

Results of the ISM Membership Needs Survey



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Periodically, ISM conducts a survey to determine member opinions and perceptions about existing ISM programs, products and services. This survey also gathers information about the program topics, methods of delivery and other program particulars that members are most interested in. Members are also asked for feedback on their interaction with ISM headquarters staff, and general demographics information is collected. Where the same question was asked in the previous Membership Needs Survey conducted in 2006, the results are reported for comparison purposes. Demographic information for the survey respondents is also reported here.



Results of the 2009 ISM Membership Needs

Executive Summary

General Information:

The first part of our survey asks our membership about themselves and ISM. The good news is that 95.9% of the respondents plan to renew their membership. This is the first time we've asked about employment status, and 17.1% respond that they are unemployed.

It appears that membership tenure supports our findings that our membership is aging. In 2003, 11.3% of our respondents had been members for 16+ years and in 2006, 14.6% but in 2009, 20.2% responded that they have been members for 16 or more years. This trend also continues in our question 3: How many years have you worked in supply management? Currently, 50.3% have worked in supply management for 16+ years while in 2006, it was 45.6% and 2003, 42.3%.

Other interesting responses in this section include question #6: What is your preferred method for finding out about ISM nationally sponsored programs? Respondents could select more than one method but email and/or electronic newsletter received the highest number of responses for this with 83.1% -- this is almost double previous years. Direct mail was a distant 4th with 25.9%.

When asked why they have not attended a program or purchased a product, 13.5% of the respondents said that cost is the number 1 factor. The open-ended responses to this question include comments about the level of the subject matter and travel restrictions or distance. In question 10 we asked what other sources (other than ISM) they use for training and professional development. This is an open-ended question and the responses vary from NIGP, to APICS, textbooks and many other organizations and options.

Professional Credentials:

Section II includes questions about the CPSM and the C.P.M. Question 14 asks their CPSM status and 43.5% responded that they planned to become a CPSM while 45.7% do not plan to get this credential. In question 18 we asked how their organization views the CPSM. It appears only a small percentage of the employers require a CPSM at 2.5%. In comparison, in 2006, 3.9% required the C.P.M. and in 2003, 4.3% required the C.P.M.

Training Information:

The questions in Section III were developed to help us target both the message and the timing of our marketing materials. 65.5% of our respondents replied that they do have an annual training budget. And in question #20 we asked who decides how the budget is spent --- 68.9% replied that their department head determines this. Only 2.8% responded that the decision making was in HR or the Training

Department. It's also interesting to note that 43.2% responded that their budget is set in the last quarter of the calendar year.

ISM-ADR School of Supply Management:

Section IV is about the ISM-ADR School. We asked these questions to determine the level of awareness about this program. 60.8% of respondents say they are aware of the School. When splitting out the various general offerings, only 33% were aware of DNA.

Tell Us Your Needs:

In Section V we asked specific questions about what our members are seeking. We started out with an open-ended question so that our members could tell us exactly what they consider the most critical areas requiring training or skill building. We gave them the opportunity to rank their responses. Some of the most frequent responses include: Negotiations and Strategic Sourcing. In question 26, we gave them the opportunity to rank their level of interest in receiving training on the supply management components (as defined by ISM). The ranking was a 5 point scale with 5 indicating "high interest". Purchasing/procurement was ranked highest at 3.40 with Strategic Sourcing next at 3.37. Manufacturing Supervision received the lowest score at 1.80.

In question 28 we asked another open-ended question: What are the most significant challenges you face in your job? The answers include everything from time constraints to lack of resources to gaining senior management buy-in. In question 29 we asked, How can ISM help you meet these challenges? Again these are open-ended responses which range from online courses to articles in the magazine. Question 30 asks if the employer pays or reimburses for ISM (or other association) expenses. Interestingly enough, this has improved since 2006. Currently 79.5% of respondents receive 100% of ISM dues paid while in 2006, it was 64.4%. Certification-related expenses are covered 61.9% compared to 40.6% in 2006.

