

AUGUST 2008



Spotlight

ON ISM GROUPS AND FORUMS

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This publication is a report of current activities and information from the ISM Groups and Forums and is provided to the ISM membership. Articles are in alphabetical order by the Group or Forum name. Please take a look at what the Groups and Forums of interest to you are doing.

Chemical Group

Mission/Purpose

The objectives of the ISM Chemical Group are: to foster and promote the interchange of ideas and cooperation among its members; to disseminate information of interest and benefit to its members on subjects such as purchasing fundamentals, marketing, management, finance, market trends, various chemical products, materials management, distribution and transportation; to foster ethical supply management practices; to encourage the institution of courses and seminars in schools and other organizations for the practical training of supply management professionals; and to strive by all legitimate means to advance the supply management profession in the chemical industry.

2008 Fall Sourcing Summit

Together with the Drug, Chemical and Associated Technologies organization (DCAT), the ISM Chemical Group is pleased to announce the dates of the annual Sourcing Summit. This event is a joint effort between DCAT, the ISM Chemical Group and the ISM Pharmaceutical Forum, and will be held October 28-29, 2008 at the Hyatt Regency Hotel in New Brunswick, New Jersey.

Session topics will include:

- World Economic Outlook — Impact on Supply and Pricing
- Hedging and Energy Risk Management
- FDA and the State of Compliance
- Assessment of Excellence in Procurement 2008, Pharma and Specialty Chemicals — an A.T. Kearney Study
- Successfully Doing Business in China
- And the capstone event: The Procurement Executive Roundtable, with participants from Johnson & Johnson, Colgate Palmolive, Boehringer Ingelheim and Stiefel Laboratories

Please check back for future registration and program information at www.ism.ws/sites/chemicalgroup/Newsletter.htm and www.dcat.org/2008StrategicSourcingSummitAndShowcase.php.

2009 Winter ISM Chemical Group Conference

Be sure to mark your calendar to join the Chemical Group in New Orleans on February 12-13, 2009 at its winter conference, "The Chemical Industry: Jazzed for Growth." Join industry leaders to hear the latest on the issues that are important to you. Earn up to 10.25 CEHs and see the sights of the Big Easy. This super-charged conference will be held at the Royal Sonesta Hotel New Orleans in the heart of the French Quarter on Bourbon Street. Check the Chemical Group Web site for future details at www.ism.ws/sites/chemicalgroup. See you in New Orleans!

Submitted by Glenda S. Cunningham, C.P.M.

Group Chair

Global Group

What turbulent times we seem to be to living and doing business in these days: the skyrocketing price for oil, the ever-present climate impacts of typhoons in Southeast Asia, floods in the Midwest, and droughts in California and Australia and their impact on food supply and transportation. Add to the mix currency challenges and the question becomes — what to do? It does all sound a bit overwhelming, but all these activities impact business on both a local and global scale. Now more than ever, a good sense of global activities and a keen sense of navigating these perilous waters are keys to successful supply management. Participation in the ISM Global Group is a great way to stay informed.

Not only have we worked to poll our membership on the latest business challenges, we are preparing for our second annual Global Group Conference on September 18-19, 2008 in Phoenix. This conference will feature presentations on minimizing global risk, working across various cultures, trade issues and a host of other topical issues. We base our presentations on membership feedback, so we hope these topics address issues relevant to today's supply chain manager's grueling job tasks. I look forward to seeing many new faces mixed among the returning faces from last year. Check your mail for the brochure announcing the conference and information on the pre-conference workshop, "Business and Legal Considerations in a Global Environment."

Registration for the 2nd Annual ISM Global Group Conference can be done via the ISM Web site at www.ism.ws under Education — Seminars, Conferences. Also, please check out our Yahoo Group Discussion Group (finance.groups.yahoo.com/group/ISMGlobalGroup/) which has enlisted nearly a quarter of the active members of the Global Group and continues to be a resource to address questions and present challenges to peers.

Submitted by James E. Martin

Group Chair

Hospitality Supply Management Forum

The mission of ISM's Hospitality Supply Management Forum (HSM) is to be the premier education and networking forum for hospitality industry supply management. The HSM Forum supports its mission by offering an annual spring conference, providing a Web site to keep both members and potential members abreast of HSM Forum activities and offering valuable resources that assist hospitality supply management professionals in their jobs and the CFPM (Certified Food Purchasing Manager) certification.

2008 Spring Conference

More than 170 members and sponsors attended HSM's 2008 Spring Conference at the Hilton Chicago. Educational sessions featured a wide range of topics, including: Economic Trends from a Non-Manufacturing Perspective, Food Recall Procedures and Related Litigation, Selecting a Safe Food Supplier, Recipes for Successful Growth Partnerships, The Greening of Yellowstone National Park, Building Leadership Effectiveness Through the Myers-Briggs Type Indicator (MBTI) and The Outlook for Commodity Input Costs in the Coming Year.

This conference offered invaluable educational and networking opportunities. If you were unable to attend, you can access the conference presentations from the HSM Web site on the Resources tab or by going to www.ism.ws/sites/hospitalitysupplymgmt/Resources.htm.

Congratulations to Carmen Revilla, C.P.M., A.P.P., CFPM, with *SeaWorld — Busch Entertainment*, who earned her CFPM designation at the May conference. The Certified Foodservice Purchasing Manager (CFPM) was established by the Forum and is designed to measure and recognize excellence in foodservice purchasing. This test is offered only after the C.P.M. certification has been achieved and is based upon the book *Purchasing for Hospitality Operations* by Bill Virts. For more information on the CFPM, please visit our Web site at www.ism.ws/sites/hospitalitysupplymgmt.

The Hospitality Supply Management Forum Leadership team is working on updating its current CFPM certification to the Certified Professional in Hospitality Supply (CPHS). The first CPHS exam will be available in May 2009. Please check the HSM Web site at www.ism.ws/sites/hospitalitysupplymgmt for CPHS details as they become available.

