

C.P.M. Certification & ISM's New Certification



*Presented by
Steve Lunden, C.P.M.*

Steve Lunden has been with Gonzaga University as Purchasing Manager and Material Support Manager since 1995. In these positions, he oversees Purchasing, Warehousing, Mail Services and surplus disposal for the

University. If we buy it or it moves on campus, chances are one or more of his areas are involved.

Before he came to Gonzaga University, he spent 18+ years in the steel industry in the Spokane area. He has worked in a large corporate business in steel distribution as well as our family business Lunden Construction Products that was a steel fabrication business. So the majority of his experience is in the operations side of the construction supply industry in the Spokane and Inland Northwest areas.

He received a Bachelor's degree in Business Administration from Eastern Washington University in 1984. He completed a MBA in 1990, and completed his C.P.M. in 2001.

He has worked as adjunct faculty for EWU teaching the Purchasing and Materials Management classes as well as Organizational Behavior, Organizational Theory, Small Business Policy & Analysis classes at a variety of times. He has also done consulting work for small and medium businesses in the Spokane area in the areas of operations, inventory and purchasing.

Steve will bring practical experience to our discussion and share with you what he goes over in our C.P.M. Cer-

tification Classes. He will also share information from ISM in regards to the new certification and how it will affect your C.P.M. Certification.

NAPM - Spokane Breakfast Meeting & Program

January 17, 2006

LOCATION

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

AGENDA

7:30am Registration & Networking
7:45am Business Meeting
8:00am Breakfast
8:30am Program

MENU:

Assorted Mini Muffins
Sausage Links
Scrambled Eggs
French Toast
Hash Browns
Assorted Juices
Coffee, Water

COST \$12.00



Please RSVP by January 12th to Megan Self at self@plant.gonzaga.edu or by phone at (509) 323-5671. Our meals are catered. All no-shows are charged for and will be billed.

President's Message



By Chuck Perkins

Looking forward to a successful new year?

NAPM-Spokane and ISM (Institute for Supply Management) invite you to attend upcoming 2006 educational learning events so check out the monthly events calendar at our

website, www.napmspokane.org .

The past year has been rewarding for me with networking and setting priorities with our NAPM-Spokane board. Our focus this year has been on providing our members the value of local affiliate membership in Spokane. That value comes from providing development opportunities through training programs, seminars, workshops,

speakers and a forum for networking within our profession. Your board volunteers spend many hours working together on education, membership, committees and other various projects that benefit you, the members. We know you will appreciate the upcoming 2006 educational schedule. Plan on participating and joining us in our local events.

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!



VP Corner

By Lorrie Engle, A.P.P.

We continue to plan for the 2006 Pacific NW Purchasing Conference which will be held at

the Red Lion Hotel at the Park. This is a massive venture for our organization and a major part of the funding source that allows this organization to offer the many educational programs at reduced cost to members. Many of the committees are currently planning their portion of the conference

including the trade show, speakers, and publications. This is a great way to meet other members and offer your support to this organization. If you are interested in any of the committees please contact Laurie Hitchcock at email: hitchcock.muleranch@worldnet.com.

We are still looking for potential members to fill upcoming vacancies on the Board. This is your opportunity to have input on what NAPM can do for you and your co-workers. The Board Meetings are held on the second Wednesday of each month from 4:15-5:15 pm. If you are interested in learning more about these positions please contact me at email: lengle@plant.gonzaga.edu or attend our next Board meeting January 11th.

Membership Committee



*Margaret Hooley
Membership Chair*

Regarding Resumes: Avoid the Top Three Cover Letter Mistakes!

By Deborah Walker, CCMC

As a career coach and professional resume writer, I'm often asked "How important are cover letters to my job search?" My answer is, "It depends on how long you want to search for your next job." If you are in no hurry to get interviews, then don't worry about your cover letter.

The fact is I've never met a job searcher who wants to have a painfully slow job search. The whole point of sending out resumes is to get multiple interviews as quickly as possible. But many job seekers still unwittingly sabotage their efforts by using substandard cover letters. Instead of helping you, your cover letter may actually be hurting your job search.

For fast job search results, make sure to avoid these top three cover letter mistakes:

- *Not understanding the hiring motives of your audience*
- *Repeating rather than introducing your resume*
- *Overuse of the word "I"*

Not understanding the hiring motives of your audience

There are three basic audiences that a job seeker sends his/her resume to: executive decision-makers, resume screeners, and third-party recruiters. Each of these groups has its own hiring motives.

Executive decision-makers are looking for candidates who will have a significant impact on bottom-line initiatives, such as time saved, income generated, revenue built, etc.

Resume screeners are searching for candidates who directly match the lists of qualifications in the job description.

Third-party recruiters are looking for selling points to help position you as a top candidate.

