

**Presenter:**

**John Bourdage, Bourdage Consulting**

John Bourdage, founder of Bourdage Consulting, has dedicated his life's work to the improvement of interpersonal relationships, whether casual or business, through a renewed understanding of social skills and personal brand. John teaches the skills that are critical for success in this image-conscious world; skills that are necessary yet commonly overlooked by other programs.



Mr. Bourdage is a graduate of the internationally renowned Ivor Spencer School for Butler Administration and Personal Assistants in London, a Five Star Diamond award winning school. Ivor Spencer, recognized as the foremost expert of entertaining, etiquette and protocol, was toastmaster and event coordinator for Buckingham Palace. Under the tutelage of Ivor Spencer, Mr. Bourdage received training in such areas as manners and etiquette, food and wines, entertaining, British style butler service, and the fine arts.

Mr. Bourdage founded Bourdage Consulting and began his consulting business by teaching business men and women to become more skilled at business etiquette, networking, and projecting a professional image in formal and informal settings. John has written several articles on manners and etiquette that were published in various magazines and local newspapers through Gannett Publishing. John has delivered his training to universities, schools of hospitality, businesses and associations, hotels and casinos. John's seminars combine the soft skills and technical proficiency needed to promote personal and business excellence necessary for success in today's marketplace.

**Program: Business Etiquette**

John will speak on Business Etiquette, primarily while networking and attending business dinner meetings. However, the skills taught will help you to create success by developing the skills necessary to make a positive and lasting impression on the people you come in contact with throughout your professional life. The program will include:



**Conversation that builds relationships**

- o Use a professional handshake
- o The skills of conversation
- o Topics to avoid
- o Tips for making a good impression
- o Active listening: the two way process of conversation and information
- o Importance of small talk
- o The do's and don'ts of good conversation
- o Conversation at large and small functions
- o Leading a conversation
- o Closing a conversation

**Educational Dinner Meeting**

**Wednesday,  
January 11, 2017**

**My Tomato Pie**

3035 Niagara Falls Boulevard,  
Amherst, NY 14228

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

**Buffet Dinner Menu**

Specialty Pizzas:  
sausage/broccoli, veggie, and  
cheese/pepperoni  
Mediterranean Platter  
House Salad  
Baked Penne  
Roast Beef  
Chicken Cordon Bleu  
Assorted Cookie Tray  
Coffee & Tea

\$30.00 - Members  
\$35.00 - Non-Members/Guests  
\$20.00 - Full-Time Students

*Reservations requested by  
Friday, Jan. 6 but will be  
accepted later.*

[ismbuffalo@roadrunner.com](mailto:ismbuffalo@roadrunner.com)  
or (716) 648-0972

*Easy pay in advance with credit  
card; call it in.*

*\*Please cancel if unable to attend.*

**EARN (1) CEH**

## Buffalo Buylines

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E-Mail: [ismbuffalo@roadrunner.com](mailto:ismbuffalo@roadrunner.com)  
[www.ismbuffalo.com](http://www.ismbuffalo.com)

### 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.

### 2016-2017 Board of Directors

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#### NY NJ Forum

[www.mypurchasingcenter.com/purchasing/profiles/ism-new-york-new-jersey-forum](http://www.mypurchasingcenter.com/purchasing/profiles/ism-new-york-new-jersey-forum)



## Plant Tour & Dinner (rescheduled from December) Thursday, January 26, 2017

### K-TECHnologies, Inc.

4090 Jeffrey Boulevard, Blasdell, NY 14219

5:30 - 6:00 p.m.... Registration & Networking

6:00 - 8:00 p.m... Tour, Presentation & Dinner

### Catering by Chef's - Buffet Menu:

Chef Salad, Meatballs, Rigatoni, Chicken Cacciatore, Italian Sausage w/  
Peppers & Onions, Cheesecake, Bottled Beverages

Only \$20.00--Members, Guests & Students

*Reservations please by Fri. Jan. 20* but may be accepted later. [ismbuffalo@roadrunner.com](mailto:ismbuffalo@roadrunner.com)  
or (716) 648-0972. *Convenient pre-pay with all credit cards.*

