

Buylines

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Don't
Forget

Please join us for the
November General
Meeting at Spazio's

November 30, 2010

"Bring your Boss to
Lunch"

Registration: 10 a.m.
Lunch: 11.30 a.m.
Speaker: 12:00 p.m.

President's Message

Increasing Your Skill Set

Director of Education, Andy Singer, and Patrick Williamson, Director of Professional Development, continue to develop and plan our educational events based on feedback from our members. Are we getting what you require? We know you would like to plan training ahead of the need. Many of us are asked at the beginning of a calendar or fiscal year to identify how much training is required for that next year. There may not be enough discussion on what gaps exist between needs and skills. Help to understand what skill sets needed, so that we can get the training set up in advance. Keep us informed.

Thank you.

Marty Rutkovitz,
President

Term of the Day...

Today's ISM Term of the Day is..... **Slurry**



Definition: A watery mixture of an insoluble material sufficiently fluid to move through pipelines

ISM members can access the online *Members Only Glossary* which includes terms from the private, public, and various industry sectors, and from a wide variety of sources.

The *Glossary* can be browsed alphabetically, or searched by keyword.

ISM STLOUIS NOVEMBER GENERAL MEETING

Patrick Williamson C.P.M.

You do not want to miss the November lunch meeting at Spazio's November 30, 2010. This is the "Bring your boss to lunch meeting" and we want all our members to invite their boss to come. This should be an entertaining and thought provoking meeting you will definitely want to be in attendance for. Registration commences at 11:00 a.m., with lunch being served at 11:30 a.m. The presentation entitled "Leveraging Social Media Intelligence to Manage Supply Chain Risk." begins at 12:00 p.m.



Chief Executive Officer & Founder Anthony M. Sardella is the CEO and founder of evolve24, LLC and Adjunct Pro-

fessor of Business at the Olin School of Business at Washington University, St. Louis, Missouri.

Mr. Sardella is a recognized leader in the field of managing businesses to overcome reputation management challenges. He is a frequent speaker and consultant to corporations facing reputation issues and wanting to develop a marketing program, reputation management strategy, or strategic communications plan within a high concern, low trust environment.

His teaching and research focus on the integration of business strategy with societal environments for the purpose of gaining competitive advantage in the marketplace and improving shareholder value. His lectures focus on reputation and crisis management, negative branding attacks, activism, consumer boy-

cotts, political actions strategy and regulatory issues management. His work has been featured at conferences such as the Reputation Institute and in publications including the Economist.

He spent twelve years with Monsanto Company in St. Louis, Missouri holding various senior roles including Director of Biotechnology Marketing Services. In this strategy role, he directed the repositioning of Monsanto's emerging biotechnology branded products by leading outreach strategies directed at influential stakeholder communities including technical, scientific and academic communities. Moreover, he oversaw the creation and development of expert reputation management systems, and novel science based methods for managing issues, reputation and crisis.

Mr. Sardella has held senior business, scientific, marketing and public affairs positions throughout his career at Pharmacia Corporation, following the merger of Monsanto and Pharmacia UpJohn, and CanTox Inc., a leading scientific consulting strategy firm. He has served on various organizations such as the Biotechnology Industry Association, the American Chemical Specialty Manufacturers Association, CEFIC, the European Chemical Industry Council as well as being a member of Institutes such as the Marketing Science Institute, the Knowledge Management Institute and the Pharmaceutical Educa-

tion Research Institute and the Society for Risk Analysis.

Mr. Sardella has contributed in the development of various business case studies at the Kellogg School of Management, Northwestern University, focusing on the successful commercialization and branding strategies for novel technologies and their relationship to marketing and advertising strategy, organizational structure and business development strategies. In addition, he has authored and co-authored over 25 papers in the field of human health risk assessment prepared on behalf of government, and non-governmental scientific bodies.

He holds a Master's in Business Administration from the Kellogg School of Management, Northwestern University in Evanston, Illinois and a Bachelor's of Science in Biomedical Sciences with a Specialist's in Toxicology from the University of Toronto.

His career of breakthrough work was honored in 1998 when he was inducted as a Laureate of the Smithsonian Institute's Permanent Research Collection in the Museum of Art and History for his "visionary work leading to significant social, economic and educational impact in the field of science." He also became a member of the Smithsonian's prestigious Innovator's Network. Again we look forward to seeing you at Spazio's for the November General Meeting.

