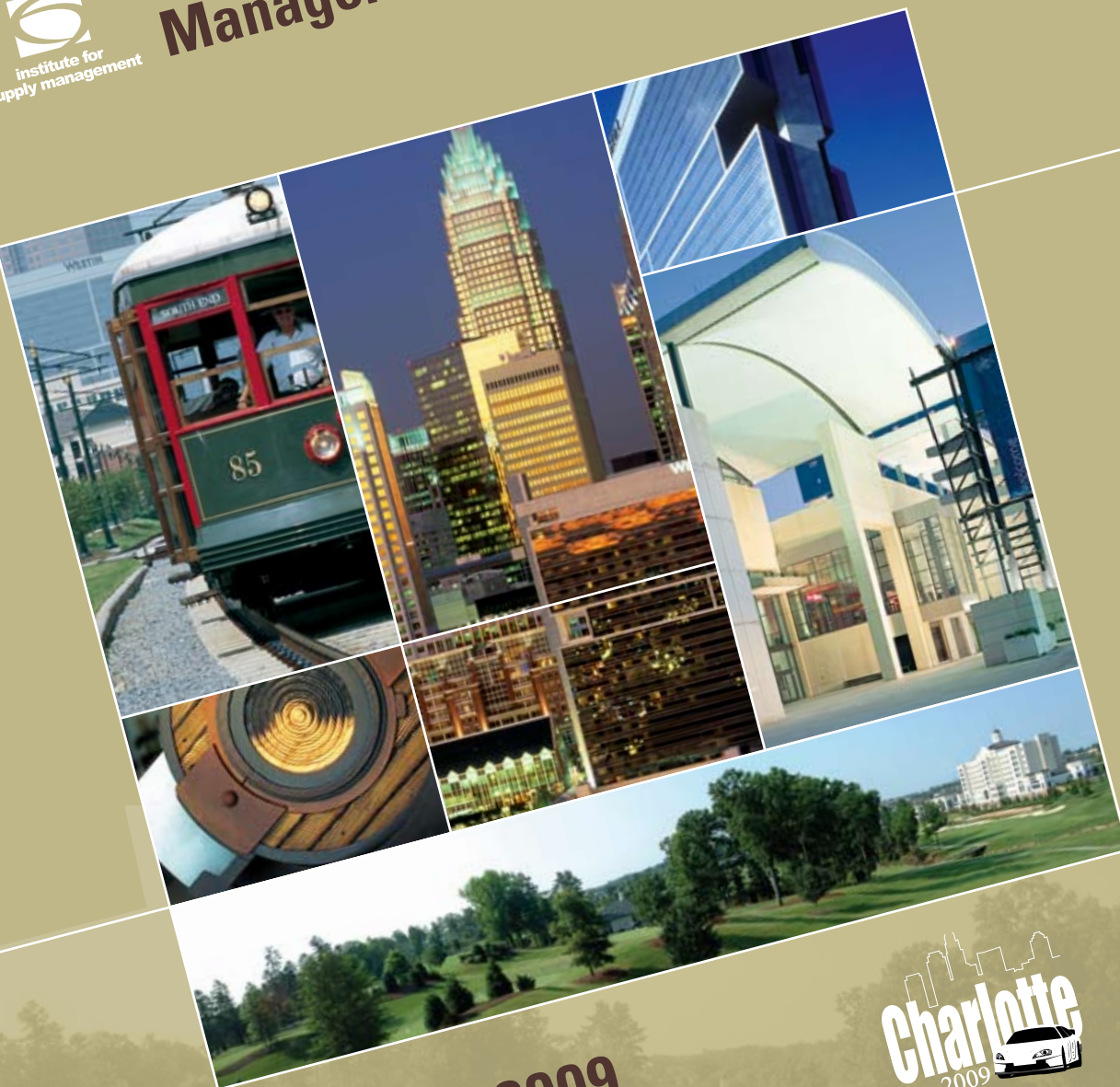


The ISM International Conference offers  
workshop sessions to help you power  
through this unstable economy.



94th annual **International Supply  
Management Conference** and educational exhibit



**May 3-6, 2009**



Driving High  
Performance

## OUR KEYNOTES



### SHELLEY STEWART JR.

Sr. Vice President,  
Operational Excellence and  
Chief Procurement Officer  
Tyco International



### PAUL A. LAUDICINA

Managing Officer and  
Chairman of the Board  
A.T. Kearney



### BERTICE BERRY, Ph.D.

Sociologist  
Award-winning entertainer,  
lecturer and comedienne

---

## IMPORTANT DATES

**February 20, 2009**

Early Registration Ends —  
Save \$170 when you register  
by this date.

**April 10, 2009**

The ISM hotel rate is offered  
until 4/10/09; rooms sell out  
quickly, so please be sure to  
reserve your room early. Make  
your reservations using the  
Housing Bureau Form on pages  
38-39 or at [www.ism.ws/629](http://www.ism.ws/629).

**April 17, 2009**

ISM begins mailing the Conference  
badges. Use the Express line when  
you bring your badge with you to  
Charlotte.

**April 29, 2009**

Pre-Conference Seminars begin.

**May 2, 2009**

CPSM® Exam — Space is limited.  
Be sure to register early.

**May 3, 2009**

Conference begins.

**May 6, 2009**

Conference closes.

# TAKE THE LEAD

## WITH ISM'S STUDENT RATE

Join your peers and take advantage of great networking opportunities and discussions on today's supply management trends and challenges — all for a discounted student member rate of \$250! Join us in Charlotte, North Carolina for the 94th Annual International Supply Management Conference and Educational Exhibit, May 3-6, 2009.

Draw closer to the checkered flag by attending the 2nd Annual ISM Student Reception. All student attendees are invited for an evening of free networking and fun on Monday, May 4, 2009. Event details will be included in your on-site registration packet.

**See you in Charlotte**



# WELCOME

As the first and the most respected supply management institute in the world, the Institute for Supply Management™ (ISM) is pleased to present the 94th Annual International Supply Management Conference and Educational Exhibit. Join us this year as we travel to Charlotte, North Carolina, for four days of supply management training and education.

Attend the Conference and meet the best and the brightest in supply management. Workshop presenters represent successful practitioners and experts in the field. This is your chance to find out what works, who is best-in-class and how you can gain a competitive advantage.

## TRACKING THE PROFESSION

In response to your needs, we've secured several workshops for five educational tracks. Look for:

- > **Track 1:** Doing Business in China
- > **Track 2:** Talent Management
- > **Track 3:** Headwinds and Trends
- > **Track 4:** Best Practices in Supply Management
- > **Track 5:** Sustainability, Social Responsibility and Green Issues

These tracks represent areas of high interest for supply management professionals. We recommend planning your workshop attendance around these tracks and filling in with our selection of general supply management workshops. And don't forget our mini-seminars. This year we're offering Business Continuity, Project Management and Services Procurement. Seating is limited for the mini-seminars, so be sure to register early.

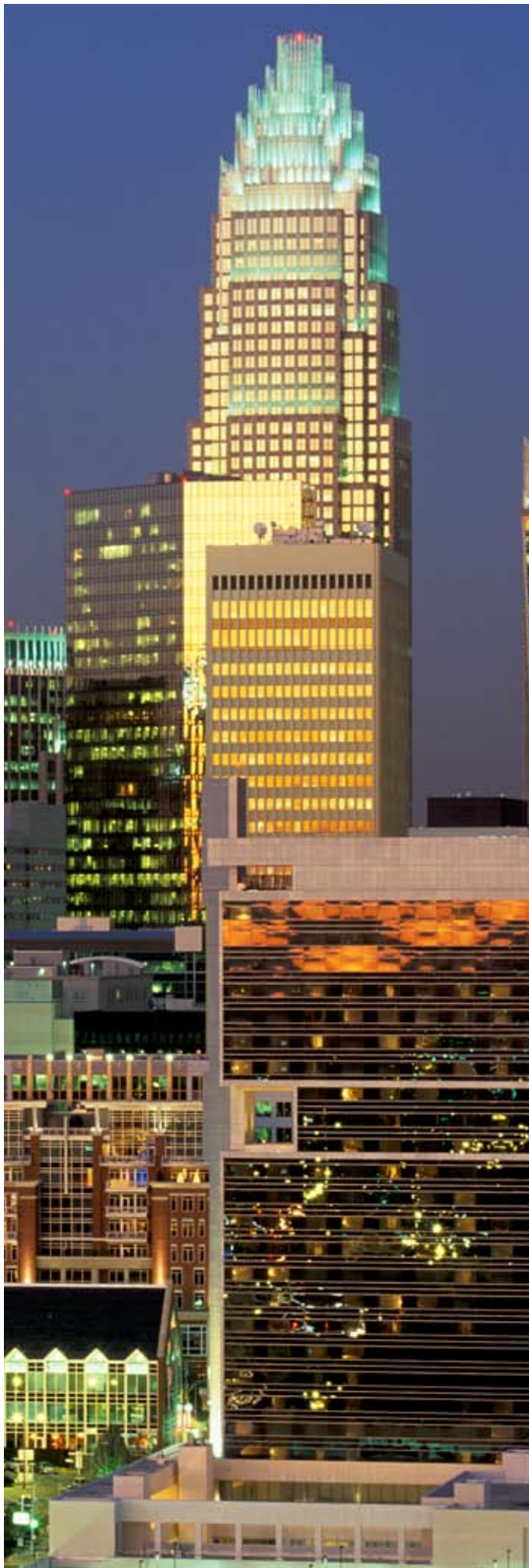
Don't miss out on the exclusive Conference Career Center. Once you register for the complete Conference, be sure to upload your résumé onto our confidential site. There will be world-class organizations on hand to interview and recruit potential employees. This is networking at its best. Take control of your future when you take part in the Conference Career Center.

Participating in ISM's 94th Annual International Supply Management Conference tells the world that you are serious about your profession and committed to making your organization stronger. Take this opportunity to reinforce your skills, follow new trends and hear the buzz on supply management.

With more than 40,000 members, ISM is the largest supply management institute in the world. Attend our Conference and find out why this is the place to be if you're a supply management professional.

We look forward to seeing you in Charlotte.

## Driving High Performance in Supply Management



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Receive a one-year ISM membership\* with your nonmember Conference registration fee, a subscription to *Inside Supply Management*® magazine, unlimited access to the ISM Web site and discounts on products and services — all benefits enjoyed by ISM members.

\*Direct membership only. \$190 USD value. Individual must meet ISM qualifications for membership. Want to join an ISM affiliate? Your local ISM affiliate is a rich resource for networking, education and professional development. Call ISM Customer Service for more information. Additional fees may apply for affiliate membership.



*Driving High Performance*

## SUNDAY

2:00 pm – 3:15 pm

### Shelley Stewart Jr.

Sr. Vice President,  
Operational Excellence & Chief  
Procurement Officer  
Tyco International



### Leadership in Difficult Times: An Explosion of Ideas

What does leadership look like in a time of crisis? Gain a better understanding of leadership and change management as a significant part of getting our jobs done when our panel of high-ranking supply management executives explores the many facets of leadership and what it takes to stay on track during tough economic times. Representing various organizations, industries and roles, each panelist is a seasoned supply leader with real-world examples to draw upon.

This discussion guarantees intriguing dialogue from a variety of perspectives. There's never been a better time to develop your leadership skills, so don't miss this essential session. This program also includes Q&A, so be ready with your questions and comments for immediate analysis and feedback.

## MONDAY

12:00 pm – 1:30 pm

### Paul A. Laudicina

Managing Officer and  
Chairman of the Board  
A.T. Kearney



### Managing a Global Supply Chain in a Globally Challenged World

Today's business environment is fundamentally transformed. New inflection points, such as the recent financial crisis, bring extraordinary change, resulting in organizations reassessing how they do business. The new world order is characterized by a deepening manifestation of globalization, increased focus on innovation and technology, an emphasis on government intervention and growing concern about resource depletion

and environmental degradation. In a globally challenged world, companies that "rigorously research and powerfully imagine the future" through the lens of the global operating environment, and proactively manage their risks accordingly, will come out on top.

## TUESDAY

7:45 am – 10:00 am

### Norbert J. Ore, C.P.M.

Chair, ISM Manufacturing  
Business Survey Committee



### Business Survey/Economic Outlook Presentation

Norbert J. Ore, C.P.M., chair of the ISM Manufacturing Business Survey Committee; and group director, strategic sourcing and procurement, Georgia-Pacific LLC, releases the committee's Manufacturing Semiannual Economic Forecast.

### Anthony S. Nieves, C.P.M., CFPM

Chair, ISM Non-Manufacturing  
Business Survey Committee



Anthony S. Nieves, C.P.M., CFPM, chair of the ISM Non-Manufacturing Business Survey Committee; and senior vice president — supply management, Hilton Hotels Corporation, releases the committee's Non-Manufacturing Semiannual Economic Forecast.



Sara L. Johnson is managing director of global macroeconomics with IHS Global Insight, where she helps clients assess worldwide business and financial opportunities and risks. IHS Global Insight provides economic forecasts and analyses of 204 countries as well as research studies of critical economic issues. Previously, she was North American research director and chief regional economist with Standard & Poor's DRI, a predecessor of IHS Global Insight. As research director, she managed the U.S. Macro, U.S. Regional, U.S. Industry, Cost Forecasting and Canadian services. Johnson holds a B.A. degree in economics and mathematics from Wellesley College

and an M.A. in economics from Harvard University with concentrations in finance and macroeconomic theory. From 1991 to 2001, she served on the Governor's Economic Council, advising three Massachusetts governors on public policy and economic development and chairing the Governor's Task Force on Tax Policy and Capital Formation through 1999. Johnson is a director of the National Association for Business Economics and a member of the Boston Economic Club and American Economic Association.



As chief economist for Bank of America, Mickey D. Levy analyzes and forecasts national and international economic performance and financial market behavior, and conducts research on monetary and fiscal policies. He sits on the bank's Asset Liability Committee. In addition to his work with Bank of America, Levy serves on the Shadow Open Market Committee and is an adviser to several Federal Reserve banks. Levy has testified before U.S. Congressional committees on topics concerning the Federal Reserve and monetary policy, fiscal and budget policies, economic and credit conditions, and the banking industry. His recent research has involved issues of global imbalances and U.S. trade.



## **Making Every Moment a WOW**

Sociologist and best-selling author Bertice Berry, Ph.D., discusses how you can make your "purpose collide with destiny." Combining humor with research findings (it can be done), Berry brings a tradition of doing the right thing to life. She also discusses ways to increase productivity at work while building equity at home and in the community.

## **TUESDAY**

**7:45 am – 10:00 am**

### **Sara L. Johnson**

Managing Director, Global  
Macroeconomics  
IHS Global Insight

### **Dr. Mickey D. Levy**

Chief Economist  
Bank of America

## **WEDNESDAY**

**10:15 am – 10:45 am**

### **Bertice Berry, Ph.D.**

Sociologist  
Award-winning entertainer,  
lecturer and comedienne



**Register by February 20, 2009 for  
the best discount**

# Schedule of **Events**

**Saturday** May 2, 2009

Conference Registration

7:00 am — 5:00 pm

CPSM® Examination

Details on page 34

**Sunday** May 3, 2009

Conference Registration

7:00 am — 5:00 pm

Workshop Session ZA

9:00 am — 11:00 am

Navigating and Networking at the Conference

Workshop Session ZB

1:00 pm — 2:00 pm

I Want to Be a CPSM®, Where Do I Begin?

Repeats in session BF

Keynote Address/Opening Session

2:00 pm — 3:15 pm

**Featuring**

**Shelley Stewart Jr.**

Sr. Vice President, Operational Excellence

& Chief Procurement Officer

Tyco International

Workshop Sessions A

3:30 pm — 4:45 pm

Conference Career Center, Open House

5:00 pm — 7:00 pm

Exhibit Hall — Grand Opening and Reception

5:00 pm — 7:00 pm

**Monday** May 4, 2009

Conference Registration

7:00 am — 5:00 pm

Conference Career Center

8:00 am — 3:00 pm  
and 5:30 pm — 7:00 pm

Exhibit Hall

8:00 am — 3:00 pm  
and 5:30 pm — 7:00 pm

**Mini-Seminars**

Workshop Session PM1

9:00 am — 11:45 am

Project Management

Workshop Session BC1

Business Continuity

Workshop Sessions B

9:20 am — 10:20 am

Workshop Sessions C

10:40 am — 11:40 am

Keynote Address/Luncheon

12:00 pm — 1:30 pm

**Paul A. Laudicina**

Managing Officer and

Chairman of the Board

A.T. Kearney

Exhibit Hall — Dessert

1:00 pm — 3:00 pm

**Mini-Seminars**

Workshop Session PM2

2:30 pm — 5:00 pm

Project Management

Workshop Session BC2

Business Continuity

Workshop Sessions D

3:00 pm — 4:00 pm

	Workshop Sessions E	4:20 pm — 5:20 pm
	Exhibit Hall — Reception	5:30 pm — 7:00 pm
<b>Tuesday</b> May 5, 2009	<p>Conference Registration</p> <p>Breakfast/Business Survey</p> <p>Economic Outlook Presentation</p> <p>Be on hand for the release of the ISM Semiannual Economic Forecast.</p> <p><b>Norbert J. Ore, C.P.M.</b> Chair, ISM Manufacturing Business Survey Committee</p> <p><b>Anthony S. Nieves, C.P.M., CFPM</b> Chair, ISM Non-Manufacturing Business Survey Committee</p> <p><b>Sara L. Johnson</b> Managing Director, Global Macroeconomics IHS Global Insight</p> <p><b>Dr. Mickey D. Levy</b> Chief Economist Bank of America</p> <p>Conference Career Center</p> <p>Exhibit Hall</p> <p>Mini-Seminars</p> <p>Workshop Session SP1 Services Procurement</p> <p>Workshop Session PM1R Project Management (Repeat from session PM1)</p> <p>Workshop Sessions F</p> <p>J. Shipman Award Luncheon</p> <p>Exhibit Hall — Dessert</p> <p>Mini-Seminars</p> <p>Workshop Session SP2 Services Procurement</p> <p>Workshop Session PM2R Project Management (Repeat from session PM2)</p> <p>Workshop Sessions G</p>	<p>7:00 am — 3:00 pm</p> <p>7:45 am — 10:00 am</p> <p>9:00 am — 2:30 pm</p> <p>9:00 am — 2:30 pm</p> <p>9:00 am — 11:45 am</p> <p>10:20 am — 11:40 am</p> <p>12:00 pm — 1:00 pm</p> <p>1:00 pm — 2:30 pm</p> <p>2:30 pm — 5:00 pm</p> <p>3:00 pm — 4:00 pm</p>
<b>Wednesday</b> May 6, 2009	<p>Conference Registration</p> <p>Workshop Sessions H</p> <p>Workshop Sessions I</p> <p>Closing Brunch</p> <p><b>Bertice Berry, Ph.D.</b> Sociologist Award-winning entertainer, lecturer and comedienne</p>	<p>7:00 am — 9:00 am</p> <p>7:45 am — 8:45 am</p> <p>9:00 am — 10:00 am</p> <p>10:15 am — 11:30 am</p>

# YourCompleteExperience

## Conference Career Center

The Career Center is your opening to a new future. World-class organizations are on-site to conduct interviews, so make sure you upload your résumé to the Conference Career Center database. Take control of your future.

