

Educational Program, June 15, 2010

Gary L. Hopper, C.P.M.

Presents

Supplier Management

Please join us Tuesday, June 15 for our final membership luncheon before breaking for the summer. We will be hearing from Gary Hopper who will be presenting the topic Supplier Management.

Gary L. Hopper, C.P.M., MBA, has 25+ years of procurement and contract negotiation experience. He has worked in both public and private sectors. He is well versed on the Uniform Commercial Code and familiar with federal and state acquisition requirements. He has held leadership and senior manager positions for his former employers which include: Litton Industries, Intel Corporation, The Walt Disney Company and University of California, Santa Cruz.



Gary earned his B.A. Degree in Economics from San Jose State University and his MBA from Golden Gate University (emphasis in Procurement and Contracts Management). Throughout his career Gary has served on various ISM affiliate boards to include Silicon Valley, Los Angeles, Sacramento and Portland. Current certifications include C.P.M. (Certified Purchasing Manager) and OPBC (Oregon Procurement Basic Certification).

Be sure to mark this day on your calendar for this very worthwhile presentation.

NAPM-Spokane Luncheon Meeting & Program,
Tuesday, June 15, 2010

LOCATION

Gonzaga University COG
702 E. Desmet Ave., Spokane
Washington/California Room



AGENDA

11:30 am Registration & Networking
11:45 am Business Meeting
12:00 Luncheon
12:30-1:30 pm Education Program

MENU:

Texas Style BBQ
Pulled BBQ pork, BBQ chicken breast,
veggie burgers,
Sliced cheddar cheese, corn on the cob,
baked beans,
Coleslaw, relish tray with lettuce, tomato,
pickles and onions,
Condiments
Cookies
Iced Tea, Ice Water

COST: \$14.00

Please RSVP by June 9 to: Megan Self at self@plant.gonzaga.edu or phone at (509) 313-5671. Our meals are catered and we are charged for all no-shows, so they will be billed to the member.

Important note: Please park in the Boone and Hamilton parking area. A campus map can be viewed at <http://www.gonzaga.edu/About/campus-map.asp>. Please remember to use your Gonzaga Parking Pass. If you do not have one, please contact Megan.

President's Message



By Russ Kenworthy

Summer is just around the corner, although you wouldn't know it based on the amount of rain we've been experiencing. At times it seems as though we're getting more rain than Seattle.

Speaking of summer, we're approaching our summer break

from the monthly association meetings. I'd like to take this opportunity to thank all of our Board Members for their hard work and dedication. Without the efforts of these individuals, our affiliate wouldn't exist. In addition, I'd like to thank all of you (our members) for your support. It's been a pleasure serving as the affiliate President over the past year and I look forward to being an active member in the years to come.

Negotiations – As Supply Chain Professionals, we all know that negotiation skills are a critical attribute to possess in order to be effective. In fact, the value extends far beyond our professional careers and affects many aspects of our daily lives.

One of your greatest assets in negotiations is the possession of knowledge and knowledge is gained through preparation. Determine your objectives (desired outcome) and what's

Quote of the month:

*"Price is what you pay. Value is what you get."
- Warren Buffett*

reasonable in obtaining them. A thorough understanding of the market / product you're negotiating as well as some background on your opponent (supplier) can provide valuable insight on your leverage points.

While there are many different styles in the art of negotiations, you must determine which one best suits you and your particular situation. As you can imagine, there are volumes of publications on the art of negotiations and I would encourage you to educate yourself on the various forms and develop a style that best fits your needs.

Please be sure to attend our June meeting, the last monthly meeting prior to the summer break. We will close out the year with the installation of the new Board and the presentation of the annual recognition awards. And don't forget, we'll be drawing for a free registration to the Pacific Northwest Purchasing Conference this fall at Northern Quest Resort & Casino.

I hope to see there.

CPSM Bridge Exam Prep Course

National Association of Purchasing Management - Western Washington

Date: June 26th, 2010 (8 hours)

Location: The Coast Bellevue Hotel in Bellevue, WA.

If you are a Certified Purchasing Manager (C.P.M.) in good standing and have a four-year degree from a regionally accredited institution, you may be able to take the bridge exam for the CPSM. The single Bridge Exam is drawn from the three (3) CPSM exams. It consists of new and updated content. This prep course is for you.

