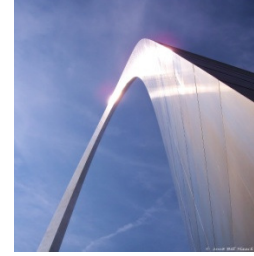


Buylines



of the Institute for Supply Management - St. Louis, Inc.

Dec 2009 – Jan 2010

PRESIDENT'S MESSAGE

Will You Vote?

In over 25 years as a member of this organization, I firmly believed that I would not see another event that could stir up our feelings as the name change from NAPM to ISM did a decade ago. Nevertheless, here we are again.

In January 2010, each of us will have a voice, an opportunity, a choice - to change or not change - the landscape of our professional organization once more. The National Board of Directors of ISM, recognizing the steady decline in membership over the years, would like us to vote on an amendment to an existing By-law. On what will we be voting?

Resolution: **“change the requirement of who**

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Proposal to Amend ISM Bylaws

The National ISM Board of Directors voted to include a bylaw revision on the ballot for the upcoming January 2010 membership vote. The revision is to expand the definition of membership in ISM to include anyone interested in ISM. The Board's decision resulted from lengthy discussion at both its May and August 2009 meetings (minutes available at <http://www.ism.ws>). Appendix E of the August meeting is available at <http://www.ism.ws/files/secure/index.cfm?FileID=119783>). The rationale and specific wording that legal counsel has now approved to ensure compliance with the State of New York not-for-profit corporation law is below.

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

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

The field of supply management has undergone significant changes during recent years. Increasingly, ISM

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PRESIDENT'S ...*cont. from page 1***can be a member of ISM by removing the restriction prohibiting those that work primarily in sales activities"**

In this newsletter you will find the article describing why ISM is proposing this change and the exact wording of the By-Law amendment. Please take some time to read it, think about it, and discuss with your peers, fellow members, and members of other organizations. When you receive your ballot in January, you will have an opportunity to make your voices heard.

As President, I cannot (and will not) offer my opinions and views, or disclose how I will vote on this issue. I am, however, giving you notice of this historic event and ask for your participation. Please be sure to **VOTE!**

As always, I welcome your feedback, questions, and comments and will answer each and every email I receive. You may contact me at president@ismstlouis.org.

Thank you,
Marty Rutkovitz, President

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

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

Early in their careers, supply management professionals often participate in job-rotation or other professional-skill enhancement programs that require them to move throughout the key functional areas of their organizations, including marketing, sales or other business-development roles.

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

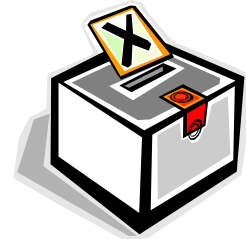
The National ISM Board strongly advocates and stresses the continued restriction on using ISM membership as a



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method of active solicitation or sales. Affiliates, Groups and Forums would be able to rightly enforce all restrictions on such activities. It should be noted that some currently allow participation by those in the sales profession.

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



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

Proposed Bylaw Amendment

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

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

"What You Missed..." written by Eugene Kattak, CPSM, C.P.M., ISM-STL Career Bank Facilitator

At ISM-STL's November General Lunch Meeting, Don Varner, from MetLife, conducted an interactive and highly entertaining session on "Statements of Work"(SOW). He developed a training tool, based on the game show "JEOPARDY", as a means to enhance knowledge and understanding of the issues related to "Statements of Work" as it applies to Services.

Don broke up the presentation into two basic parts; first was an overview of the key components of Services Statements of Work and second was a JEOPARDY game which served as a knowledge check of the information he presented in the overview. Most attendees would admit that the game was a clever and entertaining way to present any supply management topic. In the many years I have been a member of ISM, I have never attended a General Meeting presented in that format. Or should I say, "What is...I never attended a meeting like that before, Alex?"

