

Program:

Global Trends, China and Preparing for What's Ahead

GLOBAL
economy



Hyper international competition and new destructive technologies are forcing companies to delve deeper into their core competencies and become more innovative, retain new talent, and expand internationally. Yet, volatility, shifting demographics, emerging risks, and a more aggressive China add complexity. This stimulating and insightful program separates myth from reality, analyzes the Chinese political, economic and business landscape, provides a world economic outlook, reveals global trends, and offers strategies to help companies succeed in today's fast-changing international environment.

Speaker: John Manzella

John Manzella is a world-recognized author and speaker on global business, competitive strategies and the latest economic trends. He has written several books, including *Global America: Understanding Global and Economic Trends* and *How To Ensure Competitiveness*, *Grasping Globalization: It's Impact and Your Corporate Response*, and *Mexico & NAFTA: The Real Impact*.

His op-eds have been nationally syndicated and his views have appeared in *The Wall Street Journal*, *New York Times*, *Bloomberg*, *NPR*, *Xinhua* (China), *La Jornada* (Mexico) and *Lianhe Zaobao* (Singapore). Additionally, he is a contributing writer for *American City Business Journals*, owner of 43 metropolitan weekly publications.

John also is chair of the Upstate New York District Export Council, a position appointed by the U.S. Secretary of Commerce, and Northeast Regional Legislative Coordinator for the National Association of District Export Councils. Additionally, he is founder of both the *ManzellaReport.com*, a premier source for global business and economic news and analysis, and *Manzella Trade Communications Inc.*, a public affairs, publishing and consulting firm, and former President and CEO of *World Trade Center Buffalo Niagara*.

For more information, www.JohnManzella.com

READ BUYLINES AND WIN A PRIZE....



**Let's have some fun!
Wear your favorite Tropical/Hawaiian shirt. Win a prize for best theme outfit.**



Educational Dinner Meeting

Wednesday, April 11, 2018

Curly's Grille
647 Ridge Rd.
Lackawanna, NY 14218

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

Curly's Popular Caribbean Buffet



Jamaican Jerk Pork w/ Mango Chutney
Jamaican Jerk Chicken
Black Bean Soup
Curly's Red Beans & Rice
Curly's Coleslaw
Fresh House Rolls & Butter
Curly's Grilled Corn
Key Lime Tart
Peanut Butter Mousse Cups

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

Reserve early – by Friday, April 6

*Space permitting, reservations may be accepted later.

ismbuf@ismbuffalo.com

or (716) 648-0972

*Please cancel if unable to attend; if last minute to Nancy's cell 481-3528. Cancellations after EOB Monday will be billed.

EARN (1) CEH

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.

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NEW EMAIL ADDRESS:
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President's Message



Dear Members, Colleagues, and Friends-

For our April Dinner meeting we are returning to Curly's for their awesome Caribbean Buffet. Jim Austin is going to donate an award for the Best Caribbean outfit. I can't wait to see this contest!!!! Let's have a little fun with our business meetings.

Our speaker, John Manzella, will be presenting on the Global Economy, with Focus on China.

At our April Dinner meeting we will be looking for those last-minute volunteers who would like a position on the Board of Directors, or a past BOD member who is interested in a presidential position. Please contact myself, Nancy Boyd Haley or Martha Switzer if you are interested in a position on the board or even on a committee. Many hands make light work and the experience gained is worthwhile to your career.

The March Supply Management Month Vendor Fair and meeting was wonderful, I want to thank all the vendors who participated. I hope each of you had a chance to visit with all the vendors. (Their contact information is in the March issue of Buffalo Buylines archived on our website.) They are an important part of ISM Buffalo, and to help the local economy it's a win/win for both parties.

Plans are almost firmed up for the SCM Symposium on Friday, May 11. Make sure you mark you calendars now for this full day of workshops. It will be very reasonably priced, educational and a chance to earn those coveted CEH for recertification.

Our May meeting is moving away from our normal second Wednesday to Thursday, May 17 so we can join in with our associates in ASQ and welcome Adam Kowalski of BSI America speaking on information security and how it affects the supply chain and quality.

See you all at Curly's on Wednesday, April 11th!

Deb Hasley, CPSM/C.P.M.
2017-2018 President

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



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**Vendor Displays/
Meeting Sponsors**
April 11 at Curly's

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Minuteman Press of Downtown Buffalo is a locally owned and operated full-service marketing service provider. In addition to printing, we offer creative design, mail services, and promotional items. We Design, Print and Promote...YOU!



