

Program:

“Lies, Damn Lies, and Strategic Management!” Connectivity with, from, and to Sustainable Supply Management Success



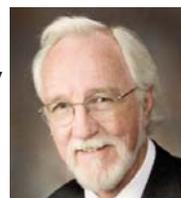
Understand that everyone comes to work each day to work within a system of management that is planned, designed, managed, and controlled by the upper levels of the ownership/management of an organization. When things do not go as planned, most always it can be traced back from the “Workers Bench” to the “C-Suites” of the firm. All of the time? Of course not! Just 94.6% of the time. Because it’s a system.

To effect change that is sustainable then, one has to first understand, and then improve the system within which their supply chain resides. The fundamentals of strategic management can be a great starting point to begin the revitalization of first understanding how that system **actually works now**, and then with the heads, hearts, and hands of the people, begin a deliberate process to change it. We will learn quickly that the strategic implementation tools best applied to convert the strategies (“road maps” to achieve the “Objectives”) into the achievement of success are those from the discipline of Project Management. Finally, we will come to agree on two common dysfunctions that we know but rarely say out-loud together in the workplace:

1. Stop calling groups of individuals assigned to work together “Teams” until there is clear evidence of teamwork.
2. The exponential cost of early unasked and/or unanswered questions in a project’s lifecycle.

About the Speaker: William M. Hayden Jr., Ph.D., P.E., CMQ/OE

William M. Hayden Jr., Ph.D. has been an academic member of ISM-Buffalo since 2011. He is an Adjunct Assistant Professor at the University of Buffalo and has taught the fundamentals of strategic quality, project, and operations management at the Jacobs Management Center for the past 18 years. Formerly the COO and Partner for WENDEL Companies in Williamsville, NY and President and Executive Quality Management Consultant for his own consulting firm in Jacksonville, FL for several years, Professor Hayden has a rich background in engineering and quality management.



His resume also includes Reynolds, Smith, & Hills, A/E/P where he served as Vice President of Quality Management and Greenhorne & O’Mara, Inc. where he was the Department Head of Quality Management. Professor Hayden’s early career took him all over the country while working for the Town Engineering Department on tunnel construction, land development, and land survey projects.

In his pursuit of his passion for advanced education, Professor Hayden, has obtained four engineering degrees. He has an Associate in Applied Science (AAS) Highway and Bridge Engineering Technology from the SUNY at Farmingdale. From the Polytechnic Institute of Brooklyn, NY, he received both a Bachelor of Science (BS) and a Master of Science (M.S.) in Civil Engineering. Professor Hayden’s Doctor of Philosophy (Ph.D.) in Engineering Management was attained through California Coast University.

Through his continuous involvement with the American Society of Quality, he is a Certified Manager of Quality/Organizational Excellence (CMQ/OE) 1 2 0 0 3. His contribu-

Speaker profile continues on page 6

Educational Dinner Meeting

Wednesday,
May 10, 2017

Curly’s Grille

647 Ridge Road
Lackawanna, NY 14218

5:00-6:00 p.m.... Networking

6:00-7:00 p.m... Dinner

7:00 - 8:00 p.m....Program

Caribbean Buffet

Garden Salad, Red Beans & Rice, Grilled Corn, Jamaican Jerk Chicken, Jamaican Jerk Pork w/Mango Chutney, Coleslaw, Key Lime Tarts

\$30.00 - Members

\$35.00 - Non-

Members/Guests

\$20.00 - Full-Time Students

Please reserve as early as possible by May 5th
Space permitting, reservations 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.*

**EARN
(1) CEH**



Buffalo Buylines

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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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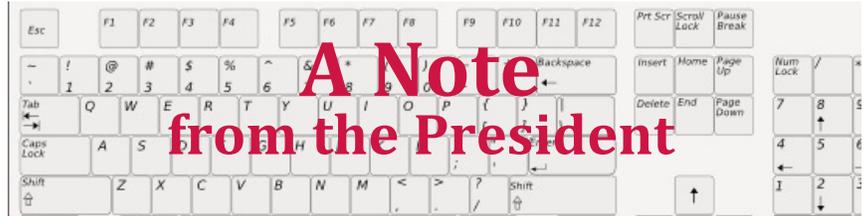
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Dear Members, Colleagues, and Friends,

As we finally find ourselves in May and approaching the summer months, our program year is coming to a close with our final speaker of the year and our election night for the upcoming 2017-2018 Board of Directors.