Submitted by Donald J. Miller, C.P.M., CFPM

Forum Chair

Indirect-MRO Group

11th Annual ISM Indirect-MRO Group Conference and Workshops

Plans have been finalized for our 11th annual conference, and we want to invite you to participate. Last year's conference had almost 200 attendees representing more than 140 companies. This educational program will be held September 28-29, 2008 at the Grand Hyatt in Denver.

So, why attend a conference on indirect sourcing? The truth is that every organization engages in indirect sourcing, and the costs involved often represent a substantial portion of organizational spending. Being positioned to help your organization manage these costs and better accomplish its mission can help you excel. This conference is intended to help you leverage your professional development for strategic advantage, for your organization, for your profession and for yourself. I look forward to seeing you in Denver!

The two-day conference, with workshops the day before and the day after, is to be held downtown in the Pedestrian Mall area. Put this on your calendar and join fellow professionals at the conference.

**For complete details, download full brochure
or register at
www.indirectmro.com
or on the ISM Web site**

www.ism.ws/about/calendardetails.cfm?id=722

This year's conference will feature case studies from organizations such as Rockwell Collins, American Express, Herman Miller, Eaton, Michael Foods and MAPEI Products. Also featured will be information on best practices: internal relationships, inventory and invoice management, negotiation principles, integrated supply, the green initiative — and an extended session on supplier collaboration — plus facilitated roundtable discussions. And our workshops on negotiations, on total cost and on key trends for indirect supply will save your company real money! This event ought to pay for itself many times over!

For further information, contact Joel Thomas, conference chair, 479/527-9062 or mrogroup@sbcglobal.net.

P.S. The Indirect-MRO Group will again host a reception Monday night, September 28, 2008, for conference attendees and speakers.

ISM's International Conference (St. Louis) and Local Events

At ISM's International Conference in St. Louis, the Indirect-MRO Group again hosted a reception for our members and guests on Monday evening to honor the Indirect-MRO Group's sponsored speakers and others presenting Indirect-MRO topics of interest. As with earlier receptions, the event was well-attended, with lots of networking and discussion. We will do it again next year in Charlotte!

Submitted by Joel Thomas

Indirect-MRO Group Conference Chair

Materials Management Group

The Materials Management Group (MMG) promotes professional development, best practices and networking opportunities in our broad profession. Our field encompasses all aspects of supply management, including production planning, inventory management, warehousing, traffic, transportation and other

related activities. We are continuing to revitalize the MMG and invite you to participate with us. We are in the process of establishing closer ties with ISM affiliates and increasing MMG enrollment. Visit our Web site, www.ismmmg.org/, and send us your materials-related questions or issues for commentary. We have a panel of materials management experts standing by to take your queries. We urge interested ISM members to enroll in the MMG through the ISM Web site, www.ism.ws. We want to hear from ISM members who would like to help represent the MMG in their area or internationally. We need more volunteers and more ideas on how we can add value for our members and profession. We are open to co-sponsoring events with ISM affiliates.

The MMG newsletter features articles by leading supply management professionals. Our editorial staff welcomes your articles. Contact us with your materials-related problems and questions. Also contact us to be added to the newsletter distribution list or for general inquiries. As a membership benefit and networking aid, we will be distributing our membership directory to MMG members only.

Submitted by Dr. Ken Killen, C.P.M.

Group Chair

Minority and Women's Business Development Group

Mission Statement

The mission of the ISM Minority and Women's Business Development Group (MWBDG) is to educate, motivate and provide leadership and expertise to ISM members in order to drive minority and women's business initiatives.

Charles J. McDonald Jr. Award

Karen L. Duffy, purchasing manager and corporate procurement diversity coordinator for Ameristar Casinos & Hotels, was the 2008 recipient of the Charles J. McDonald Jr. Award, presented at ISM's 93rd Annual International Supply Management Conference and Educational Exhibit held in St. Louis this past May. The award was presented by Corina Gallegos, chair of the Minority and Women's Business Development Group, a group affiliated with the Institute for Supply Management. The award recognizes an individual as well as her company for contributions in terms of increasing minority and women's business opportunities through mentoring, RFQ facilitating enhanced finance options, etc. Duffy has worked with the Urban League to help businesses become certified within the State of Kansas, has worked with the Port Authority to create a fund to lend money to disadvantaged women and minority-owned businesses along with a scholarship fund to help high school and college students access higher education and worked with DeLaSalle Education Center Student Press to encourage minority students to produce a monthly product which is used by Ameristar Kansas City. Duffy has taken her vision and commitment to diverse suppliers to the corporate level within Ameristar by creating an online supplier registration site and a corporate supplier diversity program.

This award is given in honor of the first chair of the MWBDG, Charles J. McDonald Jr., and is given annually to an ISM member in recognition of exemplary contributions in minority and women's business development.

Pre-Conference Seminars

The Education Committee produced a pre-conference seminar prior to the ISM Annual Conference in St. Louis. The seminar was developed especially for sourcing professionals who are interested in a strategic approach to integrating supplier diversity into their company's supply chain process.

Annual Meeting and Networking Reception

The annual meeting of the MWBDG took place at the Annual Conference, followed by the annual networking reception. Sponsors of the event were Chevron and Hilton Corporation. The slate of officers for the upcoming two years was presented and approved by the general membership. They are: Chair — Joan Kerr, AT&T; Vice Chair — Valerie Nesbitt, Delta Air Lines; Secretary — Gwendolyn Turner, Pfizer; and Treasurer — Randall Lane, Cisco. The Immediate Past Chair is Corina Gallegos, Sandia National Laboratories.

The board also reviewed plans for a name change, in keeping with the ever-expanding definition of diverse suppliers. The proposed name, subject to the approval of the ISM Board of Directors, is *Supplier Diversity Group*. Although ballots will be e-mailed to all group members for their approval, those attending the annual meeting unanimously endorsed the suggested name change.

