



# The Red Wolf

## AICCNC Helps Start New Business

The members of the AICCNC helped an American Indian set up a new business. Gynecology and Laparoscopic Surgeons, PC (GaLS), was recently opened in the Falls River area of North Raleigh.

The members helped the practice with many facets of starting the business. The location of the office was decided upon with the help of AICCNC members. Also, members helped GaLS obtain funding for the building, up-fitting and initial general operating costs. The practice was also assisted when it came time to selecting and setting up the accounting system, adver-

tising, branding, marketing and their web site.

Gynecology & Laparoscopic Surgeons, PC offers all standard gynecological services and specialists in Advanced Laparoscopy and Advanced Hysteroscopy techniques. At this time they are currently looking to hire two more doctors because demand in the area is so high.

This business has a strong foundation because of the help that it received from members of the AICCNC. GaLS is well on its way to

becoming a successful and profitable business.

To find out more information about this practice, please visit <http://www.glsi.info>.

This is a prime example of members carrying out the goals of the AICCNC. We plan to make many more success stories like this one.



## Intra-Member Counselors

Our Intra-Member Counseling service provides guidance and advice on solving business problems by other members that have experienced similar issues.

We have had a great response to this service. Intra-Member Counselors are members of the Chamber and a few Counselors are not members but are willing to provide some of their time to help American Indian businesses.

If your American Indian-owned business is experiencing a nagging problem that is keeping it from being more successful and you feel that the AICCNC can help, contact Scott Roberts, Executive Director at (919) 510-9696.

Any member can provide intra-member counseling. However, only American Indian businesses or entrepreneurs can be the requestors of this service. Advice given through the

Intra-Member Counseling service will be recorded in our FAQ Database for the benefit of all members.

We believe that this service will be one of the most widely used services that we will offer. Please take advantage of the individuals that we have available for no-charge advice.

Let us know if you would like to participate in the Intra-Member Counseling service.

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### Special points of interest:

- AICCNC helps start new business.
- Intra-Member Counselors
- Great response from members to be Founding Regional Board Advisors.
- McGhee Construction in the spot light.

# Best Practices— Benchmarking

## What is Benchmarking?

Benchmarking is the process of determining who is the very best, who sets the standard, and what that standard is. In baseball, you could argue that seven consecutive World Series Championships made the New York Yankees the benchmark.

If we were to benchmark "world conquest", what objective measure would we use to compare Julius Caesar to Adolph Hitler; Gengis Khan to Napoleon? Which of them was the epitome, and why?

We do the same thing in business. Who is the best sales organization? The most responsive customer service department? The leanest manufacturing operation? And how do we quantify that standard?

Once we decide what to benchmark, and how to measure it, the object is to figure out how the winner got to be the best and determine what we have to do to get there.

## Why Should I Benchmark?

If you do not know what the standard is you cannot compare yourself against it. If a customer asks "What is the MTBF on your widget?" it is not enough to know that your Mean Time Between Failures is 120 hours on your standard widget and 150 for your deluxe widget.

You also have to know where your competitors stand. If the company against whom you are competing for this order has a MTBF of 100 hours you are probably okay. However, if their MTBF is 10,000 hours who do you think will get the order?

## What can I Benchmark?

Benchmarking is a management tool that is being applied almost anywhere. The Fortune Magazine article "Beat the Budget and Astound your CFO" outlines how Rank Xerox even applied benchmarking to their sales effort.

## Where can I learn more?

The Defense Technical Information Center maintains an Electronic College of Process Improvement site on the web. Their Executive Overview is an excellent summary.  
[www.dtic.mil](http://www.dtic.mil)

The Best Practices Library of the Interagency Best Practices Council has extensive citations, but they are not hyper-linked.

Lastly, the American Productivity & Quality Center has a special benchmarking section and a library of relevant downloadable files.  
[www.apqc.org](http://www.apqc.org)

## Final Thoughts?

You know you need to benchmark, but you are just too busy. Well if you do not benchmark, and then implement improvements based on it, you will find yourself out of business. Then you will have plenty of time to benchmark, but it will not matter.

John Reh of About Management Guide

# Regional Board Advisors

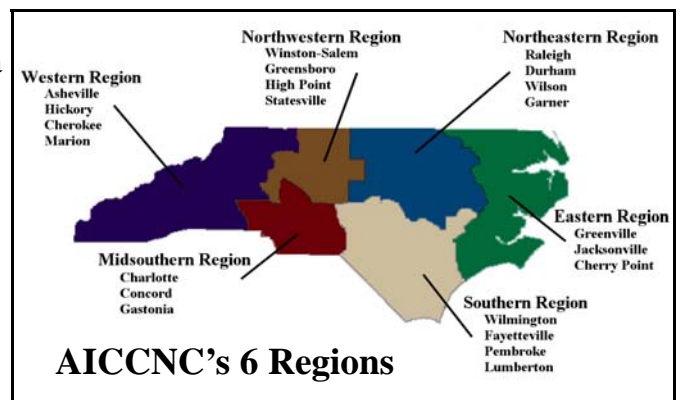
Regional Board Advisors provide leadership and direction for the Chamber in each of the six different regions. These individuals also help with promoting the Chamber to American Indian entrepreneurs in their area.

