

Introducing the 2017-2018 ISM-Buffalo Board of Directors



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Installation & Awards Dinner Meeting

Wednesday,
June 14, 2017

Banchetti by Rizzo's
Banquet Facility
550 N. French Road
Amherst, NY 14228
** Enter through back middle
glass sliding door*

5:00-6:00 p.m.... Registration,
Networking, Cash Bar
6:00-8:00 p.m... Installation,
Dinner & Awards

Buffet

Chef Salad
Dinner Rolls & Butter
Bourbon Chicken
Breaded Pork Chops
Penne Broccoli Alfredo
Asiago Herb Potato Bake
Seasonal Vegetable Medley
Brownie Sundae

\$30.00 - Members
\$35.00 - Guests
\$20.00 - Full-Time Students
& Past Presidents

*Please reserve as early as
possible by June 9th.*
Space permitting, reserva-
tions may be accepted later.
ismbuffalo@roadrunner.com
or (716) 648-0972

**Please cancel if unable to
attend; if last minute to Nancy's
cell 481-3528.*

Buffalo Buylines

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Mission Statement

The Mission of ISM-Buffalo, Inc. is to advance the supply management 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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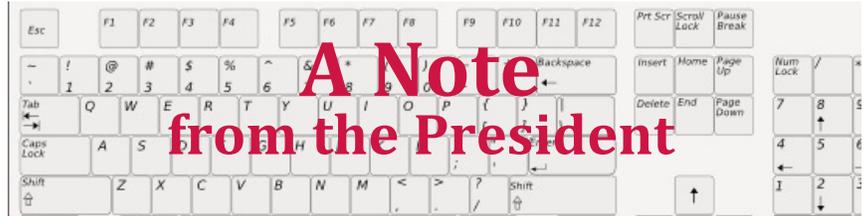
Michael A. Lovelace, C.P.M. (562-0288)

Affiliated with:

Institute for Supply Management
www.instituteforsupplymanagement.org

NY NJ Forum

www.mypurchasingcenter.com/purchasing/profiles/ism-new-york-new-jersey-forum



Dear Members, Colleagues, and Friends,

Here we are at the end of this program year! I'd like to thank you all for allowing me to serve as President this past year. It has been an honor to serve this great organization. Please join us on June 14th, at Banchetti's in Amherst, as we bid farewell to those leaving the board of directors, welcome those joining the board for the first time, and show support for those continuing to serve for the 2017-2018 program year. I am delighted to offer former association Presidents the price of only \$20 for this meeting. We will also be giving out our annual awards to a few fortunate recipients on this evening.

Don't forget that we have our annual golf outing coming up quickly at Holiday Valley Resort in Ellicottville on Monday, June 26th. Please contact Nancy at our office for the latest information or download the form from our web site. We appreciate your passing on the flyer to your co-workers and suppliers. Even if you don't golf, you can come to enjoy activities the resort has to offer including their Adventure Park for zip-lining. And, we are collecting items for our Chinese Auction. Proceeds from this event will benefit our educational programs and annual scholarship, with a portion going to Mercy Flight.

Thank you to those who chaired committees and volunteered their time and effort to the group and who continue to assist us. Congratulations to my successor, incoming President, Deb Hasley! We are setting up for a great upcoming year. Please come out and show your support. Your membership is appreciated!

Martha Switzer
President, ISM Buffalo



CPSM Exam Review Sessions

Exam 1: Foundation of Supply Management

Including: Contracting and Negotiation; Social Responsibility; Cost and Finance; Sourcing; International Supplier Relationship Management

Tuesday, June 27 OR Thursday, June 29 (Exact date TBD- Please contact Nancy with your preferred date by June 19th)

5:30-8:30pm

M&T Bank, 345 Main Street, Buffalo, NY 14203

Member Cost: \$50.00 /Non-Member: \$75.00 (including light dinner)

Facilitator/Mentor: Dominic LoTempio, CPSM, Six Sigma Certified Black Belt

ISM-Buffalo wishes to support members seeking CPSM certification. Join this study group to review material and help you prepare for the exams. You'll want to go to the national web site at instituteforsupplymanagementl.org to order study materials.