Board Changes

Three new members have joined the Group's board of directors. They are: Kanita Sandidge, NMSDC; Fred Lona, Hilton Corporation; and Tanya Allen Easter, Chevron. Retiring from the board are Steve Sims, NMSDC; Wendy Flagstad, IBM; and Corina Gallegos, Sandia National Laboratories.

Speakers Available

ISM affiliates and other Groups and Forums should keep in mind that most MWBDG board members are available to speak on issues revolving around supplier diversity strategies — in particular, minority and women's business development. The board is made up of representatives from various industries, major corporations, educational institutions and the media.

Group Membership

Membership in the group is free for all ISM members. Information about joining our organizations can be found at www.mwbdg.com.

Web Site

Once we have approval for the proposed name change, we will undertake a complete Web site overhaul, including updated information on all current board members.

Submitted by Ginger Conrad

Group Public Relations Chair

New York/New Jersey Forum

The New York/New Jersey Forum represents ISM members of affiliates in New York and New Jersey. Our mission is to support the affiliates in their efforts to achieve their strategic goals and plans for the purchasing and supply management profession, and to facilitate communication amongst affiliates and between the affiliates and ISM. The annual ISM New York/New Jersey Forum Conference will be held on November 7-8, 2008, at the Holiday Inn Arena in Binghamton, New York. It will feature two tracks and general sessions over a two-day period. In addition, we will also offer the CPSM® Bridge Exam prior to the opening session. Registration information will be available on our Web site, www.ismnyj.org.

Chair	Guy E. Haddix, CPSM, C.P.M.
1st Vice Chair	Ann Marie Wayne, C.P.M.
2nd Vice Chair	Edward Riggie III
Secretary & Treasurer	Elizabeth Blackman, C.P.M.
Immediate Former Chair	Phillip P. Kelley, J.D., C.P.M., A.P.P.

Submitted by Kathleen Perna

Director

Northeast Supply Management Group

Mission Statement

It is the purpose and mission of the Northeast Supply Management Group (NSMG) to provide an educational and networking structure/forum for purchasing and supply management professionals. The group will facilitate and encourage, within the profession, the free interchange of ideas and knowledge that are specific to interests, industries and commodities within the coverage area.

Vision

It is our vision to provide the highest standard of excellence in service, opportunities and value to every purchasing and supply management professional within the New England geographical area, with the possible expansion of the Northeast Supply Management Group area. This may be accomplished by:

- Focusing on member needs and expectations
- Pursuing quality and excellence in products and services offered
- Seeking new ways of doing business that puts the member first

2007 Fall and 2008 Spring Conference Reports

In early October 2007, NSMG joined forces with the Purchasing Management Association of Boston, APICS Chapters 10 and 20, and the New England Round Table to host a successful two-day supply chain conference in Marlborough, Massachusetts. The theme was "The Spirit of Collaboration." There were several well-received keynote speakers, including Jeffrey Carr, president and economist, Economic Policy and Resources, Williston, Vermont, who gave an update on the New England economy; Massachusetts Attorney General, Martha Coakley who spoke on white-collar crime; and Lisa Martin, C.P.M., senior vice president — worldwide procurement, Pfizer Inc and chair of ISM's Board of Directors, who spoke on supply issues.

NSMG hosted its own one-day conference in Leominster, Massachusetts, in April 2008. The theme was "Achieving Excellence Through Education," and the conference offered a series of breakout sessions on supply chain issues such as green purchasing, hot legal topics, offshore sourcing, cost-saving measures, executive sales and operations planning, and lean principles for the office. The lunchtime keynote speaker was Jatin DeSai, CEO of the DeSai Group, who spoke on learning, innovation and values for leading supply management. The conference was well-received by our members.

Continuing Education Hours (CEHs) were offered at each conference, which ISM members could apply to their C.P.M. recertification.

Supporting Our Members

NSMG uses part of the proceeds from its educational offerings to support the leadership of the ISM affiliates in New England, and also provides scholarships to the New England affiliates which they may award to their members. In 2008, NSMG will match the support ISM provides to the affiliate leaders, dollar-for-dollar, to help them attend the leadership workshop of their choice. In addition, NSMG will provide a total of \$3,000 in scholarship funds.

Upcoming Event

On October 6, 2008, NSMG will again join with APICS Chapters 10 and 20 and the Council of Supply Chain Management Professionals/New England Roundtable to host a one-day conference in Marlborough, Massachusetts. The theme is "Taking Supply Chain Management to New Heights." There will be keynote speakers and four flights of workshops (for a total of 15 workshops) covering many aspects of supply chain management. For more information and to register for this exciting and educational conference, please go to www.nescon.org.

Submitted by Diane Cotter, C.P.M.

Vice Chair

Pharmaceutical Forum

Pharmaceutical Forum Mission

The mission of the Pharmaceutical Forum is to further advance the pharmaceutical procurement profession by implementing best-in-class practices, conducting leading-edge workshops, funding supply management educational grants, and promoting the growth of key minority, small, disadvantaged, woman-owned, veteran-owned and service disabled-veteran-owned small businesses.

Pharmaceutical Forum Activity

Members of the Pharmaceutical Forum represent mid- to large-sized pharmaceutical/biotech companies, and meet at least three times a year. The Pharmaceutical Forum welcomed Steven Wade and Miranda Kuhns, both with CAPS Research (CAPS), at its March meeting at Bristol-Myers Squibb in New York for a Pharmaceutical Industry Advisory Committee Meeting. The collaborative meeting focused on the CAPS industry benchmark with the goal of improving the value of the survey to the pharmaceutical industry. At the June Forum meeting held at Millennium Pharmaceutical in Cambridge, Massachusetts, CAPS shared the results of the successful benchmark survey in a follow-up roundtable discussion. Additional best practices shared in these Pharmaceutical Forum meetings include organizational design, sourcing in the CRO category, evaluation of sourcing performance and talent management.