Please join us for all of our upcoming events! On Friday, May 5th at Classics V in Amherst, we are hosting an all-day symposium for a low member rate of only \$100, which includes breakfast, lunch, and snacks. All attendees receive 7 CEHs towards recertification for attending this SCM educational event.

On Wednesday, May 10th, we make a much anticipated return to Curly's in Lackawanna. We welcome UB professor and ISM academic member, William M. Hayden Jr., Ph.D. speaking on the topic of strategic management. Strategic management is defined as the formulation and implementation of the major goals and initiatives taken by a company's top management on behalf of owners, based on consideration of resources and an assessment of the internal and external environments in which the organization competes.

It is important that every company and each department within that company have measurable and attainable goals to act as a guideline for day-to-day decision making and to provide a sense of direction that is in agreement with an organization's vision in order to maximize the potential for the success and growth of the business, while also cultivating the development of their employees, which is a necessary contribution to that success.

Last month, Jack Cook gave a fantastic presentation about Supplier Risk Management at our joint meeting with ASQ. They have invited us to join them on Thursday, May 18th for a networking event at 716 Food and Sport at Harborcenter in downtown Buffalo. Please see details within the newsletter to register by May 10th.

The ISM national conference is quickly approaching. This event is in Orlando from Sunday, May 21st – Wednesday, May 24th. A few members will be attending this event, including myself. I hope to see some familiar faces.

Our last dinner meeting of the program year, our BOD installation, is Wednesday June 14th at Banchetti in Amherst. Please come out to lend your support for the incoming leadership team.

Our annual golf outing is at Holiday Valley in Ellicottville for the first time ever on Monday, June 26th! We are looking for sponsors and donations. Please contact Nancy Boyd Haley or Deb Hasley if your company would like to contribute.

We have a new feature in the newsletter this month! Matt Swanekamp has graciously donated his time and artistic talent to put together an interview piece for us to share our personal stories about the profession with current and potential members.

I hope everyone has enjoyed the programs and new venues that we have explored this year. We want to hear your feedback. We appreciate your support.

Martha Switzer
President, ISM Buffalo

MEET THE CANDIDATES

Nominations and Elections Chairman Dominic LoTempio, CPSM has announced the following slate of candidates for the ISM-Buffalo board of directors. Nominated for two-year director terms: Katie Dzielski, Craig Hooftallen, and Heather Leising. The President-Elect position does not have a candidate at this time.

Debra A. Hasley, CPSM will move up to the presidency for 2017-18. Remaining on the board will be Jim Austin, CPSM; Julie Cross, CPSM; Bruce Izard, MBA; and Martha Switzer, CPSM.

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 10 meeting. Come to show your support for our future leaders.

Director Candidates:

Katie Dzielski, MBA

Katie Dzielski is new blood in the supply chain game, starting as a Materials Assistant in 2014, promoted to Materials Specialist in 2016, and most recently attaining Technical Buyer/Planner in 2017 at Multisorb Technologies. Prior to that, she worked on the production floor at Multisorb for four years, attaining critical knowledge about the manufacturing world.

Katie became a student member of ISM-Buffalo in 2014, gaining full membership after completing her Masters of Business Administration in late 2016 from Medaille College. She also holds a Bachelor in Psychology from Medaille, completed in 2013.