The membership has responded favorably about wanting to be Founding Regional Board Advisors. However, at this time

we do not have enough Regional Board Advisors for each region. Please let us know if you are interested in being a Regional Board Advisor. This is a great way to help the AICCNC in your area.

The Regions are shown in the picture to the right. If you are unsure what re-

gion you are in, please check our web site or contact us at 919-510-9696.



Please send nominations to:  
9201 Leesville Rd. Suite 220  
Raleigh, NC 27613

## 2003 Membership Drive

The AICCNC's Membership Drive is turning out great. Since the last newsletter our membership has grown 75 percent! The members have been doing a good job of getting the word out about our new organization.

We are proud to announce that we have members in each of the six regions of North Carolina.

Thank you for your support. We have more ground to cover though. With your help we can grow the Chamber membership by another 75 percent.

With more members, we will have more resources to provide answers and ideas. The Chamber is growing at a prominent rate and we should do our best

to keep it up. If you know of a company in your area that could benefit from the Chamber let us know. We can send them information about the Chamber. More members will result in a stronger membership.

We have new color brochures and flyers to give out to potential members. If you have not received either one of these, please contact the main office and we will send you some of these promotional materials. These documents can be used to inform American Indian businesses in your area about the AICCNC.

Non-members- See the last page for information on becoming an AICCNC Member.

## Additional Business Resources

The North Carolina Indian Economic Development Initiative (NCIEDI) fosters and promotes economic development on behalf of, and in cooperation with, the State's recognized Indian Tribes and organizations, and promotes business development, expansion and growth among the American Indian population statewide. The NCIEDI had the Office of Economic Development at UNC-Chapel Hill conduct a methodical study of the American Indian economy in North Carolina. This study helped them to determine the best strategy to help this sector of the population is to help small businesses expand, create new small business enterprises and to provide technical assistance to the tribes in North Carolina to implement their economic development plans. For more information call 704-451-7285 or 910-892-8031.

## Meet Our Members

Michael S. McGhee  
**McGhee Construction, Inc.**  
(910) 327-2839  
email: michaelmcghee@yahoo.

### Tell us about your company:

We are a Native American prime federal contractor. We do work throughout the nation. McGhee Construction, Inc. was formed in 1987. We are a Small Disadvantaged Business, SDB.

Our principal office is in Sneads Ferry, NC. We also have a branch office that is located in Las Vegas, NV.

### What is your role within the company?

I am the owner and president.

### What do you enjoy most about your work?

Dealing with various federal government agencies.

### What is the biggest obstacle for

### companies in your industry?

We have more contractors than work.

### How is your organization dealing with this problem?

Complete and detailed focus on cost estimating.

We are taking submissions from members to be in the next "Meet Our Members" section of *The Red Wolf*. Please contact Scott Roberts at the Chamber office (919-510-9696) to be in an upcoming issue.

## On This Date in History

### June 1- 1868:

After the "long walk" to the Bosque Redondo Reservation in New Mexico, the NAVAJOs suffered from the poor conditions on the reservation, and from homesickness for their old lands. After numerous visits from Washington representatives, General

Sherman visited the NAVAJO. They again asked to go back to their old lands. They promised to keep the peace and the old treaties. Sherman talked with them, and he listened to them. With a new treaty in hand, Sherman says he will let them go, if they sign, and obey, the new treaty.

The NAVAJOs agree, even though they will lose some of their land as a part of the new agreement. On this date, Barboncito, Armijo, Delgadito, Herrero Grande, Manuelito, and others sign the new treaty.



**AMERICAN INDIAN CHAMBER OF  
COMMERCE OF NORTH CAROLINA**

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**Phone: 919-510-9696  
Fax: 919-510-9668  
Email: [info@aiccnc.org](mailto:info@aiccnc.org)**

We're on the web  
[www.aiccnc.org](http://www.aiccnc.org)

## Advertise with Us

Send us your business card if you would like your company to be advertised in an upcoming issue of *The Red Wolf*. (An electronic copy of your business card works best.)

We can also include a flyer insert from your organization.

You supply the flyers and we will include them in the next mailing of the newsletter. A 8.5" x 11" (or smaller) flyer is the best size to fit inside the newsletter. This service is provided at no-charge to our American Indian firms.

## Pow Wow Gathering

**Triangle Native American Society (TNAS)**

**Annual Pow Wow Gathering**

August 9-10, 2003

Dorton Arena at the NC State Fairgrounds Raleigh, NC.

The Public is invited to come and participate in this exciting cultural festival. Prepare yourself for delicious native foods, authentic arts & crafts and traditional

Pow Wow dancing, singing and drumming.

Grand Entry at 12 Noon

### **Want to become an AICCNC member?**

There are three ways to obtain a membership application.

1. Go to the website- [www.aiccnc.org](http://www.aiccnc.org), click on 'Membership Application'
2. Email the Chamber at [info@aiccnc.org](mailto:info@aiccnc.org)
3. Call the AICCNC office at (919) 510-9696

We can accept completed membership applications three ways.

1. Email the application to: [info@aiccnc.org](mailto:info@aiccnc.org).
2. Send via US mail to:  
9201 Leesville Road  
Suite 200  
Raleigh, NC 27613-7540 or
3. Fax the application to (919) 510-9668