The Pharmaceutical Forum proudly accepted the 2007 Groups or Forum Excellence Award at the ISM International Conference in St. Louis. The award recognizes the hard work and dedication the Forum and its membership have exhibited in promoting the ISM mission, being active leaders in the supply management profession and funding educational opportunities for future supply management professionals. The Pharmaceutical Forum would like to thank, as well as recognize, some of our key supporters and collaborators, including the entire ISM staff, CAPS Research, the ISM Chemical Group, and the Drug, Chemical, and Associated Technologies (DCAT) organization.

The Pharmaceutical Forum will meet again in October at the Strategic Sourcing Summit and Showcase in New Jersey and again in the spring of 2009.

Strategic Sourcing Summit & Showcase 2008

The Pharmaceutical Forum will again team up with the ISM Chemical Group and the Drug, Chemical, and Associated Technologies (DCAT) organization to present the Strategic Sourcing Summit and Showcase 2008 on October 28-29 at The Hyatt Hotel, New Brunswick, New Jersey. More than 200 supply management professionals participate annually at this two-and-a-half-day program, which provides best practices in the transformation of global procurement, assessing and managing supply chain risk, outsourcing and change management. A brief overview of the timely and leading-edge program topics for this year's event includes:

- World Economic Outlook — Impact on Supply and Pricing
- Hedging and Energy Risk Management
- FDA and the State of Compliance
- Assessment of Excellence in Procurement 2008, Pharma and Specialty Chemicals — an A.T. Kearney Study
- Successfully Doing Business in China
- And the capstone event, The Procurement Executive Roundtable, with participants from Johnson & Johnson, Colgate Palmolive, Boehringer Ingelheim and Stiefel Laboratories

Keep an eye on the ISM Web site as well as www.dcat.org for details and registration.

Supplier Diversity Sub-Committee Activity

The mission of the Supplier Diversity Pharmaceutical Forum (SDPF) Sub-Committee is to benchmark best practices of supplier diversity programs among pharmaceutical peers and across different industry groups, and to provide outreach support to small, minority, veteran, service-disabled veteran, women, HUBZone and disadvantaged businesses.

In February, the SDPF Sub-Committee participated in the Puerto Rico Supplier Development Council's Opportunity Fair in San Juan, Puerto Rico, where presentations on HUBZone certification were highlighted. The SDPF Sub-Committee also met in March at Amgen in Thousand Oaks, California, to share best practices and develop their outreach strategy for the year.

The SDPF Sub-Committee planned to meet in July at Wyeth in Collegeville, Pennsylvania. The sub-committee also plans to participate in the Veterans Business Training & Outreach Conference in Malvern, Pennsylvania, in October, and will meet again in November at Boehringer Ingelheim in Ridgefield, Connecticut.

Endowment/Scholarship Activity

The Pharmaceutical Forum strongly believes that in order to advance the profession, strong educational curriculum is required to assist young leaders who aspire to enter and positively impact the supply management field. The Pharmaceutical Forum has established relationships with three universities — Arizona State University, North Carolina State University and Bowling Green State University — all schools that have established leading-edge programs in supply management. Endowments established at these schools and funded by Pharmaceutical Forum help provide scholarships to individuals in these programs. Scholarship recipients have shared their educational experiences and encouraged the Pharmaceutical Forum to continue to seek ways to enrich the relationships with the universities as well as provide additional real world exposure to the students. In 2008, the Pharmaceutical Forum is looking to solidify its relationship with a fourth school, Rutgers University, and plans to initiate an endowment for this program later in the calendar year.

As part of its outreach program, the SDPF Sub-Committee announced this spring that it has awarded a minority scholarship to Reche Kirkland, president of BKM Resources Inc., for attendance at the 2008 National Minority Supplier Development

Council Advanced Management Education Program at J.L. Kellogg Graduate School of Management — Northwestern University. The scholarship was co-sponsored by Sanofi-Aventis. This is the fifth minority scholarship the SDPF has awarded in the last two years.

Over the past six years, the Pharmaceutical Forum has donated in excess of \$200,000 in support of supply management and minority business education. Updates on Pharmaceutical Forum activities can be found at www.ismswscf.org/pfweb/index.htm.

Submitted by Christopher Silva, CPSM, C.P.M.

Secretary/Treasurer

Services Group

The Leadership Council of the ISM Services Group is busy planning the Ninth Annual ISM Services Group Conference. It will be held December 4-5, 2008 at The Ritz-Carlton in Phoenix. We have assembled a group of experienced procurement leaders who will share their expertise in sourcing services with conference attendees. We encourage all interested procurement professionals to attend what promises to be an outstanding 2008 conference.

If you would like to check out previous conferences, please visit our Web site, www.ismservicesgroup.com. You'll find presentations from past conferences posted there. If you're just getting started in sourcing services for your organization and are interested in learning more about services procurement from experienced professionals, these presentations might provide the assistance and ideas that will help you with your current initiatives.

In addition to information about past conferences, there is a wealth of information on our Web site:

- Membership information (Services Group membership is free of charge to current ISM members)
- A valuable presentation archive of all of our conferences going back to 2001, and from services-related presentations at the 2008 International Supply Management Conference
- Current and past issues of our newsletter
- Information about the scholarship program and our university relations activities
- A list of the Leadership Council Services Group officers

Please visit our Web site from time to time, as we update it with new materials and information throughout the year.

We are honored and pleased that we received a Groups and Forums Excellence Award at the ISM International Supply Management Conference in St. Louis this past spring. This is the fourth year that the Services Group has been a recipient of either the Award or the Group and Forum of the Year from ISM.

As a service to our membership, we are currently partnering with CAPS Research on a benchmarking study of services procurement. When the study is completed, we will make it available to our membership. This will be another great benefit of becoming a member of the ISM Services Group.