NOTE: ISM membership is not a requirement for the CPSM qualification, but ISM members receive discounts on the application and testing fees. This course includes study materials and meals. Please see the attached flyer for more details!

INSTRUCTOR: Dr. Ernest L. Hughes ("Ernie") is the founder and managing partner of The Systems Thinking Company, an education and consulting company. He teaches courses in supply and supply chain management and systems at the Argosy University, North Seattle Community College, and Seattle Pacific University.

Dr. Hughes holds degrees in computer science, business, engineering, education, and global supply chain management. He is certified by the American Society for Quality as a Certified Quality Manager / Organizational Excellence.

Register early to receive special pricing!

See the flyer at www.napmspokane.org or www.napmww.org.

VP Corner



By *Todd Sharp*

What to Look for in choosing a Vendor

Choosing a vendor often comes down to personal style as well as the relevance of the vendor's experience. Here are seven steps

to help you with that process.

- **Established:** Look for a vendor with a successful track record in your industry. Make sure the vendor's products have worked for companies with similar hiring needs to yours. All that the vendor has learned from other companies can really help ensure your project is a success. **Customer focused:** Be wary of vendors with poor customer service. Assessment is a partnership, and there will be times when you need the vendor to be there for you. Failure to support properly and with the right attitude can seriously undermine your efforts.
- **Metrics-focused:** A good vendor should be able to guide you in creating the opportunities required to understand how to translate assessment results into usable business metrics. A vendor who knows your industry should have a good working knowledge of key metrics and should have a plan to ensure you collect the right data and interpret it in a manner that will support your business goals and objectives. This part of the equation should be planned out during implementation, not viewed as an afterthought.
- **Flexible:** While off-the-shelf products are often useful and relevant, a good vendor should offer some flexibility with the content of their assessments and the way in which the assessment is used. This is not always mandatory, businesses are all different and sometimes the ability to make small changes can make a big difference in terms of the relevance of an assessment and the results it can provide.
- **Technology centered:** In today's marketplace, a good vendor should clearly understand how to use

technology to support products and services. It should be able to provide consumers with a full overview of its IT department and the platforms used to support its products. While each organization's technology needs are different, it is safe to say that vendors with strong technical competence are often much better at solving implementation problems quickly and effectively. Also, vendors with strong technology can do more with their assessments.

- **Detail oriented:** Assessment requires a strong attention to detail. Scoring, record-keeping, and statistical analysis all require great concentration, organization and precision. Your assessment process is likely to have some complex components, and your vendor must be up to the challenge when it comes to providing the highest possible levels of error-free service.
- **Properly staffed:** There is a great range in the size of assessment companies. While size is not always linked to success, make sure the company you choose is the right size for your needs. By this I mean that they have the right resources in the right places to support your assessment objectives. If you don't, timelines and service levels may suffer, which can end up being extremely costly. **Sponge-like:** Choose partners who are interested in learning from your organization and don't view assessment as a one-way street. Your organization represents a unique challenge to the vendor, and the vendor should seek to learn from you. This attitude will undoubtedly help fuel long-term success.
- **Value-focused:** A good assessment system will return many times its cost. Deciding how much to spend should be done relative to other goals and objectives. The cheapest assessment is not always the best nor is the most expensive. Value from assessment is directly related to the amount of time and effort you want to spend to ensure that the assessments you are using are optimized to predict performance. The bottom line is that while price is important, it should not be the primary driver of the decision when selecting an assessment vendor.

Source: Dr. Charles Handler

Trustee Time



By Lorrie Engle, APP

Tip: Multitasking Saves Time

In our harried, stressed, “Should have had it done yesterday!” world, we attempt to make the very most of the time we have, so it seems like a good idea to multitask.

Multitasking is the ability to simultaneously focus on and perform two or more tasks.

Not possible, say the neuroscientists who can, in real time, view images within your brain while you are performing specific tasks.

Based on these recent studies, it seems that we have no choice but to perform the next cognitive task only after the last one is completed. The brain processes information sequentially, one task at a time; thus, when attempting to focus on more than one thing, the brain is forced to switch from task to task.

This switching process may only take milliseconds, but milliseconds could be crucial depending on the situation (to invoke one of the most dangerous examples, driving and

focusing on a stressful phone conversation).

Does your typical day look like this? You’re in the office, and you’re working on your expense report (task number one) while keeping an eye out for your manager, who is dropping by sometime this afternoon, expecting to pick up another report — which still needs a couple more touches (task number two), and you’re monitoring you’re e-mail, watching your wife’s response regarding tonight’s change of plans (task number three).