In question 31 we asked them to rate the interaction with staff at ISM world headquarters. Using a 5 point scale with 5 being "excellent" and 1 "poor", Friendliness/Courtesy and Professionalism, scored the highest at 3.53. It is difficult to compare these ratings to previous years as we changed the terminology from "satisfactory" versus "unsatisfactory" to "excellent" versus "poor". The terminology from 2006 is probably considered more benign than the new terminology.

Demographics:

In section VI, we asked demographic questions and an analysis tells us that our membership continues to age. In 2006, 56.7% of our membership represented the *46 or better* age group and in 2003, the percentage was 51.8% while the latest survey shows us that 65.6% of our membership is 46 or older. The *25 or younger* group hovers around 1% while our 26-45 age group has dropped by 10% over the past 6 years.

According to the survey 80.9% of our membership has at least a Bachelors Degree. This is the first time we've asked specifically if the respondent has a Post-Graduate or Ph.D. and 4.9% respond that they do.

30.1% have a graduate degree and 35.4% have a bachelor's degree. Graduate degrees are on the upswing increasing by nearly 3% from 2006 and 7% from 2003.

Gender continues to be fairly even and fairly steady through the years. Currently we have 40.3% female and 59.6% male. This is almost identical to 2006 and a 3 % change from 2003 (43.1% female, 56.9% male.)

Survey Methodology

A random list of 7,665 ISM members with active e-mail addresses was generated on October 29, 2009, based on a statistically valid sample size. This member sample was sent an invitation to complete the online survey along with a hyperlink to the survey. The deadline for receipt of all completed surveys was November 12, 2009. Of the 7,665 e-mails that were sent out, approximately 260 were returned to ISM as undeliverable. This resulted in an actual sample size of 7,405. The resulting data was analyzed using data analysis software. General information regarding population and sample size are provided below.

| | |
|---|--------|
| Total population (total ISM membership at the time of survey) | 34,699 |
| Sample size | 7,405 |
| Sample size, as a percent of the total population | 21.53% |
| Completed responses received | 494 |
| Sample response rate | 6% |
| Responses, as a percent of the total population | 1.0% |
| Margin of error | ± 5% |
| Confidence level | 95% |

I. General Information

1. How long have you been a member of ISM?

| | <u>2009</u> | <u>2006</u> | <u>2003</u> |
|-------------------|-------------|-------------|-------------|
| Less than 3 years | 25.9% | 36.1% | 34.8% |
| 3-8 years | 31.0% | 31.2% | 35.1% |
| 9-15 years | 22.9% | 18.0% | 18.8% |
| 16-24 years | 14.1% | 9.7% | 7.6% |
| 25 years or more | 6.1% | 4.9% | 3.7% |

2. Are you planning to renew your membership?

| | |
|-----|-------|
| Yes | 95.9% |
| No | 4.1% |

3. Years worked in the supply management profession:

| | <u>2009</u> | <u>2006</u> | <u>2003</u> |
|-------------------|-------------|-------------|-------------|
| Less than 3 years | 5.3% | 6.8% | 6.8% |
| 3-8 years | 17.5% | 21.0% | 21.3% |
| 9-15 years | 26.9% | 26.6% | 29.6% |
| 16-24 years | 26.1% | 27.2% | 26.6% |
| 25 or more years | 24.2% | 18.4% | 15.7% |

4. Are you currently unemployed?

| | <u>2009</u> | <u>2006</u> | <u>2003</u> |
|-----|-------------|-------------|-------------|
| Yes | 17.1% | --- | --- |
| No | 82.9% | --- | --- |

5. Do you hold membership in any other profession associations?

| | |
|----------------------------|-------|
| APICS | 12.0% |
| CSCMP | 1.9% |
| NIGP | 5.0% |
| NCMA | 3.1% |
| ISM in my only association | 64.4% |
| Other | 21.0% |

6. What is your preferred method for finding out about ISM nationally sponsored seminars, conferences, programs and products?