We would like to extend an invitation to all interested ISM members to attend our ninth annual conference in Phoenix in December

2008 and to join the ISM Services Group — “Where SERVICES Come Together.”

Submitted by Nancy O. Kimball, C.P.M.
Leadership Team Chair

Southwest Forum

Join us for the 62nd Annual Southwest Supply Management Conference (SWSMC) at the beautiful Dallas Marriott at Legacy Town Center in Plano, Texas, September 24-26, 2008, where the Southwest Forum, in conjunction with the ISM—Dallas affiliate and the Logistics and Transportation Group, will host the 2008 conference.

The theme of the conference is “Blaze a Trail to Your Supply Management and Logistics Career!” Today’s modern-day location with a small-town atmosphere has evolved from the heart of the Shawnee Trail to a center that offers shops, restaurants, a movie theater and lots of activity for family members to enjoy (all within walking distance), as well as major highways connecting to downtown Dallas and local attractions.

We have planned three excellent keynote speakers that will share with you experiences and life’s learning that simply cannot be obtained anywhere else! Also, there will be 30 individual training opportunities that will span the entire supply chain knowledge base.

Lecia Lacewell, vice president of procurement and supply at Bimbo Bakeries USA (www.bimbobakeriesusa.com/) headquartered in Fort Worth, Texas, will be the opening speaker, bringing to you a unique perspective of how the supply chain organization at Bimbo Bakeries has achieved excellence in a highly competitive market and helped make Bimbo Bakeries a leader in today’s world.

The next keynote speaker for the general luncheon presentation is David Jacoby, president of Boston Logistics (www.bostonlogistics.com/), and director of ISM’s Logistics and Transportation Group. He will address a topic that is vital to survival of any company, supply chain organization development, emphasizing the fact that human capital will become increasingly vital to success.

The final keynote speaker is Lewis Timberlake, a well-known author and CEO of Timberlake and Associates (www.lewistimberlake.com/home.htm), based in Austin, Texas. For more than 20 years, Timberlake has devoted his time to helping others understand goal setting and modern management philosophies, serving as a both lecturer and management consultant to many of our nations’ largest companies. Paul Harvey has referred to Lewis as “America’s Apostle of Optimism,” and I am confident each of you will find great value in the message he will deliver.

The Southwest Forum (SWF) is dedicated to enhancing the professionalism in the field of supply management. The SWF provides excellent educational opportunities to our members. The primary focus for accomplishing our goals is through the sponsorship and presentation of the Southwest Supply Management Conference (SWSMC). The SWSMC has been presented for 61 years, utilizing the services of volunteers only. Our volunteers combined provide many years of experience and knowledge in

producing a first-class conference. A very special thank you to all of the volunteers who have served through the years.

Submitted by Connie Mullins, C.P.M.
Forum Chair

Supplier Management Group

The Supplier Management Group presented the Supplier Relationship Management Maturity Model at the St. Louis conference in May. It was very well-received by the audience. There were many requests from the audience for additional data, templates, benchmarking and a blog. The group is now organizing for the next wave of projects — possibilities under consideration are:

- A toolkit to support the different stages of the model
- Templates for scorecards, surveys, etc.
- A mentoring program
- Benchmarking

The Group has also solicited volunteers to apply for the positions of chair, secretary and treasurer. The new officers will be voted upon over the next few weeks. If you have an interest in any of these positions, please e-mail me at pat.birmingham@pfizer.com and include a brief description (three to four sentences) of your background/qualifications.

As always, we welcome any interested parties to join our group! We will be distributing an updated member list in July and kicking off our new Q&A board for our members to network.

Submitted by Pat Birmingham
Group Chair

Utility Purchasing Management Group Forum

UPMG’s upcoming conference will focus on “The Next-Generation Supply Chain.” Issues surrounding the economy, technology, commodity pricing and availability are shaping the process, strategies and forecasting with dramatic impact like never before. The two-day conference will be held September 14-16, 2008 in San Francisco. Visit www.upmg.org to register. This year’s program will feature 11 hours of educational programming and opportunities for peer-to-peer networking.

More than 20 supply chain executives and professionals from the industry will present on a variety of topics dealing with contracting issues, the greening of the supply chain and several sessions looking into the future. Some of the sessions scheduled are:

- Future Expectations for Chief Procurement Officers – A futuristic look at the professional development that will be required to meet the challenges of the near future
- The Future of Supply Chain Management – A study showing the changes brought about by global sourcing, management trends and the greening of the supply chain
- Contracting and Supply Chain Strategies for Integrated Gasification Combined Cycle Generation Projects
- 138 Ways to Create Supply Chain Value

To register for the conference or for more information, please visit our Web site at www.upmg.org or www.upmg.com. Please send questions to info@upmg.com.

Forging Strategic Relationships Since 1924

The UPMG was founded as a forum in 1924 to implement industrywide programs focused on the education and personal development of those involved in supply chain management for the electric, gas, generation and water utility industries. Current participants in UPMG are from the U.S., Canada, Mexico and the Caribbean. The UPMG's primary activities include an annual educational conference, benchmarking study and charity golf tournament.

Benchmarking Study

2008 represents the fifth year that UPMG has partnered with Applied Energy Group to conduct a comprehensive supply chain metrics benchmarking study for the electric and gas utility industry. This study includes generation and transmission/distribution. In this study, a large amount of data is collected from each of the participating companies. It is then analyzed and, during a post-conference session, the data is presented to the study participants and discussed. The next benchmarking study opened in the spring of this year..

Staying in Touch

Keep yourself informed about UPMG, the annual conference, benchmarking and other opportunities by signing up for more information at www.upmg.org.

Make Plans

The 77th Annual UPMG Conference will be held in San Francisco on September 14-16, 2008 — mark your calendar now!