What you missed at the September ISM-St Louis General Meeting!

Eugene Kattak, C.P.M.

The 2010/2011 ISM-STL Program Year was kicked off on September 28th. New Member Orientation and the first installment of the Procurement Tool Box were the topics of the "Pre-Dinner" meetings.

Attendance was high which is typical at the start of the program year. Many members look forward to reconnecting with their ISM-STL professional network after the Summer break. Also, the relevance of the meeting topic "Spend Analysis and E-Sourcing Solutions" presented by Scott McBride, Director of Enterprise Solutions at lasta served to draw people into the meeting.

The meeting commenced with the usual greetings and "welcome back" to the membership from those members of the Board of Directors in attendance. One of the orders of business was to call to the attention of the members the proposed Membership Dues increase. Dues had not been increased in several years and in order to keep up with the level of quality programs available to members, an increase in dues was endorsed by the BOD. Even with the proposed dues increase, it remains a very reasonable professional development investment.

After the dinner concluded, Scott McBride was introduced. Although Scott could have used this opportunity to highlight the attributes of the lasta solution, he remained very balanced in his approach complementing the competitive landscape of spend analysis solutions. He said that these solutions have considerable functionality

and can be contoured to fit the business need.

Scott delivered the message that regardless of the spend analysis solution selected, the key to success is the integration/implementation. One challenge often faced by clients is defining expectations. Often, clients get bogged down with how to best deploy the solution. He went on to say, investing the time, upfront, to determine the goals of the program is essential to a successful implementation. Clarity in purpose and vision will help avoid scope-creep. Also, a phased-in approach may be best, especially with larger projects, because in a phased implementation, clients can focus on one or two functional imperatives as opposed to addressing the needs of all impacted stakeholders.

Scott said that these solutions can support Global Clients but those integrations can become complex as clients try to aggregate data from multiple platforms and systems. Even locally based firms with less complex challenges within their data management infrastructure can struggle with whether the tool will serve the needs of Procurement/Purchasing, Compliance, Inventory Management, Product Management or a combination of those groups.

Payback is typically viewed from a cost savings and efficiency per-

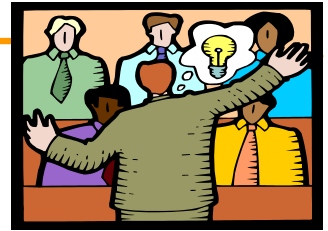
spective. Obviously, leveraging the data to capture cost savings is the responsibility of the Supply Management professional. Efficiencies flow from capturing raw materials, components, sub-components, assemblies, sub-assemblies and the like, to harmonize and standardize these units across sites.

Taking spend data and making it actionable is essentially what these systems do. What a client does with that data is entirely up to them. However, the mark of a successful implementation is increased cost savings, improved efficiencies, enhanced fiscal compliance and a robust product portfolio.

A brief Q&A session followed and Scott said he would make his presentation available to members. Arrangements to save this presentation to the ISM-STL Website were discussed.

The meeting concluded with a drawing for the attendance prize. Disappointment followed as I was not the winner. However, not remembering what the prize was helps diminish the disappointment.

Due to a schedule conflict, I will not be attending the October Meeting. I look forward to the prospect of seeing you at the November meeting!



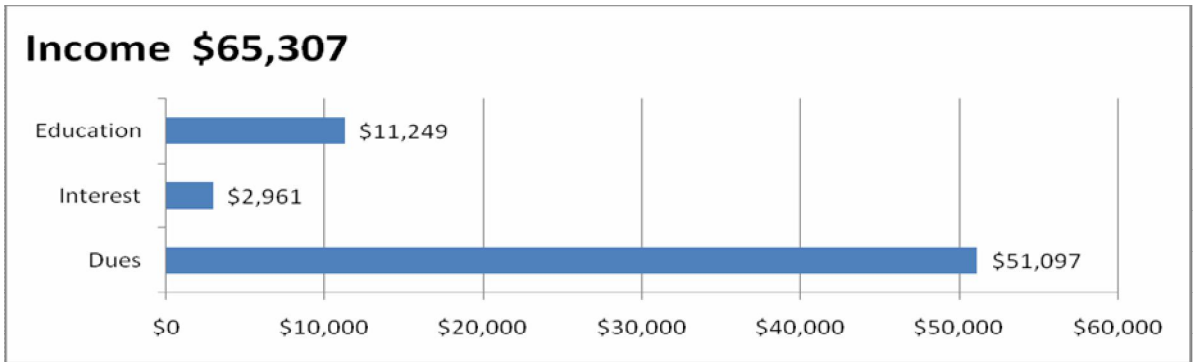
Financial Highlights for Fiscal Year Ended June 30, 2010