| | <u>2009</u> | <u>2006</u> | <u>2003</u> |
|--|-------------|-------------|-------------|
| ISM catalog or other direct mail brochure | 25.9% | 23.3% | 32.7% |
| ISM e-mail/electronic newsletter | 83.1% | 47.5% | 37.5% |
| ISM website | 36.3% | 13.2% | 12.2% |
| <i>Inside Supply Management</i> ® magazine | 29.7% | 9.6% | 13.1% |
| Supervisor or colleague | 3.3% | 0.8% | 0.2% |
| Social media | 1.6% | --- | --- |
| I don't seek out this information | 1.8% | 4.9% | 3.8% |
| Other | 2.2% | 0.6% | 0.4% |

7. If you have not attended an ISM program or purchased a product, why not?

| | <u>2009</u> |
|---|-------------|
| Cost | 13.5% |
| Organizational travel restrictions | 8.0% |
| Prefer other methods of continuing education | 1.9% |
| Time constraints/scheduling conflicts | 11.6% |
| Topics not applicable or not of interest to me or my organization | 2.7% |
| I have attended a program or purchased a product | 55.9% |
| Other | 6.5% |

8. What is the primary obstacle that prevents you from participating in continuing education? This question has only open-ended responses.

9. How frequently do you access the ISM website to find supply management information?

| | <u>2009</u> | <u>2006</u> | <u>2003</u> |
|------------------------|-------------|-------------|-------------|
| Daily | 2.3% | --- | --- |
| Nearly every day | 2.5% | 1.5% | 1.2% |
| A few times each week | 9.1% | 8.0% | 5.9% |
| A few times each month | 51.3% | 39.8% | 40.8% |
| Rarely | 34.0% | 44.4% | 46.6% |
| Never | 0.8% | 6.2% | 5.5% |

10. What sources (other than ISM) do you use for supply management training and education? This question has only open-ended responses.

11. Please indicate the value that you place on the following benefits of ISM regular membership:

A five-point scale was used, with 1 indicating “no value” and 5 indicating “high value.” Respondents were offered an additional option of “N/A.” The average scores are reported with the answers ranked in order from the highest overall average score to the lowest. The percent of respondents who indicated “no opinion” is also reported.

| | <u>2009</u> | <u>2009</u> | <u>2006</u> |
|---|----------------|-------------------|----------------|
| | <u>Average</u> | <u>No Opinion</u> | <u>Average</u> |
| ISM education and professional development opportunities | 3.43 | 1.7% | 4.03 |
| Information on trends and strategies in the profession | 3.39 | 1.7% | 4.19 |
| <i>Inside Supply Management</i> [®] magazine | 3.26 | 1.1% | 4.17 |
| Overall membership package | 3.21 | 2.1% | 4.07 |
| Discounts on ISM programs, products and services | 3.19 | 3.2% | 3.92 |
| Local education and professional development opportunities | 3.18 | 4.2% | 3.92 |
| Members Only content on the website | 3.11 | 4.4% | 4.13 |
| Local meetings and networking opportunities | 3.11 | 4.9% | 3.71 |
| Access to the ISM Resource Guides in the Online Info Center | 3.10 | 3.4% | 4.13 |
| ISM networking opportunities | 3.08 | 3.4% | 3.60 |
| Online Career Center | 3.00 | 9.2% | 3.84 |
| Professional Groups and Forums | 2.86 | 5.4% | 3.34 |
| CAPS Research reports | 2.82 | 12.8% | 3.59 |
| Leadership opportunities | 2.79 | 4.7% | 3.10 |
| Discounts on non-ISM programs, products and services | 2.67 | 9.1% | 3.92 |

12. Assuming that topics of interest are offered and funds for training are available, how likely would you be to choose the following delivery methods for training or educational purposes?

