

**AICC**

BoxScore's

# LeadEdge

**Leadership and Performance  
through Education & Training**

Premiere Issue ■ September - October 2003

## AICC WELCOMES NEW COMMITTEE CHAIRMAN

### *Thanks Long-Standing Chairman*

**O**n September 16, the AICC Educational Development Subcommittee voted in a new chairman: Chip Schifffenhaus, President, Schifffenhaus Packaging Corporation, Newark, New Jersey. Chip has served on the Subcommittee since joining the AICC Board of Directors in 1998. At the same meeting, the Subcommittee recognized the accomplishments of Brian Buckley, President, Brian Thomas Display & Packaging, Houston, Texas, during his tenure as chairman since 1998. During that time the number of different programs grew by 60%, and, in spite of the recent industry recession, training revenue grew by 8%. Brian Buckley is now a Vice Chairman of the AICC Board of Directors.

*Thank you both, Chip and Brian, for your work and leadership.*

## Welcome

to AICC's new Education

&amp; Training insert called "LeadEdge:

**Leadership & Performance through  
Education & Training."**

Starting with this issue of BoxScore and in each subsequent issue, AICC's Education Department provides in this pull-out section information related to corrugated industry training provided by AICC: upcoming events, registration information, testimonials, new program descriptions, etc. You may take this section out of BoxScore and use it as a resource for you and your employees. If you would like more information about these and all AICC training programs, do not hesitate to contact David Core, AICC Director of Education & Training, at 1-877-836-2422 or [dcore@aiccbox.org](mailto:dcore@aiccbox.org).

## *Upcoming AICC Training Programs – November & December*

**NEW****NOVEMBER 3-6:**

**Maintenance Management for Converting Operations (Carol Stream, Illinois).** This new comprehensive 4-day training program is for managers and supervisors in charge of maintenance on converting equipment. The focus of this program is to give managers and supervisors tools to better manage, coordinate, and implement their in-plant maintenance systems so that their maintenance crews are trained to reduce downtime on converting equipment. Participants will learn both preventive and predictive maintenance methods, how to improve the

maintenance of equipment to run as close as possible to OEM specifications, how often to schedule regular maintenance, how to plan for the wear of parts, and what services are available to managers to assist them in maintaining equipment or parts, such as bailers, electrical motors, and controls, and programmable logic controllers (PLCs).

**NOVEMBER 3-7:****Comprehensive Production Supervisor Training (San Diego, California).**

This training program reviews the significant operational areas that sheet and corrugator plant

production supervisors are responsible for and requires each participant to complete an action plan to improve plant operations. This 5-day comprehensive course, led by industry expert, Dean Mitchell, is given to only ten supervisors at a time.

**November 10-13:  
Overview of Post Printing on Corrugated Board (Clemson, S.C.)**

This 4-day training program for press operators and supervisors gives participants both classroom instruction and hands-on training in all aspects of printing flexo, including setting up the press, experimenting with inks and substrates, analyzing the printing

process, and discussing theories of enhanced graphics. There are only four openings left. This is the last program of the year.

**November 10-14:  
Converting I (Carol Stream, Illinois).**

Taught by a team of industry experts, this 4.5-day training program teaches ten converting supervisors and managers the techniques to increase equipment uptime. Participants learn ways to improve converting operations immediately and to practice what is learned on the equipment provided at the training center.

*continued on LeadEdge page 3*

## Survey Says....

**D**uring the summer months, AICC sent out a one-page survey of potential new training programs for 2004. This survey is useful in understanding member interests and needs in training. Eleven possible training programs were presented for member comment and ranking in order of interest and need. Over ten percent of membership responded.

Two programs outshone the rest: Lean Manufacturing Workshop, a 3- to 4-day workshop on lean manufacturing techniques for operations managers and plant/production managers, and Advanced Production Supervisor Training, a 2-day program for experienced line supervisors, modified from AICC's current Comprehensive Production Supervisor Training program.

The AICC Education Development Subcommittee has directed the AICC Education Department to seek proposals from qualified vendors to provide this training.

In addition, the Subcommittee approved these staff recommendations for 2004:

- Explore safety training with the Pulp & Paper Safety Association
- Explore an update to the Line Leadership course
- Reduce the number of offerings or eliminate some existing programs.
- Find new ways to cut program expenses.