**Register at ismbuffalo@roadrunner.com, (716) 648-0972.
Fee payable by check or credit card.**

About the columnist...

Following up on my curiosity to learn how the rest of the Supply Chain field operates, I recently spoke with James Austin and had the opportunity to tour the impressive Stores facility at The Helm Building on UB's North Campus.

My background is in Engineering and of all the people I meet in Supply Chain Management/Purchasing/Buying, I don't know that I've ever met someone who set out to be in this profession. Is that how it came to you and if so, how did you end up where you are today?

Haha, I love that question. My baccalaureate degree is in Business Administration; it's in Production Operation Management. I went to Canisius for my undergrad, and basically when I ran out of money and had to go part-time in the evening division, that was the only thing you could major in at Canisius as a part-time student. I didn't even set out to major in Production Operation Management, I wanted to major in Finance and I always expected to get into banking - never happened. When I went to graduate school I got my MBA at UB and I focused on Organizational Behavioral Science, which way back in the day was Industrial Psychology, which I absolutely loved. In my 140 credit hours or so in business education there was never a course called Supply Chain Management 101. Supply Chain Management wasn't a profession; it wasn't a thing. There were people who ended up getting jobs doing that but it wasn't an industry. It wasn't a college program; it wasn't something you majored in and there wasn't even a class titled that. So no, I never envisioned myself in this thing called Supply Management.

So how did you actually get into your position, what was the path to your current role?

I worked a number of years in private industry, most of it in the retail sector. In my case I did Operations, Store Manager and Purchasing Manager on the retail side. I had a girlfriend at the time who one day came into my office with a civil service form, and asked to go take the test together. So I signed up for the test and ended up scoring number 1 in the region. I got a call from Buff State for a position in the library. I didn't really use any of my skills there at all, but it was a government job and I said, you know what I'll do this for a year or two until I get this position in banking - which is what I really wanted to do. Here we are 18/19 years later and I'm still in government service. I was in Library Site Management for about 10 years and then the current position came up. When I was in retail one of my early positions was as an Inventory Control Manager, so basically I was kind of ideally qualified for it and extremely excited and I tell people it only took me 20 years to get a job in the field I went to college for.

Q & A



James Austin, MBA, CPSM

Stores Operations Supervisor
University Facilities Operations
University at Buffalo, the State
University of New York

The current Director of
Operations for ISM-Buffalo talks
about his path into the field of
Supply Chain Management and
his current position with the
University at Buffalo.

By Matt Swanekamp, CPSM

Can you explain the structure or the org chart here, who you report to and who reports to you?

The head of university facilities at UB is the level of Associate VP. Under that level we have 5 directors in 3 main areas: EH&S, another group that deals with capital projects, and the final group is Operations. I report to the Director of Operations who reports to the Associate VP. Stores, which is my group, falls under Operations as one of the trade shops. Our primary customers are the trades and our main job is to receive and distribute the construction/building/maintenance materials that facility's needs. I run 4 businesses; facilities central receiving (for all 3 campuses), the Fleet Office (about 440 vehicles that we service), central inventory (which at any time we have ~ \$1.2M in inventory) and I also run the tool store (major shop equipment down to a screwdriver). I have 5 supervisors that report to me and each supervisor is responsible for one of those areas. The 5th is a logistics supervisor; his role is changing but is basically responsible for supplies to the south and medical campus.

Last question, more of a tactical question; something that I struggle with a lot and know everyone seems to handle differently is KPI's and metrics to measure performance. In the general sense you have cost, delivery, quality and maybe customer service. How do you on a tactical basis measure whether or not you're doing a good job in those areas; whether your vendors are doing a good job?