A five-point scale was used with 1 indicating “not likely” and 5 indicating “likely.” The average scores are reported.

| | |
|--|------|
| Face-to-face programs | 2.81 |
| Instructor-led programs | 2.68 |
| Multimedia DVD/CDs | 2.50 |
| Online discussion, forums or Ask the Expert | 2.41 |
| On-demand self directed | 2.77 |
| Online programs with interactive learning activities | 2.84 |
| Podcasts | 2.11 |
| Self-study workbooks | 2.66 |
| Web instruction combines with traditional methods, such as live classroom instruction, workbooks and audio | 2.69 |
| Programs | 2.53 |
| Webcasts/live or archived video and audio | 2.69 |

II. Professional Credentials

13. What is your current C.P.M. status?

| | |
|---|-------|
| I am a C.P.M. and plan to recertify | 22.1% |
| I am a C.P.M. and do not plan to recertify | 2.8% |
| I hold Lifetime status | 17.1% |
| I plan to become a C.P.M. | 16.4% |
| I do not plan to become C.P.M. | 30.4% |
| I am a C.P.M. and I plan to bridge to the CPSM® | 11.3% |

14. What is your current CPSM® status?

| | |
|---|-------|
| I am a CPSM® and plan to recertify | 10.3% |
| I am a CPSM® and do not plan to recertify | 0.4% |
| I plan to become a CPSM® | 43.5% |
| I do not plan to become CPSM® | 45.7% |

15. If you are working toward the CPSM®, when do you expect to be ready to apply for the designation?

| | |
|------------------------------|-------|
| 0-6 months | 16.1% |
| 7-15 months | 18.8% |
| 16-24 months | 17.2% |
| No plans to attain the CPSM® | 47.9% |

16. How valuable do you find the following CPSM® study materials?

A five-point scale was used, with 1 indicating “no value” and 5 indicating “high value.” Respondents were offered an additional option of “N/A.” The average scores are reported with the answers ranked in order from the highest overall average score to the lowest. The percent of respondents who indicated “no opinion” is also reported.

| | <u>2009</u> | <u>2009</u> |
|---|----------------|-------------------|
| | <u>Average</u> | <u>No Opinion</u> |
| CPSM® Study Guide | 3.41 | 48.0% |
| Self-study workbooks | 3.20 | 53.1% |
| CPSM® Bridge Self-Study Workbook Course | 3.15 | 60.5% |
| Books (single volume or complete series) | 3.14 | 47.8% |
| CPSM® Diagnostic Kit (paper version) | 3.05 | 57.4% |
| ISM Glossary of Key Supply Management Terms | 3.00 | 50.0% |
| Online review courses | 2.97 | 57.7% |
| Face-to-face review courses | 2.96 | 57.3% |
| ISM Professional Series | 2.88 | 56.2% |
| I have not studied for the CPSM® Exam | 2.87 | 72.9% |

17. Do you hold any of the following professional credentials?

| | <u>Yes</u> | <u>No</u> | <u>No, but plan to</u> |
|---|------------|-----------|------------------------|
| Certified Professional in Supply Management®(CPSM®) | 12.3% | 55.2% | 32.5% |
| Certified Purchasing Manager (C.P.M.) | 51.4% | 38.9% | 9.8% |
| Certified in Integrated Resource Management (CIRM) | 1.1% | 95.6% | 3.3% |
| Certified in Production and Inventory Management (CPIM) | 6.1% | 85.5% | 8.4% |
| Certified Professional Public Buyer (CPPB) | 3.8% | 93.5% | 2.7% |
| Certified Professional Purchaser (CPP) | 3.3% | 92.4% | 4.3% |
| Certified Public Purchasing Officer (CPPO) | 1.6% | 92.9% | 5.5% |
| Certified Supply Chain Professional (CSCP) | 3.8% | 88.5% | 7.8% |
| Project Management Professional (PMP) | 1.9% | 85.4% | 12.6% |

18. In my organization, earning the CPSM® is:

| | <u>2009</u> |
|---------------------------------------|-------------|
| Required | 2.5% |
| Not support by my employer | 32.9% |
| Less preferred than other credentials | 9.0% |
| Somewhat encouraged | 33.6% |
| Strongly encouraged, but not required | 22.0% |

III. Training Information

19. Do you have an annual training budget?

| | |
|-----|-------|
| Yes | 65.5% |
| No | 34.5% |

20. In your organization, who decides how the supply management training budget is spent?

| | |
|---|-------|
| Department head/supervisor | 68.9% |
| Individuals determine their educational needs | 8.7% |
| Training manager/HR | 2.8% |
| Unsure | 6.1% |
| No training budget | 13.6% |