Knowing these hiring motives will help you craft your cover letter specifically to catch the attention of your particular hiring audience. By appealing directly to the reader, you are creating an immediate bond that will make you a stronger candidate.

Repeating rather than introducing your resume

Repeating the exact same things you wrote in your resume is one of the most common cover letter mistakes. No one wants to read the same thing twice. By the time most people have finished writing their resume, they feel that they have run out of ideas and just cut and paste to create a cover letter.

Instead, the cover letter should be what sells the reader on your skills. Like the jacket-cover introduction to a good book, the cover letter should give the reader a taste of the great things to come and encourage them to read more.

If you don't have any idea what your top skills are and how they will help the company, neither will your reader. Take the time to craft the right words and statements to make your skills shine.

Overuse of the word "I"

A cover letter that begins nearly every sentence with "I" is as boring as a conversation with someone who only talks about himself. That kind of person one avoids at all costs. Is that the way you want your reader to see you?

Focusing all the attention on yourself may seem like a good way to sell your skills. But it can also reflect lack of interest in the company, in the job, and in making a real contribution to that workplace. There's a good balance to be drawn between selling yourself and selling what you can do for the company.

Creating variety in the sentences of your cover letter is an easy way to show your interest without being self-centered. By shifting the emphasis to the recipient/company—and away from yourself—you can prove that your main interest is not just in winning the job but also in doing it effectively. Try to rewrite sentences that start with "I," "me," or "my," to start with "You," or "Your."

Show how you can make a difference for them.

A cover letter that is poorly written may cause your resume to be ignored. But a well-crafted cover letter will invite and encourage the reader to take a closer look at your resume. You'll make a positive first impression before your resume is even opened.

Rather than making your cover letter an afterthought, take the time to really consider the type of presentation your cover letter will make. If your resume isn't winning you job interviews, consider hiring a professional resume writer to help. It's true what they say: You never get a second chance to make a good first impression.

Deborah Walker, CCMC

Career Coach ~ Resume Writer

Find more job-search tips and resume samples at:
www.AlphaAdvantage.com

Email: Deb@AlphaAdvantage.com

Education Committee



By Lorrie Engle, A.P.P.

Seminars - Yes or No?

We recently flew in Jerry Baker to speak on Value Added Purchasing for a one-day seminar. The Education Committee was very disappointed in the turn out for this event. We would like to know what members want to see in a seminar? Do members feel they are worth offering? We offer these one-day events

especially for members who are not able to attend monthly meetings as an option for CEU points. In order to continue to offer one-day seminars we will need more participation from members...so please email me and let me know what your feelings are on this subject. We have been looking at offering another seminar in March on Team Building. Is this a topic that will interest more members or do you have a topic that you feel will be more beneficial? Is the seminar cost a factor in your decision? Is the day it is being offered a problem? Doing an all day seminar requires a lot of time from the Education Committee and cost to our association, so please let me know at lengle@plant.gonzaga.edu what does or doesn't work for you so that we can offer or not offer them in the future.

Meet the Member



Chuck Drury
Senior Buyer
Buck Knives

Where are you from originally? (And how did you get here?)

I was born in Boston Massachusetts. I moved to San Diego when I was a teenager and stayed until last year. I moved here a year ago when Buck Knives relocated from

San Diego to Post Falls.

Why did you join NAPM-Spokane?

I strongly identify with what ISM is all about. I believe that we learn from our other purchasing professionals on how to do our job better and the education that NAPM-Spokane offers is extremely important.

What do you hope to get out of your membership?

To gain ISM certification, and to network with other purchasing professionals.

Tell us something about your previous jobs?

I was on active duty with the Navy for over 20 years. I also was an inventory control supervisor with civil service for over 5 years. My other civilian position was at a company called Delimex where I was part of the maintenance management team.

What do you like the most about working for your employer?

It is nice to work for a company where management decisions

can be made at the local level. I also enjoy my co-workers and the excitement of doing something new and different each day.

What is the most interesting or unusual project you have worked on?

The most interesting project at Buck Knives was in the vendor management program. (VMI) I was responsible before and after our move for finding suppliers in the Spokane/Post Falls area.

What do you find is the biggest business challenge for your employer?

To keep our customers happy and to ensure we deliver a quality project. I look at Buck Knives as sort of a Nordstrom's department store. Our biggest challenge is to ensure that the customer is happy.

What is the biggest challenge facing our purchasing profession?

I think we need to have a win/win relationship with our suppliers. We need to keep our prices inline or we will not be in business for very long. However "nickel and diming" our suppliers is not the answer, vendor managed inventories, keeping accurate track of our MRO items, and ensuring that our inventories accurately measure our production schedule is vital. Communication at all levels and identifying the internal and external customers within the organization are important to our success.

Tell us a little info about your spouse, children, hobbies, etc.