By Max Merz III, C.P.M., CPP, Director of Finance

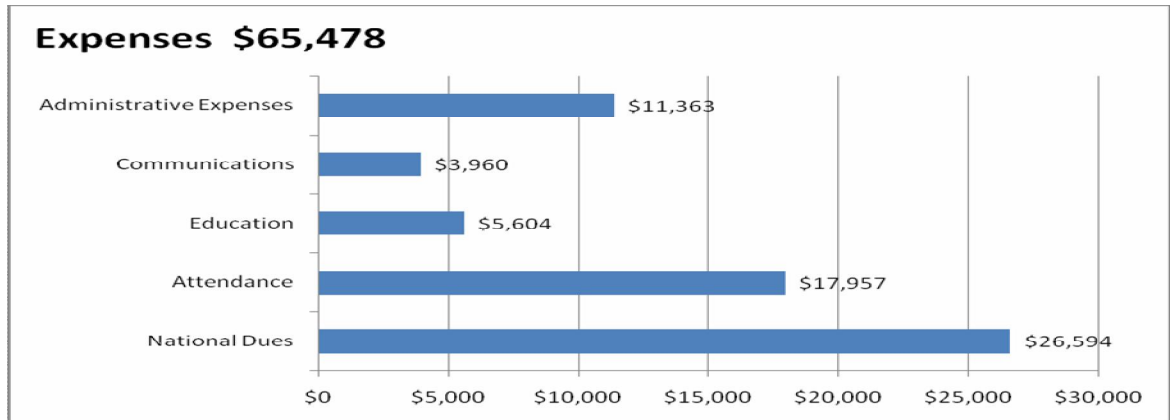
Questions about our affiliate finances appropriately reminded me that it is past time to review our closing Fiscal 2010 reports.

This past year brought a profound change in the collection of dues. Historically, affiliates collected national and affiliate dues, subsequently forwarding the national portion to Tempe. That system changed last year, after budgets were set in place. Now, national collects all fees, keeps their portion, deducts credit card fees and charges back an administrative fee for each transaction. This change significantly reduced our cash flow during the year and increased our expenses.

Actual ISM National dues income was under budget by almost \$18,700; Education income was \$9,200 under budget; while Administration Fee income and Initiation Fees were a combined \$2,000 under budget. All of this produced a \$29,900 income shortfall compared to budget!



While ISM National revenues were down substantially, the offsetting expense was not, only \$1,500 under budget, leaving a \$17,200 deficit. However, Education expenses were brought in \$6,900 under budget, as well as **EVERY** other expense except Bank Credit Card & Service Fees.



Your Board of Directors did an outstanding job of reining in expenses to match income. When all was said and done, ISM – St. Louis essentially broke even, losing only \$171.29 and finishing only \$3,000 under budget.

I observed a very diligent budget review process during my very first Board of Directors meeting in July. I can assure you that your affiliate is in good hands, and that its financial stability is secure.

MARK YOUR CALENDARS!



By: Andy Singer C.P.M.

For the 2010 – 2011 ISM membership year, we have some terrific educational programs for you to participate in.

Scheduled so far are the following:

Thursday, February 10, 2011:

ISM Satellite Seminar – “Understanding and Embedding Risk Management Concepts into Supply Practices”. Location: TBD. Time will be 8:00 am – 1:30 pm.

Thursday, April 28, 2011:

ISM Satellite Seminar – “Legal and Contracting Insights for Today’s Supply Professional”. Location: TBD. Time will be 8:00 am – 1:30 pm.

Tuesday, March 22, 2011:

CPSM Bridge Review

Course @ Spazio’s – Full Day

Wednesday, March 23, 2011: CPSM Module 1 Review Course @ Spazio’s presented by Pat Woods– Full Day

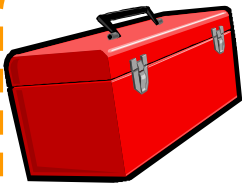
Thursday, March 24, 2011: CPSM Module 2 Review Course @ Spazio’s presented by Pat Woods– Full Day

Friday, March 25, 2011: CPSM Module 3 Review Course @ Spazio’s presented by Pat Woods– Full Day

Wednesday, May 25, 2011: “Negotiating Beyond Deadlock” presented by Mike Babineaux full day seminar @ Spazio’s

In addition to the courses above, we will be working to put in place some joint educational opportunities with other organizations such as APICS and holding a 1 to 2 day program showing, in its entirety, the very popular Maxwell Leadership Series program from last year: “Learning the 21 Irrefutable Laws of Leadership”.