Each time you switch your attention from any one of these three tasks to another, not only is valuable time lost, but the potential for mistakes doubles.

Then, in addition to your numerous existing tasks, come the uninvited tasks — the interruptions.

Dr. John Medina, in his book Brain Rules, says, “Studies show that a person who is interrupted takes 50% longer to accomplish a task” and “makes up to 50% more errors.”

So the next time you’re interrupted and claim that it’s not a problem because you’re such an excellent multitasker, think again! Which will, of course, require additional switching.

With permission from The Business Source, this tip was excerpted from The Big Book of Brain Building Games: Fun Activities to Stimulate the Brain for Better Learning, Communication and Teamwork, by Edward Scannell and Carol Burnett.

Looking for a Job?

The ISM online Career Center is a great job-searching resource, providing access to hundreds of listings (currently more than 350 job postings). Users can search by location, desired salary range or keyword. After a list of positions is produced based on the search criteria, members can access additional information such as contact information and specific job details. To access the ISM Career Center, select the Career Center navigation tab located on the left side of the ISM Web site (www.ism.ws). Next, select the link for Job Seekers.



Education Corner



By Pam Tatosky, C.P.M., CPPB

We had a good turnout for our last month's meeting. Those in attendance were treated to a great lunch and had the opportunity to hear from Christopher Wood who presented on Lean Processes. This topic happens to be very popular and Chris did a great job in outlining the basics.

In June we have invited Gary Hopper from Portland, Oregon, to speak on the topic of Supplier Management. Gary has quite the resume' and has presented to several other ISM organizations so this should prove to be a very worthwhile presentation.

During the June meeting we will be giving our annual awards; Member of the Year, Employer of the Year and the Bill Peacock Award. We will also be swearing in the new board members. And, don't forget, we will also be holding the drawing for free attendance to the Pacific NW Purchasing

Conference (\$325 value) which will be held at the Northern Quest Resort from September 29 through October 1, 2010. For each meeting you have attended this past year, you will have one ticket in the drawing. Therefore, the more meetings you have attended, the greater your chance of winning. With so much going on at this last meeting before the summer break, you won't want to miss this luncheon meeting.



2010 Pacific Northwest Purchasing Conference

Save these dates: September 29 – October 1, 2010

NAPM-Spokane will host the **2010 Pacific Northwest Purchasing Conference**. Northern Quest Hotel and Casino will be the site for this conference and we're very excited to hold this event in the new hotel conference facilities. Your host committee is hard at work lining up programs on current issues and topics in the supply management field.

The Conference will include a one-day vendor showcase. If you know of a vendor that would be interested in participating, please forward their contact information to Margaret Hooley at m_hooley@msn.com and we'll send them an invitation.

This event is an outstanding educational opportunity for local members to receive education to enhance your professional career and earn credits towards ISM certification.



Membership



*By Margaret Hooley
Membership Chair*

BE INSPIRED...BE OF
SERVICE...VOLUNTEER

NAPM Spokane needs volunteers
for its committees ...

Why Volunteer? Get involved and be apart of the growing organization inspired by its members of the purchasing profession. Purchasing and supply management is an integral part of the private and public sector. You can feel that your thoughts can be shared and your ideas acted on. We are an organization of professional associates that thrive on purchasing and saving money through contracting. Purchasing can be a passion like no other. The board of directors is made up of successful purchasing professionals who enjoy the challenge of growing our membership through networking and educational training.

This year is a pivotal year in the fact that not only do we have yearly planning to execute but also NAPM Spokane will be sponsoring the 67th Pacific Northwest Purchasing Conference held here in Spokane starting on September 30th at Northern



Quest Resort and Casino. Volunteers still are needed to help in all aspects of the planning and implementation of the conference.

If you would like to participate, please contact me at margarethooley@gmail.com or by phone at 509.939.2072 or any board member...and join the team for a rewarding experience.

We're on the WEB !

NAPM-Spokane, your local affiliate,
www.napmspokane.org

Northwest Purchasing Education Council (NPEC), information around our region, www.nwpurchasinged.org

Institute for Supply Management, www.ism.ws

Log On & Check Us Out!

CPSM Bridge Exam Prep Course

National Association of Purchasing Management - Western Washington

Date: June 26th, 2010 (8 hours)

Location: The Coast Bellevue Hotel in Bellevue, WA.