### EARN (1) CEH

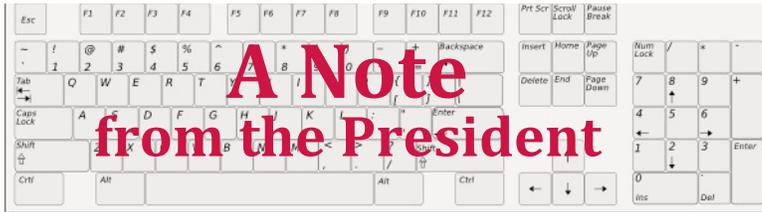
*\*Please cancel if unable to attend.*

**K-TECHnologies** is a high performance, high-reliability contract manufacturing company. That means we build electronic and electromechanical assemblies for global companies like Lockheed Martin, Parker Aerospace, Alstom, Knorr, Moog, SpaceX, NASA and Cobham. Our highly trained and certified workforce uses a variety of tools, technologies, and processes to manufacture products at our 54,000 square foot facility. We rely on LEAN, Six Sigma, and other advanced manufacturing techniques to produce high-reliability systems for markets, customers, and applications that can't fail, for uses where they must work...without question.

At K-TECH we're relentless in our pursuit of high-performance and high reliability because we know, at the end of the day our work keeps people alive and our country safe.

During the tour you'll see production in our "bomb factory" where we produce solenoids for the Paveway III guided missile. K-TECH also has a long term contract to build parts for the F-35 Striker jet fighter. You'll see the lab used to build those parts. Along the way, we've identified points of interest where a K-TECH leadership team member will explain the many interesting and high tech assemblies we make here everyday.

*Notes: Safety glasses will be provided. No open-toed shoes allowed.*



Dear Members, Colleagues, and Friends,

With the holidays now behind us, there are still a couple more snowy months ahead. It seems like living in Buffalo, one may as well make the best of the season and the snow. My preference has always been indoors rather than outside, in a temperature controlled environment. Many people crave to soak up the sun, engage in water sports, or winter activities. There is much to be said for being comfortable in one's surroundings.

A large part of being comfortable in one's surroundings is in interaction with people. I've never been great at the art of small talk or eye contact when speaking. It is something that requires every bit of conscious effort for me to achieve. Despite this, I'm a very outgoing and outspoken person when comfortable. I have always been of the assertion that I should speak for one of two reasons, because I actually have something of worth to say or simply just to make people smile and laugh. Sometimes the latter is just as important as the former in conversation.

When I first started coming to NAPM meetings in 2006, I felt uncomfortable and more than a bit out of my element because of both my young age and being a novice at my profession. Not knowing me, one would have never guessed my personality is what it was. Luckily for me, my supervisor at the time, Debbie Pusateri, introduced me to the organization. She had been involved for a while, so I did have someone familiar with me to make the situation more comfortable over time.

It took several years for me to gradually get to know the members and engage in small talk that led to more developed conversations, as my experience in supply chain grew. This interaction with people in my field has been a necessary part of my education and development in my career. I am thankful to have been given opportunities to advance and share my knowledge in supply chain. I am privileged to be part of an organization who provides insightful programs to our membership. I have never turned down an opportunity that has been presented to me and it has served me well. I am President of an association now that I wasn't even sure that I wanted to be a part of a decade ago. That is a wonderful thing and it could be the same for any one of you reading this newsletter.



To start off 2017 right, our January program welcomes John Bourdage. His past speaking engagements with ISM were a favorite of many attendees. He specializes in the development of personal branding, utilization of social skills, and business networking. He will present on the topic of Business Etiquette, which is a subject that everyone is sure to find both engaging and informative. I am sure that many

*Continued on page 4*



Join our Facebook page, **ISM – Buffalo.**  
Join our LinkedIn group **ISM– Buffalo Chapter.**  
**SOCIAL MEDIA COORDINATOR NEEDED**



## Nominate a Purchasing Professional of the Year

Do you know an individual that exemplifies a consummate SCM/purchasing/materials management professional? Someone who has remained abreast of new developments in the industry? Who takes time to impart knowledge and experience to other? Who best demonstrates leadership and excellence in our field?

If you do, we'd like to know about them. Please take a few moments to nominate that person (member or not) for ISM-Buffalo's "Purchasing Professional of the Year" award.

Please include a brief note of why you feel the person should be considered and send it to President Martha Switzer, CPSM at [mswitzer@nutrablendfoods.com](mailto:mswitzer@nutrablendfoods.com).