**Scenes from March's ISM
Vendor Fair...**

Thanks to Cheryl Polowy & Julie Cross for snapping some photos. Volunteers needed for future meetings.



Top: Julie Baun of BBG2Go Meal Prep Service is visited by Deb Hasley (Multisorb) and Josh Klemann (Ivoclar Vivadent).

Middle: Staples Advantage represented by Kevin Rivers and Ann Marie Caron.

Bottom Left: Barb Arber, Dave Gardner, Deb Hasley and Jim Austin (UB) chatting.

Bottom Right: Mike Lacki (J.D. Cousins) and Jim Grzegorzczak (Gasport Welding) talking with Philpac reps Kristi Ferree and Bruce Phillips.





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Links in the Chain

DELIVERED AT FRONTIER (DAF)

Incoterm under which seller's delivery obligation is satisfied when goods are placed at buyer's disposition on arriving means of transportation, cleared for export but not import, and not unloaded. Delivery takes place when the vehicle is placed at disposal of importer at designated border city. There is no specific documentation for transfer, although some carriers provide some. Used for any mode of transportation. Buyer acquires title, risk and responsibility for import customs clearance.

REVERSE SUPPLY CHAIN MANAGEMENT

The process of recovering returned and/or used products from customers for reuse, recycling or disposal for the purpose of realizing value.

Source:

<https://www.instituteforsupplymanagement.org/Glossary/GlossaryTermDetail.cfm?TermID=2839>.

- Submitted by Jim Austin, CPSM



Every Member... Get a Member

Grow our network of SCM and purchasing professionals. Introduce an associate to join ISM-Buffalo. Membership information - ismbuffalo.com or contact our office at (716) 648-0972 or ismbuf@ismbuffalo.com.

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Nimble Negotiating

By Rakhi Agarwal, MBA,
C.P.M., CPIM



A negotiating *strategy* is the overarching plan that lays out the *tactics* used to accomplish negotiation goals.

The best tactic in a negotiation is to invite a supplier's representatives to a meeting, make them wait in a room that's too cold or too hot, arrive late and then begin the conversation. Just kidding. We no longer live in a time where suppliers and companies are enemies and engage in constant price battles. Today, customers and suppliers are more tolerant of each other than ever before, thanks to the increased trust and mutual sharing of information that leads to win-win situations.

Here are the top 10 negotiation strategies and tactics you can employ to make the most of your supplier relationships and achieve your target goals:

1) Always set a target goal. Do sufficient research before setting a goal. Always know your breaking and walk-away points. If you don't establish a target goal up front, you could lock yourself into a deal that will come back to haunt you.

2) Pre-condition the supplier before a face-to-face meeting. Set the mood of the meeting ahead of time. Drop hints to the supplier: You're negotiating with another supplier; volume needs to be spread to manage risk; or because the market has gone down for feed stocks, you expect a price decrease. When suppliers are conditioned ahead of time, they're more apt to agree to your offer.

3) Play "good cop, bad cop." Your boss — or a company executive — can always play the bad cop. Let management deliver unfavorable news like policy changes or rejection of a requested price increase. This avoids conversations getting personal and the likelihood of a soured relationship.

4) Never say yes to any deal in the first meeting. Always say that you must discuss the matter internally and will get back to the supplier — even if you have decision power and the deal is in your favor. This gives suppliers the satisfaction of thinking they did their job and didn't give you what you want without a fight. In addition, this helps them maintain confidence in their own negotiating abilities by thinking they didn't give too much, too soon.

5) Be creative. Too often, sourcing professionals are in a hurry to lock in negotiations. Instead, take a deep breath and think about the best way to get the same deal with maximum impact. For example, you might want to take a one-time savings in rebate form instead of a price-per-unit break, due to your company's internal goals. You might, however, get the same price benefit while structur-

ing the deal in a way to ensure price protection. It's always important to think before locking in contract terms or signing on the dotted line.

6) Don't hesitate to make a counter offer. Contrary to common belief, most sourcing professionals shy from making counter offers. However, there is no harm in countering, and you will be surprised how often it can work in your favor. Suppliers usually expect a counter offer, but if one is not made, they'll happily lock in the price that they offered — and that you accepted.

7) Don't hesitate to make more than one counter offer. If your counter isn't accepted and the supplier counters back, don't hesitate to make yet another counter offer. This is the point of negotiation. No one will be offended.