Submitted by Edward J. Sampson
Forum Chair

Don't Miss the Chance to Apply for the 2009 ISM R. Gene Richter Awards for Leadership and Innovation in Supply Management

Applications are currently being accepted for the 2009 ISM R. Gene Richter Awards for Leadership and Innovation in Supply Management. The application period runs through September 19, 2008.

Named for supply management leader and innovator R. Gene Richter (1937-2003), these prestigious awards were created by ISM to recognize leadership and innovation in supply management and further the understanding and importance of supply management to business success.

Award-winning supply organizations are selected from applications received in four categories: Process; Technology; People; and Organization/Structure. To be eligible for the 2009 Awards, the projects/initiatives submitted must either (1) have been completed and/or implemented or (2) have measurable outcomes within the date range of October 1, 2005 through September 30, 2008.

The five companies that received ISM R. Gene Richter Awards for 2008 were honored at a dinner in May in St. Louis. They are

Hewlett-Packard
Lockheed Martin Aeronautics Company
Masco Corporation
Pfizer Inc
Royal KPN Telecom

Information about these organizations' award-winning projects is posted on the ISM Web site. From the ISM home page, select About ISM, then ISM R. Gene Richter Awards and then select 2008 Richter Award Winners.

Make sure your organization has the chance to be a part of this key program. Submit an application of innovation and leadership. Information on how to apply for the award and the link to the application form are on the ISM Web site at www.ism.ws/RichterAwards/content.cfm?ItemNumber=6363.

A brief description for each of ISM's Groups and Forums is provided on page 13. You can become a member now by signing up using the enrollment form on page 14, or online at www.ism.ws – Members Only – Affiliates, Groups and Forums – Group/Forum Enrollment Form.

Congratulations to the First CPSM®!

ISM is pleased to announce **Michael G. Haynes, CPSM, C.P.M.**, of Surprise, Arizona as the first Certified Professional in Supply Management (CPSM®). "This is really good news and it is an honor to be the first CPSM®," replied Haynes, "I will do my best to help ISM achieve the same level of respect for the CPSM® that was achieved with the C.P.M."

Haynes passed all three of his CPSM® Exams as a pilot participant through ISM's Arizona affiliate, NAPM—Arizona.

How did he seem to effortlessly pass the CPSM® Exams?

Haynes is a lifetime C.P.M., whose career in supply management encompasses 17 management/executive positions with five different organizations. He is currently with Siemens Building Technologies Inc. He has taught procurement courses at Penn State University, conducted C.P.M. Exam review courses and taught seminars at several ISM affiliates. Maybe you have taken one of his classes! Having completed the CPSM® Train-the-Trainer Program, Haynes also plans to provide professional development and training for the CPSM® certification.

Thank you for your example and contributions to the supply management profession. Congratulations Michael, and keep Daring to Lead!

For information on the CPSM®, please visit the Professional Credentials section of the ISM Web site, or call ISM Customer Service at 800/888-6276 or 480/752-6276, extension 401.



(right) Michael G. Haynes, CPSM, C.P.M., (left) Paul Novak, C.P.M., A.P.P.; CEO, ISM

CPSM® Study Materials Available Online

Get the brand-new ISM Professional Series to enhance your study experience. Now available online, the ISM Professional Series is comprised of three books: *The Foundation of Supply Management*, *Supply Management Performance and Leadership in Supply Management*. The series focuses on challenges, goals and skill sets supply management professionals need in order to be successful in strategic supply management. With methodologies to investigate, strategies to pursue and case examples from several international organizations, the ISM Professional Series is an essential resource for every supply professional. Combine the ISM Professional Series with the *CPSM Study Guide* and significantly improve your chances of passing the three CPSM® Exams.

CPSM® Computer-Based Exams Are Here

ISM now accepts online registrations for CPSM® Exams that can be scheduled and taken at Pearson VUE professional test centers worldwide during any available testing time that meets your needs.

Just go to www.ism.ws. Select Professional Credentials, then Certified Professional in Supply Management, and Register for CPSM® Exams. Once you register for your exam(s) with ISM, you will receive an email confirmation that will include the Pearson Vue link to schedule your exam. You will be able to schedule your appointment(s) within 24 hours or less of receiving this confirmation. Exam registrations are valid for one year. Computer-based testing is available at the standard price of US\$180 members/US\$265 nonmembers.

For any questions on the CPSM® program, call ISM Customer Service at 800/888-6276 or 480/752-6276, extension 401 or e-mail certification@ism.ws.



Last Chance to Register For C.P.M. Exams

Make your plans now to register for your C.P.M. Exams before the final registration deadline on December 31, 2008. Your exam registration is valid for one (1) year from the date you register. Even though the renowned C.P.M. will be moving into recertification-only status in January 2013, ISM recommends that you register and complete all modules before December 31, 2008 to allow time for registration of any failed exams. After the deadline, you will not be able to register for any exams, including retakes.

Quantities Limited on C.P.M. Study Materials

Don't wait to order your C.P.M. study materials. Many items are while supplies last and are limited in quantities. For more information, go to www.ism.ws/certification/content.cfm?ItemNumber=5701&navItemNumber=15559.

Groups and Forums are Invited to Take Advantage of ISM Satellite Seminars

For more than 12 years, ISM affiliates have been downlinking satellite seminars. Now, ISM groups and forums are also invited to get a group together to view these programs. There are two options:

- 1. Locate a facility with the satellite downlink technology to view the programs live.** Many of the current downlink sites are educational institutions or corporate facilities. Our programs are currently broadcast via C-band satellite transmissions. Programs in 2009 will be transmitted in Ku-band digital, as well as the C-band format.
- 2. Order the DVD set for each program and choose a viewing time that is convenient for your group.** The set of two DVDs containing the entire 4-hour satellite broadcast for each program is available for order prior to the program and for a window of three weeks following the broadcast. The DVD set includes a PDF copy of the Program Handbook, which includes the program slides, as well as articles and other resources relating to the topic.