If you are a Certified Purchasing Manager (C.P.M.) in good standing and have a four-year degree from a regionally accredited institution, you may be able to take the bridge exam for the CPSM. The single Bridge Exam is drawn from the three (3) CPSM exams. It consists of new and updated content. This prep course is for you.

NOTE: ISM membership is not a requirement for the CPSM qualification, but ISM members receive discounts on the application and testing fees. This course includes study materials and meals. Please see the attached flyer for more details!

INSTRUCTOR: Dr. Ernest L. Hughes ("Ernie") is the founder and managing partner of The Systems Thinking Company, an education and consulting company. He teaches courses in supply and supply chain management and systems at the Argosy University, North Seattle Community College, and Seattle Pacific University.

Dr. Hughes holds degrees in computer science, business, engineering, education, and global supply chain management. He is certified by the American Society for Quality as a Certified Quality Manager / Organizational Excellence.

Register early to receive special pricing!

See the flyer at www.napmspokane.org or www.napmww.org.

2010 Pacific Northwest Purchasing Conference

“Keep Supply Management Skills Flowing”

September 29 – October 1, 2010

Join us for the 67th annual Pacific Northwest Purchasing Conference hosted by NAPM-Spokane, an affiliate of the Institute for Supply Management™. Sponsored by the Northwest Purchasing Education Council, representing ISM affiliates in Washington, Oregon, Idaho, Alaska and Hawaii, this conference offers Supply Management professionals the opportunity to sharpen skills and understand current issues in this dynamic profession.



Alan Ovson

Alan Ovson is an Actor, educator, entrepreneur, theologian and sought-after expert in the field of communications. Alan blends his high content speeches and seminars with a unique style that gets audiences to listen, laugh, and learn. For over 20 years, Alan has customized speeches and interactive seminars around his client's unique challenges. Alan uses his educational, acting, and directing background to engage participants in the learning process while pushing them to think beyond their comfort levels. He often “brings in” his team of experts (archetypal characters within everyone) to humorously address sensitive topics, and explain the right and wrong way to present, lead, negotiate, and communicate. Alan's goals are to get his audiences to listen, laugh, and learn, and they do.

Alan will be presenting several topics at the conference including his keynote speech on “Letting Go and Falling Up: Making Change Positive.” Whether you are an individual or a CEO of a company, change is never easy. In fact, change is so hard that 90% of the people who suffer severe heart attacks can't make critical life changes that could save their lives. Wow! Could you make a change in your life if your life depended on it? Sure you could, you say, but don't be too sure. Our old habits can sink us like stones. In this interactive keynote, Alan will talk about and demonstrate why change is so difficult and how with understanding, strategies, and support, we can all learn to align ourselves with change to make it easier so that as individuals and organizations, we can let go (of those heavy issues we keep inside of us) and fall up.



Susanne Croft

Susanne Croft is a certified Sustainability Professional and served as the City of Spokane's first Sustainability Coordinator in 2008. She recently retired from the City to become the Executive Director for SLIP (Sustainable Local Investment Partners), a non-profit she helped to start in 2005. SLIP's motto is “investing in our future.” They help local businesses incorporate sustainability into all that they do, making Spokane a stronger, healthier community into the future.

Susanne and Geoff Glenn, Disposal Superintendent, City of Spokane Dept. of Solid Waste Management,

will co-host the opening session “Green Purchasing”: Sustainable business practices make a business stronger and better prepared to thrive in the future. While the eco-efficiencies of “going green” are a good place to start, sustainability really applies to every aspect of running a business. Be inspired by examples of green procurement initiatives at the local, state and national levels. Learn about the business case for sustainability and how green purchasing practices can help a business both save money and make money, using the triple bottom line to improve the ultimate bottom line.



Eric Swenson

Eric Swenson is a Senior Economist with the Washington State Economic and Revenue Forecast Council. The Council is tasked to provide the Governor and State Legislature with independent quarterly forecasts of employment, income and revenues. Eric has been with the Council for nine years, and is highly regarded by his colleagues for the accuracy of his forecasts. Prior to his time with the Council, Mr. Swenson worked in the private sector as a manager of research. He graduated from the Massachusetts Institute of Technology

with a Bachelor of Science degree in Economics in 1989. Eric will be the presenter at the closing session. Come learn where the economy is going and what to expect in the future.