



National Association of Purchasing Management Northwest Indiana



NEWSLETTER



www.napmni.org

December 2009

www.ism.ws

2009-2010 Calendar

December 4, 2009 Friday

Christmas Gala- Networking

T. J. Maloney's (Holiday Star & Radisson Hotel)
I-65 & US 30 800 E 81st Ave.
Merrillville, IN 46410

January 13, 2010 Wednesday

Joint Educational Meeting AWWI/NAPM-NI

Center for Visual & Performing Arts
1040 Ridge Road
Munster, IN 46321

March 17, 2010 Wednesday

Educational Meeting- Issues in Supply Chain Management

Professor Jonathan Furdek
Caf'e Borgia
10018 Calumet Ave
Munster, IN 46321

April 21, 2010 Wednesday

Plant Tour-

Three Floyds Micro Brewery
9750 Indiana Parkway
Munster, IN 46321

Educational Meeting

Three Floyds Micro Brewery
9750 Indiana Parkway
Munster, IN 46321

May 19, 2010 Wednesday

Educational Meeting- Election- Marty Harper Award

T. J. Maloney's (Holiday Star & Radisson Hotel)
I-65 & US 30 800 E 81st Ave.
Merrillville, IN 46410

2009-2010 NAPM-NI Officers & Board

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Debra Cavey

Scholarship Golf Outing Chair

Charlie Ward, C.P.M.

DON'T FORGET!!!!!!!!!!!!!!!!!!!!!!

HAPPY HOLIDAYS!!!!!!

Christmas Gala

T.J. Maloney's 5:30 PM

Bring a spouse or guest

November Meeting & Seminars

During November NAPM-NI had the great opportunity to have Dr. Russell Morey present a two day seminar and an evening educational event. We are always lucky to have Dr. Morey at our affiliate and for many years he has been a benefit to our affiliate. Dr. Morey spent one day reviewing for the C.P.M., and the second day reviewing for the CPSM.

He gave a great presentation Wednesday evening on Tactical and Strategic Purchasing. He reviewed the opposite poles that these two groups work from, and suggested there be more focus on aligning our activities towards the common goal. Interesting concept when we look at our everyday Supply Management activities!

His day sessions were a wealth of information as preparation for those interested in taking their certification exams. Dr. Morey's insights keeps your focus in the right direction. He also reminds you constantly, the tests are the theoretical way of Supply Chain, NOT the way we proceed in our companies on a day to day basis.

Official numbers of new CPSM certifications

Number of CPSM®s	
August 31, 2009	1,103
August 31, 2008	460

ISM MEMBERSHIP as of September 1, 2009
34,453

IMPORTANT C.P.M. NEWS!!

Last day to **apply** for C.P.M. designation:
December 31, 2013

Last day to **register** for the C.P.M. to CPSM bridge exam:
December 31, 2013

Last day to **take** CPSM bridge exam:
December 31, 2014

IMPORTANT ISM BY-LAW PROPOSAL

The ISM Board of Directors voted to include a bylaw revision on the ballot for the upcoming January 2010 membership vote. The revision is to expand the definition of membership in ISM to include anyone interested in ISM. The Board's decision resulted from lengthy discussion at both its May and August 2009 meetings (minutes available at <http://www.ism.ws/about/content.cfm?ItemNumber=8811&navItemNumber=13030>;

Appendix E of the August meeting is available at <http://www.ism.ws/files/secure/index.cfm?FileID=119783>).

The rationale and specific wording that legal counsel has now approved to ensure compliance with the State of New York not-for-profit corporation law is below.

This notification is to also make you aware that Purchasing Magazine has discovered the proposed change to the ISM Bylaws and is actively reaching out to affiliates for interviews.

The ISM Bylaws are available at <http://www.ism.ws/ISMMembership/BylawsISM.cfm>.

1. Proposal to Amend the Bylaws to Modify ISM Membership Criteria

The Board recommends the modification of Regular Membership criteria to allow any person interested in the supply management field to be a Regular Member of an Affiliated Association provided that person does not solicit business on behalf of such person or his or her employer during meetings of any ISM activity. This modification would remove the current restriction on persons who are primarily engaged in sales activity. Such a change would automatically also modify the criteria for a Direct Member, as stated in Article II, Section 2 of the Bylaws.

The field of supply management has undergone significant changes during recent years. Increasingly, ISM members are engaged in a wide variety of business activities during their careers. ISM members frequently participate in cross-functional teams within their own organizations and on teams comprised of one or more suppliers in order to improve the overall effectiveness of their organizations. Indeed, supply managers often work side-by-side with business development professionals in order to serve their employers' goals.

Many ISM members work for small or medium-sized organizations, and these members have traditionally served in multiple and varied roles simultaneously for their employers, including sales and sales support. Small organizations simply do not have the luxury of creating boundaries for their key employees, particularly in today's competitive market.

Early in their careers, supply management professionals often participate in job-rotation or other professional-skill enhancement programs that require them to move throughout the key functional areas of their

organizations, including marketing, sales or other business-development roles. Other supply management professionals find that an advantageous career opportunity presents itself through movement into sales. Or, particularly in tough economic times, supply management professionals may simply find that they can best leverage their skills and abilities to find employment in the sales profession. Many of these individuals may desire to remain active with ISM in order to continue their professional development and to keep them prepared for future re-entry into the supply management profession. Some sales professionals may simply wish to belong to ISM in order to better understand supply management, in order to improve their own professional skills.