21. At what time of the year is your training budget set?

| | |
|--------------------|-------|
| January - March | 20.7% |
| April - June | 10.5% |
| July - September | 25.6% |
| October - December | 43.2% |

IV. ISM-ADR School of Supply Management

22. Does your employer bring educators-trainers into your organization to provide in-company supply management training?

| | |
|-----|-------|
| Yes | 40.6% |
| No | 59.4% |

23. Are you aware that ISM offers in-company training opportunities through the ISM-ADR School of Supply Management?

| | |
|-----|-------|
| Yes | 60.8% |
| No | 39.2% |

24. Are you aware of the various types of training programs offered by the ISM-ADR School of Supply Management?

| | <u>Yes</u> | <u>No</u> |
|---|------------|-----------|
| In-company or on-site seminars presented at your location | 52.6% | 47.4% |
| Online courses | 61.2% | 38.8% |
| Development Needs Analysis (DNA™) | 33.0% | 67.0% |

V. Tell us your needs

25. Please list the three most critical areas requiring training or increased knowledge or skills. This question has open-ended responses only.

26. Please indicate your level of interest in receiving education/training on the following topics:

A five-point scale was used, with 1 indicating "no interest" and 5 indicating "high interest." The average scores are reported with the answers ranked in order from the highest overall average score to the lowest.

| | <u>2009</u> | <u>2006</u> |
|---------------------------------|-------------|-------------|
| Purchasing/procurement | 3.40 | --- |
| Strategic sourcing | 3.37 | 3.71 |
| Materials Management | 2.67 | --- |
| Quality | 2.63 | 3.04 |
| Logistics | 2.46 | --- |
| Inventory control | 2.42 | 3.05 |
| Transportation/traffic/shipping | 2.39 | --- |
| Receiving | 2.12 | --- |
| Product/service development | 2.21 | --- |
| Investment recovery/disposition | 2.05 | --- |
| Distribution | 2.00 | --- |
| Packaging | 1.94 | --- |
| Manufacturing supervision | 1.80 | --- |

27. Please list any topics not listed in question 26 that you are interested in: This question has open-ended responses only.

28. What are the most significant challenges you face in your job? This question has open-ended responses only.

29. How can ISM help you meet these challenges? This question has open-ended responses only.

30. Does your employer pay or reimburse you for the following expenses?

| | <u>All Costs</u> | <u>Some Costs</u> | <u>No</u> |
|-----------------------------------|------------------|-------------------|-----------|
| ISM membership dues | 79.5% | 3.0% | 17.4% |
| Membership in other associations | 60.1% | 4.3% | 35.6% |
| Certification-related expenses | 61.9% | 8.6% | 23.5% |
| Professional development/training | 70.1% | 13.1% | 16.9% |

31. If you have contacted the ISM World Headquarters in Tempe, Arizona, how do you rate your interaction with staff in terms of:

A five-point scale was used, with 1 indicating “poor” and 5 indicating “excellent.” The average scores are reported with the answers ranked in order from the highest overall average score to the lowest. In 2006 the scale was defined as 1 indicating “unsatisfactory” and 5 indicating “satisfactory”.

| | <u>2009</u> | <u>2006</u> |
|---|-------------|-------------|
| Promptness | 3.26 | 4.20 |
| Friendliness/courtesy | 3.53 | 4.41 |
| Professionalism | 3.53 | 4.41 |
| Answer your questions/resolve your concerns | 3.33 | 4.22 |
| Overall | 3.39 | 4.30 |

