

**Program:**

## 3 Steps to Revitalize an Organization



As everyone knows, the bloodline of any company is customer service. This statement rings especially true to anyone in Supply Chain. At the opposite end of the spectrum, we, as procurement professionals, expect that our requirements are met by our suppliers every step of the way. This starts from the conceptual phase, to the time of order placement and fulfillment, to the time of application, all the way through the time when our products or services get into the hands of our customers.

Michael Diati, Vice President for Speed Global Services, recognizes the value of that critical aspect of service within his organization. His presentation will take us through the steps that he took to turn around several failing operations to make them profitable again. He did this by focusing on employees as the company's most valuable asset, driving toward common core goals, and establishing a unified vision.

In order to survive during the ebb and flows of a changing economy, a company needs to meet or exceed the performance expectations of their customer. The ultimate goal of any successful business is customer satisfaction. A happy customer base, built upon the premise of a win-win partnership, equals repeated and new business for a supplier and profitability.

It is imperative that suppliers differentiate themselves from the rest of their competitors, not only by offering a competitive price for goods or services, but by providing additional value added services as well. Elevating service to the necessary level that it needs to be requires a company to hire the right people and place them in the appropriate positions that best utilize their strengths to achieve a positive outcome. Mr. Diati will outline the details of establishing and maintaining a core platform for what is needed internally within the supply chain to both be profitable and fulfill the needs of the customer.

**Speaker: Michael Diati**

Michael Diati is currently the Vice President for Speed Global Services in Buffalo. Michael's longtime career in the logistics industry started in 1982, when Michael joined FedEx while working on his undergraduate degree at the University of Dayton. Over his twenty year career with FedEx, Michael's responsibilities and reputation grew as he successfully turned around failing operations at seven FedEx stations throughout the mid-west. Michael also helped establish FedEx's Management Development Program, focusing on situational leadership, time management, cost management and forecasting, and would complete his career at FedEx as a Senior Manager in New York City.

In 2002, Michael joined a small family owned trucking company in Buffalo. As the Vice President of Speed Transportation, his goal was to build a team of managers who would help him in diversifying Speed's service portfolio and transition the organization into a global logistics company. Today Speed Global Services is a \$60 million company with 135 agents worldwide. Michael offers his success throughout his career as proof that the secret to the success of any organization is treating your employees as your most valuable asset.

Educational Dinner Meeting & Election Night *(bios page 3-4)*

**Wednesday,  
May 11, 2016**

**Protocol Restaurant**

6766 Transit Road, Williamsville, NY 14221

5:00 - 6:00 p.m.... Registration, Cash Bar,  
Vendor Displays & Networking  
6:00 - 7:00 p.m... Meeting & Dinner  
7:00 - 8:00 p.m..... Program

\$30.00 - Members  
\$35.00 - Non-Members/Guests  
\$15.00 - Full-Time Students

**Dinner Entree Choices:**

- 1) Flat Iron Steak
- 2) Chicken Piccata
- 3) Horseradish Crusted Salmon

Reservations with entree choice  
requested by Friday, May 6 but  
will be accepted later.

**ismbuffalo@roadrunner.com**  
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*\* Please cancel if unable to attend.*

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### Mission Statement

The Mission of ISM-Buffalo, Inc. is to advance the purchasing profession through high ethical standards of conduct and fairness and to encourage the social and educational opportunities of its members to be effective as possible in their profession.

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## President's Message

We only have two meetings left for this season! This month we're heading back to Protocol Restaurant for our May 11 dinner meeting, with speaker Mike Diati of Speed Logistics. Mike's presentation is titled "3 Steps to Revitalize an Organization", and will focus on leadership and customer service. This is an area that I truly believe supply chain professionals need to advance.

I'm happy to say that our April Supply Chain Symposium was a success. We had over 30 participants registered for the full-day training, which featured speakers Jack Cook and Deb Alessi. Due to receiving many positive reviews from the event, we will look to hosting another symposium during the upcoming season. A huge thank you to all who attended. FYI – this training offered 7 CEHs, which can be used towards your CPSM recertification.

To finish up the season we'll be heading to Curly's Bar and Grill for our June "Awards and Installation" dinner. Please join us as we honor our peers, past and present, and install your new Board of Directors.

I hope to see you there!