## Tracks

- Track 1 — Doing Business in China
- Track 2 — Talent Management
- Track 3 — Headwinds and Trends
- Track 4 — Best Practices in Supply Management
- Track 5 — Sustainability, Social Responsibility and Green Issues

These tracks represent areas of high interest for supply management professionals. We recommend planning your workshop attendance around these tracks and filling in with our selection of general supply management workshops.

## Cyber Café

Stay in touch with your office with our convenient Cyber Café. Check e-mail, send e-mail or keep up with your research and sourcing projects in between sessions or during downtime.

## Mini-Seminars

These focused topics are some of our most well-attended sessions. Back by popular demand, we're offering both Project Management and Business Continuity, but also look for new sessions on Services Procurement. These are hot topics and must-have skills for supply management professionals. Registration is limited for these mini-seminars.

- BC1 The Supply Chain and Business Continuity: Preparing to Survive the Next Disaster
- BC2 Keys to Narrowing Business Continuity Planning Gaps: Training, Testing and Audits
- PM1 An Overview of Project Management for the Supply Professional **Repeats in PM3**
- PM2 Applications in Project Management for the Supply Professional **Repeats in PM4**
- PM1R An Overview of Project Management for the Supply Professional **Repeats from PM1**
- PM2R Applications in Project Management for the Supply Professional **Repeats from PM2**

NEW  
This Year

- SP1 Services Procurement: Improving Statements of Work, Supplier Selection and the Contracting Process
- SP2 Services Procurement: Moving From Tactical to Strategic

## Workshops

Educational sessions are the heart of the Conference. This year is no exception. We are proud to present sessions focusing on supplier relationships, recruiting and keeping talent, holding down costs, strategic sourcing, innovation and more. **New this year — Wednesday has more sessions.**

## Exhibit Hall — EXTENDED HOURS

The Exhibit Hall is an essential part of your participation. It's your opportunity to meet with current suppliers, identify potential suppliers and bump into old friends. Look for special events in the Exhibit Hall.

## Food

Break bread with your colleagues during meal events as part of your Conference registration. See page 36 for a complete list of meals.

## Pre-Conference Seminars

If this is the only professional development event that you attend this year, why not select a valuable pre-Conference seminar and extend your stay? Save on travel expenses by combining two educational programs in one trip. Our professional seminars are second to none. As an added bonus, \$ave on your Conference registration fee when you also attend a pre-Conference seminar. (Programs 4300 and 4322 not eligible.)



## Fourth Annual ISM R. Gene Richter Awards for Leadership and Innovation in Supply Management

Don't miss the sessions presented by the winners of the Fourth Annual ISM R. Gene Richter Awards for Leadership and Innovation. These leading-edge programs present real-world applications and success stories from leaders in supply management. Look for these sessions on Tuesday.

## Keynote Sessions

Our lineup includes business leaders, world-class economists, inspirational leaders and industry innovators. Speakers are committed to educating and motivating you through their unique experiences.

## **Educational Exhibit Hall — EXTENDED HOURS**

A valuable part of your Conference experience. This is your chance to connect with some of your suppliers and also to network with your colleagues. The ISM Exhibit Hall features a cross-section of industries. It's a good time to do some comparison shopping or gather information on special projects or even your routine spend. Use the casual atmosphere of the ISM Exhibit Hall to probe, ask questions and see product demonstrations.

## **Showcasing More Than 100 Suppliers**

This year's Educational Exhibit Hall provides the latest and greatest for you. Stop by and sample state-of-the-art products and services to equip and support your supply chain. Relationship building is a key element to any successful organization, so start right now in the Exhibit Hall. Look for special events in the Exhibit Hall.

## **Sunday May 3, 2009**

Grand Opening and **Reception**

**5:00 pm – 7:00 pm**

Join your colleagues for the Exhibit Hall Grand Opening and networking reception. Take advantage of this opportunity to interface one-on-one with suppliers and your supply management colleagues.

## **Monday May 4, 2009**

**8:00 am – 3:00 pm**

Jump start your day with a visit to the exhibit hall. This is a chance to power up for the day and connect with suppliers and colleagues.

Dessert **Reception**

**1:00 pm – 3:00 pm**

Satisfy your sweet tooth and gain some energy for the afternoon. Meet your suppliers and ensure a successful supply chain.

Networking **Reception**

**5:30 pm – 7:00 pm**

An opportunity to network and find out how to keep your supply chain strong.

## **Tuesday May 5, 2009**

Exhibit **Hall**

**9:00 am – 2:30 pm**

This is your chance to catch up with potential suppliers and dig deeper into their products and service potential.

Dessert **Reception**

**1:00 pm – 2:30 pm**

Use this as a networking opportunity. Find solutions to your supply management challenges. Take back solutions to share with your peers. The ISM Exhibit Hall closes after this event, so be sure to make time to meet the suppliers.



## **Your Conference Experience Delivers**

- **Practical solutions**
- **World-class strategies**
- **Best practices**
- **Management trends**
- **Conference Career Center**
- **Real-world case studies**
- **Continuing Education Hours (CEHs)**
- **Cutting-edge solution providers**
- **CPSM® Exams**
- **Powerful keynotes**
- **More than 100 workshops**
- **New approaches**
- **Economic outlook**

# Visit the 2009 Conference Career Center

## How Does It Work?

Upon registration for the Conference, you will receive a password and instructions for posting your résumé to the online Conference Career Center database. Your confirmation letter contains directions to navigate the site.

Participating organizations have exclusive access to résumés, and all services are confidential. Many participating employers schedule interviews prior to the Conference.

## Look for These Career-Building Sessions

### Sunday, May 3, 2009

1:00 pm – 2:00 pm — Session ZB

I Want to Become a CPSM®, Where Do I Begin?

### Monday, May 4, 2009

9:20 am – 10:20 am — Session BF

I Want to Become a CPSM®, Where Do I Begin?

10:40 am – 11:40 am — Session CJ

Career Transitioning in Supply Management

### Tuesday, May 5, 2009

8:30 am – 9:30 am — Session ZC

The Boomer Exodus — Importance of Succession Planning

10:00 am – 11:00 am — Session ZD

Rewriting the Rules — Preparing for the Net Generation

For more information on the 2009 Conference Career Center, please contact Sue Roswurm at 480/752-6276, extension 3138 or via e-mail at [sroswurm@ism.ws](mailto:sroswurm@ism.ws).

If you would like to be a participating Conference Career Center employer, please contact Toni Caserta at 480/752-6276, extension 3095 or via e-mail at [acaserta@ism.ws](mailto:acaserta@ism.ws).

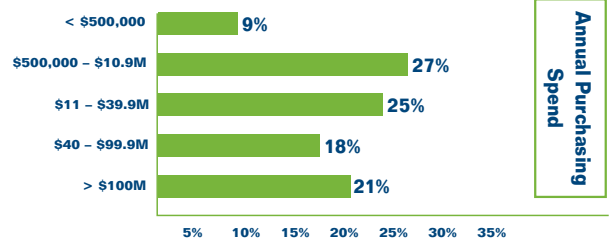
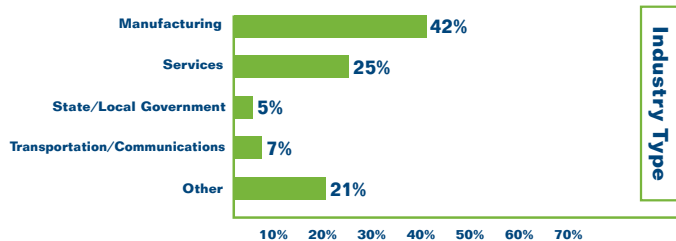
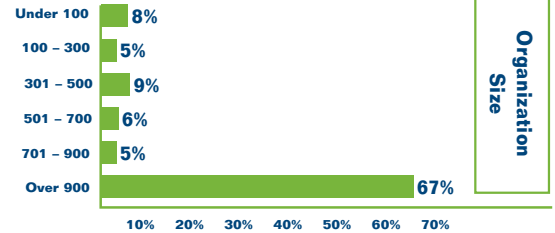
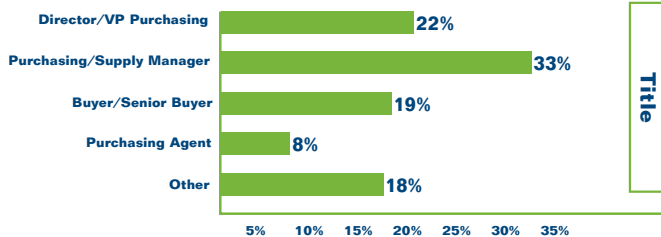




# Who **Attends** the ISM Annual Conference?

Your suppliers  
Your colleagues  
Your competition

The ISM Annual Conference attracts the best and the brightest in the industry. Take a look at the demographics from previous Conference attendance. Most likely you share characteristics with the traditional attendee. Even if you don't, this is a rare opportunity to rub elbows with other supply management professionals who can help you shine light on your toughest challenges.



## Title

Nearly one-third of attendees are managers, but we also host nearly as many directors, buyers, senior buyers and purchasing agents. You can find just about every title within the supply chain career ladder at the Conference. So whether you're just starting your career or you're a seasoned pro, make sure you attend.

## Industry Types

Forty-two percent of our participants come from the manufacturing sector. Keep in mind that this includes supply managers who are responsible for the services spend within the manufacturing environment. The cross-section of industry represents finance, government, energy, pharmaceuticals, hospitality, IT, education and more. Just about any industry you can think of is represented at the annual Conference.

## Organization Size

Most organizations that attend have at least 900 employees. But small companies are also represented. Success stories and best practices can be synthesized and customized to make them work across the board. Use accomplishments from other organizations as valuable lessons no matter what the size of your purchasing organization.

## Annual Purchasing Spend

Every supply management job is responsible for part of the company spend. More than 20 percent of ISM Conference participants spend more than \$100 million, but most handle a spend between \$500,000 and \$99.9 million. Despite the differences in spend, you all share the distinction of optimizing your organizations' resources to create a strong supply chain.

# Are You on Track?

## TRACKS

**Track 1** — Doing Business in China

**Track 2** — Talent Management

**Track 3** — Headwinds and Trends

**Track 4** — Best Practices in Supply Management

**Track 5** — Sustainability, Social Responsibility and Green Issues

Our tracks aren't short, intermediate, superspeedway or road-course, but they will get you where you want to go.

It's an exciting time to be working in supply management. The global marketplace has opened up new sourcing opportunities as well as new challenges, and the changing demographics of the workforce give us even more reason to improve our talent management tools.

If you've got your eye on the trends in supply management or you just want to know what's ahead, there are tracks for you to follow. And don't miss our sessions on best practices — find out what's working out there so you don't have to reinvent the wheel. You can't pick up any business publication today without new information and case studies to help your organization go green. Check out our sustainability track to discover the possibilities to green and sustain your supply chain.

Also, look for our mini-seminars with focused learning in Project Management, Business Continuity and Services Procurement. These sessions are 2.5 hours in length, and you must register for them as seating is limited. (sessions PM1, PM2, PM3, PM4, BC1, BC2, SP1 and SP2)

Whether you work in government, manufacturing, non-manufacturing, or a large or small business, we've got workshops and tracks to help you succeed.

You can attend all of the workshops in one track for a focused program, or mix and match to gain an overview of current supply management practices. In addition to sessions in our tracks, we offer more than 50 workshops on supply management topics from sourcing, to soft skills, to negotiations.

These tracks represent areas of high interest for supply management professionals. We recommend planning your workshop attendance around these tracks and filling in with our selection of general supply management workshops.

### Track 1 Doing Business in China

Attend some or all of these sessions if you are interested in testing the waters in China. Your colleagues report on their experiences and how the ROI compares to other parts of the world. Discover the ins and outs of working in this business frontier.

AA	Sunday	3:30 - 4:45 pm	Opportunity in China, Today and Tomorrow
BB	Monday	9:20 - 10:20 am	Worldsourcing the Global Supply Chain
DA	Monday	3:00 - 4:00 pm	IBM in China: Talent Strategy
GB	Tuesday	3:00 - 4:00 pm	Rethinking Supplier Relationships in China
IA	Wednesday	9:00 - 10:00 am	China Sourcing in 2009 and Beyond

### Track 2 Talent Management

If you are struggling with employee retention or you can't find the right people for your supply organization, be sure to add some (or all) of these sessions to your Conference Planner. If you want your group to function like an efficient pit crew, these sessions are for you. Over the next 10 years the workforce will transform — make sure you're ready for the exciting road ahead.

AD	Sunday	3:30 - 4:45 pm	Leadership in Changing and Challenging Times
CB	Monday	10:40 - 11:40 am	Relax and Laugh: How Humor Helps Strengthen Your Supply Team
DC	Monday	3:00 - 4:00 pm	Executive Transformation: Building the Ideal Supply Chain Management Career
EC	Monday	4:20 - 5:20 pm	Talent Development and Succession Planning for the Next Generation of CPOs
GD	Tuesday	3:00 - 4:00 pm	Investment in Human Capital: Closing the Competence Gap
IB	Wednesday	9:00 - 10:00 am	Upgrade Your Procurement Team Through Recruiting

### Track 3 Headwinds and Trends

Take advantage of this track if you want to be ahead of the pack. Don't let headwinds surprise you and cause setbacks. Who knows where the economy will lead us in the next year. Be ready for the new challenges and strategies that can make your organization a winner.

AE	Sunday	3:30 - 4:45 pm	Currencies and Inflation
CC	Monday	10:40 - 11:40 am	Headwinds: Opportunity for Transformation
DD	Monday	3:00 - 4:00 pm	Strategic Internal Client Partnerships: CPO Perspective on Process and Payback
FC	Tuesday	10:20 - 11:40 am	Capacity Constraints
HC	Wednesday	7:45 - 8:45 am	Price Forecasting Today

## Track 4 Best Practices in Supply Management

Are some of your strategies stuck behind the pace car? If you're expecting talking heads and lectures, don't attend these sessions. These presentations offer highly interactive and energetic discussions.

AC	Sunday	3:30 - 4:45 pm	Taking Spend Analysis to the Next Level: You've Got a Spend Cube, Now What?
BC	Monday	9:20 - 10:20 am	Best Practices in Software Acquisition
CA	Monday	10:40 - 11:40 am	Best Practices in Managing Outsourced Relationships
DB	Monday	3:00 - 4:00 pm	Best Practices in Using Technology in Procurement
EB	Monday	4:20 - 5:20 pm	Managing the Chain of Custody — Minimizing Your Risk and Exposure!
GC	Tuesday	3:00 - 4:00 pm	A Closer Look at Contracting Excellence
HB	Wednesday	7:45 - 8:45 am	Best Practices: Applying Balanced Scorecard Principles to Supply Management

## Track 5 Sustainability, Social Responsibility and Green Issues

Most organizations have turned to the green flag this year. New initiatives in sustainability, green and corporate social responsibility are opportunities to turn your organization into a leader. Use these sessions to plot your future strategies or give your current policies a tuneup.

AB	Sunday	3:30 - 4:45 pm	Supply Chain Sustainability: Truth or Fiction?
BA	Monday	9:20 - 10:20 am	Greening the Purchasing Function: Best Practices for CPOs
EA	Monday	4:20 - 5:20 pm	Attaining Sustainable Savings By Going Lean and Green
FB	Tuesday	10:20 - 11:40 am	Supplier Sustainability Scorecarding
HA	Wednesday	7:45 - 8:45 am	Supply Chain Support for Developing Environmentally Responsible Buildings

## Mini-Seminars

Add these extended workshops to your Planner for a transportable toolbox that transcends all industries and environments. Seating is limited for these popular sessions, so be sure to register early.