VI. Demographic Information

| | | | |
|--------------------|-------------|-------------|-------------|
| 32. Gender: | <u>2009</u> | <u>2006</u> | <u>2003</u> |
| Female | 40.3% | 40.8% | 43.1% |
| Male | 59.7% | 59.2% | 56.9% |

| | | | |
|-----------------|-------------|-------------|-------------|
| 33. Age: | <u>2009</u> | <u>2006</u> | <u>2003</u> |
| 25 or younger | 1.4% | 1.2% | 1.7% |
| 26-35 | 11.0% | 14.6% | 15.1% |
| 36-45 | 22.0% | 27.5% | 31.4% |
| 46-55 | 38.2% | 40.5% | 38.8% |
| 56 or better | 27.4% | 16.2% | 13.0% |

| | | | |
|---------------------------|-------------|-------------|-------------|
| 34. Ethnic origin: | <u>2009</u> | <u>2006</u> | <u>2003</u> |
| African-American | 4.7% | 3.3% | 4.2% |
| American Indian | 0.7% | 0.1% | 0.4% |
| Asian | 6.3% | 4.2% | 1.4% |
| Caucasian | 79.3% | 69.3% | 71.5% |
| Hispanic | 6.5% | 3.5% | 2.6% |
| Pacific Islander | 0.2% | 0.3% | 0.4% |
| Other | 2.3% | 3.4% | 2.7% |
| Non Response | NA | 16.0% | 16.7% |

35. Highest level of formal education completed:

| | | | |
|----------------------|-------------|-------------|-----------------------------------|
| | <u>2009</u> | <u>2006</u> | <u>2003</u> |
| High school graduate | 2.6% | 5.0% | 3.1% |
| Some college | 16.6% | 20.9% | 23.5% |
| Bachelor's degree | 35.4% | 37.1% | 37.4% |
| Some graduate school | 10.5% | 9.4% | 12.7% |
| Graduate degree | 30.1% | 27.6% | 23.2% |
| Post graduate PH.D. | 4.9% | ---- | ---- Did not ask in 2006 or 2003. |

80.9% have a bachelor's degree or higher

| | | | |
|--|-------------|-------------|-------------|
| 36. College major: | <u>2009</u> | <u>2006</u> | <u>2003</u> |
| Business, other than Supply Management | 60.4% | 54.6% | 58.3% |
| Engineering or Technology | 15.7% | 12.6% | 9.8% |
| Liberal Arts | 16.0% | 11.0% | 13.0% |
| Supply Management or Supply Chain Management | 7.9% | 7.3% | 5.5% |
| Other | --- | 14.5% | 13.4% |

37. Level of current position:

| | | | |
|-----------------------------|-------------|-------------|-------------|
| | <u>2009</u> | <u>2006</u> | <u>2003</u> |
| Professional/nonsupervisory | 38.4% | 41.0% | 41.9% |
| Supervisory | 5.3% | 7.1% | 10.1% |
| Manager | 34.2% | 32.7% | 32.8% |
| Director | 11.6% | 11.4% | 5.8% |
| Vice President | 2.6% | 3.6% | 2.5% |
| CPO/Executive | 1.4% | --- | --- |
| Other | 6.5% | 4.2% | 7.0% |

| | | |
|---------------------------------|-------------|-------------|
| 38. Annual compensation: | <u>2009</u> | <u>2006</u> |
| Less than \$40,000 | 5.1% | 7.5% |
| \$40,001-\$65,000 | 25.5% | 32.6% |
| \$65,001-\$95,000 | 35.4% | 35.7% |

| | | |
|---------------------|-------|-------|
| \$95,001-\$110,000 | 16.0% | 10.9% |
| More than \$110,000 | 18.0% | 13.4% |

The compensation categories used in 2003 were changed for the 2006 survey so the categories are not comparable.