ISM satellite seminars are four hours in duration with a half-hour break after the first two hours. The programs air at 10:00 a.m. Eastern on the broadcast dates. Attendees can earn 4 Continuing Education Hours for each program.

ISM's next satellite seminar, "Applying Lean Concepts in Supply Management," is scheduled to air on Thursday,

October 16, 2008. A growing number of companies are discovering the value of implementing lean processes enabling them to focus on actions that create value and eliminate activities that represent waste in systems, processes, procedures and practices. This program will explore the benefits and challenges in making the transformation to a lean organization. Whether you are in a services or manufacturing environment, learn how "lean" can boost your continuous improvement efforts, reduce cycle times, cut costs and improve delivery times.

Additional details on ISM's satellite seminars are posted on the ISM Web site as the information becomes available. Select Education-Seminars, Conferences, then click on Satellite Seminars, Upcoming Programs (www.ism.ws/education/UpcomingSatelliteSeminars.cfm.)

You can register your Group or Forum to receive satellite seminars by using the online registration form. From the list at the left side of the home page, click on Education-Seminars, Conferences, then select Satellite Seminars, then click on Satellite Seminar Downlink Site Registration Form (www.ism.ws/education/SatSemRegistration.cfm.)

Questions regarding satellite seminars may be directed to satsems@ism.ws, or call Valerie Gryniwicz, 800/888-6276 or 480/752-6276, extension 3090, e-mail vgryniwicz@ism.ws.

ISM Adds Sustainability to Social Responsibility Initiative

The *ISM Glossary of Key Supply Management Terms* defines sustainability as, "The ability to meet current needs without hindering the ability to meet the needs of future generations in terms of economic, environmental and social challenges." Recognizing that supply managers are in a key position in their organizations and in their supply chains to make an impact in these three areas, ISM is adding additional resources for sustainability.

To reflect the added emphasis on sustainability, the name of the ISM Committee on Social Responsibility was recently changed to the ISM Committee on Sustainability and Social Responsibility (CSSR). In addition, the committee drafted an update to the ISM social responsibility brochure, which was approved by the ISM Board of Directors at its May 2008 meeting. The *ISM Principles of Sustainability and Social Responsibility With a Guide to Adoption and Implementation* will be available in the coming months.

The original *ISM Principles of Social Responsibility* were adopted in 2004. To update these principles to include sustainability, the CSSR looked at sustainability across three contexts: 1) risk management, 2) environment and 3) business continuity. In addition to including sustainability both as a standalone principle as well as incorporating the concept into each of the existing

principles, the CSSR revised the descriptive statements for each principle to use language that takes into consideration ISM's increasing international focus. Additional changes include: 1) separating the Diversity principle into two principles: Diversity and Inclusion — Workplace and Diversity and Inclusion — Supplier Base; 2) updating the Safety principle to include Health and Safety; and 3) updating the Ethics principle to Ethics and Business Conduct.

The CSSR currently has two additional projects in the works. They are compiling the results of a survey conducted in July to update the ISM social responsibility *Baseline Study*. The goal of the 2008 survey is to gauge how attitudes toward social responsibility have changed since the original survey was conducted in 2004. Secondly, ISM is collecting examples of policy statements, contract language, job descriptions, and other items that they use in promoting sustainability and social responsibility internally as well as in their supply chain. These examples will be used in a new *TechNote* manual on sustainability. For additional information on how to participate in this project, contact socialresponsibility@ism.ws.

Be sure to visit the ISM Web site at www.ism.ws/sr for additional information on sustainability and CSSR projects.

GROUP AND FORUM CHAIRS

Forums

Association Management Forum

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Petroleum Industries Buyers Forum

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Southwest Forum

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Steel Buyers Forum

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Utility Purchasing Management Group Forum

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Groups

Chemical Group

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Federal Acquisition and Sub-contract Management Group

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Logistics and Transportation Group

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Materials Management Group

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Medical Industry Group

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Minority and Women's Business Development Group

Joan Kerr
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Northeast Supply Management Group

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Services Group

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Supplier Management Group

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Women in Leadership Group

Lori Sisk, C.P.M.
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E-Mail: lorisisk@hotmail.com

For a complete listing of Group and Forum officers, visit the ISM Home Page (www.ism.ws); go to Members Only; on the foldout menu, select Affiliates, Groups & Forums — you'll need your ISM ID number — then select Group and Forum Officers.

To access an ISM Group or Forum Web site:

1. Go to www.ism.ws.
2. Select **Members Only**.
3. On foldout menu, select **Affiliates, Groups & Forums**.
4. Select **Affiliate, Groups & Forums Web Sites**.
5. Select **Group & Forum Web Sites**.
6. Then select the **Group or Forum** of your choice.

To access an ISM Discussion Forum:

1. Go to www.ism.ws.
2. Select **Members Only**.
3. On foldout menu, select **Discussion Forum**.
4. Scroll down and choose the **Discussion** of your choice.

Consider the benefits of belong to one of ISM's Groups or Forums. Complete the form on page 14 and return it to ISM or submit one online at www.ism.ws – Members Only – Affiliates, Groups and Forums – Group/Forum Enrollment Form. You will be added to the membership roster of the Group or Forum indicated on your enrollment form.

Professional Development Services



Get to Know

SMART

An ISM Assessment Tool

Focused Training Solutions.

SMART, ISM's **new** assessment tool, appraises the skills of your supply team to uncover knowledge gaps. Employees rate their skills using a Web-based questionnaire. Results are compiled into a report outlining a training and development strategy for your specific supply chain needs. The report also validates your business case for training.

It is critical that management and staff expectations be in alignment to meet organizational goals and strategies. SMART was developed through research studies and expert focus groups to evaluate tasks in supply management categories by individual knowledge, job importance and frequency.

Available internationally, SMART ensures that your entire supply management team is always leading your organization to the forefront.