8) Understand the cost breakdown. Ask for cost transparency. The better you understand the cost structure, the better you can negotiate a price. Sometimes, costs such as excise, duty, value-added tax and others can be listed erroneously due to incorrect tariff codes that add unnecessary expenses. Labor, utilities, energy cost, packaging details, sizes, pallet types, shipping conditions, container sizes and the like also can add to the cost.

9) Ensure price protection. One of the most important strategies is tying raw material prices with the various indexes to prevent unnecessary price increases. For example, because most chemicals and commodity solvents are dependent on the oil and petroleum industry, the strategy would be to tie pricing to the oil and gas index. Also, suppliers are always quick to give price increases, but never to offer price decreases. If, however, you tie the raw material price to the industry index, you'll get the benefit of the price decrease.

10) Offer trades. Sometimes, terms that are unimportant to you could be valuable to the supplier. For example, payment terms: While these may not make a difference to you, a payment term of 60 days versus 75 or 90 might be a concern for the supplier. Offer a payment term favorable to the supplier to negotiate for the price reduction you need.

Negotiation is a delicate mixture of art and science. It takes a long time to perfect the art, but the most pertinent data and effective tactics can help you get there. In upcoming negotiations, use these tactics and formulate your negotiation strategy accordingly to achieve your target goals. You're bound to see significant benefits.

Rakhi Agarwal, MBA, C.P.M., CPIM, is head of strategic sourcing at AMRI in Albany, New York.

Source:
<https://www.instituteforsupplymanagement.org/news/content.cfm?ItemNumber=31039>



Calendar of Events

Read Buylines and Win a Prize!

- 1) Write down the correct answer on a piece of paper
- 2) Put your name on it
- 3) Place it in the Basket at the April Dinner Meeting
- 4) Win a Prize*

*If your correct answer is drawn. One entry per person.

AND THIS MONTH'S QUESTION IS....

1. As a condition of doing business with Company A, Supplier B is required to maintain at a separate warehouse in a different part of the world, a minimum of six months' inventory at all times. This is an example of a(n)
 - (A) contingency plan
 - (B) insurance obligation
 - (C) purchase obligation
 - (D) warranty obligation

Educational Dinner Meeting
Wednesday, April 11, 2018
 Curly's Grille, 647 Ridge Road, Lackawanna, NY 14218
 Enjoy their famous Caribbean Buffet
Speaker: John Manzella

SCM Symposium - Full Day of Workshops
Friday, May 11, 2018

Educational Dinner Meeting
Thursday, May 17, 2018
 Millennium Hotel Buffalo



Installation Dinner & Awards Night
Wednesday, June 13, 2018

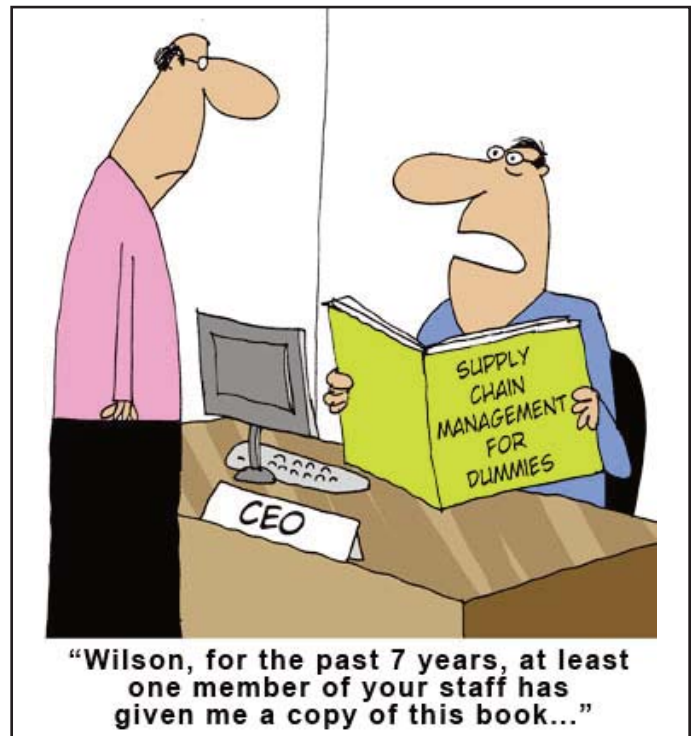


Golf Outing & Clambake
Tuesday, June 19, 2018
 Pine Acres Golf Club, Bradford, PA
 Catered by Old Library Catering
 To assist, contact Chairman Kurt Keller at
 kckeller1@hotmail.com



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