Recently, Katie was appointed to fill a board opening as Director of Membership and is going to continue that role on the board as an elected member. She is eager to bring fresh ideas and new members to the organization.

Craig Hooftallen, MBA

Craig Hooftallen has over 20 years of buying/procurement experience in facilities operations and food service industry. He's been with UB for 11 years where he is currently senior buyer/contract specialist.

Earning a BS degree in Electrical Engineering Technology from SUNY Alfred, Craig also has a BS in Business Management/Economics and his MBA Business Management from SUNY Empire State College. In 2016, Craig became certified in Project Management (PMP approved).

Having joined ISM in 2016, he has found great value in the meetings, dinners, and plant tours with knowledge gained and the valuable networking opportunities. In his words, "Even though I was reluctant to join the Board at first, I realize the great opportunity this will be for me as I look to contribute to the goals of ISM and it's members, to continue to make this a great organization."

Heather Leising

Heather Leising has been in the purchasing field for 18 years. She began her career in advertising and marketing while "assisting" in purchasing at Candlelight Cabinetry in order to "help out". After about a year she became the Purchasing Manager where she stayed until 2008. Her role was focused on the manufacturing components of the cabinet industry.

In August 2008 Heather moved on to Praxair where she went from being a Buyer to a Procurement Associate III; mostly servicing the indirect categories of procurement.

Since October 2014 she has been Corporate Purchasing Manager for NOCO Energy Corp. where once again, her role is focused on the indirect categories of procurement.

Heather's experiences of moving from a small family owned company to a Fortune 250 and then back to a larger family owned company with procurement teams of all sizes has helped her grow not only in the profession but as a person. In Heather's words, "Had you told me 20 years ago I would be in the Procurement field as a career I would have thought it was crazy. I was only "helping out" and here I am 18 years later."

"I have been so fortunate to have wonderful mentors in my career that have helped guide my path and teach along the way. It is my intention to be part of ISM in order to continue my learning process as well as give back to members just starting out that would like to learn about a Procurement career path."

Ascending to the Presidency for 2017-18...

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. The membership elected her to the President-Elect position in May 2016.

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.

She's been in the purchasing field for over 20 years, beginning her career at Carborundum, and holding procurement positions at Angus Buffers and Biochemicals, Sherwood, and Avox. For the past eight years, she's been with Multisorb Technologies.



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ISM – Buffalo
Join our LinkedIn group,
ISM– Buffalo Chapter

SOCIAL MEDIA COORDINATOR NEEDED

About the columnist...

I try to visit a dozen or so other plants / organizations a year because, I don't really know what we do; that is, what Supply Chain Professionals tactically work on for 40hrs a week. I have been in the field for 13+ years and know what my company does, vaguely how some other companies operate and the core theory taught by ISM. But on an operational, day-to-day level, I have no idea how the rest of the profession functions. Towards this end, I recently talked with Martha Switzer CPSM, President of ISM-Buffalo.

A question on the field of procurement. I work with a local technical high school, and nobody there has ever heard of a supply chain job or purchasing or buyer or anything, so I was wondering how did you get into, this, how did you find this field?

It seems like everybody kind of gets thrust in the field of Supply Chain. UB thus far is the only one with a supply chain class that I know of. It's definitely a very lucrative profession that people just fall into. I actually decided not to go to college out of high school and then I got a job as a temp. They sent me to Gaymar Industries as a temp employee. I worked production and then I got hired on at 8 months. I was promoted to calibration and then to material handling, did that for 3 years and then promoted up to purchasing in 2006. They were looking outside for candidates with degrees and couldn't find anybody who was a good fit. At that time I was recommended because I knew the product and had already been helping them out because they were shorthanded. I was doing the MRO purchasing while I was in material handling and I had experience with the kanban system, so they actually approached me and asked if I was interested. I'm never one to turn down an opportunity. The next day my computer was moved into a cubicle and I was there for 6 years. It was nice to be recognized for that and obviously it was a matter of working your way up through improving yourself at every level, and keeping your work ethic at the same level no matter what the pay scale.