At the overview, Don covered several areas of focus -- definition/role of Statements of Work, problems to avoid and Do's and Don'ts. SOW's identify wants, expectations, deliverables and standards. Don presented the 3 types of Services SOW's (How to do, Level of effort and Performance). He said that anyone can create an SOW but that Supply Management's role is to help determine what is needed. One way to do this is to employ the 5-"Why's" rule. Keep asking the internal customer "Why?" - a specific criterion is stated in the SOW to separate the need from the wants, i.e. "must have"

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from the "nice to have". Supply Management can help to mitigate issues that may arise due to vague SOW's or SOW's written to support an end user's agenda. I'm sure we've all encountered that from time-to-time. SOW's ought to create a level playing field for suppliers to foster a competitive environment and obtain the "Best Value" for your organization.

Don listed several Do's and Don'ts and the basic elements of a Services SOW. He also mentioned that implementation and supplier performance is an essential element of a successfully executed sourcing event. Effectively managed agreements are likely to enhance supplier relations and meet/exceed end-user expectations.

Don offered to assist any member interested in customizing a training program and incorporating it into the context of this training tool. Send a message to the ISM-STL if you are interested in taking advantage of that offer. The game had 4 contestants and concluded with a winner. However, I'm confident that fellow attendees will agree that anytime you attend a presentation and walk-out with key take-aways while being entertained in the process is a winning combination.

Have an enjoyable Holiday Season and I look forward to seeing you at the February General Meeting!

Please Cancel... Just a Friendly Reminder from your Board of Directors!

Sometimes life throws a curve ball at your best laid plans. That is why we are asking that you ***please cancel*** your reservation to the dinner meetings should one of them come your way. Why is it important to cancel your RSVP for dinner meetings? Our agreement with the event facility requires that we provide a guaranteed headcount of people attending 72 hours prior to each meeting. This would be the Friday before a Tuesday night General Meeting.

Based on the number of confirmed reservations received through CVent, we provide a guaranteed number of headcount to the facility. If, for example, we guarantee 60 people but only 45 show up, we are still responsible for paying for 60. At a cost of \$35 per person, you can easily calculate how much our affiliate loses on no-shows.

We truly wish everyone can attend the general meetings. However, we understand that emergencies or unexpected events do crop up. We just need time to adjust the guaranteed headcount to so that we don't have to incur unnecessary expense. If you must, please cancel at least 72 hours – usually the Friday - prior to the general meeting. We would greatly appreciate your cooperation in this situation. Help us be the best stewards of ISM St. Louis' finances so that we all may benefit. *Thank you for your continued support!*

Effective Information Technology in the Supply Chain

Given by Greg Tate, CSCP, PMP, EMCPA

Please join us for the February General Meeting on **February 16, 2010** at the **Sheraton Chalet at Westport Plaza**. This will be a *joint meeting* with APICS.

Effective IT use is a dynamic goal that continually requires re-balancing to incorporate business dynamics, new enabling technology and interested pursuit of individuals to improve business competitiveness. Talk will provide perspectives on this topic drawn from experience and research to build audience understanding and a deeper background on the subject which will enable the audience to better understand the most current technical trends that impact Supply Chain Management.

Greg Tate is a APICS/ PMP professional for 20 years, with experience in aerospace, automotive, semiconductor and software technology projects. Currently, he is serving global companies in IT infrastructure implementation projects as senior project manager with EMC Global Services. He is a Certified Supply Chain Professional [CSCP], Project Management Professional [PMP], and Storage Technologist [EMCPA]. His current professional volunteer activities include St. Louis APICS chapter and Metro St. Louis PMI.

Greg has BS in Business and Psychology from SE Missouri State, holds 2 Certificates of Graduate Studies in Computer Science from Washington University and earned his MBA from St. Louis University. His other specialties include: Program office/project management work financial modeling tools, Google Applications and Google Ad words Advertising, Oracle EBS Applications, Product Lifecycle Management Systems, Product Data Management Systems, and Enterprise Planning Systems.

This should be an informative and worthwhile opportunity for education and networking. We look forward to seeing you on **February 16, 2010**.

Happy Holidays from Pro-Development!

By Patrick Williamson, C.P.M.

Pre-Dinner Meetings: Room 1-A overview of APICS Membership and Room 2-A overview of ISM Membership.