Detailed overviews, pricing and registration details on the above programs will be provided soon.



Procurement Tool Box Sessions

By Patrick Williamson C.P.M.

The purpose of the sessions is to provide a venue for members to ask questions of other members about all things “Procurement”. These could be questions on RFP’s, best practices, policies and procedures, etc. We have an abundant reservoir of knowledge within our affiliate and many new and experienced members could gain valuable insights and information through these 45 minute pre-dinner sessions. Sessions are going to be moderated and we hope this will be of value to those who attend.

If you have a question in advance please send them to Patrick Williamson at:

pro-d@ismstlouis.org



3. Not Maintaining an “A” Team

It’s been said that if you get the right people on the bus you will figure out where you’re going later. A thorough recruiting and interviewing process is essential to building a topnotch team of professionals. Consider internal candidates from within or outside your department for upward mobility before seeking outside recruits. Don’t rush the recruiting process. An employee that does not meet your expectations is a drain on resources and a bad reflection on your department. Writing is an essential skill for contracting professionals, so consider using some questions that require written answers to evaluate candidates. We are trained in the process of source selection; why not use these same contracting principles when selecting team members? Contact references, do background checks, and take writing samples. Complete the due diligence and make sure your vetting process is thorough. There are not many decisions that will have a more lasting impact on the performance of your contracting team, so take your time and make it count. Once you hire that high-potential employee, don’t neglect him or her during the first days or weeks he or she is on the job. The worst way to alienate a new employee is to be totally unprepared for his or her arrival. Make sure you have identified a workspace with a computer and phone. Being prepared not only makes the employee feel welcomed but it provides the opportunity for immediate productivity. There is no excuse not to have new employee IT and communications needs taken care of in advance. For an added touch have his or her name plate installed and their business cards sitting on his or her desk! New employees need and deserve extra effort by the supervisor to get them assimilated into the organization. A detailed checklist for new employee in-processing is a great tool to guide leaders in this important task.

4. Inadequate Recognition

Don’t forget that rewards and recognition go a long way to build morale and improve individual and team performance. Find ways to build individual morale and team spirit. Individual and group rewards, combined with social events at the office and away from work, will help to make a cohesive, motivated team. Examples of rewards and recognition include promotions, merit pay increases, cash awards, certificates of appreciation, public recognition in person or in print, time off work, company merchandise, and handwritten notes from the chain of command.



We're Looking for Corporate Sponsors!

As an organization of supply chain professionals in the St. Louis metropolitan area with approximately 300 professional members and over 160 companies represented. By becoming a Corporate Sponsor, your company will gain exposure to supply management decision makers and provide them easy access to your website. ISM-St. Louis is part of a network of over 40,000 members of the Institute of Supply Management (www.ism.ws) sharing supply management information and best practices.

INTRODUCTORY SPECIAL...

Now through December 31st— \$150.00 per year

After December 31st— \$200.00 per year

This rate includes your logo on the ISM-St. Louis website (www.ismstlouis.org) sponsor page with a hyperlink to your website. It also includes your company logo on a special sponsor page in our monthly newsletter the : Buylines!

Advertising space is on a first-come, first served basis. ISM-St. Louis reserves the right of placement based on space limitations.

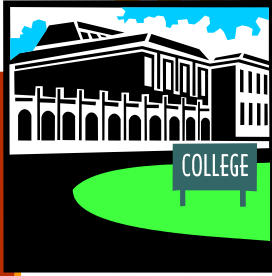
Corporate Sponsor is responsible for submitting advertisement via electronic file.

So how do you become a Corporate Sponsor?

Interested persons or companies should contact J. Mark Bean by email at corporatesponsor@ismstlouis.org or by calling 314-646-7442. Fax: 314-646-7442. You may also contact the ISM-St. Louis Marketing Director at marketing@ismstlouis.org



ISM-St. Louis, Inc.



