JUNE MEETING NOTICE

### Date and Time

**Thursday, June 26, 2003**

**6:00 – 9:00 pm**

Greenside Café at Dad Miller's Golf Course

RSVP to Laina Jones at [Laina\\_E\\_Jones@raytheon.com](mailto:Laina_E_Jones@raytheon.com)  
or (310)335-6497

### Guest Speaker

**Roland Santos**

**3M, NALDA, and REMIS**

Roland Santos, a retired military reservist with a B.S. degree in Computer Science, has extensive knowledge and hands on experience in the field of Maintenance Data Reporting. He will speak about the US Navy's 3M Data, Naval Aviation and Logistics Data Analysis (NALDA), and the US Air Force's Reliability and Maintainability Information System (REMIS).

### Location

Greenside Café at Dad Miller's Golf Course  
430 N. Gilbert Avenue, Anaheim  
(714) 535-8770

### For More Information

Mark Raftogianis, CPL (714) 446-3580  
Jimmy Turner, CPL (310) 335-6483  
Floyd Horton (310) 952-4576



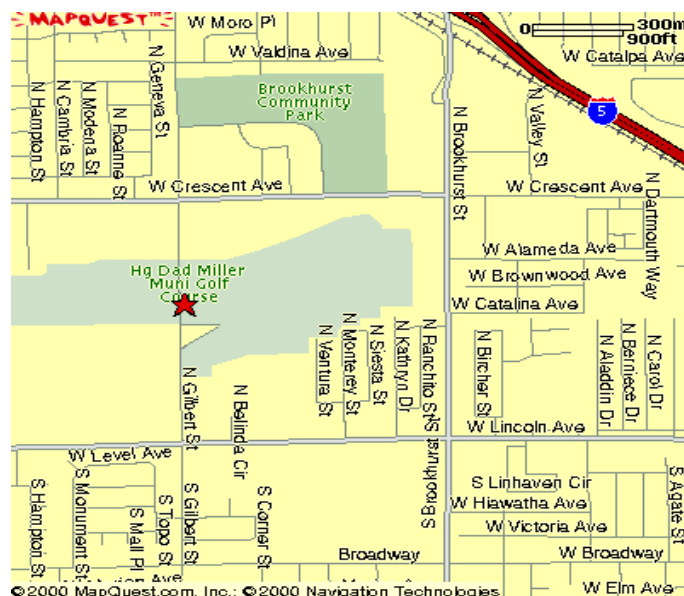
# Meeting Notice - June 2003

## International Society of Logistics



### ORANGE COUNTY CHAPTER MEETING

- DATE:** Thursday, June 26, 2003
- TIME:** 6:00 - 9:00 pm
- AGENDA:**
- |   |         |
|---|---------|
| Social                                  | 6:00 pm |
| Announcements - Mark Raftogianis, Chair | 7:00 pm |
| Self-Introductions - All Participants   |         |
| Dinner                                  |         |
| Presentation - Mr. Roland Santos        | 7:00 pm |
- COST:** Your choice
- DINNER:** Selected from Menu
- PLACE:** Greenside Cafe at Dad Miller's Golf Course  
430 N. Gilbert Ave., Anaheim, CA 92801 (Phone: 714-535-8770)  
Phone: 714-993-6390
- RSVP:** Laina Jones: 310-335-6497, [Laina\\_E\\_Jones@raytheon.com](mailto:Laina_E_Jones@raytheon.com)
- PRESENTER:** Mr. Roland Santos
- TOPIC:** 3M, NALDA, and REMIS



*Come join us for a very informative presentation.*