You have your certification in supply chain management. How would you explain the field to someone in high school?

I think I would explain the field as, obviously its got its different segments, financial, private, health care, manufacturing. I've only had experience with the manufacturing segment. So obviously it is, material control, inventory control, you know the lean initiatives, engineering, quality control, everything ties in, at least in the manufacturing realm. Also, in all divisions of supply chain we have the financial impact as well; which I hadn't been too familiar with personally because I had never done purchasing management,

Q & A



Martha Switzer, CPSM

Institute for Supply Management - Buffalo Inc. (formerly NAPM-Buffalo), the first Purchasing Association in America, was established in 1904 to exchange ideas and help resolve related problems in procurement.

The current President of ISM - Buffalo talks about the supply chain field and her role with ISM.

By Matt Swanekamp, CPSM

only supply chain management. At my last job I had a really good relationship with the controller (Ben Butzer) and I think that relationship was very good for me because I started to understand the financial ramifications of everything. If someone were interested in this field I would also recommend a finance background because they definitely tie in.

Can you give me a little detail on how you got hooked up with ISM, how you became the President?

In 2006 when I came into purchasing, Debbie Pusateri became my supervisor shortly after that. She was heavily involved with the organization. So in 2007, I became an active member and just did a tag-along, and it was a bit intimidating to start. At first, a lot of the dinner meetings were way over my head, but as I advanced and had more experiences and matured, the meetings became more relevant. I was Director of Operations and Dominic asked me to step up to President-Elect when Greg moved. The presidency has been interesting. I would definitely do it again, but at times it has been exhausting chasing everything around. We are very lucky to have Nancy with us, who is great, and 9 times out of 10 is right in her recommendations and always takes care of the loose ends.

Last question, as far as ISM and it's future, I see people being less involved in social clubs; how does ISM stay relevant when more people are just staying home and watching Netflix and talking on Facebook; what do you see as the challenges in getting people out and engaged?

Well, it's been difficult because if those people don't pursue the certifications, and need those CEH's, it's very difficult to get them out. If they need to get the 60 CEH's, I think it's harder to get someone out to a dinner than a seminar or to the annual conference or even a webinar. I think a lot has to do with the standing relationships that people on board have, and it's important that companies back us. We lost about 30 members this year because people retire and companies just aren't paying anymore. You know \$30 a dinner, it adds up if nobody is paying for it, plus you have the annual fee. I think we get a lot because Nancy goes out personally, petitions people and gets the vendors mostly. Everyone contributes, but she has those contacts and the drive to do the leg work. Other than that I think it's convincing people to come back and companies to pay for it. Membership has been down and money is tight; very difficult to secure no-cost or low-cost speakers, particularly people in the area. If any members have a presentation that they wish to give to the group, we would be more than happy to discuss that as a possibility for the upcoming program year.

Professor Hayden bio continued from page 1

tions to the organization include ISO 9000 Study Task Force, Design & Construction Division, Quality Management Division, and Faculty Advisor for UB student branch. He also has a New York State Professional Engineers License.

As a longtime member of the American Society of Civil Engineers (ASCE) and Fellow to the association, he has made many publications to the organization most notably, 'Truth and Rumor' about the hydrologic cycle, 'How Can We Have a Good Conversation If You Keep Interrupting Me?', 'How to Transform Failure into Success: Forensic Management', 'Human Systems Engineering™: A Trilogy, Part I: Elephant in the Living Room', 'Human Systems Engineering™— A Trilogy, Part II: May The Force Be With You: Anatomy Of Project Failures', 'Navigating the White Water of Project Management', and 'Face Value: The Silent Diversity Challenge', winner of the 2002 award for Best Leadership & Management Paper. He also served as their Editor-In-Chief from 2012-2013. 'Human Systems Engineering™: A Trilogy, Part III: Managing Projects Successfully In A World of Uncertainty' is currently under development.