## What Members Are Saying About...

### ■ CEO Advisory Groups

*"With today's ever changing business conditions, you need sound advice to chart your company in a profitable direction. AICC's CEO Advisory Group is that forum in which you the owner can get the answers you need today. It certainly has helped my company navigate the business conditions we all face today."*

— Larry Cooper, President,  
C&B Corrugated Containers,  
Mississauga, Ontario

### ■ Negotiation from Strength (in-house program)

*"Mark (Neely)'s presentation was on task and, while the program is designed for sales departments, he incorporated the 'buyers' that we had attending as well. I especially appreciated that Mark did not use 'pop psychology' terminology in addressing situations such as fear and made the group and individual exercises tailored to our specific applications and needs."*

— Jackie West Cowden,  
Custom Packaging,  
Lebanon, Tennessee

### ■ Affinity Selling

*"Bob Forrest was an excellent facilitator. I had attended Line Leadership in 1995 and he was the facilitator then also. (This program is) very relevant to the 'real world' of selling corrugated. It [was] a pleasure. I'm at a loss to say what could really use improvement."*

— Michael J. Oswald, K&H  
Containers/Unicorr  
Packaging Group,  
Wallingford, Connecticut

### ■ 21st Century Customer Service Online

*"The topics were extremely relevant to what we are currently emphasizing. The on-line, self-service format was well suited to our busy customer service group. You condensed some very relevant topics into a very manageable training structure."*

— Anthony Conte,  
Schiffenhaus Packaging  
Corporation,  
Newark, New Jersey

## CALENDAR OF AICC Training Events

### November

**3-6: Maintenance Management for Converting Operations,**  
Carol Stream, Illinois.  
For maintenance managers, supervisors, plant managers, supervisors.

**3-7: Comprehensive Productions Supervisor Training,**  
San Diego.  
For production supervisors.

**5: 21st Century Customer Service Online,** begins again  
November 5. 14 Modules total.  
For customer/sales service representatives.

**10-13: Overview of Post Printing on Corrugated Board,**  
Clemson, South Carolina.  
For press operators, press supervisors, sales reps., designers.

**10-14: Converting I,**  
Carol Stream, Illinois.  
For converting supervisors.

### December

**8-11: Fundamentals of Improved Flexo Printing & Rotary Die Cutting,**  
Appleton, Wisconsin.  
For press/die cutter operators, press supervisors, sales reps., designers.

### February 2004

**19-21: Sales Managers' Forum (Sales Leadership Conference),**  
Clearwater Beach, Florida.  
For regular and associate sales managers.

### March 2004

**4-6: Production Managers' Forum,**  
Orlando, Florida. For production managers.

**25-27: Advanced Sales Training,**  
Fort Lauderdale, Florida.  
For experienced sales representatives and their sales managers

# (Jan — Sept 2003) The AICC Training Honor Roll

*From January to September 2003, over 160 members sent employees to AICC training programs, recognizing the benefits that training can bring to their people and their company. AICC thanks them for their support.*

Abbott-Action Inc.  
Advanced Design & Packaging  
AEGIS Container  
AIM Corrugated Container Corp.  
Akers Packaging Service Inc.  
Akers Packaging Service Inc. (Chicago)  
All Packaging Company, Inc.  
Alma Container Corp.  
American Packaging Corp.  
Arrow Box Co. (St. Louis, MO)  
Arvco Container Corp.  
Associated Packaging Inc.  
Atlantic Decorated & Display Inc.  
Batavia Container Inc.  
Bates Container Inc.  
Bates Container Inc. (San Antonio)  
Bay Cities Container Corp.  
Bay Corrugated Container, Inc.  
BCM Inks U.S.A. Inc.  
Bobst Group Inc.  
Box USA (Hartford City, IN)  
Box USA (Lake Wales, FL)  
Box USA (Louisville, KY)  
Box USA (Newark, OH)  
Box-Board Products Inc.  
Boxes Inc.  
Brian Thomas Display & Packaging  
BSC CorrValue  
Buckeye Container A BCI Company  
C & B Corrugated Containers Inc.  
Carlisle Container Co.  
Carolina Container  
Carton Sales & Manufacturing Co.  
Celulosa Y Corrugados De Sonora S.A. De C.V.  
Central Container Corp.  
Central Florida Box Corp.  
Central Graphics & Container Group  
Chambers Container Co. Inc.  
Charta Packaging Limited  
Coastal Corrugated, Inc.  
Colorado Container Corp.  
Concord Specialty Corrugated  
Connecticut Container Corp./Unicorr Packaging Group  
Corru Kraft (Div. of Sunclipse)  
Corrugados De Baja Calif.  
Corrugados Y Plasticos Del Sureste S.A.  
Corrugated Supplies Co., LLC  
Coyle Corrugated Containers Ltd.  
Creative Carton Corp.  
Custom Corrugated Containers Inc.  
Delta Packaging, Inc.