39. Dollar amount of annual purchasing spend:

| | <u>2009</u> | <u>2006</u> | <u>2003</u> |
|--------------------------------|-------------|-------------|-------------|
| Less than \$500,000 | 14.3% | 10.1% | 7.2% |
| \$500,001-\$10.9 million | 26.3% | 37.5% | 40.1% |
| \$11 million to \$39.9 million | 22.1% | 22.7% | 27.6% |
| \$40 million to \$100 million | 21.1% | 15.8% | 15.1% |
| More than \$100 million | 16.2% | 13.9% | 10.0% |

40. Employing sector:

| | |
|---|-------|
| 110 Agriculture, Forestry, Fishing & Hunting | 0.7% |
| 111 Crop Production | 0.0% |
| 112 Animal Production | 0.5% |
| 113 Forestry & Logging | 0.2% |
| 114 Fishing, Hunting & Trapping | 0.0% |
| 115 Support Activities for Agriculture & Forestry | 0.0% |
| 210 Mining, Quarrying, and Oil & Gas Extraction | 1.0% |
| 211 Oil & Gas Extraction | 3.0% |
| 212 Mining (except for Oil & Gas) | 0.5% |
| 213 Support Activities for Mining | 0.2% |
| 221 Utilities | 8.4% |
| 230 Construction | 2.2% |
| 236 Construction of Buildings | 0.0% |
| 237 Heavy & Civil Engineering Construction | 0.5% |
| 238 Specialty Trade Contractors | 0.2% |
| 310 Manufacturing | 21.7% |
| 311 Food Manufacturing | 1.2% |
| 312 Beverage & Tobacco Product Mfg | 0.5% |
| 313 Textile Mills | 0.2% |
| 314 Textile Product Mills | 0.0% |
| 315 Apparel Manufacturing | 0.2% |
| 316 Leather & Allied Product Mfg | 0.0% |
| 321 Wood Product Manufacturing | 0.5% |
| 322 Paper Manufacturing | 1.7% |
| 323 Printing & Related Support Activities | 1.0% |
| 324 Petroleum & Coal Products Mfg | 0.7% |
| 325 Chemical Manufacturing | 2.2% |
| 326 Plastics & Rubber Products Mfg | 1.0% |
| 327 Nonmetallic Mineral Product Mfg | 0.0% |

| | |
|---|------|
| 331 Primary Metal Manufacturing | 0.2% |
| 332 Fabricated Metal Product Mfg | 2.0% |
| 333 Machinery Manufacturing | 2.7% |
| 334 Computer & Electronic Product Mfg | 0.7% |
| 335 Electric Equip, Appliance, & Component Mfg | 1.7% |
| 336 Transportation Equipment Mfg | 0.2% |
| 337 Furniture & Related Product Mfg | 0.7% |
| 339 Miscellaneous Manufacturing | 1.2% |
| 420 Wholesale Trade | 1.2% |
| 423 Merchant Wholesalers, Durable Goods | 0.0% |
| 424 Merchant Wholesales, Nondurable Goods | 0.7% |
| 425 Wholesale Electronic Markets & Agents & Brokers | 0.2% |
| 440 Retail Trade | 0.5% |
| 441 Motor Vehicle & Parts Dealers | 1.5% |
| 442 Furniture & Home Furnishings Stores | 0.0% |
| 443 Electronics & Appliance Stores | 0.0% |
| 444 Buildg Matrl & Garden Equip & Supplies Dealers | 0.2% |
| 445 Good & Beverage Stores | 0.0% |
| 446 Health & Personal Care Stores | 1.0% |
| 447 Gasoline Stations | 0.0% |
| 448 Clothing & Clothing Accessories Stores | 0.0% |
| 451 Sporting Goods, Hobby, Book, & Music Stores | 0.2% |
| 452 General Merchandise Stores | 0.2% |
| 453 Miscellaneous Store Retailers | 0.0% |
| 454 Nonstore Retailers | 0.0% |
| 480 Transportation & Warehouse | 0.5% |
| 481 Air Transportation | 0.7% |
| 482 Rail Transportation | 0.0% |
| 483 Water Transportation | 0.0% |
| 484 Truck Transportation | 0.2% |
| 485 Transit & Ground Passenger Transportation | 0.2% |
| 486 Pipeline Transportation | 0.5% |
| 487 Scenic & Sightseeing Transportation | 0.0% |
| 488 Support Activities | 0.0% |
| 491 Postal Service | 0.2% |
| 492 Couriers & Messengers | 0.0% |
| 493 Warehousing & Storage | 0.2% |
| 510 Information | 0.0% |
| 511 Publishing Industries (except Internet) | 0.5% |
| 512 Motion Picture & Sound Recording Industries | 0.0% |
| 515 Broadcasting (except Internet) | 0.0% |
| 517 Telecommunications | 2.2% |
| 517 Data Processing, Hosting & Related Services | 0.2% |
| 519 Other Information Services | 0.7% |
| 520 Finance & Insurance | 3.7% |
| 521 Monetary Authorities – Central Bank | 0.0% |
| 522 Credit Intermediation & Related Activities | 0.0% |