In addition to his written contributions, Professor Hayden has served on and been chair of ASCE committees such as Women and Diversity in Civil Engineering, Quality Improvement, and Peer Review. Professor Hayden was President of the Project Management Institute, Buffalo Chapter, from 1999-2001. He is cofounder of the Design & Construction Quality Institute, Design, Procurement, & Construction SIG, and The Design & Construction Division. He is the winner of the 1995 Marvin M. Black Excellence in Partnering Award for his construction project that best epitomized the principles of partnering. Professor Hayden has also volunteered for community roles on the Diversity Councils of both UB and the Town of Amherst.

**Supply Chain
Management
Education &
Certification**



We are preparing a CPSM Exam 1 training session, scheduled for some time in June (exact date TBD). We are determined to keep the costs low; the more participants we have the more we can reduce the cost!

If you would like to be added to a list of possible attendees, please email Nancy, ismbuffalo@roadrunner.com. Continuing Education Hours (CEH) will be awarded for participation. Tell your colleagues as well... although costs will be discounted for members in good standing, this training will be open to all interested parties.

Dominic LoTempio, CPSM
Six Sigma Certified Black Belt



**ISM-Buffalo Monthly
Business Survey
Reports
are archived on our
web site at
www.ismbuffalo.com**

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DRIVES ■ BELTING ■ CASTERS ■ HOSE



At the April 12 Meeting:

Top: Some of the crowd intently listening to Jack Cook's presentation on Supplier Risk Management.

Above: New Member Melanie Austin of Arvos Inc. on right, accepts her membership certificate from Membership Director Katie Dzielski, Multisorb Technologies.

Would you consider snapping some photos at a meeting or event? Contact Julie Cross at julie.cross@thermofisher.com.

ISM EVENTS OF INTEREST



Friday, May 5, 2017

SCM Symposium: Full Day of Seminars & Workshops
Place: Classics V Banquets, Amherst, NY

Wednesday, May 10, 2017

Educational Dinner Meeting & Election Night
Place: Curly's Grille, 647 Ridge Rd., Lackawanna 14218

ISM International
Supply Management
Conference



ISM2017
May 21-24, 2017 • Orlando

ism2017.org/

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.

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Nancy Boyd Haley at (716) 648-0972 or
ismbuffalo@roadrunner.com.

ASQ has invited ISM members to join them for a Networking Event...



Thursday, May 18, 2017

6:00 pm - 9:00 pm

716 Restaurant at

Harborcenter in downtown Buffalo

Please join us for a fun social event downtown.

Price includes a wonderful selection of appetizers such as: Tapas Display, Fresh Baked Soft Pretzels, Banana Pepper Dip, Roasted Veggie Flatbread, Italian Meat Pizza, Black & Blue Flatbread, Mini Beef on Pretzel Weck Rolls, etc. Cash Bar.

\$30.00 members / non members

\$15.00 retired / unemployed

Please register by May 10th, using the following link:

<http://signup.com/go/ts8sNY>

ISM[®]
INSTITUTE FOR SUPPLY MANAGEMENT

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



Supply Chain Management (SCM) Symposium

ISM—Buffalo, Inc.

Friday, May 5, 2017

8am-4pm

DETAILS:

Place:

Classics V Banquets
2425 Niagara Falls Blvd., Amherst, NY 14228

Schedule:

7:30- 8:00 am....Registration & Continental Breakfast
8:00 am - 11:30 am....Presentations
11:30 am - 12:00 pm.....Buffet Lunch
12:00 - 4:00 pm....Presentations

Cost:

ISM-Buffalo Members: \$100.00
Non-Members: \$125.00
Fees include: instructional material,
continental breakfast, lunch and snack breaks.

Earn (7) CEH for this very affordable event!