The Center for Supply Chain Management Studies at St. Louis University

Upcoming Events in November 2010

November 4 (1 day)

International Trade Management - Module 4A (Security in International Trade Management Program)

- Risk assessment in international trade
- Assessing the degree of risk in the supply chain operations
- Developing risk assessment tools
- Utility theory approach
- Probabilistic approach
- Two case studies (Cisco and Ericsson)

November 5 (1 day)

International Trade Management - Module 4B (Risk Management in International Trade Management Program)

- Security in international trade
- C-TPAT and current issues
- The benefits of C-TPAT
- Political uncertainty and risk considerations
- Physical and information security

November 18 and 19 (2 days)

Advanced SCM - Module 4 (Managing Transportation and Warehousing Operations)

Define procurements role in the supply chain management

- Develop an understanding of the sourcing methodology
- Identify the key components of supplier and buyer relationship management
- Develop an understanding of technology opportunities

November 18 (1 day)

Distinguished Speaker Series

2010 Guest Speaker Series with Mr. Scott McWilliams, CEO at Ozburn-Hessey Logistics

For Complete information, please contact: Ms. Darla King,
Phone: 314-977-3617 or via e-mail: dking22@slu.edu,
Please visit our website: cscms.slu.edu

Upcoming Seminars



"To promote the study, development and application of procurement methods and practices."

Enhance your career and job performance when you enroll, at substantial member savings, in ISM St. Louis's seminars, briefings, conferences and symposiums.

Below is the list of ISM seminars for the months November 2010. For seminar details, please call the ISM Customer Service Department at 800/888-6276 or +1 480/752-6276, option 8, or visit the ISM Web site at www.ism.ws and select Education — Seminars, Conferences, then Seminars and then [Public Seminars](#).

November 2010

Finance for the Supply Management Professional #4516	Nov. 1 - 3, 2010	Phoenix, AZ
Sustainability and Social Responsibility for Supply Professionals #4282	Nov. 2 - 3, 2010	Orlando, FL
Administering Contracts: From Start to Finish #4307	Nov. 4 -5, 2010	Dallas, TX
Legal Considerations of Software Licensing and Other Technology-Related Agreements #4551	Nov. 8 -9, 2010	Atlanta, GA
Advanced Negotiation Strategies: Advanced Concepts and Techniques for Optimizing Value through Negotia-	Nov. 15 -17, 2010	Nashville, TN



Can't get away?

Take an online course at the ISM Knowledge Center. Visit www.ism-knowledgecenter.ws for a list of self-directed online courses that are available all day, every day. All you need is a computer and access to the Internet. Explore the Knowledge Center today to find classes that are available on your schedule.

ISM Web Seminars

ISM presents numerous Web-based seminars throughout the year. Join us to learn about new trends that affect your role in supply management. Participate from any location — all you need is a computer with an Internet connection, speakers and/or headphones. Earn one (1) Continuing Education Hour (CEH) for each live Web Seminar session you attend—And, keep up with the latest developments in supply management.



Advanced Negotiation Strategies: Advanced Concepts and Techniques for Optimizing Value through Negotiations

With the current downturn economy, supply professionals must step-up the identification and capitalization of opportunities to meet the organization's needs. Strong people skills and the ability to effectively negotiate are crucial requirements. This program starts with essential negotiation elements then builds rapidly to advanced strategies that will change the way you approach negotiations. Throughout, the major focus is on optimizing value through organizational supply chains. Earn 21 CEHs.

You will Learn:

- How to achieve "quantum-leap," value-adding results
- How to identify and prioritize the key issues
- How to develop strategic negotiation objectives
- How to develop and implement a negotiation strategy
- Advanced negotiation tools and techniques

Register Now for
Advanced Negotiation Strategies: Advanced Concepts and Techniques
for Optimizing Value through Negotiations #4447
November 15 - 17, 2010 in Nashville, TN

*Registration fee **\$1,595* members**, \$1,895* nonmembers
Save USD \$200 when you register 30 days or more prior to the program start date (not applicable to One-Day programs).

Payment must be received at the time of registration in order to qualify for the early bird discount.

For more information visit www.ism.ws or call ISM Customer Service at 800/888-6276 option 8.



Register NOW for the 2010 ISM Services Conference

Registration is now open for the **11th Annual ISM Services Conference, December 2-3, 2010 at the Pointe Hilton Tapatio Cliffs Resort, Phoenix, AZ.** The 2009 Services Conference received one of the highest approval ratings in the ten-year life of the program. This year's event promises to be even better. Registration begins summer 2010.

