



Services Procurement Strategies in Today's Tough Economy

10th Annual ISM Services Conference

presented by

Institute for Supply Management™

December 3-4, 2009

Pointe Hilton Tapatio Cliffs Resort

Phoenix, AZ



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Services Procurement Strategies in Today's Tough Economy

10th Annual ISM Services Conference

December 3-4, 2009

Pointe Hilton Tapatio Cliffs Resort • Phoenix, Arizona

The 10th Annual ISM Services Conference offers lessons learned over the last decade from some of the world's most visible and successful organizations. After attending these sessions, you should have a better understanding of how to develop and maintain your strategic plan. Avoid pitfalls, minimize weaknesses and leverage your strengths by learning from leaders in the field.

Who Should Attend

This program is designed for supply management professionals responsible for not only acquiring services but also for developing the supply chain strategies that support the goals and objectives of the organization. Focusing on diverse examples of both manufacturing and nonmanufacturing services purchasing, the program will greatly benefit professionals with a solid supply management foundation. Additionally, team leaders, project managers and members of cross-functional teams will profit from this experience. If you've attended previous ISM Services Conferences, this program is still for you. Each year we build on the previous year to include the latest innovations and ideas that can re-energize your services procurement initiatives.

Why You Should Attend

Realize a high ROI when you direct your supply management expertise to the world of purchasing services. Discover how to translate your knowledge about sourcing and buying tangible goods into the services arena, and reveal hidden savings in the process. Currently, only 26 percent of service purchasers always monitor supplier performance, with only 12 percent performing detailed cost modeling (W. P. Carey School of Business, ASU). Find out how you can gain better control over second tier pricing and more effectively monitor supplier performance. Explore the role of your stakeholders in the sourcing decision and optimize the process. This is an opportunity to learn from other practitioners and experts. Networking time is built into the schedule to allow you time to find out how your colleagues are leveraging the power of this multibillion-dollar proposition.



The saguaro cactus is found only in the Sonoran Desert, which includes about 120,000 square miles of California and Arizona. You won't find saguaros above an elevation of about 3,500 feet because they can't handle much frost.

Earn 10.25 Continuing Education Hours (CEHs) for your participation.

Built-in value. This program delivers six general sessions, six concurrent sessions and ample networking time.

Agenda

Thursday, December 3, 2009

7:00 – 7:50 a.m. Continental Breakfast & Supplier Showcase

7:50 – 8:15 a.m. Welcome and Opening Remarks

8:15 – 9:15 a.m. General Session

TA Practical Ways to Select and Manage Service Suppliers in a Challenging Economy

SHELLEY STEWART, Jr.

Senior Vice President, Operational Excellence and Chief Procurement Officer

Tyco International

Chair, ISM Board of Directors

This session addresses how to select suppliers and manage service spends in a challenging economy. Learn how Tyco has been successful in managing large buys and existing long-term contracts with its IT suppliers while at the same time meeting expense-reduction goals. Stewart targets examples from the IT spend arena which will help you identify ways to save organizational resources and build supplier relationships that are more effective and productive.

9:15 – 9:30 a.m. Networking Break and Supplier Showcase

9:30 – 10:30 a.m. General Session

TB Putting Service Back Into Services Procurement!

MICKEY NORTH RIZZA

Research Director

AMR Research

Too many organizations are bogged down by services procurement work flows. Disparate processes and missed supplier payments are a few identifiers of an inefficient and ineffective service level. Learn how to improve your services procurement processes across the enterprise. The discussion includes best practices of internal customer and supplier satisfaction and critical service-level expectations.

10:30 – 11:00 a.m. Networking Break Supplier Showcase

11:00 a.m. – 12:00 p.m. Concurrent Sessions

TC A Practical Guide to Agency Compensation Assessment and Benchmarking

BOB CAULEY

Partner

Beekman Associates

MICHAEL E. THYEN

Director, Marketing and Sales Global Procurement

Eli Lilly and Company

This session provides a balanced, practical look at how experts determine fair agency compensation. Topics will include compensation methodologies, appropriate transparency, definitions, hours, salaries, overhead, profit and direct client expenses. The program is a practical review of the steps necessary to assess and benchmark agency compensation in an approach fair to both client and agency. This session will include take-home materials vital to a successful client/agency relationship.