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

Date: Thursday, December 10, 2009

Time: 2:00 p.m. EST / 11:00 a.m. PST

Free, 1-hour STREAMING ONLY Web event

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

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

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

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

The Container Store: Putting a Lid on Supply Management Costs

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

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

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

Featured Speakers:

Scott Jones

Purchasing Manager
The Container Store

Mike Morrow

Purchasing Agent
The Container Store

Jason Hekl

Vice President of Marketing
Coupa Software

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

Don't Train – Make an Investment and Expect a Return

Date: Wednesday, January 13, 2010

Time: 11:00 a.m. EST / 8:00 a.m. PST

Free, 1-hour STREAMING ONLY Web event

<http://www.ism.ws/1671>

Supply management teams need to apply the same strategic approaches and discipline to their professional development as they do to the purchasing categories they manage. Unfortunately, many companies approach professional development as an ad hoc string of training courses. Employees may learn new skills, but without support, it is difficult to put these new skills to use.

A better approach is targeting employee needs and providing a professional development program where learning experiences are put to use by providing long-term mentoring, coaching and monitoring progress. Join Bill Michel and other members of the ISM-ADR School for Supply Management to discover why training may be considered an expense, but professional development is an investment with high returns and measurable results. You will learn:

- How "Training" and "Professional Development" differ
- Elements of a Professional Development Program
- The importance of a Personal Development Plan (PDP)
- How to embed new skills into the workplace
- About measuring your Return on Investment (ROI)

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

ONLINE MASTER'S IN SUPPLY CHAIN MANAGEMENT OFFERED BY FONTBONNE UNIVERSITY

ST. LOUIS - Fontbonne University has launched an online supply chain management graduate program — the first of its kind in the St. Louis area. Offered through the university's OPTIONS program, the degree gives adult learners the tools to manage increasingly complex supply channels on a global scale.

Developed in part with industry professionals from companies such as Boeing, Enterprise Rent-a-Car, and Covidien/Mallinckrodt Pharmaceuticals, the 30-credit-hour program takes a broad view of the practical skills needed to effectively manage the supply chain from raw material sourcing through end-user delivery.

“Managers learn how to strategically align suppliers, implement lean principles, improve internal processes and create a competitive advantage for the organization,” said Linda Maurer, dean of Fontbonne's College of Global Business & Professional Studies.

The degree is supported by a strong business foundation and a specialized core focused on supply chain management. In addition, it provides a solid knowledge base for industry certification exams including CPIM, CSCP and CPSM.

OPTIONS is flexible to accommodate the needs of working professionals. Students can take one or two courses each eight-week term and the degree can be completed in as little as one year. A graduate certificate and MBA concentration in supply chain are also available. To learn more visit www.fontbonne.edu/options or call 314/863-2220.

UPCOMING ISM SEMINARS

Below is the list of ISM seminars for the months of December 2009 and January 2010. For seminar details, please call the ISM Customer Service Department at 800/888-6276 or 480/752-6276, option 8, or visit the ISM Web site at www.ism.ws and select Education — Seminars, Conferences, then Seminars and then [Public Seminars](#).

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|---|---------------------|---------------|
| December 2009 | | |
| Strategic Services Procurement: Applying Strategic Sourcing Principles to the Procurement of Services #4455 | December 1-2, 2009 | Phoenix, AZ |
| NEW! The Supply Manager's Guide to Doing Business in China and India #4362 | December 1-2, 2009 | Phoenix, AZ |
| Fundamentals of Purchasing: The Building Blocks of World-Class Professionalism #4539 | December 7-9, 2009 | Dallas, TX |
| January 2010 | | |
| Fundamentals of Purchasing: The Building Blocks of World-Class Professionalism #4520 | January 20-22, 2010 | Tempe, AZ |
| Power Negotiations: Unlock Your Powers of Influence and Persuasion #4584 | January 25-27, 2010 | Las Vegas, NV |
| Contracting Basics: What All the Ts and Cs Mean #4489 | January 28-29, 2010 | Tampa, FL |

| ISM Events Calendar 2009/2010 | | | | |
|-------------------------------|------|----------------------------|------|----------|
| Month | Date | Event | Time | Location |
| Dec-09 | | | | |
| | 5 | Board of Directors Meeting | 6:00 | J. Bucks |
| Jan-10 | | | | |
| | 12 | Board of Directors Meeting | 5:30 | SPAZIO's |
| | | | | |

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