The ISM Board strongly advocates and stresses the continued restriction on using ISM membership as a method of active solicitation or sales. Affiliates, Groups and Forums would be able to rightly enforce all restrictions on such activities. It should be noted that some Affiliates currently allow participation by those in the sales profession.

ISM's mission is to Lead Supply Management. By removing this restriction for membership, we can increase the influence and impact of Institute for Supply Management™.

The Board recommends a vote "For" adoption of this proposed amendment to the Bylaws.

Proposed Bylaw Amendment

ARTICLE III, Affiliated Association, Section 4. Regular Members is hereby amended in its entirety to read as follows: Any person interested in the supply management field shall be eligible to be a Regular Member of an Affiliated Association provided that such person does not solicit business on behalf of such person or his or her employer during meetings of any ISM activity, including without limitation, meetings of Affiliated Associations (including chapters), ISM Committees and ISM groups and forums (as defined in Policy).

VOTE WILL BE ON THE JANUARY ISM BALLOT

Limit Your Anger-Use Diplomacy

Buyers don't need to be meek or submissive with salespeople and supplier representatives, but they shouldn't be overbearing or act superior either. They should always be courteous and respectful. It doesn't hurt to say thank you when a supplier does a good job. It is best to control your emotions and respond rationally, for several reasons, when a supplier makes a mistake. Why? Because everyone makes mistakes and it is human

nature to make excuses or blame the problem on someone else. If your response to errors is to show anger, you are more likely to get anger in return. You are likely to get denials and finger pointing as well. By being calm and rational you are better able to get to the causes of the problem and more likely to find permanent solutions.

The proper attitude gets better results when a buyer calls a supplier for information or for a quote. A demanding tone of voice or sarcastic remarks does not generate good will. Sales clerks and customer service representatives may be more inclined to provide quick answers and less help. They may resent such behavior and not even respond to requests. Some buyers and purchasing managers come on so strongly that they jeopardize future business for the company they represent. These bad feelings are passed along and may eventually lead to poor public images and lower sales for the offending organization. A sincere and friendly approach gets quicker results as long as the requests are reasonable. A common complaint from salespeople is that nearly everybody wants immediate action. Of course this is subject to interpretation. Buyers must keep in mind that businesses have many customers. It is unreasonable to expect a business to drop everything and forget about all their other customers to satisfy new customer's immediate needs. In some cases you can get immediate results if you make the right approach.

It is far better for a buyer or purchasing manager to give helpful suggestions to remedy mistakes. It is far better to be diplomatic when asking for something, even from a low level clerk. There may be a time when the friendly and forgiving approach is reciprocated when they buyer or the buying organization is the one that makes a mistake.

Happy Holiday Wishes
To All of Our Members and
Their Families
From NAPM-NI



Containing Costs at The Container Store – A Lesson in Smarter Spending

Date: Thursday, December 10, 2009
Time: 2:00 p.m. EST / 11:00 a.m. PST



Don't miss this Free, 1-hour STREAMING ONLY Web event hosted by ISM and sponsored by Coupa.

<http://www.ism.ws/1655>

(See below for participation details)

Let's face it 2010 will be tough. Expect:

- \$3.00 / gallon for gas to be the new norm
- Consumers to continue to cut back, saying good-bye to \$4 cups of coffee and nightly take out
- Companies to respond to declining sales and thinning profit margins with continued hiring and budget freezes
- That despite all the economic changes challenges, you will be asked deliver 10% more savings with 10% less resources

The businesses that will end up on top are ones that can contain their cost structure and embrace next generation procurement as the foundation for complete spend control and savings management.

The Container Store: Putting a Lid on Supply Management Costs

From purchasing processes to shipping, businesses must rely on efficiencies to keep costs low and productivity high. For retailers like The Container Store, being able to efficiently manage the non-merchandise supply process by using next generation procurement has delivered great results.

During this live, one-hour web event, you will have the opportunity to learn from purchasing and supply management practitioners and discover how The Container Store is:

- Saving 36 hours a week that was previously wasted maintaining in-house inventory and manually shipping supply orders by integrating their supply management process with warehouse management and supplier systems.
- Giving managers a reality check of just how much they are spending by stockpiling and over-ordering supplies by exposing end costs to inventory managers.
- Accurately charging supply costs to individual stores based on supply usage and not just by arbitrary measures like percent of sales volume.
- Delivering greater price discounts by creating a supply management machine that automates the req-to-pay process and allows purchasing to focus more on negotiating strategic contracts instead of pushing paper.

Featured Speakers:

Scott Jones

Purchasing Manager
The Container Store

Mike Morrow

Purchasing Agent
The Container Store

Jason Hekl

Vice President of Marketing
Coupa Software

Attendance of the live session of this Web Seminar qualifies for one CEH credit at ISM.

Participation Details: You will need a computer with Internet access and sound in order to participate in this event. This is a streaming only Web seminar and you will not be required to have a phone in order to listen. After you register, our provider's system will recognize your PC when you return to attend. If you wish to attend the event on a different PC from which you registered, you will need to input the email address that was included in your registration in order to log in.

For multiple people viewing the seminar on one PC, please print-out a copy of the CEH certificate for each participant and have the person who registered for the event (or the participants' manager/s), sign the certificate in order that all participants receive CEH credit. CEH credit is given for attendance of live Web Seminars only and is issued via email within 14 business days of the event. NO CEH credit is given for viewing archived Web seminars. ISM Web seminars are archived on ISM's Web site within 14 days.

Sincerely,

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For more information, visit www.ism.ws.