BC1	Monday	9:00 - 11:45 am	The Supply Chain and Business Continuity: Preparing to Survive the Next Disaster
BC2	Monday	2:30 - 5:00 pm	Keys to Narrowing Business Continuity Planning Gaps: Training, Testing and Audits
PM1	Monday	9:00 - 11:45 am	An Overview of Project Management for the Supply Professional
PM2	Monday	2:30 - 5:00 pm	Applications in Project Management for the Supply Professional
PM1R	Tuesday	9:00 - 11:45 am	An Overview of Project Management for the Supply Professional
PM2R	Tuesday	2:30 - 5:00 pm	Applications in Project Management for the Supply Professional
SP1	Tuesday	9:00 - 11:45 am	Services Procurement: Improving Statements of Work, Supplier Selection and the Contracting Process
SP2	Tuesday	2:30 - 5:00 pm	Services Procurement: Moving From Tactical to Strategic



## Award Winners From ISM R. Gene Richter Awards for Leadership and Innovation in Supply Management

Each year, the distinguished winners of our ISM R. Gene Richter Awards for Leadership and Innovation in Supply Management present workshops describing their winning strategies. Winners are not revealed until Sunday, May 3, 2009, so look for signs and notification first thing Monday morning. Discover what it takes to build a winning team.

FG, FH, FI, FJ	Tuesday	10:20 - 11:40 am
GG, GH, GI, GJ	Tuesday	3:00 - 4:00 pm

## Conference Career Center Special Sessions

Look for special sessions in the Conference Career Center. Even if you aren't job hunting or looking for a career change, these valuable sessions will help you improve your standing within your organization. Drop by the Conference Career Center and drive your organization forward.

ZB	Sunday	1:00 - 2:00 pm	I Want to Be a CPSM®, Where Do I Begin?
BF	Monday	9:20 - 10:20 am	I Want to Be a CPSM®, Where Do I Begin?
CJ	Monday	10:40 - 11:40 am	Career Transitioning in Supply Management
ZC	Tuesday	8:30 - 9:30 am	The Boomer Exodus: Importance of Succession Planning
ZD	Tuesday	10:00 - 11:00 am	Rewriting the Rules: Preparing for the 'Net Generation



# Driving High Performance

**T**his year, everything counts. You have to come in first. If you don't, you might not be in business next year or you might not have a job tomorrow.

If you have knowledge and skill gaps, look for our educational tracks to help you gain tools and information to develop new strategies. Each track includes at least five sessions to help you build a foundation. See pages 10 and 11 for details.

**Track 1:** Doing Business in China

**Track 2:** Talent Management

**Track 3:** Headwinds and Trends

**Track 4:** Best Practices in Supply Management

**Track 5:** Sustainability, Social Responsibility and Green Issues

**Take a look at the topics we cover during four days of intense networking, learning and discovery.**

Best Practices | Business Continuity | Change Management | China | Commodities  
Currency and Inflation | Forecasting | Global Sourcing | Innovation | Inventory | Leadership  
Leasing | Logistics | Negotiating | Outsourcing | Legal Issues | Project Management  
Recruiting and Retaining Talent | Risk Management | Services | Spend Analysis  
Strategic Sourcing | Supplier Relationships Development and Management | Sustainability  
Transformation

## Sunday May 3, 2009

**Navigating and Networking at the Conference Session ZA** 9:00 am – 11:00 am

**I Want to Be a CPSM®, Where Do I Begin? Update on CPSM® Session ZB** 1:00 pm – 2:00 pm



**Keynote Address/ Opening Session** 2:00 pm – 3:15 pm  
Featuring  
**Shelley Stewart Jr.**  
Sr. Vice President, Operational Excellence  
& Chief Procurement Officer  
Tyco International

**Workshop Sessions A** 3:30 pm – 4:45 pm

**Grand Opening and Networking Reception in the Exhibit Hall** 5:00 pm – 7:00 pm

**Conference Career Center/Open House** 5:00 pm – 7:00 pm

## Sunday, May 3, 2009 9:00 - 11:00 am Navigating and Networking at the Conference

### Session ZA

For first-time attendees and others, this session focuses on how to make the most of your networking opportunities at the Conference. Who you meet is just as important as what you learn during your workshops. Discover how to make contact with your colleagues and develop relationships that can help you excel at your job. This is an opportunity to learn how to navigate the Conference and get the most out of your experience.

*Sponsored by the ISM Conference Leadership Committee.*

#### **Sharon L. Hauht, CPSM, C.P.M.**

Purchasing and Contracts Manager  
Regional Transportation Commission  
Member, ISM Conference Leadership Committee

#### **Marty Rutkovitz**

Project Manager, Global Sourcing and Procurement  
Monsanto Co.  
Member, ISM Conference Leadership Committee

## Sunday, May 3, 2009 1:00 - 2:00 pm I Want to Be a CPSM®, Where Do I Begin?

### Session ZB

Get all your questions answered at this interactive meeting on how to prepare for the CPSM®, whether you are a new candidate or a C.P.M. taking the Bridge Exam. Beginning with an overview of the CPSM® requirements, attendees will learn about available study materials, how to use them and where to go for additional information and resources to fill in any knowledge gaps. Get a jump on your studying with sample test questions from the new CPSM® diagnostic kit. Find out how easy it is to register and schedule your exams. This is a must-attend session for anyone considering the CPSM®.

*Sponsored by the ISM Professional Credentials Committee.*

#### **Karen Collins, CPSM, C.P.M., A.P.P.**

Manager, Professional Credentials, ISM

Repeats in Session BF

## Sunday, May 3, 2009 Sessions A

3:30 - 4:45 pm

### TRACK 1 Doing Business in China

#### **Opportunity in China, Today and Tomorrow**

##### Session AA

This discussion includes the important consumer and B2B opportunities that are driven by the significant demographic changes that are underway in China, and what companies can do to understand and capture the opportunities. Discover the myriad opportunities that abound in China, opportunities for performance improvements on both the revenue and cost sides and insights on how global companies can realize significant value through excellence in execution, particularly in the sourcing function. As global industries are increasingly shaped by China, global best practices are not only being used in China but are emanating from China, as well. This session suggests that companies of tomorrow must win in China as a foundation for future global success.

#### **Jimmy Hexter**

Director and Head of Operations Practice, Asia  
McKinsey & Company

### TRACK 5 Sustainability, Social Responsibility and Green

#### **Supply Chain Sustainability: Truth or Fiction?**

##### Session AB

In the rush to embrace sustainability, companies may not be achieving their desired goals. This session examines the concept in the realms of environmental, social and business sustainability, and discusses the approaches of several organizations.

#### **Michael E. Smith, Ph.D.**

Associate Professor of Global Management and Strategy  
Western Carolina University

#### **Lee Buddress, Ph.D., C.P.M.**

Robert G. Gleason Professor of Supply and Logistics and Director of the Supply and Logistics Program  
Portland State University

### TRACK 4 Best Practices in Supply Management

#### **Taking Spend Analysis to the Next Level: You've Got a Spend Cube, Now What?**

##### Session AC

For the past 10 years, companies have focused on getting their spend data in order. Significant strides have been made both in cleaning up the P2P process to provide better data integrity and in implementing spend tools to collect, cleanse and enrich spend data. However, this session is focused on best practices in spend management, and the spend cube that was best practice 10 years ago is now a minimum requirement for a high-functioning procurement and supply operation. So what are the best practices of today and tomorrow?

#### **John D. Blascovich, CPSM, C.P.M.**

Vice President  
A.T. Kearney, Inc.  
Member, ISM Board of Directors

#### **Carrie Ericson**

Vice President  
A.T. Kearney, Inc.

# Conference **Workshops**

## TRACK 2 Talent Management

### **Leadership in Changing and Challenging Times**

#### Session **AD**

To succeed in these challenging economic, political and business environments, both individuals and organizations must embrace change, manage change and ultimately become leaders of change. This workshop provides a summary of critical leadership principles and reveals the relationship between change management and leadership. Understanding these principles enables us to become masters of our own destiny.

*Sponsored by the ISM Materials Management Group.*

**Ernest G. Gabbard, J.D., C.P.M., CPCPM**

Director, Corporate Strategic Sourcing  
Allegheny Technologies, Inc.

## TRACK 3 Headwinds and Trends

### **Currencies and Inflation**

#### Session **AE**

This session offers an economic overview that includes essentials to successfully manage supply in an uncertain global economy.

**Frank Harnischfeger**

Director, Technology and General Services  
The International Monetary Fund

### **Creating a Purchased Price Index as a Key Performance Indicator**

#### Session **AF**

When cost reductions are difficult to obtain and prices increase, how can you show that supply management is still doing a great job? Developing and maintaining a purchased price index and comparing it to external indexes is an essential key performance indicator to demonstrate and communicate value-add within the supply chain.

*Sponsored by the ISM Materials Management Group.*

**Robi Bendorf, CPSM, C.P.M.**

President  
Bendorf & Associates

### **Risk in the Supply Chain**

#### Session **AG**

Increased attention shines on supply management professionals as corporate leadership depends on us to meet the challenges of managing risk in our organizations. This workshop identifies supply chain risk elements, specific risk control categories and provides risk management strategies.

*Sponsored by the ISM Southwest Forum.*

**Bob J. Engel, C.P.M.**

National Director of Client Service  
Resources Global Professionals

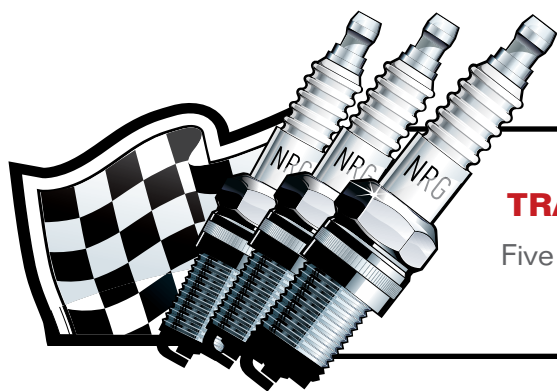
### **Building Supplier Relationships**

#### Session **AH**

This session offers key insights into how senior supply chain executives develop strategic relationships with their best suppliers during challenging times. Discover how to develop relationships with suppliers that require personalized attention. This interactive session invites participants to discuss their best practices.

**Julia E. Hubbel**

President  
The Hubbel Group, Inc.



## **TRACK 1: Doing Business in China**

Five sessions focusing on China. See page 10 for the complete listing.

## Monday May 4, 2009

Conference Career Center	8:00 am – 3:00 pm
Exhibit Hall	8:00 am – 3:00 pm
Mini-Seminars Pre-registration required for these sessions. BC1 Business Continuity PM1 Project Management	9:00 am – 11:45 am
Workshop Sessions B	9:20 am – 10:20 am
Workshop Sessions C	10:40 am – 11:40 am
 Keynote Address/Luncheon Paul A. Laudicina Managing Officer and Chairman of the Board A.T. Kearney	12:00 pm – 1:30 pm
Dessert Served in Exhibit Hall	1:00 pm – 3:00 pm
Mini-Seminars Pre-registration required for these sessions. BC2 Business Continuity PM2 Project Management	2:30 pm – 5:00 pm
Workshop Sessions D	3:00 pm – 4:00 pm
Workshop Sessions E	4:20 pm – 5:20 pm
Exhibit Hall Reception	5:30 pm – 7:00 pm
Conference Career Center	5:30 pm – 7:00 pm

## Monday, May 4, 2009 9:00 - 11:45 am The Supply Chain and Business Continuity: Preparing to Survive the Next Disaster

### Session **BC1** MINI-SEMINAR

This workshop covers best practices to develop a comprehensive business continuity program. To help you better understand your organization's current level of disaster preparedness, this session includes an interactive assessment. Look for a step-by-step process to get things started, to evaluate an existing program or to better understand where your business unit fits in the big picture of the organization's business continuity program. To be effective, business continuity planning must include and integrate all business units and extend to its supply chain. An uninterrupted supply chain becomes even more critical following a disaster. The absence of supplies, equipment and services can delay the restoration of business operations, resulting in loss of revenue and a possible loss of customers and clients. **Seating is limited.**

### Betty Kildow, CBCP, FBCI

Emergency Management Consultant  
Kildow Consulting

## Monday, May 4, 2009 9:00 - 11:45 am An Overview of Project Management for the Supply Professional

### Session **PM1** MINI-SEMINAR

A conceptual overview of project management with a focus on understanding the project management environment, the advantages of using a project management methodology, the characteristics of a project and the role of the project manager and project teams. The discussion includes an introduction to the Project Management Institute's (PMI) Project Management Body of Knowledge (PMBOK) areas. These project management tools can be applied to any function within any organization. **Seating is limited.**

### Rene G. Rendon, DBA, CPSM, C.P.M., CPCMP, PMP

Senior Lecturer, Acquisition Management  
U.S. Naval Postgraduate School  
Chair, ISM Professional Credentials Committee

## Monday, May 4, 2009 9:20 - 10:20 am Sessions B

### TRACK 5 Sustainability, Social Responsibility and Green

## Greening the Purchasing Function: Best Practices for CPOs

### Session **BA**

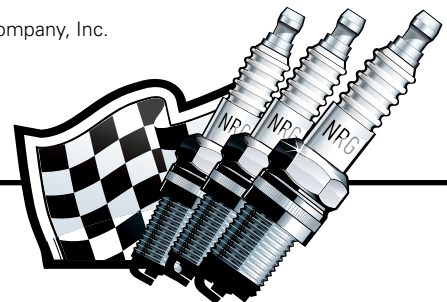
This session covers why and how CPOs can take a leadership role in reducing carbon emissions for their organizations. By creating transparency around their companies' carbon footprint, practitioners can kick off a much larger discussion and gain a voice in executive-level discussions around business strategy. Explore tactical steps CPOs can and should take, including mandating suppliers to provide transparency, building support for carbon emissions reduction into the system, ensuring they have talent with the right technical experience and getting top management on board.

### Dr. Nicolas "Nico" Reinecke

Expert Principal  
McKinsey & Company, Inc.

### Hans Jakob Stroessenreuther

Senior Expert  
McKinsey & Company, Inc.



## TRACK 2: Talent Management

Six sessions to help you overcome this growing challenge. See page 10 for the complete listing.

# ConferenceWorkshops

## TRACK 1 Doing Business in China

### Worldsourcing the Global Supply Chain

#### Session BB

Discover Lenovo's Worldsourcing strategy based on the approach to source materials, innovation, talent, logistics, infrastructure and production wherever they are best available. From an end-to-end supply chain perspective, Worldsourcing uses a decentralized business model that distributes production in global hubs of excellence to drive efficiency and create an important operational edge. As a global enterprise with a unique heritage in China, Lenovo exports the best from China and brings it to the rest of its operations worldwide to ensure global optimization. Relying on free-flowing movement and innovation of ideas, Lenovo's end-to-end global supply chain is leveraging the best of both worlds.

**John Zapko**

Executive Director, Global Strategic Procurement  
Lenovo

## TRACK 4 Best Practices in Supply Management

### Best Practices in Software Acquisition

#### Session BC

This session begins with a brief overview of the software industry, including recent mergers and acquisitions activity that has changed the face of the industry. In addition, look for a brief description of current trends, including Software as a Service, enterprise licensing, hosting and the increasing number of software audits. While stressing early procurement involvement in the acquisition process, presenters demonstrate how to get and keep leverage, key concepts in negotiation and important licensing requirements. While espousing a little theory, the presentation focuses on the practical knowledge to come to agreement with software publishers. Includes a no-holds-barred question-and-answer discussion.

**Patrick J. Egan**

Vice President, Enterprise Procurement  
Pfizer Inc

**Robert A. Napoli**

Procurement Manager  
Pfizer Inc

### How to Select and Implement Best Practices in Sourcing Organizations With Limited Resources

#### Session BD

This discussion includes specific best practices that sourcing organizations can use to gain competitive advantages for their companies despite facing limited resources caused by the slowing of the economy. These best practices can be readily implemented by sourcing organizations of all sizes.

*Sponsored by the ISM Services Group.*

**Dr. Peter E. O'Reilly, C.P.M.**

Chair, ISM Services Group

### Hidden Issues in Garden Variety, Legal Documents: Pitfalls and Considerations

#### Session BE

Billions of dollars worth of business is often conducted using cursory, generic purchase orders. To effectively manage a supply relationship and use best practices, supply professionals must understand the terms that applicable laws will imply into a contract, such as quality, warranties, title, price and risk. The discussion also explores enforceability of the purchase order. Look for actual case studies that provide insight into how courts might resolve complex legal issues and disputes that arise from garden variety purchase orders.

**Jeffrey J. Mayer, JD, LLM.**

Partner  
Freeborn & Peters, LLP

**John Shapiro, JD**

Partner  
Freeborn & Peters, LLP

### I Want to Be a CPSM®, Where Do I Begin?

#### Session BF

Get all your questions answered at this interactive meeting on how to prepare for the CPSM®, whether you are a new candidate or a C.P.M. taking the Bridge Exam. Beginning with an overview of the CPSM® requirements, attendees will learn about the available study materials, how to use them and where to go for additional information and resources to fill in any knowledge gaps. Get a jump on your studying with sample test questions from the new CPSM® diagnostic kit. Find out how easy it is to register and schedule your exams. This is a must attend session for anyone considering the CPSM®.

*Sponsored by the ISM Professional Credentials Committee.*

**Karen Collins, CPSM, C.P.M., A.P.P.**

Manager, Professional Credentials, ISM  
ISM Professional Credentials Committee

### Importance of Knowing the Supplier Collaborative Cost Reduction Evaluation (S.C.O.R.E.)

#### Session BG

This workshop focuses on the Supplier Collaborative Cost Reduction Evaluation (S.C.O.R.E.) tool that has been successfully deployed at Masco Corporation. This tool helps purchasing managers identify strategic suppliers for collaboration. It also aids in developing goals and timetables that can significantly improve performance. Using real-world examples, this session demonstrates how S.C.O.R.E. can improve your supply management organization.