I am a passionate sports fan. My favorite team for baseball is the Boston Red Sox. In football my favorite team is the San Diego Chargers. I am married and have a total of 5 children. They range in ages from 14 to 29.

From the ISM Web Site

Regional Business Survey Reports

Many ISM affiliates publish monthly regional business survey reports. These reports are a snapshot of the business conditions in that affiliate's local vicinity or membership coverage area. The monthly regional business survey reports can be found on the ISM Web site at www.ism.ws/ISMReport/index.cfm#regional.

The regional reports generate publicity for many of the local affiliates. If your affiliate doesn't already compile a monthly regional business survey report but would like to, you may want to read Dr. Robert Kemp's article entitled Procedures for Creating and Managing Business Surveys and Reports of Business Conditions. This comprehensive article outlines the necessary steps for creating a regional survey, and for operating and maintaining the survey and report over time. In his article, Kemp also offers valuable resources such as sample cover letters, questionnaire forms and links to various published reports. If you would like a copy of Kemp's article, please visit www.ism.ws/MembersOnly/Files/ISMBusinessSurveys.pdf.

New Member Benefit Available

ISM members now have access to a service that helps supply management professionals drive down costs by providing information that better prepares them for negotiations.



The service, called Propurchaser, will be available to ISM members via an extended trial period of 60 days. In addition, should a mem-

ber wish to enroll in the program they will receive a \$300 discount on regular enrollment fees. For more information please see the ISM Web site (www.ism.ws) or the Propurchaser Web site (www.propurchaser.com).



The Northwest Purchasing Education Council serves ten ISM affiliates in Washington, Oregon, Idaho Montana, Alaska and Hawaii by sharing educational and professional development opportunities among affiliates and encouraging networking among the supply management professionals in our region. Visit us at www.nwpurchasinged.org

ISM Membership November 1, 2005

39,427

Building a Powerful Profession:
One Member at a Time

Welcome new members!

Glenn Cox
Purchasing Coordinator
Huntwood Industries

Paul Crooks
Sterling International

Eric Ryon
Purchasing Manager/Shipping & Receiving
Red Lion Hotel at the Park



Satellite Seminars

NAPM-Spokane Satellite Seminars for 2006

Free to NAPM Members!



Ethics in Supply Management: Minding Your Actions and Decisions

Thursday, February 9, 2006

This program explores the role of ethics in supply management. The news continues to address this topic in the wake of ongoing business improprieties. Embed a strong code of ethics in the actions and documents within your supply organization and learn more about your obligation in a global society. We'll also explore how to develop and enforce a strong code of ethics and how to address conflict of interest and anti-trust issues.

ALSO COMING IN 2006

Thursday, April 20, 2006

- Risk and Change Management: Surviving in a Dynamic Business Environment

Thursday, June 8, 2006

- Buying Travel, Energy and Other Services

Location: SCC Media Center

Length of Program: 4 Hours

Time: 7:00 a.m. – 11:30 a.m.

Cost: Members – **FREE!**

Kaye must be notified no later than two days prior to seminar so that packets will be available.

For registration contact:

Kaye Latham, C.P.M.

Ph: 509-927-6563

Fx: 509-927-6511

email: kaye.latham@kaisertwd.com



Prepare for Your C.P.M. Exam

What: C.P.M. Module 2: Supply Environment Class

Where: Gonzaga University, 1004 N. Ruby Street, Spokane

When: Wednesday Nights starting January 11th for six weeks

**Cost: \$83 includes the C.P.M. Study Guide 7th Edition.
\$50 if you already have 7th Edition of the Study Guide**

RSVP by: January 9th



NAPM Spokane is proud to once again offer classes to assist people in preparing for the C.P.M. Certification. The C.P.M. Certification consists of four modules. Module 2: Supply Environment will cover negotiations, information technology, quality issues, internal and external relationships.

The class will be taught by Steve Lunden, Material Support Manager for Gonzaga University. Steve has experience from working 18+ years in the steel industry in the Spokane area. He has worked in large corporate business in steel distribution as well as a family business, Lunden Construction Products. Steve received a Bachelor's degree in Business Administration from Eastern Washington University in 1984 and completed his MBA in 1990. He has worked as an adjunct faculty for EWU since 1991 teaching the Purchasing and Materials Management class as well as Organizational Behavior, Organizational Theory, Small Business Policy & Analysis classes.

If you are interested, please contact Megan Self at (509) 323-5671 or self@gonzaga.edu. Make checks payable to NAPM Spokane and send to:

**NAPM-Spokane
PO Box 2811
Spokane WA 99220**

Dates for Other Modules:

Module 3: Value Enhancement Strategies starts March 1st

Module 4: Management, TBA

Each session is on Wednesday night from 5:30 – 7:30 for 6 weeks.