The deadline for nominations is February 28, 2017.

Past recipients include: Debora L. Pusateri, John E. Domres, Sr., C.P.M.; Jim Bergman; Ann Marie Wayne, C.P.M.; Robert Richardson; Craig Sando; Brian J. Alsford; Debora Alessi, C.P.M.; Dennis J. Badame, C.P.M.; William R. Ellis, C.P.M.; and Arthur J. Williams, C.P.M.

**President** continued from page 3

people have questions regarding this topic; the who, what, when, where, and how of various situations as well as how each interaction will be perceived by others.

If we can determine in advance how a situation might be and have a course of action that we know is a true winner, we can become more comfortable in any situation that presents itself. Armed with a toolbox of these tested principles and etiquette, in addition to the knowledge of our profession, we can be in control and fully prepared to take on professional advancement.

This is a special month for us in which we will provide the option of two programs to our membership. Because of the inclement weather that we experienced in December which caused us to cancel our plant tour and dinner at K-TECHnologies, we are offering this at the rescheduled date of Thursday, January 26 at \$20 for both members and guests, not on a typical Wednesday, for our friends in the Southtowns. Also this month, will be our regularly scheduled dinner meeting at a new venue, My Tomato Pie in Amherst. I have heard good things. Please check your calendars, spread the word, and come to one or both events this month. As always, your membership is appreciated and we look forward to seeing you there!

Martha Switzer, CPSM  
2016-2017 President



**Planning for Certification Review Sessions**

Looking to complete the CPSM as part of your New Year's Resolution? Well ISM-Buffalo is here to help you stay on course! Former President Brandon Jones, CPSM, has recently completed the ISM Train-the-Trainer program, and is now ready to help you prepare for the exams!

We are hoping to start training sessions in February 2017. Before we can give more details (costs, dates, locations, etc), we need to know how many people are interested in taking the trainings. If you would like to be added to a list of possible attendees, please email Nancy (ismbuffalo@roadrunner.com) your intent. Once we have heard back from prospective attendees we will reach out with additional information.

Please tell your colleagues as well...although costs will be discounted for members in good standing, this training will be open to all interested parties. Good luck!

- Dominic LoTempio, CPSM



**Vendor Display & Corporate Sponsor**

Jan. 11 at My Tomato Pie  
*Please Support Them!*

**MidCity Office Furniture**  
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MidCity sells quality office furniture after programming and space planning for our clients' wants and needs.



**Invite Suppliers & Your Own Company to Advertise to Purchasers**

Members are encouraged to spread the word to their marketing department that we offer opportunities to get their message out to our 200 members.

At our general meetings, we welcome a limited number of companies to have vendor "Tabletop" displays. For only \$150, vendors receive a table during our networking hour, a write-up in our *Buffalo Buylines* newsletter, and a meal at the program. A limited number of vendor spots are available at most of the meetings on our schedule.

Also, this newsletter accepts "business card" advertising for only \$35 per month, or \$25 for multiple ad commitment. Other ad sizes available as well. We appreciate our advertisers and their continued support!

Contact our Executive Director Nancy Boyd Haley at [ismbuffalo@roadrunner.com](mailto:ismbuffalo@roadrunner.com) or (716) 648-0972 for the flyers and applications on either of these programs.

**2017 Membership Dues Payments Due Now...**

Your invoice has been mailed. Renew your membership now. Don't miss out on the exciting programs we have planned.



Note that we now accept American Express!





# Looking Ahead

## Wed., February 8, 2017 Joint Meeting of ISM & APICS at Salvatore's Italian Gardens



Erie Canal Harbor  
Development  
Corporation

### Speaker:

#### Thomas P. Dee, President, ECHDC

Thomas P. Dee, president of Erie Canal Harbor Development Corporation, is responsible for advancing ECHDC's mission of revitalizing Western New York's waterfront.

Since Mr. Dee has taken the helm at ECHDC, Canalside and the surrounding district has flourished, establishing critical mass and a welcoming environment needed to maintain the momentum of Buffalo's waterfront development. Over the past seven years, ECHDC has dramatically increased its public events at Canalside. Since 2009 it has seen a 4000% increase in events and offerings. In addition to these accomplishments, private investment has been stimulated for the first time in generations along Buffalo's waterfront. To date, over \$350 million of private investment has been inspired by ECHDC's progress.