Design Packaging Inc. (Lithonia, GA)  
Dusobox Corporation  
Eagle Container  
Empaques De Carton Saitillo, S.A. De C.V.  
Empaques Modernos De Guadalajara, S.A.  
Empire State Container  
Ferguson Supply & Box Mfg. Co.  
Fibre Containers Co. (City of Industry, CA)  
Flutes, LLC  
Great Lakes Packaging Corp.  
Great Northern Corp.  
Harbor Packaging (Holland, MI)  
Heritage Packaging Corp. (College Park, GA)  
Ideal Box & Graphics Co.  
Independent Corrugator Inc.  
Innerpac Inc.  
Integrated Packaging Corp. (Detroit, MI)  
Interstate Container Lowell LLC  
Interstate Corrpac LLC  
Jamestown Container Cleveland Ohio  
Jamestown Container Lockport, Inc.  
K & H Containers / Unicorr Packaging Group  
Kell Container Corp.  
Koch Container, a BCI Company  
Landaal Packaging Systems  
Leaman Container Inc.  
Lewisburg Container  
Liberty Carton Co.  
Liberty Carton Co. (Fort Worth, TX)  
Liberty Carton Company (Peabody, MA)  
Mall City Containers Inc.  
Marfred Industries Container Division  
McElroy Contract Packaging Inc.  
Menasha Packaging Company (Athens, AL)  
Michigan Packaging (Mason, MI)  
MidCorr Packaging LLC  
Midland Container Corp.  
Mid-States Packaging Inc.  
Miller Container Corp.  
Minnesota Corrugated Box Inc.  
Montebello Container Corp.  
Morphy Containers Ltd.  
National Packaging Co.-NPC (Newark, NJ)  
National Packaging Solutions Group - General Corrugated  
National Packaging Solutions Group - Jacksonville, FL

National Packaging Solutions Group (Pettyjohn, NC)  
Nelson Container Corp.  
Norampac (Buffalo, NY)  
Norampac Inc. (Mississauga)  
Norampac Inc. (St. Marys)  
Northwest Packaging Inc.  
Oakwood Packaging Company, LLC  
Omaha Box Company  
Oneida Container Co.  
Orange County Container  
Pacific Southwest Container Inc.  
Pacific Western Container  
Packaging Control Corp.  
Packaging Corp. of America (Ashland, OH)  
Packaging Design Corp.  
Packaging Express  
Packaging Integrity Inc.  
Packaging Logic Inc.  
Packaging Services Inc.  
Packaging Services of Maryland Inc.  
Packaging Specialties Inc.  
Packaging Technologies (1991) Inc.  
PhilCorr LLC  
Pinnacle Corrugated, LLC  
Pride Container Corp.  
Progress Container & Display  
Pro-Pak Industries  
Questcor  
Rand Whitney Container  
Rapid Packaging Company, Inc.  
Richmond Corrugated Box Company  
Royal Containers Ltd.  
Royal Continental Box Co.  
Schiffenhaus Packaging Corp.  
Scope Packaging Inc.  
Service Container Co.

Shillington Box Co.  
Simpson Tacoma Kraft Co, LLC  
Southern Container Corp. (Dayton, NJ)  
Specialty Industries (Baltimore, MD)  
Specialty Industries Inc.  
Squire Corrugated Container Corp. (Linden, NJ)  
Stand Fast Packaging Products Inc.  
Stronghaven Containers Inc.  
Sumter Packaging Corp.  
Sunrise Manufacturing Inc.  
Sutherland Packaging Inc.  
Tecumseh Corrugated Box (Tecumseh, MI)  
Tecumseh Corrugated Box - Van Wert Division  
TexCorr, LP  
THARCO (Santa Fe Springs, CA)  
The Royal Group (Cicero, IL)  
Tilsner Carton Co.  
Triad Packaging Inc.  
Triad Packaging Inc. of TN  
Triad Packaging of Butner  
Tyoga Container Co.  
Vanguard Packaging  
VantagePoint Systems, Inc.  
Viking Industries Inc.  
Viking Paper Corp.  
Wasatch Container  
Welch Packaging Group - Elkhart Division  
Welch Packaging Group - Kendal Division  
Wertheimer Box Corporation  
Wilmington Box Co.  
Woodland Mfg. Company Inc.  
York Container Co.

**continued from LeadEdge page 1**

*Upcoming AICC Training Programs – November & December*

**December 8-11: Fundamentals of Improved Flexo Printing and Rotary Die Cutting (Appleton, Wisconsin).** Made possible by the International Corrugated Packaging Foundation, this 4-day advanced graphics and die cutting program enhances the knowledge, expertise and performance of press operators, press supervisors, sales representatives and other plant personnel and combines hands-on press work in printing and die cutting 2- and 3-color jobs using a WORKHORSE 3-color flexo rotary die cutter with interactive classroom analysis and discussion. ICPF donors receive a special early registration discount.