Dominic LoTempio, CPSM  
President, 2015-2016

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## Sokolowski Appointed to Fill Board Vacancy

At the April 20 Board of Directors Meeting, President Dominic LoTempio, CPSM appointed Christine Sokolowski to fill a board vacancy through May 2017. She has agreed to serve as Director of Programs and has begun working on researching speakers for the 2016-17 program year.

### Christine Sokolowski

Christine began her professional career in the early 1980's at Kayak Mfg. Corp. Having worked at the WNY-based national on-ground pool manufacturing company for many years, Christine rose through the ranks from Mail Order Dept. Manager to Service and Installation Department Coordinator and National Retail Manager.

Christine's interest in the local racing scene then took her into the automotive field. She managed a growing collision shop for many years and performed marketing functions at Lancaster Speedway/Dragway and Ransomville Speedway. For one season Christine helped out with marketing and traveled with a Busch Grand National North race team.

Christine began her purchasing tenure in the retail furniture industry as a furniture buyer. She has since worked as a buyer for over 20 years handling several interesting and unique commodities like wine and liquor, Yu-Gi-Oh, Pokemon and other gaming cards and Sports cards and Sports Memorabilia. Christine has a great deal of experience in manufacturing on a global level and international logistics. Christine is currently a Supply Chain Specialist at K-TECHnoliges, Inc., a contract manufacturer in the high reliability aerospace and defense industries. K-TECH makes electronic and electro-mechanical assemblies in their Blasdell, NY location. Christine is responsible for both procurement and contract pricing.

Christine has volunteered or chaired for many organizations over the years. She's been a board member for the Kid's Escaping Drugs annual golf tournament and volunteered for Kelly for Kids, Hunter's Hope, Carly's Club, The Steadfast Foundation and Brian Moorman's Punt Foundation.

As Director of Program Christine hopes to bring a fresh insight and new and interesting educational and speaking opportunities for ISM-Buffalo membership.

## Switzer Moves up to Presidency

By special election at the March 9 general meeting, Martha Switzer, CPSM assumed the position of President-Elect. Moving into the presidency for the 2016-17 year, we reintroduce our incoming leader.

### Martha Switzer, CPSM

Having been an active member of ISM Buffalo since 2007, Martha was elected to the board last May and served as Director of Operations overseeing facilities, tabletop displays, and newsletter until moving up to her current position.

She earned her degree in Business, Management, and

Economics from Empire State College with a 3.79 GPA. She obtained her CPSM and is continuing to expand her knowledge in Purchasing, Inventory Control, and Logistics at every opportunity.

Martha's journey into the field of Material Control and Purchasing began in 2003 at Gaymar Industries (Stryker Medical) where she had been employed since 2001. She continually took on more tasks and as a result of her positive performance, she was promoted within the company on four occasions. She always approaches new opportunities with an eagerness to learn and a confidence towards helping others and succeeding in a task.

In 2014, Martha accepted a position at Island Oasis Frozen Cocktail Company as Inventory Coordinator. Martha's diligent efforts within her first year making strong contributions to the company did not go unnoticed and she was promoted to Materials Manager. She oversaw six direct reports and was responsible for the management of all aspects of materials flow. She maintained control and accuracy of all inventory transactions, procurement, planning, scheduling, cost, warehouse, receiving, and shipping.

Having a wide breadth of knowledge in procurement and inventory control inclusive of many various industries, Martha is currently Inventory Control Supervisor at NutraBlend Foods.

Described by former coworkers as a "skilled problem solver and decision maker who knows how to execute and is not afraid to roll up her sleeves". "Martha is well recognized for her attention to detail, tactical execution skills, and her ability to perform both independently, as well as a motivating member of cross-functional teams". All are welcome attributes that she brings to the ISM board of directors and the presidency.

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# ISM-Buffalo Board Candidates



Nominations and Elections Chairman Brandon Jones, CPSM, C.P.M. has announced the following slate of candidates. Nominated for two-year director terms: James M. Austin, MBA, CPSM; Julie Cross, CPSM; and Bruce A. Izard, MBA. Nominated as President-Elect was Debora A. Hasley, CPSM, C.P.M.

Martha Switzer, CPSM will move up to the presidency for 2016-17.