**Steven A. Melnyk, Ph.D.**

Professor of Operations & Supply Chain Management  
Michigan State University

**Cheryl Phillip-Thills, C.P.M.**

Director of Corporate Purchasing  
Masco Corporation

## Let's Make a Deal: Relational Versus Tactical Negotiations

Session **BH**

Strong negotiation skills are a major advantage in today's job market. Yet, it remains one of the most difficult skill sets to master. This session employs real-life relational and tactical negotiation examples to define the theory used in supply management situations. Additionally, this session reveals techniques on distinguishing between relational and tactical negotiations, identifying which technique(s) to employ to be successful in both situations and how to apply persuasive speaking and influence skills to achieve success.

**Lorrie K. Mitchell, C.P.M., A.P.P.**

Partner

Mitchell Enterprises

## How to Identify Commodity Risks and Implement a Corporate Hedging Program

Session **BI**

This workshop appeals to senior thought-leaders responsible for managing the impact of commodity costs. Look for tools to identify financial and physical commodity risks, evaluate options to hedge those risks, and formulate and implement a corporate commodity strategy.

**Christopher M. Sedor, MBA**

Vice President, Strategic Sourcing

C&D Technologies, Inc.

**Monday, May 4, 2009**

Sessions C

10:40 - 11:40 am

TRACK 4 Best Practices in Supply Management

## Best Practices in Managing Outsourced Relationships

Session **CA**

Sourcing professionals share their secrets to successfully managing outsourced services. Discover how the total cost of ownership (TCO) process captures value streams outside of traditional price to include improved performance, operational efficiencies and quality improvement in a fact-based methodology.

**Grace Puma**

Senior Vice President — Strategic Sourcing & Chief Procurement Officer  
United Airlines, Inc.

Member, ISM Board of Directors

TRACK 2 Talent Management

## Relax and Laugh: How Humor Helps Strengthen Your Supply Team

Session **CB**

Work can be fun or drudgery. This presentation provides a three-step process with definitions and examples to introduce and develop humor as a tool to weld the supply management team, its associates and its supply chains into a productive team creating value while enjoying a humorous work-life.

*Sponsored by the ISM Materials Management Group.*

**Robert A. Kemp, Ph.D., CPSM, C.P.M.**

President

Kemp Enterprises

TRACK 3: Headwinds and Trends

## Headwinds: Opportunity for Transformation

Session **CC**

Managing cash flow is a component of this session but the focus is on how the current economic crisis creates the very best platform for supply chain transformation. Further, a well run supply chain during economic challenges provides one of the best ways for a company to survive.

**Reuben E. Slone**

Executive Vice President, Supply Chain

OfficeMax, Inc.

## Ethics: Let's Talk About the Issues Facing Supply Chain Professionals

Session **CD**

This session focuses on two areas. First, members of the ISM Ethical Standards Committee share the updates made to the recently rewritten *ISM Ethical Principles and Standards of Ethical Supply Management Conduct*. Second, a member of the committee leads an interactive, open forum to discuss the potential ethics issues facing supply chain professionals and how to manage them. All presenters serve on the ISM Ethical Standards Committee.

*Sponsored by the ISM Ethical Standards Committee.*

**Judy Baranowski**

Director

AlixPartners LLP

Chair, ISM Ethical Standards Committee

**Leah Kalin, C.P.M., CPIM**

Member, ISM Ethical Standards Committee

**Jonathan G. Ricker**

Product Development Platform Finance Lead

Harley-Davidson Motor Company

**Steve Smiley, C.P.M.**

Vice President, Strategic Supply

Master Halco

**Gwendolyn Turner**

Manager, PGS

Pfizer Inc

## Self-Assessing Supply Management Organizations

Session **CE**

To remain competitive in a global economy, continuous improvement is required in every aspect of supply management. This workshop details an approach to self-assess the supply organization to measure internal effectiveness and establish baselines against which future progress can be measured. This method leads to open information exchange between management and the supply organization, improves overall morale, and leads to effective change management and more successful implementation.

**Vijay Kasi, Ph.D.**

Strategic Sourcing Analyst

Georgia-Pacific

**Norbert J. Ore, C.P.M.**

Group Director

Georgia-Pacific

# ConferenceWorkshops

## Contract Law for the Supply Management Professional

Session **CF**

Understanding the legal/contracting environment in your organization and the arena in which you function is paramount to success. This workshop focuses on the specific areas of contract formation, contract performance and contract breach. Gain insight into critical contracting principles as well as checklists and other tools to facilitate the contracting process.

**Ernest G. Gabbard, J.D., C.P.M., CPCM**

Director, Corporate Strategic Sourcing  
Allegheny Technologies, Inc.

## Leading-Edge Trends in Supply Management

Session **CG**

This session reveals 15 leading-edge trends in supply management from the perspective of a former Fortune 500 CPO. Current leaders must stay on top of these trends, while aspiring leaders need to understand and embrace them if they wish to become world-class.

**Robert A. Rudzki**

President  
Greybeard Advisors LLC

## Supply Chain Risk Management

Session **CH**

Electronics supply chains face risks from many factors. This session explains Cisco's approach to supply chain risk management and its program. Look for an overview and discussion on Cisco's preparedness, mitigation and resiliency programs that include metrics and analytics, business continuity and crisis management programs.

**John O'Connor**

Director, Supply Chain Risk Management  
Cisco Global Supply Chain Management

## Category Planning and Commodity Management in Unprecedented Times

Session **CI**

This session provides insights and commodity risk management tools to manage the impact of market-driven fluctuations and their subsequent impact on financial metrics. Illustrations include bottom-line results that can be gained from understanding and using Porter's Five Market Forces to protect and enhance financial performance.

**Jonathan R. Stegner**

Former General Director, Global Supply Management  
Delphi Corporation

## Career Transitioning in Supply Management

Session **CJ**

Much of our adult population faces career transition. Some might be new to the profession and others may come to supply chain from related backgrounds and industries. Demographics suggest that this population will be varied — from recent college graduates to transitioning professionals. Learn how to plan your career and how Penn State University can help you.

**Patrick Knoblock, M.B.A., M.S.**

Instructor, Management Development Programs and Services  
Pennsylvania State University

**Randy Ingbritsen**

Workforce Solutions  
Penn State Abington

**Monday, May 4, 2009**

2:30 - 5:00 pm

## Keys to Narrowing Business Continuity Planning Gaps: Training, Testing and Audits

Session **BC2** MINI-SEMINAR

A business continuity plan gathers dust on a shelf in your office. Now what? This workshop provides guidelines that take your business continuity plan from mere sheets of paper in a binder to a guide that leads your organization through a process to fully restore operations following any disaster. Discover how to ensure that internal and external supply chain requirements are fully met. Highlights include making a plan user-friendly, training people and testing plans, and the importance of internal or external audits in maintaining and improving an effective business continuity program. Participate in a tabletop exercise scenario and conclude with a review of the overall business continuity planning cycle as it relates to the supply chain. **Seating is limited.**

**Betty Kildow, CBCP, FBCI**

Emergency Management Consultant  
Kildow Consulting

## Applications in Project Management for the Supply Professional

Session **PM2** MINI-SEMINAR

An in-depth discussion of the essential elements of project management used in project planning, executing and control. Highlights include a discussion of the project cycle, work breakdown structures (WBS), project schedules, risk management and earned value management. **Seating is limited.**

**Rene G. Rendon, DBA, CPSM, C.P.M., CPCM, PMP**

Senior Lecturer, Acquisition Management  
U.S. Naval Postgraduate School  
Chair, ISM Professional Credentials Committee

**Monday, May 4, 2009**  
Sessions D

3:00 - 4:00 pm

TRACK 1 Doing Business in China

## **IBM in China: Talent Strategy**

Session **DA**

This session focuses on talent management and leadership development in China specifically and in Asia generally. This is a macro view of the environment, talent and people strategy and best practice sharing.

**Anne Chen**

Director, Global Procurement  
IBM Corporation

TRACK 4 Best Practices in Supply Management

## **Best Practices in Using Technology in Procurement**

Session **DB**

Make your job easier by digging deeper into the technological side of your organization. Participate in this interactive discussion to share and learn best practices related to building a technology platform in procurement.

**John Tuttle**

Director, Process and Capabilities  
Bristol-Myers Squibb

TRACK 2 Talent Management

## **Executive Transformation: Building the Ideal Supply Chain Management Career**

Session **DC**

Building the ideal career requires a thoughtful and intentional approach. Explore hot trends to follow, skills to polish and career moves to consider. As executives better understand the industry and skills required to be successful, not only is individual ability enhanced, but the industry itself advances.

**Leo M. Espinoza, MBA, CPA**

Client Partner  
Korn/Ferry International

TRACK 3 Headwinds and Trends

## **Strategic Internal Client Partnerships: CPO Perspective on Process and Payback**

Session **DD**

While supplier relationship management is considered essential, deliberate internal relationship management is often overlooked. Yet the quality of internal partnerships determines whether supply management operates at the tactical or the strategic level of the business. Participants explore a model to build and sustain strategic internal partnerships through the CPO's eyes.

**R. David Nelson, C.P.M.**

Senior Adviser  
David Nelson Group

**Nancy Q. Smith, MA**

Director, Strategic Partnering  
Exemplary Performance

## **Supply Management's Strategic Role in Environmental Practices**

Session **DE**

Whether it is due to regulatory, customer, investor or internal forces, most companies realize that environmental performance is a critical business issue. The supply management function is in a strong position to strategically engage in environmental practices and help organizations address this rapidly growing phenomenon. The discussion includes supply management's strategic role in an organization's environmental practices.

*Sponsored by CAPS Research.*

**Wendy L. Tate, Ph.D.**

Assistant Professor  
University of Tennessee

## **Offensive and Defensive Supply Chains: A Meta-Strategic Approach**

Session **DF**

As organizations develop offensive and defensive strategic marketing plans, SCM should correspondingly adopt similar competitive postures to address the changing needs of the supply marketplace. This presentation addresses the SCM response to varying degrees of competitive advantage and market attractiveness. The fundamental question to answer is: "How can SCM conceptualize and execute the most effective offensive and defensive strategies to ensure heightened performance and effectiveness?"

**Alvin J. Williams, Ph.D.**

Distinguished Professor of Marketing  
University of South Alabama

## **You Have a Great Outsourcing Contract — Now What? Transition Issues in Global Outsourcing**

Session **DG**

Supply management's job performance is measured not only by savings achieved in the outsourcing contract due to excellent RFPs and great negotiations, but savings that actually show up on the balance sheet for operating expenses. Better managing the transition phase of global outsourcing can reduce the gap between projected savings and actual savings in global outsourcing. The session provides tools and techniques for sustained savings growth.

*Sponsored by the Northeast Supply Management Group.*

**Subroto Roy, Ph.D., CPSM**

Associate Professor  
University of New Haven

## **Resisting Supplier Material Economic Demands**

Session **DH**

Look for a proven approach and set of tools for resisting supplier demands for commodity- and currency-based economic relief.

**Robert G. Sullivan**

Director  
AlixPartners LLP

# Conference **Workshops**

**Monday**, May 4, 2009

Sessions E

4:20 - 5:20 pm

TRACK 5: Sustainability, Social Responsibility and Green

## **Attaining Sustainable Savings By Going Lean and Green**

Session **EA**

With the environment on everyone's mind, corporations are stepping up and increasing efforts to reduce their environmental impact. Attend this session to learn about best practices in developing and implementing green sourcing initiatives.

**James V. Kelly, C.P.M.**

Managing Principal and CEO

JVKellyGroup, Inc.

**Wayne Evans**

Senior Vice President of Procurement

DHL

TRACK 4: Best Practices in Supply Management

## **Managing the Chain of Custody — Minimizing Your Risk and Exposure!**

Session **EB**

The past three years have startled and awakened the business community, with catastrophic product recalls ranging from lead paint on toys, bacteria in food products, early product failures in the pharmaceutical industry and environmental problems. As a result, many companies are requiring that supply managers develop a chain of custody certification program. This workshop provides examples of effective processes and maps out best-practice examples of chain of custody to provide a framework for participants to develop a plan.

**William L. Michels, C.P.M.**

CEO

ADR North America, LLC

TRACK 2: Talent Management

## **Talent Development and Succession Planning for the Next Generation of CPOs**

Session **EC**

What are companies doing to prepare supply management leaders to progress to the CPO suite? Gain valuable insights based on interviews with ISM Board members on what it takes to develop the next generation of CPOs.

**S. Tyrone (Ty) Alexander**

Executive Vice President, Human Resources and Administrative Services  
Highmark Inc.

Member, ISM Board of Directors

## **Buyer Beware: Navigating Import Regulations in a Risky World**

Session **ED**

Supply managers continue to expand global sourcing efforts as emerging countries provide new opportunities for cost savings and material availability. In a successful supply chain, supply professionals must be familiar with new import rules and regulations implemented by the United States Customs and Border Patrol as well as the rules implemented by other federal agencies. This session gives you greater knowledge of what it takes to succeed in a global environment.

*Sponsored by the ISM Materials Management Group.*

**Marilyn Gettinger, C.P.M.**

Owner/President

New Directions Consulting Group

## **Managing Inventories in a Changing Economy**

Session **EE**

In today's economy, change is the only constant. Learn to work with change by examining inventory management methods that demand results and focus on dollars. This session demonstrates how to identify and prioritize inventory improvement opportunities for raw materials and finished goods. See successful strategies for reducing excess, avoiding shortages and case study results from several companies. Gain critical advice and insight to successfully manage a supply chain in a season of change.

*Sponsored by the ISM Materials Management Group.*

**Gary L. Gossard, PE**

President

IQR International

## **Status Symbol: What Does It Take to Be a Customer of Choice (CoC)?**

Session **EF**

More organizations are beginning to see the term "customer of choice." But what, exactly, does this mean? Learn strategies that can be used to assess how customers see an organization. See how becoming a customer of choice can benefit your organization. Learn the risks of not striving toward this objective. Finally, discover a process model that organizations can use to assess their CoC status, identify the gaps and take action to improve your status and relationship with critical suppliers.

**Robert B. Handfield, Ph.D.**

Bank of America Distinguished University Professor of Supply Chain Management

North Carolina State University

**J. Lehr McKenzie, Ph.D.**

Co-Owner

J&B Pinnacle Business Concepts, Inc.

## **Staying in the Game: Supply Strategies for a Competitive Advantage**

Session **EG**

Learn how to tailor sourcing strategies to your business needs and capabilities. Hear about developing sourcing strategies that integrate supply into business strategy and how this key integration influences business models. Discover how to develop strategy, meet business needs and set goals that will put your organization in the lead.

**Steve C. Rogers, MSIA**

Senior Consultant

Cincinnati Consulting Consortium

## **Getting Industry-Specific Cost Models to Work for You**

Session **EH**

Understanding the cost structure of an industry and how changes impact price is of utmost importance to all supply chain professionals. Along with enhancing your knowledge of cost elements, such as specific raw materials, and their actual impact on supplier costs in an industry, this session answers the question, "How can I take an industry-specific cost model and apply it to lower our costs?"

**Christopher H. Sower, MBA, C.P.M.**

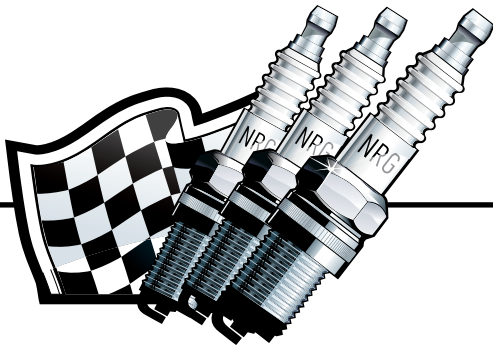
Director, Strategic Procurement

Charming Shoppes

**Victor E. Sower, Ph.D., CQE**

Professor of Operations Management

Sam Houston State University



### **TRACK 3: Headwinds and Trends**

Five sessions focus on these critical areas.

See page 10 for the complete listing.

## **2009 J. Shipman Award Luncheon**

**Tuesday, May 5, 2009**

**12:00 pm – 1:00 pm**

The Institute for Supply Management™ annually honors an outstanding individual in the profession with the J. Shipman Gold Medal Award. Johnson Shipman was a pioneer member of the New York affiliate of the National Association of Purchasing Agents, well-known for giving liberally of his time and counsel. The J. Shipman Gold Medal Award, established 77 years ago to commemorate the contributions of this modest, retiring man known for his vision, intellect and influence on important issues, has been awarded annually to those individuals whose persistent efforts have aided the advancement of supply management.

*All Conference participants are invited to attend this luncheon. Don't miss this chance to salute one of our profession's very best.*

# ConferenceWorkshops

## Tuesday May 5, 2009

Breakfast/Business Survey 7:45 am – 10:00 am  
Economic Outlook Presentation

Conference Career Center 9:00 am – 2:30 pm

Workshop Session ZC 8:30 am – 9:30 am  
Conference Career Center, Special Session  
The Boomer Exodus: Importance of Succession Planning

Exhibit Hall 9:00 am – 2:30 pm

Mini-Seminars 9:00 am – 11:45 am  
Pre-registration required for these sessions  
PM1R Project Management  
SP1 Services Procurement:  
Improving Statements of Work

Workshop Session ZD 10:00 am – 11:00 am  
Conference Career Center, Special Session  
Rewriting the Rules: Preparing for the 'Net Generation

Workshop Sessions F 10:20 am – 11:40 am

Special Sessions, Award Winners From 10:20 am – 11:40 am  
ISM R. Gene Richter Awards for Leadership  
and Innovation in Supply Management

J. Shipman Award Luncheon 12:00 pm – 1:00 pm

Dessert Served in Exhibit Hall 1:00 pm – 2:30 pm

Mini-Seminars 2:30 pm – 5:00 pm  
SP2 Services Procurement  
PM2R Project Management

Workshop Sessions G 3:00 pm – 4:00 pm

Special Sessions, Award Winners From 3:00 pm – 4:00 pm  
ISM R. Gene Richter Awards for Leadership  
and Innovation in Supply Management

## Tuesday, May 5, 2009 8:30 – 9:30 am The Boomer Exodus: Importance of Succession Planning

Session **ZC** CONFERENCE CAREER CENTER SPECIAL SESSION

With the aging workforce, organizations need to better prepare for baby boomers to retire or they are likely to lose productivity, experience, and essential industry and job-specific knowledge. To remain competitive, companies need strategies to hang onto this valuable generation. This special session provides practical advice and actions on recruiting and retaining the baby-boomer generation.