[Register Now!](#)

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

- **Collaborative Relationship Development with Strategic Suppliers** - Grace Puma from United Airlines outlines how transformation and continued savings, even during the economic pinch of the past few years, has been achieved in part through collaborative relationship development with strategic supplies.
- **Comprehensive Services Procurement** - Mary Finaldi from Deloitte Services and Dan Ashton from Ariba, explore the optimization of services spend in areas such as consulting, print and marketing services.
- **Negotiating Services Contracts** - Clark Terrill from Live Nation focuses on asking the right questions during the negotiations process.
- **Suppliers Saved My Bacon** - John MacLean from American Airlines delves into the challenges American Airlines has faced in the last decade. Learn how American's suppliers helped the airline stay solvent and restructure.
- **Creative Services Sourcing at Disney: Engaged with Passion** - Steven G. Miller gives participants an inside look of how Disney professionals engage with each other and suppliers to source creative services that help "make the Disney Difference".
- **The Power of Six Sigma in Procurement** - Deborah Beavin from Humana highlights the application of six sigma in the work of procurement to drive sustainable process improvement while targeting the elimination of non-value-added work.

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

The **ISM Services Conference** is one of the most important events of the year for supply managers in service industries. Plan now to join us in December!

Location: All sessions will be at the Pointe Hilton Tapatio Cliffs Resort, 11111 N 7th St., Phoenix, AZ. ISM will have a special room rate of \$139 single/double. The cutoff date for the ISM room rate is 11/8/2010. For reservations, call 602/866-7500.





ISM-St. Louis Members

Academic: 3
 Regular: 221
 Associate: 10
 Student: 6
 Dues Free: 1
 Life: 18
 Volume: 20
 TOTAL: 279

P.O. Box 31673, St. Louis, MO 63131
 Phone: 314-646-7442
 Fax: 314-646-7442

Welcome New ISM-St. Louis Members

ISM-St. Louis welcomes our recent new members. Thank you for you participation.



New Regular Members:

Steven Globerman

Brown Shoe Company

Chrissie Wojciechowski

Brown Shoe Company

Steve Marston

Brown Shoe Company

Carolyn Riddle

Touchette Regional Hospital

Erica Hill, CPSM, C.P.M.

Brown Shoe Company

Frank Kos

Greg Gensch

Executive Dining



ISM ST. LOUIS Professional Development 2010-2011 CALENDAR					
Date	Location	Speaker	Topic	Fundamental Pre-Dinner 1 Topic	Advanced Pre-Dinner 2 Topic
October 10/26/2010 5:30 p.m. Pre Dinner 6:15 p.m. Dinner	Spazio's	Bill McDonald	OSHA Update Membership Vote- Dues Increase	Procurement Toolbox Sessions Tony Noe	John Maxwell The 17 Indisputable Laws of Teamwork Pat Greathouse
November 11/30/2010 LUNCH	Spazio's	Anthony Sardella Bring your Boss to Lunch	“Leveraging Social Media Intelligence to Manage Supply Chain Risk.”		
February 2/22/2011 5:30 p.m. Pre Dinner 6:15 p.m. Dinner	Spazio's	Ernest Goss (Joint Meeting w/Apics & MBC)	Economist - Regional Economic Outlook	ISM Membership	APICS Membership
March 3/22/2011 5:30 p.m. Pre Dinner 6:15 p.m. Dinner	Spazio's	Pat Woods	Supply Management Month TBD Supply Manager of The Year Award	Procurement Toolbox Sessions Tony Noe	John Maxwell The 17 Indisputable Laws of Teamwork Pat Greathouse
April 4/19/2011 5:30 p.m. Pre Dinner 6:15 p.m. Dinner	Spazio's	Stuart J. Vogelsmeir	TBD Election of Officers	Procurement Toolbox Sessions Tony Noe	John Maxwell The 17 Indisputable Laws of Teamwork Pat Greathouse
May 5/24/2011 5:30 p.m. Pre Dinner 6:15 p.m. Dinner	Spazio's	Michael Babineaux	TBD Past Presidents Installation of Officers	Procurement Toolbox Sessions Tony Noe	John Maxwell The 17 Indisputable Laws of Teamwork Pat Greathouse

P.O. Box 31673, St. Louis, MO 63131

Phone: 314-646-7442

Fax: 314-646-7442