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TRAINING YOU WANT
ON YOUR SCHEDULE
AT YOUR LOCATION
IN YOUR LANGUAGE



About ISM's Groups and Forums

GROUPS:

ISM Groups are comprised of members with common interests in education and networking in various topics. Group membership is **open** to all ISM Regular and Direct members.

Chemical Group

Supply management professionals of chemicals, drugs, pharmaceuticals and allied products companies.

Electronic Supply Management Group

Comprised of members who have an interest in all types of supply management opportunities on the Internet.

Federal Acquisition and Subcontract Management Group

Network on governmental control of the procurement and subcontract management process and members' influence on its dominance.

Medical Industry Group

Purchasing and supply management for hospitals and similar institutions; supply management professionals for manufacturers and distributors of healthcare products and services.

Minority and Women's Business Development Group

To educate and offer guidance regarding development and/or implementation of meaningful minority supply management programs providing business opportunities for minority- and women-owned firms.

Northeast Supply Management Group

Comprised of members who have an interest in the interchange of ideas and knowledge that are specific to industries and commodities within the northeastern United States.

FORUMS:

ISM Forums are comprised of members who are employed in a specific sector and come together for the sole purpose of exchanging information and ideas about supply management in that specific sector. Forum membership is **limited**.

Association Management Forum

Represents those members of ISM who are involved, either as employees or volunteers, with the management of their affiliate.

Hospitality Supply Management Forum

Supply management professionals, including foodservice purchasing managers, in the hospitality sector.

New York/New Jersey Forum

Represents members of ISM who are members of affiliates in New York and New Jersey.

Petroleum Industries Buyers Forum

Supply management professionals who work for refining companies and petroleum product producers.

Pharmaceutical Forum

Comprised of members having supply management responsibility within the research-based pharmaceutical and biotech industry.

Southwest Forum

Represents those affiliate members of ISM in the area encompassing Kansas, Louisiana, New Mexico, Oklahoma and Texas, and is committed to provide the highest level of educational development opportunities to every purchasing and supply management professional within this geographic area.

Steel Buyers Forum

Supply management professionals who work with the steel industry, steel buyers and local steel buyers' groups to promote a better understanding of the steel buying function.

Utility Purchasing Management Group Forum

Officers, managers and employees of gas and electric utilities who are directly involved in purchasing or supply management.

If you are interested in volunteering for a leadership position in an ISM Group or Forum, please contact Sue Seeley at 800/888-6276, extension 3062, or via e-mail at sseeley@ism.ws.

Global Group

Comprised of members who have supply management responsibility for global products and services.

Indirect-MRO Group

Supply management professionals involved in the procurement of indirect materials and MRO supplies versus the raw materials directly contained in the finished product.

Logistics and Transportation

Comprised of members who have transportation or logistics services responsibilities.

Materials Management Group

Promotes the proper utilization of the management of materials and services in the corporate structure through training, education and professional promotion.

Services Group

Promotes a focus on providing best-practices information to its members who are in service industries or who buy services.

Supplier Management Group

The Group will provide an educational network for communication among members who have formed or are forming supplier management organizations and give them the opportunity to understand the strategies behind the formation of supplier management organizations and the direct comparison of quantitative and qualitative data.

Women in Leadership Group

Provides an opportunity to educate members and companies on how to better develop and advance women within the supply management profession.

ISM Special-Interest Group/Forum Enrollment Form

Groups and Forums offer their members the opportunity to promote the interchange of ideas and discussion of mutual problems in their special area of interest.

To become a member of a Special-Interest Group or Forum, please mark the box next to the name that best represents your industry or interest.

GROUPS

ISM Groups are comprised of members with common interests in education and networking in various topics. Group membership is open to all ISM Regular and Direct members.

- | | | |
|---|--|--|
| <input type="checkbox"/> Chemical | <input type="checkbox"/> Logistics and Transportation | <input type="checkbox"/> Northeast Supply Management |
| <input type="checkbox"/> Electronic Supply Management | <input type="checkbox"/> Materials Management | <input type="checkbox"/> Services |
| <input type="checkbox"/> Federal Acquisition and Subcontract Management | <input type="checkbox"/> Medical Industry | <input type="checkbox"/> Supplier Management |
| <input type="checkbox"/> Global | <input type="checkbox"/> Minority and Women's Business Development | <input type="checkbox"/> Women in Leadership |
| <input type="checkbox"/> Indirect-MRO | | |

FORUMS

ISM Forums are comprised of members who are employed in a specific sector and come together for the sole purpose of exchanging information and ideas about supply management in that specific sector. Forum membership is limited.

- | | | |
|--|--|--|
| <input type="checkbox"/> Association Management | <input type="checkbox"/> Petroleum Industries Buyers | <input type="checkbox"/> Steel Buyers |
| <input type="checkbox"/> Hospitality Supply Management | <input type="checkbox"/> Pharmaceutical | <input type="checkbox"/> Utility Purchasing Management Group |
| <input type="checkbox"/> New York/New Jersey | <input type="checkbox"/> Southwest | |

After submitting this form, your name will be added to the appropriate Group/Forum membership roster.

ISM Member Number: _____ Mr. ___ Mrs. ___ Ms. ___ Dr. ___

First Name: _____ M.I.: _____ Last Name: _____

Organization Name: _____ Business Title: _____

Mailing Address: Business _____ or Home _____ CPSM _____ C.P.M. _____ A.P.P. _____

Address: _____

City: _____ State: _____ ZIP Code (+ four): _____ - _____

Telephone: _____ Fax: _____

E-Mail: _____

ONLINE ENROLLMENTS: Visit www.ism.ws; go to Members Only; on the foldout menu, select Affiliates, Groups & Forums — you'll need your ISM ID number — then select Group/Forum Enrollment Form.

MAIL OR FAX TO: ISM Affiliate Support, P.O. Box 22160, Tempe, AZ 85285-2160

FAX: 480/752-7890