**Melanie Holmes**

Vice President of World of Work Solutions  
Manpower

## Tuesday, May 5, 2009 9:00 - 11:45 am An Overview of Project Management for the Supply Professional

Session **PM1R** MINI-SEMINAR

A conceptual overview of project management with a focus on understanding the project management environment, the advantages of using a project management methodology, the characteristics of a project and the role of the project manager and project teams. The discussion includes an introduction to the Project Management Institute's (PMI) Project Management Body of Knowledge (PMBOK) areas. **Seating is limited.**

**Rene G. Rendon, DBA, CPSM, C.P.M., CPCM, PMP**

Senior Lecturer, Acquisition Management  
U.S. Naval Postgraduate School  
Chair, ISM Professional Credentials Committee

## Tuesday, May 5, 2009 9:00 - 11:45 am Services Procurement: Improving Statements of Work, Supplier Selection and the Contracting Process

Session **SP1** MINI-SEMINAR

This workshop provides insights into improving service levels as well as customer and supplier satisfaction related to services procurement. It reviews general guidelines for the development of statements of work (SOWs), provides specific tips for improving SOWs and identifies some of the most common errors in SOW writing. It reviews both general and specific considerations in the supplier selection process, provides a supplier selection checklist template and reviews the role of internal and external subject matter experts in the selection process. It also covers the basic do's and don'ts of service contracting. Discover how to improve your processes and take your skills to the next level. **Seating is limited.**

**Merle W. Roberts, CPSM, C.P.M., A.P.P.**

President  
Perpetual Frontiers

## Tuesday, May 5, 2009 10:00 – 11:00 am Rewriting the Rules: Preparing for the 'Net Generation

Session **ZD** CONFERENCE CAREER CENTER SPECIAL SESSION

The 'Net Generation (born after 1977) is entering the workforce. This generation is big — even bigger than the baby-boom generation. The 'Net Generation will shape the future world of work. This special session focuses on their attributes and how we can learn from them. We will discuss who they are, how powerful they will become, their characteristics, their preferences and how organizations should prepare for dealing with this new and exciting generation.

**Melanie Holmes**

Vice President of World of Work Solutions  
Manpower

**Tuesday, May 5, 2009**

Sessions F

10:20 - 11:40 am

## The Seven Secrets of Strategic Sourcing

Session **FA**

Come learn from some of supply management's finest, as two past Shipman Gold Medalists share ideas on how to start and carry out a successful collaborative strategic sourcing program. These strategies are anchored in real-life cases in which the speakers participated. Topics include program initiatives, market intelligence, organization structure, collaboration, innovation, contingency planning and performance metrics. Don't miss the chance to learn from these key professionals in the field.

*Sponsored by ISM Materials Management Group.*

**Ken H. Killen, MBA, Ed.D., C.P.M.**

Consultant

Killen Enterprises

**R. David Nelson, C.P.M.**

Senior Adviser

David Nelson Group

TRACK 5: Sustainability, Social Responsibility and Green

## Making the Grade in Supplier Sustainability Scorecarding

Session **FB**

Designing effective supplier scorecards in the fast-changing area of sustainability is tricky. Supply managers are under pressure to deliver, and they need help. Participants learn the value of including sustainability in their supplier evaluation programs, which metrics to measure and which to avoid, and who to involve in program design and implementation. Don't let the lack of effective supplier scorecards damage your supply chain program and diminish your success.

**Robert W. Kuhn, J.D.**

President

Kuhn Associates Management Advisors LLC

TRACK 3: Headwinds and Trends

## Capacity Constraints

Session **FC**

Learn how to deal with the changing rules in services and categories. Once things were competitive, but now require payment in order to keep your place in line, all because of capacity constraints. These lessons learned, tools and strategies for coping are invaluable.

**Corey Keehn**

Director of Commodities, Integrated Supply Chain

Textron

## Clause and Effect: Strategic Economic Price Adjustment Clauses

Session **FD**

Want to guard your organization's dollars in today's ever-changing economic climate? Economic price adjustment clauses can remove price contingencies put into the final price by suppliers to protect themselves from volatile economic conditions that impact cost drivers beyond the supplier's control. Learn how removing the price padding can be a strategic solution for both supplier and supply manager.

**Robi Bendorf, CPSM, C.P.M.**

President

Bendorf & Associates

## A Gridline for Success: How to Strategically Prepare for Any Negotiation

Session **FE**

Strategic planning can be a key factor in the success of your negotiation process. A successful negotiation begins with the development of a powerful tool called the planning grid, which highlights your definition of success in the negotiation. This workshop outlines the five steps needed to construct the grid and details six main benefits the grid can provide throughout the negotiation process. Improve your negotiation skills by learning how to use this important tool.

**Robert M. Benedict**

President

Benedict Negotiating Seminars

## Scorecards: Educate, Facilitate and Motivate

Session **FF**

One of the greatest challenges organizations face is maintaining a business focus to improve results, and then communicating these results to those involved. This interactive session outlines the process for developing, tracking, communicating and presenting business goals and objectives. Learn the importance of a common business focus through the development of a mission statement and specific, measurable business goals. Gain practical ideas and valuable take-aways to motivate you and your organization to success.

**Shane Yount**

Senior Partner

Competitive Solutions, Inc.

## Sessions FG, FH, FI, and FJ

Reserved for award winners from ISM R. Gene Richter Awards for Leadership and Innovation in Supply Management.



# ConferenceWorkshops

## **Tuesday, May 5, 2009** 2:30 - 5:00 pm **Applications in Project Management for the Supply Professional**

Session **PM2R** MINI-SEMINAR

An in-depth discussion of the essential elements of project management used in project planning, executing and control. A discussion of the project cycle, work breakdown structures (WBS), project schedules, risk management and earned value management is presented. *Seating is limited.*

**Rene G. Rendon, DBA, CPSM, C.P.M., CPCM, PMP**

Senior Lecturer, Acquisition Management

U.S. Naval Postgraduate School

Chair, ISM Professional Credentials Committee

## **Tuesday, May 5, 2009** 2:30 - 5:00 pm **Services Procurement: From Tactical to Strategic**

Session **SP2** MINI-SEMINAR

Re-energize your services initiatives with this key session, which provides insights into current trends and expanded opportunities in service procurement. Review the changing expectations of senior management related to supply management's role and opportunities for applying strategic sourcing principles to your services spend. Avoid pitfalls, minimize weaknesses and leverage your strengths by learning more about how to develop and maintain your strategic plan. *Seating is limited.*

**Merle W. Roberts, CPSM, C.P.M., A.P.P.**

President

Perpetual Frontiers

## **Tuesday, May 5, 2009** Sessions G 3:00 - 4:00 pm

### **Supply Management's Role in Sustainability**

Session **GA**

How do supply professionals currently define sustainability? Are sustainability and green impacting job responsibilities of supply professionals? Come to this session to learn what people in the profession are telling the ISM Committee on Sustainability and Social Responsibility. Learn how the committee is using this input to develop and release materials, resources and information. All presenters serve on the ISM Committee on Sustainability and Social Responsibility.

*Sponsored by ISM Committee on Sustainability and Social Responsibility.*

**Cathy A. Rodgers**

Vice President, Global Opportunities and Business Development  
IBM Global Services

Chair, ISM Committee on Sustainability and Social Responsibility

**DeLynne Ano**

Director, Supplier Diversity & Sustainability

The Walt Disney Company

**Judith Baranowski**

Director

AlixPartners LLP

Chair, ISM Ethical Standards Committee

**Michael Bunge, C.P.M., A.P.P., CPIM, CSCP**

Manager, North American Supply

Libbey Inc.

**Dennis M. Gawlik**

Director — Purchasing Services

University of Washington

**William G. Hatzichristos**

Director, Corporate Procurement

Sterling Mets, L.P. (dba New York Mets)

TRACK 1: Doing Business in China

### **Risky Business: Rethinking Supplier Relationships in China**

Session **GB**

Sourcing from China can be risky. Despite these risks, companies often fail to apply proven supplier management techniques. Learn how to circumvent these problems by focusing resources on supplier integration and the resolution of headquarters-level breakdowns while reducing costly due diligence efforts that ultimately prove ineffective. Attend this valuable session to minimize risk and strategically leverage your spend to successfully navigate sourcing in China.

**Ashwin K. Srinivasan**

Senior Director

The Corporate Executive Board

TRACK 4: Best Practices in Supply Management

### **A Closer Look at Contracting Excellence**

Session **GC**

What does contracting excellence look like? Why does it matter? Answer these questions and more and learn why traditional, legally driven approaches to contracting do not work in today's networked world. In the current business environment, best-practice companies are exploring radical new approaches to the negotiation of contracts. Attend this interactive best-practices session and learn how top organizations are redefining the role of contracting and the impact this has on supply management.

**Tim Cummins**

President & CEO

International Association of Contract & Commercial Managers

TRACK 2: Talent Management

### **Investment in Human Capital: Closing the Competence Gap**

Session **GD**

The supply management profession has moved from the back room to the board room. And the competence and skill sets of supply managers have sometimes not kept pace with increasing demands and the changing face of the profession. This workshop is designed for managers, directors and VPs of supply management who wish to create an initiative to improve competence levels, capabilities and skill sets. Learn how to help take your organization to close the competence gap.

**William L. Michels, C.P.M.**

CEO

ADR North America, LLC

## When Procurement Outsourcing Fails: How to Sidestep Avoidable Blunders

Session **GE**

Every purchasing professional makes mistakes. Can anything be done to avoid common blunders? Get ready to improve your skills as you take a look into potential pitfalls of outsourcing the procurement function and discover practical steps that can be taken to ensure a successful partnership with your suppliers and internal stakeholders.

**James V. Kelly, C.P.M.**

Managing Principal and CEO  
JVKellyGroup, Inc.

## Hey, What About Me? Supply Chains for the Services Industry

Session **GF**

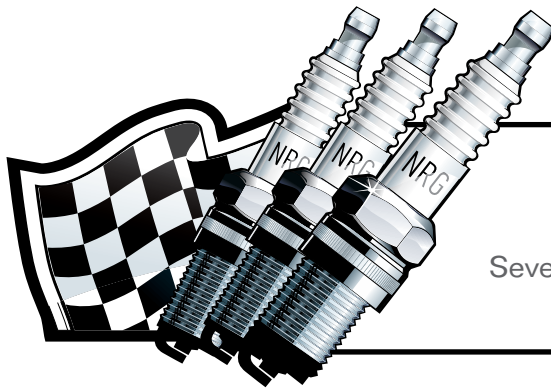
The services sector accounts for more than 84 percent of the United States' gross domestic product. However, supply chain efforts are mainly focused on the manufacturing area. This workshop highlights how bringing supply chain concepts to the services sector offers significant opportunity for cost improvement, strategic management and process improvement.

**Marilyn Gettinger, C.P.M.**

Owner/President  
New Directions Consulting Group

### Sessions GG, GH, GI, and GJ

Reserved for award winners from ISM R. Gene Richter Awards for Leadership and Innovation in Supply Management.



## TRACK 4: Best Practices in Supply Management

Seven highly interactive sessions for this track.

See page 11 for the complete listing.

# ConferenceWorkshops

**Wednesday** May 6, 2009

**Workshop Sessions H** 7:45 am – 8:45 am

**Workshop Sessions I** 9:00 am – 10:00 am



**Closing Brunch** 10:15 am – 11:30 am  
**Bertice Berry, Ph.D.**  
**Sociologist**  
**Award-winning entertainer, lecturer and comedienne**

**Wednesday, May 6, 2009**

**Sessions H**

7:45 - 8:45 am

TRACK 5: Sustainability, Social Responsibility and Green  
**Supply Chain Support for Developing Environmentally Responsible Buildings**

Session **HA**

Gain an overview of Bank of America's corporate commitment to environmental sustainability and the role that global sourcing (in partnership with corporate real estate) has to achieve this vision. Specifically, the discussion focuses on the U.S. Green Building Council's (USGBC) Leadership in Energy in Environmental Design (LEED) certification programs as well as the sourcing strategies used to support programs in building renovation, new site construction and the operation and maintenance of existing facilities.

**Ronald L. Tate Jr.**

Senior Vice President  
Bank of America

TRACK 4: Best Practices in Supply Management  
**Best Practices: Applying Balanced Scorecard Principles to Supply Management**

Session **HB**

Companies that want to measure supplier performance but are not sure where to begin can use scorecards to aid the process. Join this interactive session to learn and share ideas on how to build and use balanced scorecards and increase your organization's performance.

**Anthony Nieves, C.P.M., CFPM**

Senior Vice President, Supply Management  
Hilton Hotels Corporation World Headquarters

TRACK 3 Headwinds and Trends

**Price Forecasting Today**

Session **HC**

This session explores the need for deeper exploration of underlying costs as well as margins and demand in price forecasts. Discover how to examine what drives current and future trends.

**Elizabeth Baatz**

Principal  
Thinking Cap Solutions, Inc.

**Looming Issues in Logistics: An Update**

Session **HD**

Logistical challenges are greater today than at any time in recent memory. Costs are escalating to the point that enterprises are rethinking global sourcing strategies. New rules from carriers and from security requirements make logistics increasingly complex. These changes are causing organizations and individuals to change behavior, with profound implications for organizational success. This session examines these challenging situations and suggests solutions.

**Lee Buddress, Ph.D., C.P.M.**

Robert G. Gleason Professor of Supply & Logistics and Director, Supply & Logistics Management Program  
Portland State University

**Michael E. Smith, Ph.D.**

Associate Professor of Global Management and Strategy  
Western Carolina University

**Strategic Contracting: Laying the Foundation for Remarkable Supply Chain Performance**

Session **HE**

In today's strategic sourcing environment, organizations must shift high volumes of acquisition activity through long-term contracted supplier relationships. This workshop teaches legal principles related to purchase, license and service agreements, and tips for working with attorneys, and drafting techniques for statements of work, pro-active contract management methodologies and dispute resolution techniques. Take away valuable advice, insight and strategy from leaders in the field.

*Sponsored by the ISM Services Group.*

**Robert Dunn, MBA**

Principal  
Strategic Procurement Solutions, LLC

**Mark J. Trowbridge, CPSM, C.P.M.**

Principal  
Strategic Procurement Solutions, LLC

**Helping Suppliers Deal With SCARs**

Session **HF**

This presentation describes the procedural, cognitive and emotional barriers that must be addressed to help suppliers be more effective at resolving problems. Learn why, how, when, who and what are typically missing from the Strategic Supply Chain Audit Report (SCAR) process.

**Duke W. Okes, ASQ, CMQ/OE**

Knowledge Architect  
APLOMET

**Wednesday, May 6, 2009**

Sessions I

9:00 - 10:00 am

TRACK 1: Doing Business in China

## **China Sourcing: 2009 and Beyond**

Session **IA**

This session reviews recent and proven approaches for success in China sourcing, given the recent changes in global environments. Discussion includes a review of a recent case example. Explore the challenges and benefits of sourcing from this key country.

**Robert G. Sullivan**

Director

AlixPartners LLP

TRACK 2: Talent Management

## **Upgrade Your Procurement Team Through Recruiting**

Session **IB**

Companies today use reactive recruiting to fill holes, not upgrade the group. This presentation articulates how procurement leaders can build a business case to upgrade the procurement function and then implement a proactive recruiting plan to add a billion dollars in shareholder value.

**Jeff Flannery**

Managing Partner

Teldar Group

## **Manage Less, Accomplish More**

Session **IC**

In this interactive session, participants receive a lively overview of four key elements necessary to create and sustain a high-performance mentality throughout any organization. Much of the focus is on the role of organizational leadership to create communication and accountability and reinforce strategies necessary to sustain business success. Explore real-world business challenges organizations are facing today.

**Shane Yount**

Senior Partner

Competitive Solutions, Inc.

## **Spend Analysis: The Window Into Strategic Sourcing**

Session **ID**

This session provides a unique overview of spend analysis programs and how they impact strategic sourcing and a company's bottom line. Learn how to increase spend visibility, about spend management challenges, best practices and technologies, and view case studies relating to the role of spend analysis in improving sourcing strategies and savings.

**Patrick Eckhert**

Director of Strategic Sourcing

Cardinal Health

**Kirit Pandit**

Vice President, Content Strategy & Product Management

Emptoris Inc.

## **10 Ways to Reduce Lease Spending**

Session **IE**

Every professional needs to know how to save time and money on equipment leases. Learn 10 new techniques guaranteed to save you 5 percent to 10 percent on your next lease. It's never too late to renegotiate. Learn to speak the language of leasing to help your organization reach its goals while reducing spending, streamlining the review processes and saving valuable time.

*Sponsored by ISM Services Group.*

**Mary A. Redmond**

President

Independent Lease Review, Inc.