Before joining ECHDC, Mr. Dee was a Principal at Cannon Design where he oversaw and was responsible for projects worldwide.

A native of Buffalo, Mr. Dee received a bachelor's degree and an Executive Masters of Business Administration degree from the State University of New York at Buffalo. A member of the Leadership Buffalo Class of 2003, he also served on the Darwin Martin House and Cannon Design Board of Directors.



# MARCH 2017

## Supply Management Month

March is Supply Management Month and we are celebrating in a BIG way.

Mark your calendar now for our **Wednesday, March 8** celebration of, well, ourselves! In addition to an expected 17 vendors and displays, we are very fortunate to have Robert Rich III, President and CEO of ROAR Logistics—the wholly owned logistics subsidiary of Rich Products Corp.—as our featured speaker. He is currently researching and preparing a presentation just for ISM on ***Socially Responsible Logistics***.



A veteran of Rich's logistics department since 1991, Mr. Rich founded ROAR Logistics in 2003. Roar Logistics offers a full spectrum of rail, ocean, air, and road transportation services to local, national, and global customers.

Based in our home city of Buffalo, ROAR boasts six locations throughout the U.S..

And, for those of us who reluctantly admit our age, you might remember Bob's performance in the movie *The Natural*, performing the role of Robert Redford's son Ted Hobbs. And look for Bob, along with his Daughter Jenna Rich, in the 2015 short movie drama *Loyal to the Game*.

Make sure you make your reservations early as space will be limited. Billed as "Executive Night", we encourage you to invite your bosses now as well.

- Jim Austin, Director of Operations

Celebrating 30 Years  
Thank You For Your Support

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**Sponsorships and vendor display tables are available for these and other meetings. See page 3 of this newsletter or call Nancy at our office (716) 648-0972.**



Dear Colleagues:

Have you LinkedIn to **ISM-Buffalo Chapter**? Ninety-one of us have! It's another great way to meet colleagues and keep informed. It's also a terrific way to introduce prospective members to ISM-Buffalo.

<https://www.linkedin.com/groups/4668032>

I look forward to seeing you there!

- Jim Austin, Director of Operations

## Member Incentives

**Have you always wanted to be published? Apply for the Joseph Hutka Professional Purchasing (SCM) Paper Award**



**OBJECTIVE:** To provide a means of recognition on an annual basis to the author of a superior professional purchasing paper which effectively communicates ideas in the Supply Chain Management area to members of the Association and the academic community. The paper is to be of high professional standard based on research, thought development, effective communication skills, and organized presentation.

**ELIGIBILITY:** Any regular or associate member of ISM-Buffalo, Inc., or student, or non-member of the Association is eligible to present a paper. They must meet the requirements of length (2-3 pages, double spaced), topic (Supply Chain Management), and the deadline (to be received on or before February 28, 2017).

**AWARD PROVIDES:** The Board of Directors will handle determination and selection from the applications. The successful author will receive a \$100.00 monetary card. The paper will be published in the *Buffalo Buylines* newsletter.

For an application, contact the ISM-Buffalo office, [ismbuffalo@roadrunner.com](mailto:ismbuffalo@roadrunner.com) or (716) 648-0972.

## William Conners Memorial Scholarship

An Educational Grant that the association awards to an ISM-Buffalo, Inc. **member who does not receive monetary reimbursement from their employer.** Applications are due by February 28, 2017 and winner(s) will be selected in March. Contact [ismbuffalo@roadrunner.com](mailto:ismbuffalo@roadrunner.com) or (716) 648-0972 for an application and more details.

**OBJECTIVE:** To give members of ISM-Buffalo, Inc. the opportunity to continue their education in the field of

Supply Chain Management and/or related courses offered at accredited institutions of higher education, through business institutes or through participation in ISM-Buffalo, Inc sponsored or affiliated seminars or workshops for which they offer continuing education hour(s).

**ELIGIBILITY:** Any regular or associate member of ISM-Buffalo, Inc. who is working toward his/her professional certification or re-certification and who is NOT benefiting from their employer by reimbursing them for the educational costs.

**AWARD PROVISIONS:** One (1) award per member (maximum value of \$250.00) will be paid as reimbursement for qualified educational coursework, seminar, or workshop.