TD Developing a Well-Defined Program to Manage Contingent Workers

JENNIFER LINDSEY

Director, Talent Acquisition

CVS Caremark Corporation

JAI SHEKHAWAT

CEO

Fieldglass

Beginning with an overview of recent and upcoming trends in contingent workforce issues, discover how one organization built and is reaping benefits from a strong contingent workforce management program. Learn how to define and implement the necessary components of an efficient program, including issues around business rules, technology, processes and staffing.

12:00 – 1:15 p.m. Networking Lunch

Are you maximizing your services spend?

- Temporary labor
- Human capital
- Contract labor
- Utility services
- Healthcare
- Benefits administration
- Insurance brokerage services
- Travel
- Waste management
- Advertising
- Construction
- Business consultants
- Telecommunications
- Janitorial
- Business services
- Landscaping
- Legal
- Consulting
- Relocation
- Accounting or financial services
- Information technology
- Engineering
- Marketing
- Delivery and messenger services
- Training
- Outsourcing



There are more than 300 golf courses in Arizona.

1:15 – 2:30 p.m. General Session

TE Six Sigma Applications in the Indirect Sourcing Process

CHRISTINA ERWIN, MBA, TXT CSSBB
Lead Strategic Sourcing Manager
Textron Inc.

Using examples from outsourcing and professional services, this session provides an understanding of how to use Six Sigma methodology to improve your sourcing and procurement process. Learn tools and concepts used to identify and select potential suppliers, improve contract governance, hone your RFP development and support your performance/relationship management program.

**2:30 – 3:00 p.m. Networking Break
Supplier Showcase**

3:00 – 4:00 p.m. Concurrent Sessions

TF Academy Award Performances: Big Screen Lessons for Supply Chain Professionals

MARY A. REDMOND
President
Independent Lease Review, Inc.
JOHN MEIERS, Ph.D.
Sourcing Leader
H&R Block

Rediscover the seven negotiation lessons we all learned at the movies. This presentation addresses numerous procurement/leasing negotiation concepts, how to deal with negotiation situations (supplier negotiations, leasing negotiation) and provides real-world tactics that have proven to be successful. See how H&R Block uses short-cut strategies from the movies in its internal deliberations and negotiation preparation sessions to ensure the entire internal team is on the same page during a negotiation.

TG Reviewing the Contract: What to Look For in the Terms and Conditions

JIM HAINING, CPSM, C.P.M., A.P.P.
Purchasing Administrator
Clark County, Nevada

Before your legal department reviews and approves a contract, it's typical for supply managers to conduct an initial review. When you use your organization's boilerplate, the review is easy. But when you use the supplier's contract, it is imperative to make certain your company's interests are protected and properly documented. Attend this session and discover how to ensure both legal and business interests are protected.

**4:00 – 4:15 p.m. Networking Break
Supplier Showcase**

4:15 – 5:15 p.m. General Session

TH Outsourcing: When, Why and How to Manage

SCOTT SEARLS
Vice President – Supply
T-Mobile

2007 and 2009 Alltel recipient of ISM's R. Gene Richter Award for Leadership and Innovation in Supply Management

Real-life lessons and best practices are revealed through examples of outsourcing a JD Powers award-winning call center operation and outsourcing indirect services and support for retail operations. Both case studies were named finalists in the 2009 ISM's R. Gene Richter Award for Leadership and Innovation in Supply Management.