Since the slate is full with three candidates as mandated by our bylaws, there is no contest and one ballot will be cast for the candidates at the May 11 meeting. Come to show your support for our future leaders. *Note that there are a couple one-year appointed positions available on the board; if interested, contact Martha.*

## President-Elect Candidate:

### Debra A. Hasley, MBA, CPSM, C.P.M.

Deb has been an active member of ISM (NAPM) since joining in 1997. She served on the Program/Professional Development Committee for nine years before she was elected for her first term on the board, holding the position of Membership Director from 2008-2010. She returned to the board for the 2012-13 year as Affiliate Support Council Director. In addition she has taken on the task of sending out Achievement Awards for program attendees and tabulating evaluation forms for association events.

The association honored Deb for her service with the Carl F. Green Memorial Award as the association's "unsung hero" in 2011 and the William J. Gamble Memorial Award, the association's highest honor, in 2015,

Having attended Niagara University, Deb received her B.S. in Business in 1992 and her MBA in 1995. Earning her original C.P.M. in 2000, she is now Lifetime Certified. In December 2015, she achieved CPSM certification.

Although she doesn't like to admit it, she's been in the purchasing field for over 20 years. Deb began her career at Carborundum, and has held procurement positions at Angus Buffers and Biochemicals, Sherwood, and Avox. For the past six years, she's been with Multisorb Technologies.

## Director Candidates:

### James M. Austin, MBA, CPSM

James Austin, MBA, CPSM is a Supply Chain and Customer Care Professional with over 30 years' experience in Property Management, Consulting, and Operations. Beginning in 2000, he became the Circulation Supervisor at the University at Buffalo. Concurrently, he is the Stores Operations Supervisor at the University at Buffalo, where he is also a graduate in the Business Administration and Organizational Behavior Studies programs. Additionally, he obtained his Bachelor of Science from Canisius College.

For the past 6 years in his role as the Stores Operations Supervisor, he has managed centralized receiving, integrated a multi-echelon Inventory system, and overseen WMS and 3PL for facilities operations. He is the Principal of Heights Property Services as well as a Manager and Consultant for many years.

As a member of ISM Buffalo since 2013, he received his Certified Professional of Supply Management Certification through the organization in 2015. He has been active member and helpful to the membership, always offering new ideas and a fresh perspective to the group. He is known for his leadership development, effective team building, and strategic planning, all of which will be welcomed assets to the Board.

### Julie Cross, CPSM

Julie has been working in Procurement since 1999 and became a member of the association in 2007. After transplanting from Pittsburgh PA, Julie began working as an indirect buyer, focusing on MRO's and services for Invitrogen, in 2006. Following a merger in 2008, Invitrogen became part of Life Technologies and her role expanded into OEM and direct materials, including packaging components, chemicals and irradiation services. Life Technologies was acquired by Thermo Fisher in 2014 and Julie's main responsibilities are now focused on single-use technology in biopharmaceutical production.

Julie earned her CPSM in October of 2013 and served as secretary of ISM Buffalo for the 2015-2016 year.

### Bruce A. Izard, MBA

Bruce Izard joined NAPM in 1995, and while serving on the Membership and ProD Committees, was recruited for the board, serving as Treasurer in 1997-98. Bruce later produced a series of articles on "Purchasing Tips" which was published in the NAPM Buylines.

Bruce began his procurement career at VWR Scientific's Science Kit division in 1990. From 1990 to 1999 Bruce steadily moved up in the company starting as Inventory Control Specialist and finishing his tenure there as Senior Buyer.

In 1999 Bruce was recruited to Morris and Lee Inc. which was a small regional manufacturer of Science Equipment. In 2000, Bruce was relocated to Saginaw, Michigan to oversee manufacturing at Wildlife Supply Company and its sister company Trippensee Planetarium Company.

In early 2001, Both Wildlife Supply Company and Trippensee Planetarium Company were relocated to Buffalo, NY and were merged into Morris and Lee's Science First Division. At that time, Bruce was promoted to Plant Manager and was given responsibility for all employees and all P&L related to manufacturing. This included Engineering, Procurement and Sales.

After moving from 9 employees and \$700,000 in sales to 27 employees and \$6,000,000 in sales, the owners decided to move the factory down to Florida. After the new facility was built and the relocation finished, Bruce took a job with the Strategic Sourcing Team at M&T Bank.