**ISM-Buffalo Monthly Business Survey Reports are archived on our web site at [www.ismbuffalo.com](http://www.ismbuffalo.com)**

**Is your company participating? Contact Dr. Jay Walker, NU Economist and ISM Survey Chairman ([jwalker@niagara.edu](mailto:jwalker@niagara.edu)) about how to be counted in this short and confidential survey.**



## Reach out

to purchasing pros  
**with an ad.**

**For as little as \$25.00 per month. Contact Nancy Boyd Haley at (716) 648-0972 or [ismbuffalo@roadrunner.com](mailto:ismbuffalo@roadrunner.com).**

# ISM EVENTS OF INTEREST



## Wednesday, January 11, 2017

Educational Dinner Meeting

Place: My Tomato Pie Banquets

3035 Niagara Falls Blvd., Amherst, NY 14228

Speaker: John Bourdage, Bourdage Consulting

Topic: "Business Etiquette"

## Thursday, January 26, 2017 (rescheduled from Dec.)

Plant Tour & Dinner

Place: K-TECHnologies (details on page 2)

## Wednesday, February 8, 2017

Educational Dinner Meeting & Joint Meeting with APICS

Place: Salvatore's Italian Gardens

6461 Transit Rd., Depew, NY 14043

Speaker: Thomas Dee, President, ECHDC

Topic: "Erie Canal Harbor Development: 2017 & Beyond"

## Wednesday, March 8, 2017

Supply Management Month Executive Night

**Vendor Fair & Dinner Meeting**

Place: Classics V Banquet & Conference Center

2425 Niagara Falls Blvd., Amherst, NY 14228

Speaker: Robert Rich, III, President, ROAR Logistics

Topic: "Socially Responsible Logistics"

## Wednesday, April 12, 2017

Educational Dinner Meeting & Joint Meeting with ASQ

Place: Millennium Hotel Buffalo

2040 Walden Ave., Cheektowaga, NY 14225

Topic: Supplier Risk Management

## Spring 2017

SCM Symposium: Full Day of Seminars & Workshops

Contact Program Director *Christine Sokolowski* to suggest speakers or topics or to assist with the planning.

*kryisia.soko@gmail.com.*

## Wednesday, May 10, 2017

Educational Dinner Meeting & Election Night

## May 21-24, 2017

ISM International Supply Management Conference  
Orlando, FL

## Wednesday, June 14, 2017

Installation & Awards Dinner

## Monday, June 26, 2017

Golf Outing

Place: Holiday Valley Resort, Ellicottville, NY 14731

Chairman *Kurt Keller* welcomes your assistance.

*kckeller1@hotmail.com.*

Members respond...

## Why do you value your ISM Membership?



"Being an active member of ISM-Buffalo affords you interaction with other professionals & training opportunities you need to remain a viable employee for your organization."

- John E. Domres, Sr., C.P.M.  
Cobham Mission Systems

"ISM gives me the opportunity to learn from my colleagues. I gain insight into both shared and unique Supply Management challenges. Most importantly, I get to hang-out with a great group of professionals!"

- Jim Austin, CPSM  
University at Buffalo, SUNY

"I was able to gain my current employment through the ISM association as I was on the board of ISM with employees from my current company. They liked my work ethic and encouraged me to apply as they knew things at my previous company were not stable. I also know other members that have been able to gain employment opportunities through their ISM connections."

- Deb Hasley, CPSM, C.P.M.  
Multisorb Technologies

"I think the most important reason to join ISM is the resources/networking. It helps to have a network of contacts in similar jobs where you can ask questions. I have found the resources to be helpful."

- Heather Leising  
NOCO

"Membership in ISM-Buffalo has provided me an invaluable opportunity to learn about best practices in purchasing. It also affords me the pleasure of networking with purchasing professionals who face the same challenges that I do every day. ISM has been a resource for providing educational opportunities not only at the monthly educational dinner meetings, but also throughout the year. I'm confident that continued membership and participation will help me meet my professional goals."

- Connie Nellis  
Superior Group



## ISM2017

May 21-24, 2017 • Orlando

### Speakers Include:

**David Cameron**, Former Prime Minister of the United Kingdom on today's GEOPOLITICAL events & what they mean to you.

**General Colin L. Powell, USA (Ret)**, Former Chairman of the Joint Chiefs of Staff on the ultimate supply and logistics challenge: armed conflict.

<http://ism2017.org/>