**5:15 – 7:00 p.m. Networking Reception
and Supplier Showcase**

Friday, December 4, 2009

7:00 – 7:50 a.m. Continental Breakfast

7:50 – 8:00 a.m. Opening Remarks

8:00 – 9:15 a.m. General Session

UA High Quality Service Delivery: Collaboration — The Ultimate KPI

WILLEM F. VAN OPPEN, LL.M.
Principal
Provoque Consulting BV

2008 & 2009 Royal KPN Telecom recipient of ISM's R. Gene Richter Award for Leadership and Innovation in Supply Management

This presentation addresses improved cooperation across companies when sourcing services in combination with internal collaboration to enable excellent customer performance. Van Oppen focuses on how intercompany and internal supply chain collaboration can lead to astounding results for service companies struggling to improve consumer performance.

9:15 – 9:30a.m. Networking Break

9:30 – 10:30 a.m. Concurrent Sessions

UB End-to-End Supplier Management in a Telecom Environment

KEITH WAGONER, CQE
Director, Continuous Improvement
Lincoln Financial Group

This session offers an overview of supplier relationship management from a telecom perspective. It explores sourcing and RFXs, development of key performance indicators and service level agreements. Learn also about different types of periodic meetings and performance reviews for supplier monitoring, escalation and celebrations.

On-Site Registration Hours

Wednesday
December 2, 2009
4:00 – 6:00 p.m.

Thursday,
December 3, 2009
6:30 a.m. – 4:30 p.m.

Friday
December 4, 2009
7:00 – 11:00 a.m.

UC Developing an Effective Strategic Procurement Plan

PATRICK BLISS, MBA, C.P.M.

Director, Strategic Sourcing & Procurement
Apollo Group, Inc.

With more and more focus turning to procurement to provide higher value to its organization, it is imperative that procurement leaders build a strong profile and strategic plan to develop the value provided by their services. One major tool that can and should be used is the strategic procurement plan. Discover the main elements included in an effective strategic plan, the development of objectives and key performance indicators by which the plans will be measured, and the annual rotation of plans to keep procurement development moving forward.

10:30 – 10:45 a.m.

Network Break

10:45 – 11:45 a.m.

General Session

UD Procurement's Value in the Midst of Mergers & Acquisitions

H. DARRALL LOGGINS, C.P.M.

Group Manager – Strategic Sourcing
MillerCoors, LLC.

Having weathered the storm of nine acquisitions or mergers, Loggins focuses on ways to help you increase value and savings in a changing environment. With an emphasis on corporate services, find out how to drive value through sourcing initiatives of the combined companies, increase savings through strategic supply base reductions and deal with organizational change.

11:45 a.m. – 12:00 p.m. Closing Remarks

Registration Information

Accommodations — Please make your own hotel reservations. All sessions are at the Pointe Hilton Tapatio Cliffs Resort, 11111 N 7th St., Phoenix, AZ 85020. For reservations, call 602/866-7500. Be sure to mention ISM (use group code ISG) to receive the special room rate of \$169 single/double with high-speed Internet included. The ISM rate is offered until November 8, 2009; rooms sell out quickly, so be sure to reserve your room early. For more information, go to www.ism.ws, and select Conferences.

Pointe Hilton Tapatio Cliffs Resort offers:

Nestled into the rugged terrain of the Phoenix North Mountains in Arizona and about 20 minutes from the Phoenix Sky Harbor International Airport, the Pointe Hilton Tapatio Cliffs Resort is a 584 all-suite resort property offering luxurious services and activities. The accommodations are spacious two-room suites with one king bed or two queens and promise a relaxing visit to the Valley of the Sun. Each suite offers the Hilton Serenity Bed & Bath™ collection, as well as high-tech and high-touch guest room features including the Hilton Alarm Clock Radio with MP3 capabilities. For more information, visit www.pointehilton.com/tapatiocliffresort.com

Discounts

Membership Discount — Regular members of ISM receive a \$200 discount on the nonmember program registration fee. If you're not already a member of ISM, send in a completed membership application with your payment and receive the

member discount. Visit our Web site at www.ism.ws and become a member online.

Pre-Conference Savings — Register for the Services Conference and for Strategic Services Procurement: Applying Strategic Sourcing Principles to the Procurement of Services #4455, and save an additional \$100 on your registration fee.