Although much different than manufacturing, Indirect Procurement offered up both challenges and success. Bruce moved up from a Strategic Sourcing Analyst to Assistant Vice President/Data Team Manager. Bruce and his team currently does all the Spend analysis for Corporate Procurement which is headquartered in downtown Buffalo. All told, Bruce now has 25 years of Procurement Experience.



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## Supply Management Career & Job Market Blog



I am frequently asked for advice concerning interviewing, networking, job search and related concerns. One question that has come up frequently is: should an employee consider a counter-offer from their current employer when resigning to take another position? The short answer is, no. Let's review why and perhaps when exceptions may apply.

So you've sailed through interviews, you've weighed offers, you have negotiated a strong salary and benefit package with your new employer and now, your only remaining task is to give your notice in preparation for the transition. Then the curve ball, your current employer calls you in and makes a counter-offer. You listen and begin to weigh the pros and cons. Most employment recruiters, career coaches or HR professionals will tell you in almost all cases you should reject a counter-offer. Some of the arguments include:

- Salary and/or Benefits may change, but work conditions will not. If the relationship with a supervisor/manager was weak that will not change. Company cultures are what they are, and they do not change overnight. Your work assignments may or may not change, but you will likely be viewed as "damaged goods" when the next desirable project comes along.
- Many times a counter-offer is simply a means to buy

time; if you are intent on leaving, the current employer may be hoping to defer your departure until your replacement can be found, putting a short shelf life on any counteroffer.

- While a counter-offer may be flattering, recall there was likely a reason you began a career search. Employers making a counter-offer are doing so for the good of the company or the management structures; turnover doesn't look good for management, or the cost of training and recruitment would outweigh the incremental cost of a counter-offer.
- Employers will be inclined to not want to set precedent at the expense of employee morale. If the counter is perceived by others in the company as rewarding a perceived disloyalty; you may find yourself shunned by co-workers, and employers may be pressured into making a counter-offer a short term offer to avoid setting others to pursue the tactic.

Some solid support for not accepting a counter offer; another strong consideration is your new employer who has now put their money on you in terms of an offer of employment; choosing to accept a counter and rescinding acceptance from your new employer, may have an adverse effect on your professional reputation.

The challenge comes in the few cases where an exception might apply, most will want it to apply to them, and many times we will delude ourselves into thinking so. In rare cases, your knowledge, skills or talent may be extremely difficult if not impossible to replace. Unfortunately there are only a handful of "franchise players" on any team, and while we may wish to see ourselves as such, employers may likely not. You have to take a hard look in the mirror to carefully consider whether this exception applies, but still do a situational pros/cons analysis.

So in sum, it would seem advisable to reject a counter-offer and recognize there are only a few exceptions to such guidance. Thus to accept a counter is done at your own peril.

### Job Listings:

- Supplier Development Engineer: PCB Piezotronics, Inc., Apply via website, [pcb.com](http://pcb.com).
- Procurement Category Manager: Unifrax, Experienced, Master's Degree, apply online.
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EDUCATIONAL DINNER MEETING & ELECTION NIGHT

Wednesday, May 11, 2016

Speaker: Mike Diati, Business Consultant and VP, Speed Global Services
Place: Protocol Restaurant

INSTALLATION & AWARDS DINNER MEETING

Wednesday, June 8, 2016

Place: Curly's Grill, Lackawanna



TWIN TIERS BUY/SELL SUMMER GOLF OUTING & CLAMBAKE Tuesday, June 21, 2016

Pine Acres Country Club
1401 West Warren Rd (Rte 770), Bradford, PA 16701

Double Golf Shotgun Starts: 8:00 am and 1:30 pm
Sporting Clays: 2:00-5:00 pm at Bradford Gun Club

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You know potential members -- co-workers, SCM pros from your supplier companies, neighbors...think about it. Share the knowledge gained from your membership in ISM. Talk to them about educational dinner meetings with topics on contracting, logistics, etc. Let them know about our plant tours.

\*\* Applications available from Nancy at the office or on our web site at ismbuffalo.com. Make sure your name is on the new member's application after "How did you find out about us?" If joining on ISM national's web site, have them note promotional code "MBR050" and notify us of your new member's name.

\* A new member is defined as an individual that has not been an ISM National (Regular) member since 1/1/2012.

The program will run through May 31, 2016.

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