

Ng Boon Kyan (PSCM)

First of all, I would like to thank MISI for giving me the opportunity to attend the IAP 2019. It was truly an inspiring and fulfilling experience. My journey started with a harsh winter in Massachusetts which homegrown tropical Malaysia boy find it difficult to adapt initially. But after a few meetings with my heart warming fellows from the US, Latin America, Europe, Africa and other parts of Asia, things got better eventually. We have the chance to hear from reputable Supply Chain experts in the various industry. And we are provided the opportunity to sharpen our knowledge and ideas during our IAP courses and assignments. It's a great and steep learning curve for me.

Introduction to Python basic programming is the most challenging class for me. I always have strong interests in programming but I have zero experience on it. The first week of the class are nightmares for me. We were given in-class activities to solve in the class and required to submit right before the class ended. I have to seek assistance from the teaching assistants or my friends beside me to ensure I wrote the correct commands. Nevertheless, after a few classes, I was able to catch up and finished all the assignments with little assistance from my friends. I'm glad that I was introduced to Python as it will be helpful not only for my thesis but for my future career as well.

Dr. Bruce has introduced a very practical "VELD" approach on how to improve the overall deliveries of our presentation. I love the way of the class being delivered as we have a lot of interactions between our team members during class practices. Besides that, we have a lot of fun on making videos at midnights on promoting the amendment on gambling laws in Massachusetts using the VELD approach.

Another highlight of the IAP program is the Fresh Connection game. It was among the most exciting competition among all. My team made up of people with various background on shipping, manufacturing, and transportation. We spent hours and nights on calculating, arguing and discussing before reaching the final agreements on each round. It was very fulfilling to see everyone is working very hard towards a common goal instead of personal ranking on the game. We took the risky decision as a team and we cheer on good or bad results together, as a team.

The visit to Walgreen Hartford Distribution Center was a unique experience. I have never been to the distribution center of such scale and the automated process of sorting, storage, detrash, picking, and shipping was amazing. Moreover, I was amazed by their high compatibility working environment for people with disabilities (PWD). The culture of 'No Them' was promoted intrinsically for no discrimination towards PWDs. Everyone who is working in the DC will receive equal pay for their ability.

Besides, the visit to Ab-Inbev Brewery factory in Merrimack was fun, especially with the free beverage provided. We were marched by the factory experts and explored the whole brewing operations. I am glad to witness the application of lean manufacturing process throughout the marching. Combining their manufacturing capability and high-efficiency supply chain network, all products are made to order and finished goods only stay in their inventory for 2 days maximum.

The only suggestion I would provide for the next years of IAP is to provide clear guidance or instruction for students who want to seek medical attention from the MIT Medical center or the

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local hospitals. Some of us were confused by the hospital's admission procedures and received delayed treatments. The guidance or instructions may help us, the foreign students with travel insurance purchased, to expedite the whole process and to seek the best treatment.



Before the snow.



After the snow.



My APICS team members.



My Fresh Connection team members.



My Leadership team members.