Team Discount — There is a \$25 discount (per person) for organizations registering three or more people for this program. All registrations must be placed at the same time. (This discount offer is not available online.)

U.S. Tax Deductions — The U.S. 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 continual professional education. Consult your tax advisor for details.

Cancellation and Refund Policy — Notification of your cancellation must be received in writing. Cancellations received up to the day prior to the program are subject to a \$100 cancellation charge. No refunds 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 instructors. If the program is not held for any reason, ISM's liability is limited to the program fee.

Ground Transportation — You are responsible for your own ground transportation.



South Mountain Preserve, in Phoenix, is the largest municipal park in the country.

Sponsors



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Connolly is the contract compliance audit expert that helps lower their client's total cost of ownership and maximize revenue by auditing to identify non-compliance, recover money and recommend process improvements; all while protecting critical business relationships. More than 120 of the world's best run companies trust Connolly to audit their contracts. Each year, Connolly audits over \$700 billion in spend and recovers hundreds of millions of dollars in overpaid and under-collected funds on behalf of their clients. Learn more at www.connollycontractcompliance.com.



The **Emptoris Services Procurement Solution** (formerly Click Commerce CSM) enables organizations to cost-effectively manage and automate their third-party contingent labor and professional services procurement workflow. Emptoris enables global corporations including American Express, BP, GE and FedEx to optimize processes, lower costs, ensure compliance and improve supplier performance for out-sourced services procurement.



IQNavigator is a leading provider of on-demand services procurement software and managed service programs. The company's award-winning suite of integrated applications enable Global 2,000 companies such as Charles Schwab, Entergy, Northrop Grumman, Schlumberger, Shell and Sony Electronics to gain control and visibility into their multi-million-dollar services procurement costs. With proven domain expertise and innovative technology solutions, IQNavigator can help customers quickly and easily turn complex services spend into a new source of value, competitive advantage, and continuous bottom-line improvement. For more information, please visit www.iqnavigator.com.



JVKellyGroup, Inc., a D&B company, is a leading consulting firm that specializes in developing and implementing innovative spend management solutions. We provide an integrated set of sourcing services and technology to ensure your company's spend is effectively sourced, managed and monitored. To learn more, please visit: www.jvkg.com.



Did you know...

Depending on the industry, between 30 percent to 80 percent of all purchasing is services-related?

(Survey by CAPS Research)

Imagine the benefits of an effective services spend!

Supplier Showcase

Information Leads to Innovation

Take a break and visit our Supplier Showcase. Use this time to gain information — find out what's new and start building a path toward complete integration. Also, make sure you take part in Thursday evening's networking reception, where there is always a surprise.

Thursday, December 3, 2009

7:00 – 7:50 a.m.
9:15 – 9:30 a.m.

10:30 – 11:00 a.m.
12:00 – 1:15 p.m.

2:30 – 3:00 p.m.
4:00 – 4:15 p.m.

5:15 – 7:00 p.m.

Registration

Services Procurement Strategies in Today's Tough Economy

10TH ANNUAL ISM SERVICES CONFERENCE

MEMBER FEE **NONMEMBER FEE**
\$795 (USD) \$995 (USD)

PRE-CONFERENCE SEMINAR #4455

STRATEGIC SERVICES PROCUREMENT: APPLYING STRATEGIC SOURCING PRINCIPLES TO THE PROCUREMENT OF SERVICES

December 1-2, 2009 **\$1,295 Members**/\$1,595* Nonmembers (USD). Save USD \$200 when you register 30 days or more prior to the program start date. Payment must be received at the time of registration in order to qualify for the early-bird discount.

Pre-Conference Savings — Register for the Services Conference and for Strategic Services Procurement: Applying Strategic Sourcing Principles to the Procurement of Services #4455, and save an additional \$100 on your registration fee.

Team Discount — Save \$25 per person when three or more individuals from an organization register for the conference.

FOUR EASY WAYS TO REGISTER

Internet: Register online at www.ism.ws.

Fax: Fax completed form with credit card information to 480/752-2299.