# AICC Training Course Registration Form

All prices in U.S. Dollars. (Full payment must be included with the registration.)

Fax Registration: (703) 836-2795

Online Registration: [www.aiccbox.org](http://www.aiccbox.org)

Mail registration:

**AICC,**  
P.O. Box 25708  
Alexandria, VA 22313

■ **21st Century Customer Service Online, begins again November 5, 2003**

Single module member payment three weeks prior to module: .....\$65

Single module member payment within three weeks of module: .....\$85

Select module(s):

\_\_\_\_\_

Select session date(s), if advertised:

\_\_\_\_\_

\_\_\_\_\_

Seven modules member payment on/before 10/22/03: .....\$235  
after 10/22/03: .....\$285

14 modules member payment on/before 10/22/03: .....\$470  
after 10/22/03: .....\$520

Nonmember Registration for any or all modules: call AICC for information.

**Cancellation Policy:** All course cancellations must be made in writing and sent to AICC, P.O. Box 25708, Alexandria, VA 22313, or faxed to (703) 836-2795 or emailed to [education@aiccbox.org](mailto:education@aiccbox.org). Registrants who cancel more than three weeks prior to the program are entitled to a full refund of the registration fees; three weeks or less, but more than one week, a cancellation penalty of 50% of the registration fees will be assessed; less than one week and no shows, no refund. Substitutes are accepted. Different penalties may apply for those who cancel registration and reschedule to a later program. If AICC cancels any program, a full refund will be provided. AICC may cancel programs if attendance does not meet required levels. Travel fares and hotel deposits cannot be reimbursed.

■ **Comprehensive Production Supervisor Training**

November 3-7, 2003, San Diego, CA

AICC member payment on/before 10/31/03: \$2,245;  
AICC member payment after 10/31/03: .....\$2,475.  
Nonmember Registration: .....\$2,950

■ **Maintenance Management for Converting Operations,**

November 3-6, 2003, Carol Stream, IL.

AICC member payment on/before 10/31/03: \$1,425;  
after 10/31/03: .....\$1,575.  
Nonmember Registration: .....\$1,875.

■ **Overview of Post Printing on Corrugated Board,**

November 10-13, 2003, Clemson, SC

(please select your desired week, plus an alternate week, and denote them #1 and #2).  
Registration includes all fees to Clemson University (base fee, waste removal fee, cost of shipping back samples). ICPF donors receive member rate.

AICC member/  
ICPF donor payment on/before 10/17/03: ..\$1,425  
after 10/17/03: .....\$1,525  
Nonmember/nondonor  
Registration: .....Contact AICC

■ **Converting I,**

November 10-14, 2003, Carol Stream, IL

AICC member payment on/before 10/17/03: \$1,450  
after 10/17/03: .....\$1,600  
Nonmember Registration: .....\$1,925

■ **Fundamentals of Improved Flexo Printing and Rotary Die Cutting,**

December 8-11, 2003, Appleton, WI

April 19-22 2004

June 14-17, 2004

August 23-26, 2004

October 18-21, 2004

(please select your desired week, plus an alternate week, and denote them #1 and #2).  
Registration includes all fees to Fox Valley Technical College (base fee and administration fee). ICPF donors receive special rate.

ICPF donor payment 3 weeks before course: \$1,250  
within 3 weeks of course: .....\$1,350  
Nondonor Registration: .....\$1,350

■ **Sales Managers' Forum,**

February 19-21, 2004, Clearwater Beach, FL

AICC member payment on/before 1/27/04: \$1,425  
after 1/27/04: .....\$1,595  
Nonmember Registration: .....\$1,895

■ **Production Managers' Forum,**

March 4-6, 2004, Orlando, FL

AICC member payment on/before 2/13/04: \$1,125  
after 2/13/04: .....\$1,245  
Nonmember Registration: .....\$1,500

■ **Advanced Sales Training,**

March 25-27, 2004, Fort Lauderdale, FL

AICC member payment on/before 3/3/04: ..\$1,225  
after 3/3/04: .....\$1,345  
Nonmember Registration: .....\$1,600

Name/Title

Company

Street Address

City

State

ZIP/Postal Code

Email

Phone

Fax

**Method of Payment:**

Check enclosed (payable to AICC) Amount: \_\_\_\_\_

Credit Card:     AMEX     VISA     MasterCard

Card Number: \_\_\_\_\_

Exp. Date: \_\_\_\_\_

Name on card

Signature