## **Service Contracts: Inside the Price Rate**

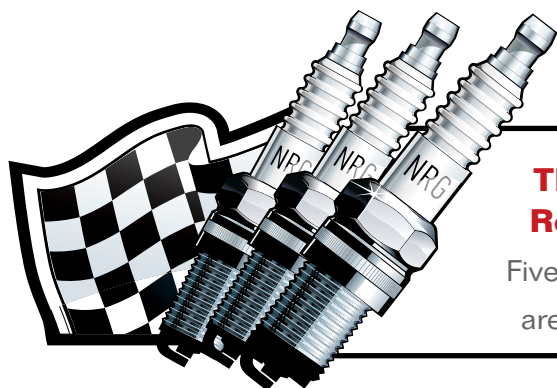
Session **IF**

Procurement of services is not the same as procuring goods. Service providers quote by billable hourly rate, flat rate or other rates. So how can we best negotiate? This session introduces a price analysis methodology and a strategic negotiation strategy on how to negotiate "inside the price rate."

**Clark Terrill, C.P.M.**

Manager, Procurement and Contract Services

J. Paul Getty Trust



## **TRACK 5: Sustainability, Social Responsibility and Green Issues**

Five sessions to help you dig deeper into this area. See page 11 for the complete listing.

# Pre-Conference Seminars

## ISM's 2009 Pre-Conference Seminar Lineup

Get an early start on the Conference when you attend a pre-Conference seminar. Each session provides valuable insight into your organization's supply chain to give you an even greater return on your Conference investment.

### CPSM® Exam Review Course

This course is a review to help prepare supply professionals for taking the CPSM® Exams. Participants will gain an understanding of the CPSM® program and of the breadth of content covered in each of the three CPSM® Exams:

**Exam 1: Foundation of Supply Management**

**Exam 2: Effective Supply Management Performance**

**Exam 3: Leadership in Supply Management**

This program has the added benefit of providing many best practices that can be applied immediately in the participant's organization.

The course begins with a brief overview of exam content areas, question format and types, exam characteristics and test-taking tips. CPSM® candidates will spend most of the course working on activities tied to tasks weighted most heavily in the exam specification and where candidates may expect the most exam questions on the exams. Students will have the opportunity to identify areas for further study using ISM published study materials and other resources.

[Check the ISM Web site for location information.](#)

**Program 4248**

**April 29-May 1, 2009**

USD \$1,795/ISM Members USD \$1,495

21 CEHs

### CPSM® Bridge Exam Review Course

This course is designed as a review for current C.P.M. holders as part of their preparation for taking the CPSM® Bridge Exam. It is intended to enable candidates to assess the knowledge they have acquired through education and experience against the content areas covered by the CPSM® Bridge Exam. It is not intended for those planning to take the full CPSM® Exams.

In this seminar, participants will gain an understanding of the CPSM® program and of the breadth of content covered in the CPSM® Exams. The class will begin with a brief overview of exam content areas, question format and types, exam characteristics and test-taking tips. The majority of the class is activity-based, focusing on exam content where candidates may expect the most questions. Through case studies, questions and group discussions, CPSM® candidates will have the opportunity to cement their learning and to identify areas for further study using identified ISM and other resources. [Check the ISM Web site for location information.](#)

**Program 4242**

**April 29-30, 2009**

USD \$1,595/ISM Members USD \$1,295

14 CEHs

### CPSM® Review Instructor Courseware Program — Train-the-Trainer

Are you interested in teaching CPSM® preparation and review courses? For the first time, ISM has developed CPSM® training materials (courseware) for you to use in designing and teaching CPSM® review courses. The courseware includes all teaching preparation and materials you can copy and use as is when developing and delivering CPSM® review programs. This two-day program reviews CPSM® Exams development, the CPSM® exam specs, review questions, case studies (with questions, answers, rationale and teaching notes) and sample questions for each task. Note: The CPSM® *Study Guide* is a required text for this course. Please also bring a laptop as this is also required. [ISM seminar held at the Westin Charlotte Hotel.](#)

**Program 4300**

**May 1-2, 2009**

USD \$100/Members and Nonmembers

14 CEHs

### How to Develop and Manage a Supplier Diversity Program

Discover how to develop, manage and grow a minority and women supplier program that contributes to organizational objectives and supports organizational strategies. You will learn why leading organizations are embracing supplier diversity; how minority- and women-owned businesses (M/WBEs) are expanding their capacity; how to get the attention of senior management; how to transform a compliance-driven program to a strategically focused process; and the role the supply management professionals play in the success of these programs. [ISM seminar held at the Westin Charlotte Hotel.](#)

**Program 4322**

**May 2, 2009**

USD \$745/ISM Members USD \$595

7 CEHs



# Get Your Career on the Fast Track!

## Calling All C.P.M.s With a Bachelor's Degree

Are you a C.P.M. with a bachelor's degree from a regionally accredited university and three or more years of professional supply management experience? You can fast-track your career by taking the Certified Professional in Supply Management® (CPSM®) Bridge Exam and applying for the CPSM® qualification.

The Bridge is a single exam for C.P.M.s in good standing. It covers content not covered in the current C.P.M. Exam.

The CPSM® gives you the multifaceted foundation to continuously improve and innovate in this highly competitive global marketplace. As a CPSM®, your skills in areas such as *supplier relationship management, commodity management, risk and compliance issues, and social responsibility* will drive value in every link of the supply chain.

## Position your career on the fast track. Register now for the CPSM®!

For more information, visit the Professional Credentials section of the ISM Web site, call ISM Customer Service or attend sessions **ZB** or **BF** at the Conference.



## CPSM® and CPSM® Bridge Exam Special



Register for the complete Conference or a 2- or 3-day pre-Conference seminar and take up to two CPSM® Exams at a significantly reduced rate\*. What a great way to make the most of attending Conference.

Exams are offered on Saturday, May 2, 2009. See page 34 for the CPSM® registration form or go online at [www.ism.ws](http://www.ism.ws). Seating is limited, so register early.

## Your conference registration saves you money.

**\$90 USD per exam ISM members/\$130 USD per exam nonmembers**

Don't miss this opportunity to save on your CPSM® Exam fees. For additional information, call ISM Customer Service.

*\*This offer pertains only to the written CPSM® Exam presented on May 2, 2009 in Charlotte during ISM's 94th Annual Conference. Space is limited. Program 4300 is not included in this offer.*

# Conference **Sponsors**

## Platinum

### **Office DEPOT**

**Office Depot** provides smart products and services through our Business Solutions Division that help you take care of your business. Our sales force partners with your organization to implement the right solutions for your unique business needs, including: Exclusive Brands, Furniture, Technology, Cleaning & Breakroom Supplies, Copy and Online Printing Services, Environmental and Diversity. We also offer specialized services for the Education, Government, Healthcare and Legal markets. Visit us at [www.officedepot.com/bsd](http://www.officedepot.com/bsd).

## Gold



**Staples** is the world's largest office products company. We are committed to being the one source that makes it easy for regional, national and global businesses to buy a wide range of office products, including supplies, technology, furniture, corporate identity products, print solutions and business services. For more information, visit [www.staplesadvantage.com](http://www.staplesadvantage.com).

## Green



**Bank of America** is one of the world's largest financial institutions, serving individual consumers, small and middle market businesses and large corporations with a full range of banking, investing, asset management and other financial and risk-management products and services. Bank of America helps build strong communities by creating opportunities for people — including customers, shareholders and associates — to fulfill their dreams. To learn more, please visit [www.bankofamerica.com](http://www.bankofamerica.com).

## Silver



**American Express Corporate Services** helps mid-sized and large companies manage purchases of everyday goods and services, such as office supplies, computer equipment, professional services and travel. The leading commercial card issuer in the U.S., American Express' clients include more than 60 percent of Fortune 500 companies, along with tens of thousands of mid-sized companies, which use the company's Corporate Card, Corporate Purchasing Card, Buyer Initiated Payments programs and Corporate Travel services. More information on expense management tools from Corporate Services can be found at [www.americanexpress.com/corporate](http://www.americanexpress.com/corporate).



**Ariba, Inc.** is the leading provider of spend management solutions to help companies of all sizes realize rapid and sustainable bottom-line results. Ariba's world-class solutions, offered in flexible and scalable on-demand, licensed, hosted packaging and as a managed service, are designed to provide companies with technology and business process improvements to better manage their spend and improve their bottom line. Ariba helps organizations overcome business obstacles to success by offering solutions that address speed, sustainability, coverage and flexibility. Ariba can be contacted in the U.S. at 650/390-1000 or at [www.ariba.com](http://www.ariba.com).

A.T. Kearney

## PROCUREMENT SOLUTIONS

**A.T. Kearney Procurement Solutions** provides comprehensive strategic procurement services to clients with needs that range from tactical cost savings to outsourced strategic sourcing services to complete procurement transformation. A.T. Kearney Procurement Solutions augments the strategic sourcing expertise of A.T. Kearney ([www.atkearney.com](http://www.atkearney.com)), one of the world's largest management consulting firms.

## Bronze



**Censeo Consulting Group**, a leader in supply chain management and operations, provides management teams with the expertise and insight to drive top-line improvements and bottom-line results. Censeo delivers exceptional value to clients through deep subject-matter expertise and a unique consulting model that emphasizes people, quality and operational efficiency.

## Associate



**Oracle** is the world's largest enterprise software company and offers integrated suites of procurement applications that dramatically cut all supply management costs. With Oracle procurement applications, organizations can reduce spend on goods and services, streamline procure-to-pay processes and enforce policy compliance. Oracle markets procurement solutions under the brands Oracle Advanced Procurement, PeopleSoft Supplier Relationship Management, Agile Product Cost Management, JD Edwards, and Oracle Transportation Management. For more information go to [www.oracle.com/applications/procurement.html](http://www.oracle.com/applications/procurement.html) or call 800/633-0738.



**Puridion** is a leading provider of cutting-edge procure-to-pay spend management solutions. For more than 25 years, organizations of all sizes within the private and public sectors around the world have relied on Puridion's expertise and leadership to leverage their investment in technology, guiding them into a more competitive position in today's global digital economy. Visit us at [www.puridion.com](http://www.puridion.com).

If you'd like your company represented at the ISM Annual Conference, there's still time to reserve a booth in the Exhibit Hall. Contact one of our Senior Sales Associates.

**Kathy Braase** 800/888-6276, extension 3061, or [kbraase@ism.ws](mailto:kbraase@ism.ws)

**Trish True** 800/888-6276, extension 3086, or [ttrue@ism.ws](mailto:ttrue@ism.ws)

# Registration **Information**

## Three Easy Ways to Register

**Internet:** Register at [www.ism.ws](http://www.ism.ws). Select Conferences & Programs and complete your registration form right from your desk. Credit card payment only.

**Fax:** 480/752-2299, available 24 hours a day (credit card payment only).

**Mail:** ISM Annual Conference, P.O. Box 22160, Tempe, AZ 85285-2160 (check, money order or credit card payment)

**Payment must accompany registration.**

**Please note:** We are unable to accept Conference registrations over the phone. Please use one of our three easy registration methods: Web site, fax or mail.

*All prices USD*

## Important Registration Dates

	Member Price	Nonmember Price
Registrations postmarked by 2/20/09	\$1,079	\$1,329
Registrations postmarked by 4/10/09	\$1,279	\$1,629
Late Registrations postmarked after 4/10/09	\$1,349	\$1,699

**CAPPO members receive ISM member pricing:** Please provide proof of membership. **Fax or mail only.**

The complete Conference registration package includes: nine educational sessions; Sunday and Monday keynote addresses; Economic Panel; Monday and Tuesday lunch; Tuesday breakfast; Wednesday brunch; all general sessions and entrance into the Exhibit Hall. In addition, you are invited to submit your résumé and participate in the Conference Career Center.

## One-Day Conference Registration

Includes all Conference events scheduled for that day: educational sessions, meals and entrance into the Exhibit Hall.

	Member	Nonmember
Sunday	\$300	\$360
Monday	\$405	\$485
Tuesday	\$495	\$595
Wednesday	\$300	\$360

*(Discount offers do not apply to One-Day or Guest registrations.)*

## Student Conference Registration

Complete Conference registration includes educational sessions, meal functions, Exhibit Hall and student reception. Student attendees may not add a guest to their registration. Must be a student member of ISM to take advantage of this offer \$250.

## Guest Registration

Monday/Tuesday lunch, Tuesday breakfast, and Wednesday brunch.

**Guests** **\$190**

## Extra Meals

Each meal function is included with your complete Conference registration package. You may purchase additional meals on-site.

Monday Lunch	\$50
Tuesday Breakfast	\$50
Tuesday Lunch	\$50
Wednesday Brunch	\$50

## Continuing Education Hours

You can earn a maximum of 19.25 Continuing Education Hours (CEHs) for your Conference attendance by attending sessions that are designed as educational. A documentation form will be included in the registration packet you receive when you check in at ISM Registration.

## Confirmation Letters

Registration confirmation letters are sent via e-mail to the address listed on your registration form.

## Discounts

**Pre-Conference Seminar Discount:** Register for the complete four-day Conference registration package and a two- or three-day pre-Conference seminar and deduct \$100 from the Conference registration fee. Program 4300 is not included in this offer.

**Team Discount:** Register three or more people at one time for the complete Conference registration package (registrations must be sent together in the same envelope) and deduct \$100 per registration. By mail or fax only; not available online.

*Only one discount option allowed per registration form. One-day Conference registrations do not qualify for discounts.*

## Session Selection and Seating

Your session selections help us assign meeting room space for each educational session. This allows us to project which sessions are in demand, but it does not guarantee your seating. If you change your mind, you may attend a different session than the one you signed up for on your registration form. Session seating is on a first-come, first-served basis, unless otherwise noted.

## Badges

New this year. Conference badges are mailed the week of April 17, 2009. Please bring your badge with you to Charlotte. It is your passport to the Express registration line.

## Special Needs

If you have special dietary needs or if you require any special services or auxiliary aids in accordance with the Americans With Disabilities Act, please be sure to check the appropriate line on the Conference registration form. An ISM representative will contact you to confirm your special needs.

## Tax Deduction

The Internal Revenue Service may permit an income tax deduction to U.S. residents for expenses (including registration fees, travel costs, meals and lodging) incurred in pursuit of continuing professional education. Consult your tax adviser for details.

## Photo Release

From time to time, we use photographs of participants in our promotional material. By virtue of your attendance, you agree to the use of your likeness in such material.

## ISM Cancellation/Refund Policy

Notification of your cancellation must be in writing. Cancellations received up to the day prior to the program are subject to a \$100 cancellation charge. No refunds are given once the program has begun. Registrants who fail to attend a program are not entitled to a refund. ISM must be contacted within 30 days of the program completion in order for a refund to be considered. ISM reserves the right to substitute speakers. If the program is not held for any reason, ISM's liability is limited to the program fee.

*Program subject to change. Check your confirmation letter for schedule verification.*

## Membership

Receive a one-year ISM membership with your full nonmember Conference registration fee. A subscription to *Inside Supply Management*® magazine, unlimited access to the ISM Web site, discounts on products and services — all benefits enjoyed by ISM members.

**Direct membership only. \$190 USD value.** Individual must meet ISM qualifications for membership. Want to join an ISM affiliate? Your local ISM affiliate is a rich resource for networking, education and professional development. Call ISM Customer Service for more information. Additional fees may apply for affiliate membership. Your membership application must be received by ISM Customer Service by June 1, 2009.

## ISM'S 94TH ANNUAL INTERNATIONAL SUPPLY MANAGEMENT CONFERENCE MAY 3-6, 2009 CHARLOTTE

PLEASE USE ONE FORM PER CONFERENCE ATTENDEE. FOR ADDITIONAL COPIES, THIS FORM MAY BE DUPLICATED.

ISM ID Number \_\_\_\_\_ ISM Member ☐ Nonmember ☐ CAPPO Member\* ☐  
 I am registering for: (check all that apply) Pre-Conference Seminar \_\_\_\_\_ Conference \_\_\_\_\_ CPSM® Exam \_\_\_\_\_ CPSM® Bridge Exam \_\_\_\_\_  
 Preferred Name (for badge) \_\_\_\_\_ Guest Preferred Name (for Guest Program registrants) \_\_\_\_\_  
 First Name/Given Name \_\_\_\_\_ M.I. \_\_\_\_\_ Last Name/Surname/Family Name \_\_\_\_\_  
 Title \_\_\_\_\_ Organization Name \_\_\_\_\_  
 Preferred Mailing Address: Home \_\_\_\_\_ Business \_\_\_\_\_  
 Mailing Address \_\_\_\_\_  
 City \_\_\_\_\_ State/Province \_\_\_\_\_ ZIP/Postal Code \_\_\_\_\_  
 Country \_\_\_\_\_ E-Mail Address \_\_\_\_\_  
 Business Phone\*\* ( ) \_\_\_\_\_ Fax Number\*\* ( ) \_\_\_\_\_

(\*\*For phone numbers outside the U.S. or Canada, please include your country and city codes.)

Check here ☐ if you require special services or if you have special dietary needs. Check here ☐ if you do not wish to be included on the exhibitors' mailing list.