| | |
|--|------|
| 523 Securities, Commodity Contracts, & Financial Inv | 0.0% |
| 524 Insurance Carriers & Related Activities | 1.0% |
| 525 Funds, Trusts, & Other Finance Vehicles | 0.2% |
| 530 Real Estate & Rental & Leasing | 0.0% |
| 531 Real Estate | 0.2% |
| 532 Rental & Leasing Services | 0.2% |
| 533 Lessor of Nonfinancial Intangible Assets (except Copyrighted works) | 0.0% |
| 541 Professional, Scientific & Technical Services | 3.9% |
| 551 Management of Companies & Enterprises | 0.5% |
| 560 Admin & Support & Waste Mgmt & Remediation Services | 0.0% |
| 561 Administrative & Support Services | 0.5% |
| 562 Waste Management & Remediation Services | 0.2% |
| 611 Education Services | 5.7% |
| 620 Health Care & Social Assistance | 4.7% |
| 621 Ambulatory Health Care Services | 0.2% |
| 622 Hospitals | 1.5% |
| 623 Nursing & Residential Care Facilities | 0.0% |
| 624 Social Assistance | 0.2% |
| 710 Arts, Entertainment & Recreation | 0.5% |
| 711 Performing Arts, Spectator Sports & Related Inds | 0.0% |
| 712 Museums, Historical Sites & Similar Institution | 0.2% |
| 713 Amusement, Gambling & Recreation Industries | 0.0% |
| 720 Accommodation & Food Services | 0.0% |
| 722 Food Services & Drinking Places | 0.7% |
| 810 Others Services (except Public Administration) | 1.5% |
| 811 Repair & Maintenance | 0.0% |
| 812 Personal & Landry Services | 0.0% |
| 813 Religious Grants Civic Professional & Similar Orgs | 0.0% |
| 814 Private Households | 0.0% |
| 910 Public Administration | 2.0% |
| 921 Executive, Legislative & General Gov Support | 0.7% |
| 922 Justice, Public Order & Safety Activities | 0.0% |
| 923 Admin of Human Resource Programs | 0.2% |
| 924 Admin of Environmental Quality Programs | 0.0% |
| 925 Admin of Housing Prog Urban Plan & Comm Dev | 0.2% |
| 926 Admin of Economic Programs | 0.0% |
| 927 Space Research & Technology | 0.2% |
| 928 National Security & International Affairs | 0.2% |

41. Number of individuals employed in your supply management/purchasing department:

| | |
|---------------|-------------|
| | <u>2009</u> |
| 1-50 | 74.5% |
| 51-100 | 6.9% |
| 101-150 | 3.8% |
| 151-200 | 3.8% |
| More than 200 | 11.0% |

42. Number of employees for the total organization:

| | <u>2009</u> | <u>2006</u> | <u>2003</u> |
|---------------|-------------|-------------|-------------|
| Less than 300 | 22.2% | 11.9% | 13.0% |
| 301-500 | 7.9% | 5.4% | 5.6% |
| 501-700 | 4.5% | 3.9% | 3.6% |
| 701-900 | 4.1% | 2.9% | 4.4% |
| More than 900 | 61.3% | 75.9% | 73.4% |

43. Who the head of supply management reports to:

| | |
|---------------------|-------|
| CEO | 12.0% |
| CFO | 21.8% |
| CPO | 7.4% |
| VP of Operations | 37.0% |
| COO/general manager | 10.6% |
| President | 11.2% |

44. What else can ISM offer to increase your satisfaction with your membership? Open-ended responses only for this question.