Honestly, that's an area we need a lot of development on. We have various methods of seeing how we compare with other NYS Government Agencies and others in SUNY particular. While we seem to be leading the pack, I feel that we are very much behind in terms of best practice. Most of it is historically because our accounting systems have not been set up to track the type of information you need. We've been trying to tackle vendor/supplier matrices lately, in conformance to contract specifications and again our technology has not been set up to easily track, say supplier performance against contract. You run into a problem where our information says that a supplier is at 64% fulfillment rate and the supplier is coming back with their data that says they're at 97% and it's a he said/she said. We are working a little bit now on trying to set up the technology moving forward so that we can better track performance; where we've established the guidelines can we at least evaluate where we are. But yes, I struggle with that and even kind of basic industries matrices, like inventory turns, is difficult data for me to obtain because our accounting and recording systems have not been geared towards logistics and inventory matrices, they've always been geared toward accounting and purchasing.

ISM-Buffalo Picture Page

Thanks to Dave Baumler snapping some pics!



Our 2nd annual **Supply Chain Management (SCM) Symposium** on Friday, May 5th. Top: Some of the folks in attendance. Top Right: Presenter Jeff Berk of ClientLoyalty. Right: Presenter Larry Mietus of Speaking of Strategy. Middle: Dave Baumler, Advanced Thermal Systems and Connie Nellis, Superior Group.

May 10 dinner meeting at Curly's Banquets - Above: Crowd listening intently to speaker Dr. William Hayden standing at back. Below: More attendees.



Participation is the real key to benefiting from your membership. Sign up to help out... you'll be glad you did.

Contact: Nancy Boyd Haley at ismbuffalo@roadrunner.com or 648-0972 with questions or to volunteer.

MEMBERSHIP ACTIVITIES COMMITTEE (MAC)

- Recruitment
- Orientation & Involvement
- Attendance & Reception
- Retention

SPECIAL EVENT COMMITTEES

- Golf Outing
- Supply Management Month- Executive Night Dinner- March

EDUCATION TEAM

- Seminars, Workshops
- Pre-Meeting Forums
- Program Speakers
- Plant Tours
- CPSM & CPSD (Certification)

MARKETING COMMITTEES

- "Buylines" Newsletter
- Public Relations/Photography
- Tabletop Displays
- Corporate Sponsorships
- Web Site
- Student Chapters
- Social Media Networking

OPERATIONS & ADMINISTRATION COMMITTEES

- House (Facilities Selection & Meeting Registration)
- Strategic Planning
- Constitution & Bylaws
- Business Survey
- Professional Placement



Join our Facebook page,
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SOCIAL MEDIA COORDINATOR NEEDED



**Every Member...
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Membership information - ismbuffalo.com
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ismbuffalo@roadrunner.com.

ISM EVENTS OF INTEREST



Wednesday, June 14, 2017

Installation & Awards Dinner

Place: Banchetti by Rizzo's, Amherst, NY 14228

Monday, June 26, 2017

Golf Outing

Place: Holiday Valley Resort, Ellicottville, NY

Chairman: Kurt Keller, kckeller1@hotmail.com

To help out on the event including Chinese Auction,
 please contact Nancy at ISM-Buffalo, (716) 648-0972 or
ismbuffalo@roadrunner.com.

**The full Golf Outing flyer with information is
 on our web site at ismbuffalo.com, Calendar.**



ISM-Buffalo
 invites you
 to
 participate in
 our 26th
 annual



**Buy/Sell
 Golf Outing***

Monday, June 26, 2017

**Holiday Valley
 Resort**

6557 Holiday Valley
 Road/Route 219
 Ellicottville, NY 14731



** Formerly known as the (NAPM)
 Twin Tiers Outing previously
 held in Bradford, PA*

Proceeds to benefit ISM-Buffalo
 Education & Scholarship Programs
 with a portion donated to Mercy Flight