CONFERENCE WORKSHOP SESSION SELECTION (Please indicate the workshop's two-letter code.)					
<b>Sunday</b> 3:30 – 4:45 pm _____ <b>Monday</b> 9:00 – 11:45 am _____ PM1 or BC1 _____	9:20 – 10:20 am _____ 10:40 – 11:40 am _____ 3:00 – 4:00 pm _____ 2:30 – 5:00 pm _____ PM2 or BC2 _____	4:20 – 5:20 pm _____ <b>Tuesday</b> 9:00 – 11:45 am _____ SP1 or PM1R _____ 10:20 – 11:40 am _____	2:30 – 5:00 pm _____ SP2 or PM2R _____ 3:00 – 4:00 pm _____ <b>Wednesday</b> 7:45 – 8:45 am _____ 9:00 – 10:00 am _____		
REGISTRATION AND FEES	ALL PRICES USD	MEMBER PRICE (Circle appropriate fee.)	NONMEMBER PRICE (Circle appropriate fee.)	ITEM PRICE	EXTENDED TOTAL PRICE
<b>Complete Conference Registration Package</b>	<b>Postmarked by 2/20/09</b> <b>Postmarked by 4/10/09</b> <b>After 4/10/09</b>	<b>\$1,079</b> <b>\$1,279</b> <b>\$1,349</b>	\$1,329 \$1,629 \$1,699	*Receive a one-year membership with your full Conference nonmember fee.	
<b>One-Day Conference Registration Package</b> (Includes listed meals for that day.)	Circle day(s) wanted: <b>Sunday</b> <b>Monday</b> <b>Tuesday</b> <b>Wednesday</b>	<b>\$300</b> <b>\$405</b> <b>\$495</b> <b>\$300</b>	\$360 \$485 \$595 \$360	(One-day registrations do not qualify for either of the discounts listed below.)	
<b>Guest Program</b>	Includes: Monday/Tuesday Lunch, Tuesday Breakfast, Wednesday Brunch	Guest <b>\$190</b>		(Guest programs do not qualify for either of the discounts listed below.)	
<b>Student Member Package Complete Conference</b>		<b>\$250</b>	Must be active ISM student member. Please contact ISM Customer Service for additional information.		
<b>Team Discount</b> (Conference)	Register three or more individuals at the same time. (Registrations must be sent together in the same envelope.) See page 34 for complete details.	<b>Only one discount option is allowed per registration form.</b>		<b>Subtract \$100</b> for qualified Conference registration.	
<b>Pre-Conference Seminar Discount</b> Program # _____	<b>Deduct \$100</b> when registering for a two- or three-day pre-Conference seminar and the complete Conference registration package. See page 32 for details.			<b>Subtract \$100</b> from Conference subtotal.	

METHOD OF PAYMENT (U.S. Funds Only)		REGISTRATION TOTALS	
<b>BY CHECK</b>  Enclosed is a personal or organization check. The Check Number is _____  Amount of Check _____	<b>BY CREDIT CARD</b> (Circle one) VISA MasterCard American Express Diners Club  Credit Card # _____ Expiration Date ____/____ Amount to Charge _____ Name of Cardholder _____ Signature _____	<b>CONFERENCE SUBTOTAL</b>	
		<b>PRE-CONFERENCE SEMINAR SUBTOTAL</b>	
		<b>EXAM SUBTOTAL</b> Half-price with your complete Conference registration or a two- or three-day pre-Conference seminar. Insert total from page 34.	
		<b>TOTAL AMOUNT ENCLOSED</b>	
<b>ISM OFFICE USE ONLY</b> Approval #: _____ Date Entered: _____ Entered By: _____			

\*Membership applications must be received by June 1, 2009.

SC CF09R

## WRITTEN EXAM REGISTRATION FORM FOR CPSM® TESTING

Membership Status:			
ISM Member <input type="checkbox"/>		Nonmember <input type="checkbox"/>	
CAPPO Member <input type="checkbox"/>		ISM Member Number _____	
Name _____			
Home Address (Confidential exam results are sent to the home address.) _____			
City _____		State _____ ZIP Code _____	
<b>CPSM® Exams Saturday May 2, 2009</b> (You must arrive during the published check-in period or you will be considered a no-show.)			
<b>7:00-7:45 am Check-in</b> <b>8:00 am – 10:45 am Test Time</b>	<b>7:00-7:45 am Check-in</b> <b>8:00 am – 11:00 am Test Time</b>	<b>12:00-12:45 pm Check-in</b> <b>1:00 pm – 3:45 pm Test Time</b>	<b>12:00-12:45 pm Check-in</b> <b>1:00 pm – 4:00 pm Test Time</b>
CPSM1AM (Exam 1) CPSM2AM (Exam 2)	CPSM3AM (Exam 3) CPSMBAM (BRIDGE)	CPSM1PM (Exam 1) CPSM2PM (Exam 2)	CPSM3PM (Exam 3) CPSMBPM (BRIDGE)
Member Price: USD \$180 per exam _____ x \$180 = \$_____ CAPPO members receive ISM member pricing.			
Nonmember Price: USD \$265 per exam _____ x \$265 = \$_____			
BE SURE TO COMPLETE THE TOP PORTION OF THE CONFERENCE REGISTRATION FORM AND THE CPSM® EXAM SUBTOTAL COLUMN ON PAGE 33.			
TOTAL DUE FOR THE WRITTEN EXAM REGISTRATION			\$ _____

## CPSM® EXAM REGISTRATION INFORMATION

### Three Ways to Register

**Fax:** 480/752-2299, available 24 hours a day  
(credit card payment only)

**Mail:** ISM CPSM® Exam  
P.O. Box 22160  
Tempe, AZ 85285-2160  
(check, money order or credit card payment)

**Web Site:** www.ism.ws

**\*Register for the complete Conference or a two- or three-day pre-Conference seminar and take one or two CPSM® Exams for half-price.**

### Payment Must Accompany Registration

#### Written Exam

Indicate on the registration form which exam you plan to take.

#### Exam Date

**Saturday, May 2, 2009**

First come, first served. You are not guaranteed your registration time. Check your confirmation notice.

#### Exam Fees (Including Bridge)

#### Reduced rates with complete Conference Registration

<b>Member</b>	<b>\$180 USD per exam</b>
	\$90 USD with Conference Registration
<b>Nonmember</b>	<b>\$265 USD per exam</b>
	\$135 USD with Conference Registration

Proof of CAPPO membership must accompany registration form.

### Exam Cancellation Policy

If you are unable to attend the exam, a letter requesting a refund must be received by ISM no later than **April 13, 2009**. Any other refund requests (except medical emergencies) will not be honored. Medical emergency refund requests (with documented proof) will be accepted through the two-week period after the exam. Exam fees may not be transferred from written exam to computer exam.

### Exams at the Charlotte Convention Center.



I acknowledge the confidential nature of the CPSM® Examination (the "Exam") and hereby agree that I will not copy, retain Exam questions or disclose or transmit them in any form to any other person. I certify that I am working toward my CPSM® designation or taking the Exam to meet the continuing education requirements for recertification. I agree that taking the Exam for any other purpose is strictly prohibited. I also acknowledge that the Exam review course instructors are prohibited by ISM from taking exams for the purpose of preparing students to take the Exam and/or for the creation of their course materials. I expressly agree and understand that certification may be denied or revoked, or the Exam scores may be invalidated or withheld by the Certification Committee of ISM (the "Committee") in the event that the Committee determines that (A) an individual has (i) falsified or misrepresented information on the registration form or information provided is in error, including documentation of continuing education hours for recertification; (ii) participated in an unauthorized disclosure of Exam questions, information or materials; (iii) plagiarized questions and/or answers on the Exam; (iv) mailed, received, relayed in any fashion, or used copies of the Exam materials, questions, or answers without authorization from ISM; (v) retained the Exam materials after the examination; (vi) engaged in cheating or other misconduct or unprofessional behavior with respect to taking, administering, or preparation for the Exam; or (vii) failed to adhere to the Principles and Standards of Ethical Supply Management Conduct, or (B) (i) there is a testing irregularity with respect to the Exam; (ii) there is a reason to question the Exam score's validity; or (iii) that the Exam score was the result of unusual or questionable circumstances.

I agree to abide by the ISM Principles and Standards of Ethical Supply Management Conduct, whether or not I am a member of ISM. I grant ISM permission to make any and all inquiries, which are necessary to evaluate my credentials for certification or recertification and agree to respond to requests for information related to any of the above. I further authorize ISM to publish (via e-mail, Web site, or print) information about my certification and to make any and all inquiries, investigations, or other communications, which may be necessary for the Committee to grant, deny or revoke certification, or to invalidate or withhold examination scores. I hereby certify that the information submitted on or with this form is true and accurate to the best of my knowledge, and I agree to be bound by the terms and conditions set forth herein and by any and all policies and procedures of ISM applicable to the CPSM® Program or the Exam as may be amended from time to time.



Signature \_\_\_\_\_ Date \_\_\_\_\_

## PRE-CONFERENCE SEMINAR REGISTRATION INFORMATION

### **CPSM® Exam Review** (#4248)

**April 29-May 1, 2009**

USD \$1,795/ISM Members USD \$1,495

### **CPSM® Bridge Exam Review** (#4242)

**April 29-30, 2009**

USD \$1,595/ISM Members USD \$1,295

### **CPSM® Review Instructor Courseware Program — Train-the-Trainer** (#4300)

**May 1-2, 2009**

USD \$100/Members and Nonmembers

### **How to Develop and Manage a Supplier Diversity Program** (#4322)

**May 2, 2009**

USD \$745/ISM Members USD \$595

\*Above pricing represents full cost. Subtract \$200 from your total when you register 30 days or more before the program start date. The Early-Bird Discount is not applicable on program #4300.

Descriptions of the above seminars are found on page 28 or see complete course outlines at [www.ism.ws](http://www.ism.ws).

**BE SURE TO FILL OUT THE TOP PORTION OF THE CONFERENCE REGISTRATION FORM AND THE PRE-CONFERENCE SEMINAR SUBTOTAL COLUMN ON PAGE 33.**

## PRE-CONFERENCE SEMINAR REGISTRATION INFORMATION

### **Three Ways to Register**

**Fax:** 480/752-2299, available 24/7  
(credit card payment only)

**Mail:** ISM Conference Seminars  
P.O. Box 22160  
Tempe, AZ 85285-2160  
(check, money order or credit card payment)

**Internet:** [www.ism.ws](http://www.ism.ws)

### **Payment Must Accompany Registration**

#### **Pre-Conference Seminars**

Indicate on the registration form which seminar you plan to attend. Fee includes course materials, refreshment breaks and lunch each day of the seminar.

#### **Pre-Conference Seminar Hours**

Day One 8:30 am – 4:30 pm  
Last Day 8:30 am – 4:00 pm

### **Discounts**

Individuals registering for a 2-day or 3-day pre-Conference seminar and the complete Conference registration package may deduct \$100 from the Conference registration fee. OR register three or more people at one time, for the same 2-day or 3-day pre-Conference seminar (registrations must be sent together in the same envelope), and deduct \$100 per registration. Only one discount option allowed per registration form. One-day Conference registrations do not qualify for the discount offer. Program 4300 is not included in this offer.

Early-Bird Discount is applicable when you register 30 days or more before the program date. Subtract \$200 from your total when using the Early-Bird Discount. Early-Bird Discount not applicable on program 4300.

### **ISM Cancellation/Refund Policy**

Notification of your cancellation must be in writing. Cancellations received up to the day prior to the program are subject to a \$100 cancellation charge. No refunds are given once the program has begun. Registrants who fail to attend a program are not entitled to a refund. ISM must be contacted within 30 days of the program completion in order for a refund to be considered. ISM reserves the right to substitute speakers. If the program is not held for any reason, ISM's liability is limited to the program fee.

## Charlotte, North Carolina

Welcome to Charlotte. A city with something for everyone. Known as the Queen City, Charlotte was named for Queen Charlotte in hopes of winning favor with the crown. It's also known as the "hornet's nest" from the American Revolution, when General Cornwallis wrote that Charlotte was "a hornet's nest of rebellion."

As the second largest financial center in the U.S., Charlotte has a lively nightlife and a city center rich with cultural opportunities. In May the average high is 80 degrees, while the average low is 58 degrees.

## All Conference Sessions at the Charlotte Convention Center

### Conference Hotels

Book your hotel through the housing bureau – online, fax or mail. To make your reservations online visit [www.ism.ws/629](http://www.ism.ws/629).

#### The Westin Charlotte

601 South College St.  
Charlotte, NC 28202  
Rate — \$187

#### Hilton Charlotte Center City

222 East 3rd St.  
Charlotte, NC 28202  
Rate — \$159

#### Charlotte Marriott City Center

100 West Trade St.  
Charlotte, NC 28202  
Rate — \$161

*The ISM rate is offered until 4/10/09, rooms sell out quickly so be sure to reserve your room early.*

Conference registration does not include hotel accommodations; you are responsible for your own hotel reservations. Charlotte is a popular destination, so please make your hotel reservations early.

## Hospitality Suites

Hospitality suites are to have a business aspect in order to comply with the educational mission of the Conference. Hours of hospitality suites should not conflict with other Conference activities. ISM does not wish to discourage informal gatherings during periods of time when there are no scheduled Conference events. It is intended that such activities, however, not open the Institute to criticism. Ethical considerations are and will remain of prime concern to ISM. For hospitality suite and catering information at The Westin Charlotte, please contact Linwood Campbell at [Linwood.Campbell@westin.com](mailto:Linwood.Campbell@westin.com).

## Ground Transportation

The Conference hotels are approximately 10 miles from the Charlotte/Douglas International Airport. Typical taxi fare is \$25 each way.

Other ground transportation options are available at [www.ifly.com/charlotte-douglas-international-airport/ground-transportation](http://www.ifly.com/charlotte-douglas-international-airport/ground-transportation).

*Please note — Prices are subject to change.*

## Car Rental

In conjunction with American Airlines, Avis Rent-A-Car is offering great discounts to Conference attendees. Call Avis at 800/331-1600 and refer to AWD Code D006236. Or visit the ISM Web site for a link to reserve online. This link will auto-fill the discount number; you will see it reflected when you are at the "discounts" step in the reservation process.

## Official Airline Carrier

American Airlines has been chosen by ISM as the official airline for this Conference. American provides round-trip transportation to the meeting city and offers a 5 percent discount off the lowest applicable published air fare. There is a separate ticketing charge of \$10 for tickets purchased via phone or \$15 for tickets purchased at the Airport. This amount is subject to change.

At this time there is no ticketing fee for reservations made and ticketed on [www.AA.com](http://www.AA.com). The percentage discount can be booked online at [www.AA.com](http://www.AA.com) for American Airlines and American Eagle flights only. Contact American Airlines directly, weekdays at 800/433-1790 (for U.S. and Canada travel only) or at [www.AA.com](http://www.AA.com). Reference Promotion Code A1149AA.

## Bon Appétit

Your complete four-day Conference registration package includes the following meals:

### Sunday

**Networking Reception** — Join us in the Exhibit Hall, 5:00 pm – 7:00 pm.

### Monday

**Lunch** — The general luncheon hours are 12:00 pm – 1:30 pm; Dessert is in the Exhibit Hall, 1:00 pm – 3:00 pm.

**Networking Reception** — Join us in the Exhibit Hall, 5:30 pm – 7:00 pm.

### Tuesday

**Breakfast** — 7:45 am – 10:00 am

**Lunch** — Lunch is served 12:00 pm – 1:00 pm, with dessert in the Exhibit Hall, 1:00 pm – 2:30 pm.

### Wednesday

**Brunch** — The closing brunch begins at 10:15 am and ends at 11:30 am.

# When it seems like you're being asked for the world,

ISM gives you a world of information.

As a supply management pro you are in the sometimes unfortunate position of being the go-to person for questions like these. Luckily you know of a place to find answers — ISM.

From leading-edge training and research to innovative professional designations like the Certified Professional in Supply Management® (CPSM®) and key economic indicators like the *Report On Business*®, ISM is at the forefront of the profession which, in turn, puts you at the forefront, as well.



Learn more.

Visit [www.ism.ws](http://www.ism.ws) today.

800/888-6276 or 480/752-6276



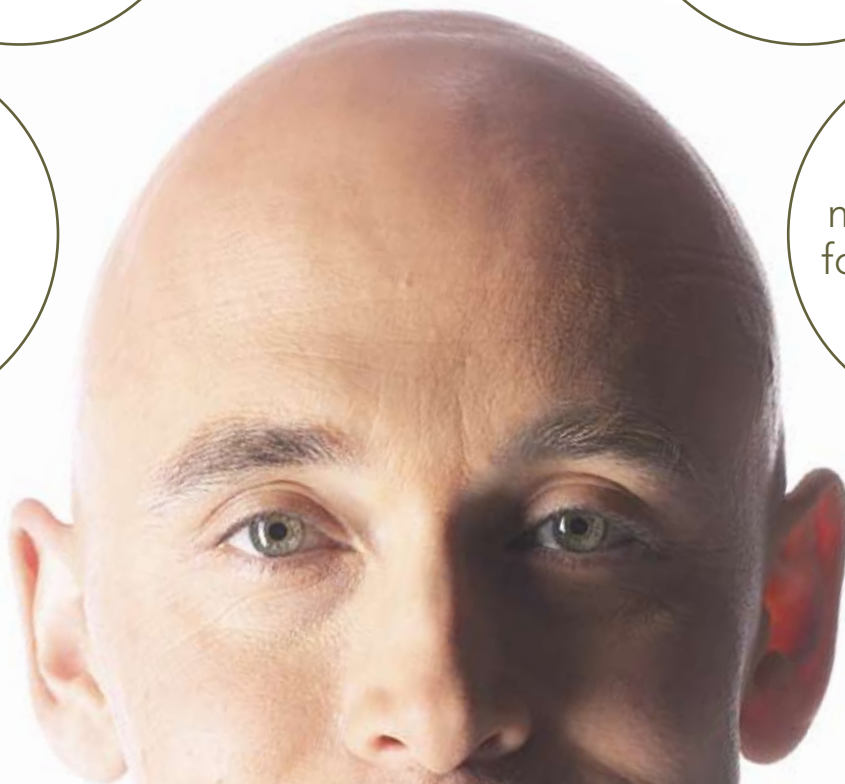
Which suppliers can contribute to our profitability, and how?

How can we reduce costs and maintain profit levels?

How do we hit a target price of "X" for this product?