Mail: Complete the form below and mail with check or credit card information to ISM Seminars, P.O. Box 22160, Tempe, AZ 85285-2160, USA.

Phone: Call ISM Customer Service at 800/888-6276 or +1 480/752-6276, option 8, with your credit card information.

☐ Check this box if you are also registering for the pre-conference seminar, **Strategic Services Procurement: Applying Strategic Sourcing Principles to the Procurement of Services #4455**, December 1-2, 2009.

This conference offers six general sessions and three concurrent sessions. Please place an X by your preferred concurrent workshop session:

Thursday, December 3, 2009

Concurrent Sessions — 11:00 a.m. – 12:00 p.m.

- _____ **TC** Developing an Effective Strategic Procurement Plan
_____ **TD** Developing a Well-Defined Program to Manage Contingent Workers

Concurrent Sessions — 3:00 – 4:00 p.m.

- _____ **TF** Academy Award Performances: Big Screen Lessons for Supply Chain Professionals
_____ **TG** Reviewing the Contract: What to Look For in the Terms and Conditions

Friday, December 4, 2009

Concurrent Sessions — 9:30 – 10:30 a.m.

- _____ **UB** End-to-End Supplier Management in a Telecom Environment
_____ **UC** A Practical Guide to Agency Compensation Assessment and Benchmarking

The ISM Guarantee — Satisfaction with all programs is guaranteed. If you are not satisfied, a refund or free program registration will be provided. (All ISM Cancellation and Refund Policies must be followed.)

☐ ISM Member ☐ Nonmember ISM ID # (if known) _____

☐ Dr. ☐ Mr. ☐ Mrs. ☐ Ms. ☐ Miss

First/Given Name _____ MI _____ Last/Sur/Family Name _____

Title _____ Organization Name _____

MAILING ADDRESS: ☐ HOME ☐ BUSINESS

City _____ State or Province _____ ZIP/Postal Code _____ Country _____

E-Mail Address _____

() _____ () _____

Daytime Phone Number*

Fax Number*

*For phone numbers outside the United States, please include country and city codes.

METHOD OF PAYMENT: (U.S. Funds Only)

☐ Personal ☐ Organization check is enclosed for \$ _____ Organization Name _____

Credit/Procurement Card Charge: ☐ VISA ☐ MasterCard ☐ American Express ☐ Diners Club

Charge Card # _____ Expiration Date _____

Amount to Be Charged \$ _____ Cardholder Signature _____

Please indicate any special needs that we can address to make your participation more enjoyable and informative (this includes any dietary or physical requirements).

☐ Check here if you do not wish to be included on the exhibitors' mailing list.



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Phoenix, Arizona

With an abundance of world-class resorts, championship golf courses, award-winning spas, fabulous shopping and exclusive art galleries, the Phoenix metropolitan area is a prime destination for travelers throughout the country and world. Known as the "Valley of the Sun," Phoenix averages temperatures in the mid-70's Fahrenheit during the month of December. The Valley of the Sun is home to more than 3 million residents and is a thousand square miles in area. Neighboring Scottsdale has more than 600 restaurants ranging from Southwestern barbecue and South of the Border cuisine to Pacific Rim fare and everything in between. The climate makes outdoor activities such as desert Jeep tours and hot-air ballooning enjoyable year-round. Day trips to scenic Arizona destinations like the Grand Canyon and Sedona are an added benefit. For more information about other points of interest in the Valley of the Sun, visit www.arizonaguide.com.

Professional Focus

Increase your educational experience exponentially.

Strategic Services Procurement: Applying Strategic Sourcing Principles provides a fresh look at the strategic nature of the supply function. The seminar provides insights into current trends and opportunities for supply's involvement in service procurement, the application of strategic sourcing methods and technologies to the service spend and service supply base, and participant analysis and discussion of case studies to service spend not traditionally sourced through the purchasing function. Register for this pre-conference seminar and the Services Conference and save \$100.

Strategic Services Procurement: Applying Strategic Sourcing Principles

Seminar #4455

December 1-2, 2009

Phoenix, AZ