Space Limited; RSVP early to secure spot.

Presentations

Supplier Relationship Management Workshop

Supplier managers need to monitor multiple processes to get the most out of suppliers. This workshop covers core processes for supplier managers to focus their time and attention including change management, supplier on-boarding, project management, risk management and performance management. This workshop is interactive with exercises for each topic so participants can fully engage in the content and learn from others.

Leading Practices to Help Suppliers Do More for Your Organization

According to research, a focus on supplier management can result in 10% bottom-line performance improvement. Yet many entities are dissatisfied with supplier performance as seen by research citing 71% of organizations are ready and willing to switch suppliers. Through discussions with procurement and supply chain executives as well as vendors and client success teams, we've derived a short-list of 'better' practices that can help you help your suppliers do



more. This presentation will explore these practices that can lead to bottom-line savings and increased performance from your suppliers.

Evaluating Supplier Relationship Risk

Assessing supplier risk is important to the governance and compliance functions of any organization. Traditionally, financial and systems risks are reviewed in detail when sourcing or renewing suppliers. But what are the risks surrounding the supplier as they work in the day-to-day relationship with your organization? These relationship risks are critical in monitoring supplier health because they can be leading indicators to poor performance and negative experiences within the ongoing relationship. This presentation will review risks within the following relationship categories: personnel, process, technology, culture, externalities and measurement. A series of relationship risks within each category will be discussed so supplier managers can review relationship risk in addition to the traditional risk ratings they may already consider in supplier health.

Why Should Anyone Follow Your Lead?

Every organization has expectations of its leaders. We quickly realize when those expectations are not being met. Dynamic leaders can directly impact

measurable metrics such as talent attraction, talent retention, quality, revenue, profitability, bench strength and strategic planning and execution. Are people following your lead because they want to or because they have to? Covered topics include:

- ♦ The difference between leaders and managers
- ♦ The decision making process
- ♦ The leadership "sweet spot"
- ♦ Career crippling characteristics
- ♦ Mastering presentation skills

Presenters:

Jeffrey Berk, COO, ClientLoyalty
(www.clientloyalty.com)

ClientLoyalty is a supplier performance management technology company that provides a robust supplier scorecard system. As COO Jeffrey is responsible for the day-to-day operations including supply chain, procurement, supplier management, HR, customer success, finance, sales and marketing. Jeffrey works closely on product design and company strategy as well. Prior to ClientLoyalty, Jeffrey was the COO of KnowledgeAdvisors and led the creation of day to day operations ranging from supply chain and procurement to marketing and customer success and international operations and inside sales. Recently Jeffrey was COO of dscout, a mobile market research company where he cultivated core financial, business strategy, procurement and sales functions. Jeffrey is an adjunct professor of operations at Loyola University and has authored three books on analytics and process improvement.



Larry Mietus, Founder, Speaking of Strategy
(www.speakingofstrategy.org)

Speaking of Strategy was founded on the belief that four critical factors each play a role in business and personal success: People, Passion, Plans, and Process. As an independent business consultant, corporate trainer, professional speaker and educator, Larry has served such clients as: Cobham, Buffalo Niagara Partnership, AAA Western & Central NY, InfoTech Niagara, Columbus McKinnon, and GM Tonawanda Powertrain. Affiliated with SUNY Buffalo's Center for Entrepreneurial Leadership, he's a mentor, reactor and facilitator. Recently, Larry was featured on Business Innovator's Radio.



For more information about membership in ISM-Buffalo, Inc. contact our Executive Director Nancy Boyd Haley at (716) 648-0972. Information and membership application available at www.ismbuffalo.com. Affiliated with the Institute for Supply Management, a global organization of over 50,000 supply management professionals.

REGISTRATION FORM

ISM-Buffalo's SCM Symposium - Friday, May 5, 2017

ISM-Buffalo Member Fee: \$100.00; Non-Member Fee: \$125.00

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