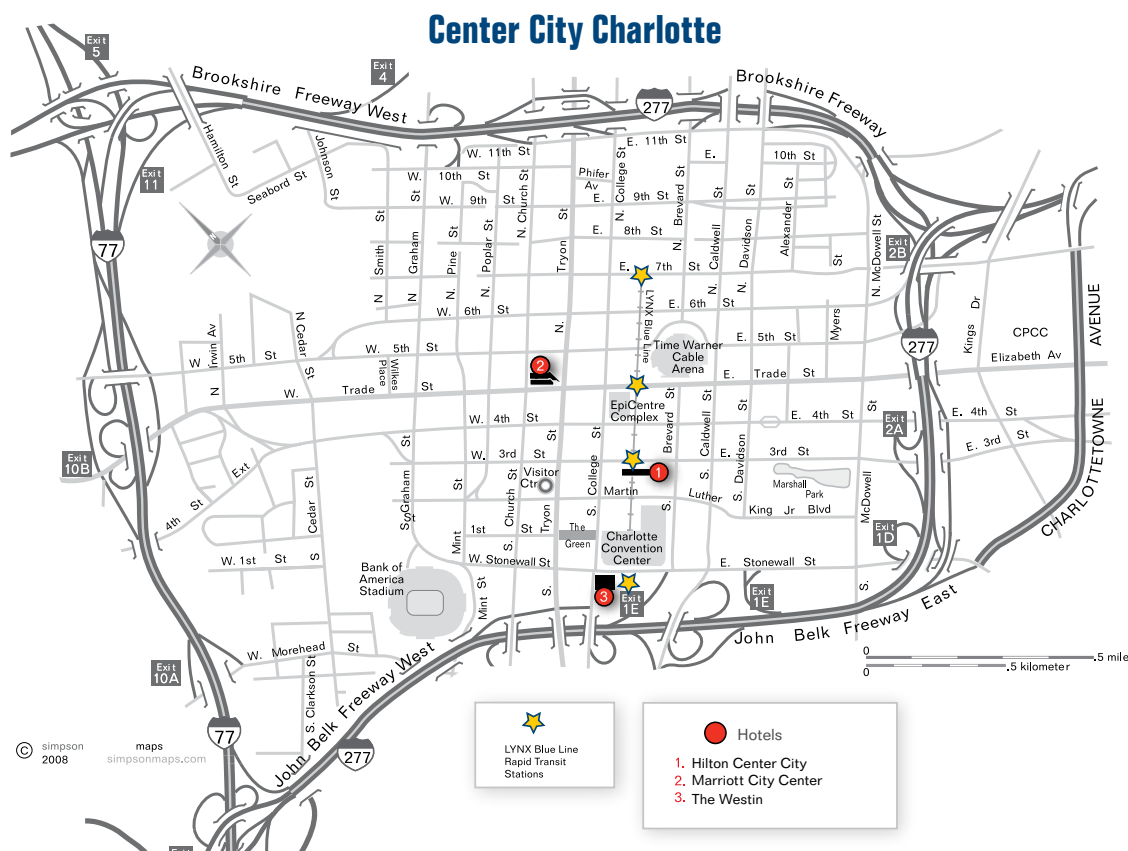
How can supply management contribute to working capital?

Do we have a risk mitigation plan for supply chain continuity?



# OFFICIAL HOUSING FORM

- 1) **MAKING YOUR RESERVATION:** Please choose ONE of the following options to make your reservation:
  - A. Online reservations: [www.ism.ws/629](http://www.ism.ws/629)
  - B. Fax completed form: 704/347-1158
  - C. Mail completed form: Visit Charlotte Housing Bureau  
500 South College St.,  
Suite 300  
Charlotte, NC 28202
- 2) Visit Charlotte is NOT responsible for duplicate reservations.
- 3) Housing forms must be RECEIVED by the Visit Charlotte Housing Bureau on or before April 10, 2009 in order to receive the Conference rates. Housing forms received after this date are not guaranteed at the Conference rates.
- 4) Sharing a room: Please submit only one application per room requested, listing all occupants in each room. The primary occupant will receive the confirmation.
- 5) An acknowledgement from the Housing Bureau will be e-mailed, faxed or mailed to you. This is determined by the information provided on the housing form. Acknowledgement is e-mailed if e-mail address is provided, or if reservation is made over the Internet.
- 6) **REQUIRED DEPOSIT:** In order to process your request, a valid credit card number including expiration date through May 2009 must be provided. The credit card may be charged equal to the amount of one night's room and tax by your assigned hotel after April 10, 2009.
- 7) **Changes/Cancellations:** The Housing Bureau will make changes and cancellations requested in writing until April 10, 2009. You may e-mail changes/cancellations to [ISM@visitcharlotte.com](mailto:ISM@visitcharlotte.com) prior to April 10, 2009. Or, you may access your reservation online by going to [www.ism.ws/629](http://www.ism.ws/629). If the cancellation is not made by April 4, 2009, the reservation is subject to a \$25 cancellation fee. If the cancellation is not made at least 72 hours prior to arrival, the reservation is subject to one night's deposit charged by the assigned hotel. Beginning April 12, 2009, changes and cancellations must be made directly with the hotel assigned.  
*Note: The hotel will not have your reservation information until April 12, 2009; please do not contact them directly until after this date.* Reference your acknowledgement number when making a change or cancellation with the Housing Bureau.
- 8) **RATES DO NOT INCLUDE 15.25% TAX. YOU WILL BE CHARGED 15.25% SALES AND OCCUPANCY TAX WHEN YOU CHECK OUT OF YOUR DESIGNATED HOTEL.**



# OFFICIAL HOUSING FORM

## Official Conference Hotels — All sleeping rooms are nonsmoking.

The Westin	\$187
Hilton Center City	\$159
Marriott City Center	\$161

SEE MAP FOR  
HOTEL LOCATIONS

**Hotel Choices:** Please list three; if all are full upon receipt, you will be assigned to the next closest available property. The official Conference dates will be assigned if dates are not indicated on this form.

1st choice: \_\_\_\_\_ 2nd choice: \_\_\_\_\_ 3rd choice: \_\_\_\_\_

Arrival Date: \_\_\_\_\_ Departure Date: \_\_\_\_\_

**Room Type** (Please complete both): Number of people in room: \_\_\_\_\_ Number of beds in room: \_\_\_\_\_

For multiple rooms under one company name, please complete the following information:

Name: _____	Arrival/Departure (if different): _____	Credit Card (if different): _____
_____	_____	_____
_____	_____	_____

## Send Confirmation to (one confirmation per room):

Name: \_\_\_\_\_

E-mail address: \_\_\_\_\_

Mailing address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Daytime telephone number: (\_\_\_\_) \_\_\_\_\_ Fax: (\_\_\_\_) \_\_\_\_\_

*(if outside of USA/Canada, please include city and country codes for phone and fax numbers)*

Sharing room with: \_\_\_\_\_

**Circle One:** MasterCard American Express Visa Diners Club Discover Card

Credit card: \_\_\_\_\_ Expiration Date: \_\_\_\_\_

**Special Requests:** ☐ Disabled ☐ Rollaway

Other: \_\_\_\_\_

Please note: Special requests will be relayed to the hotel.



# TAKE THE LEAD

## WITH ISM'S STUDENT RATE

**J**oin your peers and take advantage of great networking opportunities and discussions on today's supply management trends and challenges — all for a discounted student member rate of \$250! Join us in Charlotte, North Carolina for the 94th Annual International Supply Management Conference and Educational Exhibit, May 3-6, 2009.

Draw closer to the checkered flag by attending the 2nd Annual ISM Student Reception. All student attendees are invited for an evening of **FREE** networking and fun on Monday, May 4, 2009. Event details will be included in your on-site registration packet.

See you in Charlotte!



## Racin' Connection NASCAR Tours

19722 One Norman Blvd.  
Cornelius, NC  
704/896-0025

While you're at Raceworld USA, get an all-access tour from Racin' Connection. NASCAR tours get you close up to see the inner workings of a professional NASCAR racing team. Check out the engineering and machine rooms, transmission bay and fabrication shop. Plus, see how the professionals assemble and maintain these machines.

[www.nascartours.com](http://www.nascartours.com)

## UNC Botanical Gardens

9201 University City Blvd.  
Charlotte, NC  
919/962-0522

The North Carolina Botanical Garden encompasses display gardens, an information center and a number of natural areas—many of which are open to the public. The Botanical Garden is part of the University of North Carolina at Chapel Hill.

<http://ncbg.unc.edu>

## Historic Rosedale Plantation

3427 N. Tryon St.  
Charlotte, NC  
704/335-0325

Listed on the North Carolina register of historic sites, the Rosedale home was originally part of a 911-acre plantation. The home was built in 1815 by Archibald Frew, a merchant, postmaster and tax collector. For years, Charlotte residents called it "Frew's Folly," possibly due to the structure's striking color scheme, which featured bright yellow trim.

[www.historicrosedale.org](http://www.historicrosedale.org)

## Carolina Raptor Center

6000 Sample Rd.  
Huntersville, NC  
704/875-6521

See how dedicated Carolinians are conserving birds of prey through public education, research on habitat and the environment, and the rehabilitation of injured raptors. Take a tour along the self-guided nature trail and also watch a presentation of live raptors with a resident expert. Group rates are available.

[www.carolinaraptorcenter.org](http://www.carolinaraptorcenter.org)

## Mint Museum of Art

2730 Randolph Rd.  
Charlotte, NC  
704/337-2000

The Mint Museum of Art plays host to numerous national and international exhibitions, including rare exhibits from across the globe. The museum is also home to

modern and contemporary art collections. Originally a branch of the United States Mint, the facility coined more than \$5 million in gold from 1836 until the outbreak of the Civil War.

[www.mintmuseum.org](http://www.mintmuseum.org)

## Levine Museum of the New South

200 E. 7th St.  
Charlotte, NC  
704/333-1887

The Levine Museum of the New South is an interactive history museum that provides visitors with a comprehensive interpretation of post-Civil War southern society.

[www.museumofthenewsouth.org/about\\_us](http://www.museumofthenewsouth.org/about_us)

## Carolinas Aviation Museum

4108 Minuteman Way  
Charlotte, NC  
704/359-8442

See the history of aviation in the state that brought the world flight at the Carolinas Aviation Museum. The museum, dedicated to the preservation of aviation history in the Carolinas, offers an impressive collection of more than 45 historic aircraft and original artifacts.

[www.carolinasaviation.org](http://www.carolinasaviation.org)

## Charlotte Trolley Museum

2104 South Blvd.  
Charlotte, NC  
704/375-0850

See one of the first public transportation systems in the country when you visit the historic Charlotte Trolley Museum. The museum chronicles the evolution of the city's trolleys from inception to decommissioning in the early 20th century. Vintage trolleys run on Saturdays from 10 a.m. to 5 p.m., Sundays from 10:30 a.m. to 5:30 p.m.

[www.charlottetrolley.org](http://www.charlottetrolley.org)

## Charlotte Center City Carriage Tours

P.O. Box 1534  
Monroe, NC  
704/301-5111

Enjoy some Southern hospitality when you take a carriage tour around downtown Charlotte. These tours are a relaxing way to take in the sites of one of the most exciting and fastest growing cities in the South. Tours are open daily, year-round.

[www.southernbreezes.com/carriage\\_tours.htm](http://www.southernbreezes.com/carriage_tours.htm)

## Lowe's Motor Speedway

5555 Concord Parkway South  
Concord, NC  
704/455-3200

See NASCAR racing action up close when you visit Lowe's Motor Speedway. Just minutes from uptown Charlotte, the speedway hosts NASCAR's annual NEXTEL Cup, Craftsman and Busch Truck Series races. Tours are held daily. Call for detailed tour information and hours.

[www.lowesmotorspeedway.com](http://www.lowesmotorspeedway.com)

## Raceworld USA

20310 Chartwell Center Dr.  
Cornelius, NC  
704/987-0612

Raceworld USA offers visitors more than 11 acres of NASCAR excitement. Permanent home to several NASCAR NEXTEL Cup Series teams and one NASCAR Busch Series team, fans are treated to racing history with numerous interactive exhibits.

[www.raceworldusa.net](http://www.raceworldusa.net)

Past winners include  
these distinguished  
organizations:

Alltel Communications, Inc.

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Fluor Hanford

HP

Johnson & Johnson

KLA-Tencor

Lockheed Martin

Aeronautics Company

Masco Corporation

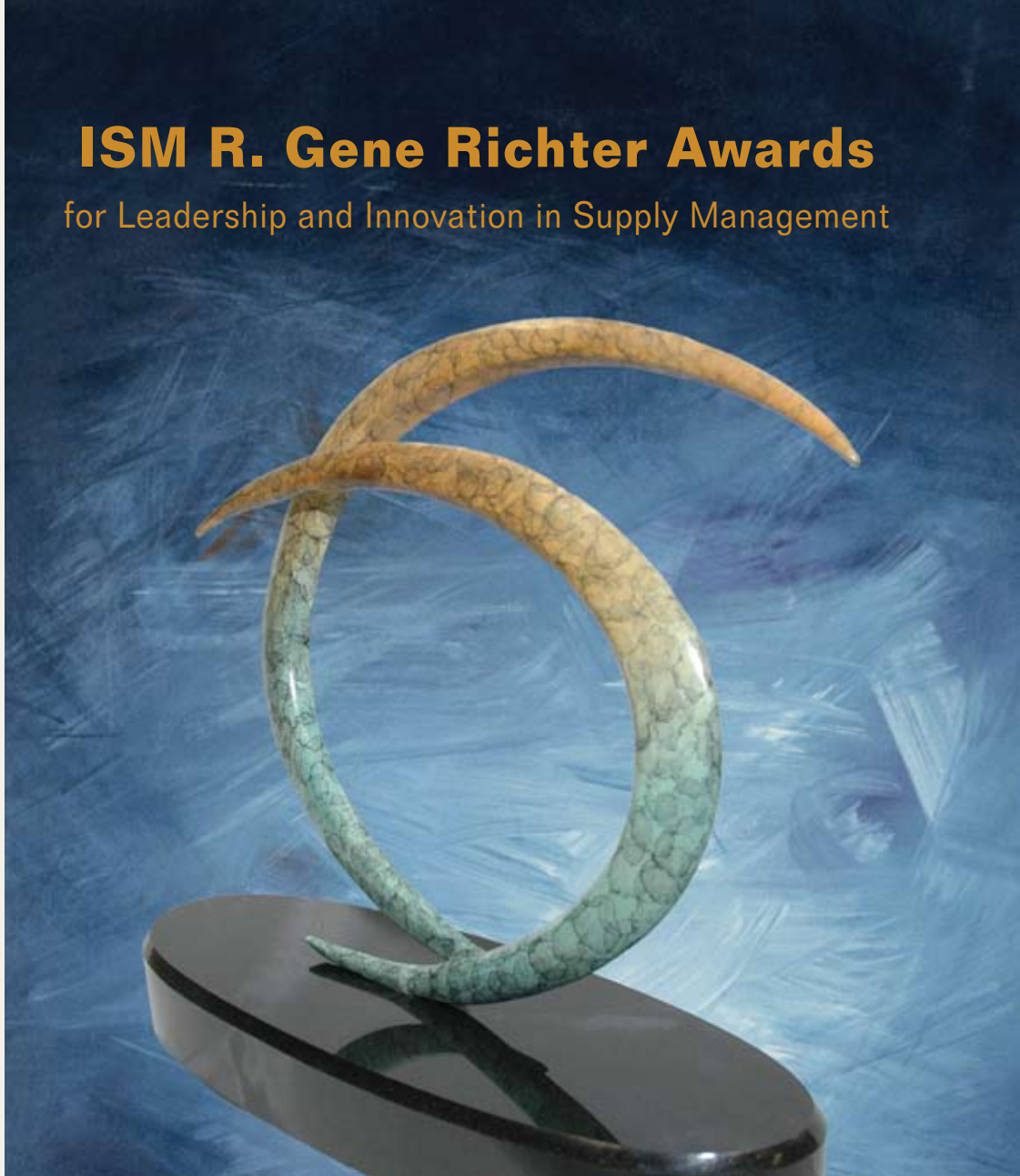
Pfizer Inc

Rockwell Collins

Royal KPN

# ISM R. Gene Richter Awards

for Leadership and Innovation in Supply Management



**Winners Present  
Workshops**

**Tuesday**

**May 5, 2009**

**10:20 – 11:40 am**

**and**

**3:00 – 4:00 pm**

**W**inners of the fourth annual ISM R. Gene Richter Awards for Leadership and Innovation in Supply Management share their winning strategies. Winners are announced Sunday night. Workshops are presented on Tuesday.

Based on innovation and leadership from the four categories of Process, Technology, People and Organization/Structure, our award winners will wow you with their success stories. Apply their winning strategies to your organization.

If you strive for success, your schedule must include at least one of these workshops!

#### Award winners demonstrate:

- Leadership and innovative practices
- Heightened recognition for supply management departments
- Approaches that optimize resources
- Supply management as a strategic contributor to the organization
- Real-world success stories to apply in your organization

#### Look for workshops

**Tuesday 10:20 – 11:40 am  
and 3:00 – 4:00 pm**



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## THE SEMIANNUAL ECONOMIC FORECAST

Tuesday May 5, 2009

7:45 am – 10:00 am

Leverage economic insight to gain a competitive edge. Use the ISM Semiannual Economic Forecast to shed new light on the volatile economy. Make this session a must-see and find out why renowned economists and business leaders use the ISM Report on Business® to make decisions and determine short-term business strategies. Don't miss out on this powerful information.

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## EXHIBIT HALL

You asked for it so we've extended the hours in the Educational Exhibit Hall. Your Conference experience isn't complete without a visit to the exhibit hall. With over 100 suppliers, this is your chance to identify potential suppliers, ask probing questions and even gain hands-on experience with products and services. We've extended the hours of the exhibit hall to ensure you have plenty of time to visit your suppliers or meet with future suppliers.

# 2009

Charlotte

MAY 3-6

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## 94th annual **International Supply Management Conference** and educational exhibit

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