

Program:

“How to Achieve Better Results with Team Accountability”



If you are a manager, team leader, or manage projects, your work results are highly dependent on the performance of other people.

Yet even experienced managers are challenged with getting everyone on their team to focus on the right work, and be accountable for achieving high performance and key results.

How can you maximize the team you have to make your job easier and improve your performance with less stress?

During this session, you will learn how to:

- Uncover the cause: The 10 reasons people on your team are not doing their job to the best of their ability
- Accountability- what it is, 5 stages people go through, and how to get it (even if you aren't "the boss")
- How to delegate without abdicating- a simple system to hold people accountable to complete the work you need (timely and accurately)
- Free reward tools you have to build trust, improve communication and increase the results of your team mates
- The power of numbers- using a team dashboard with key performance indicators for better focus, prioritization and planning

About the Speaker: Diana Southall, The People Plan

Ms. Southall is a fifth generation business owner, and spent her childhood, college and early career in a family business (Botanicus Inc, Top 25 women owned business in Buffalo, NY). The business had multiple departments in retail, service, distribution, and she worked every department from human resource to sales, marketing, accounting and operations.

In high school, Diana trained with local Organization Development consult-

Diana Southall continued on page 3



We will be collecting items for this worthy charity at the February 21 dinner meeting. See page 3 for more information about the charity and suggested items needed.



Educational Dinner Meeting

Joint meeting with APICS

**Wednesday,
February 21, 2018**

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

5:00-6:00 p.m.... Registration,
Cash Bar, Networking

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

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

Dinner Entree Choices

- 1) **Smothered Sirloin Steak** with onion, peppers & provolone cheese
- 2) **Brown Sugar Salmon**, grilled with brown sugar & mustard glaze
- 3) **Chicken Coq Au Vin Rouge**, sauteed & baked w/ bacon, onion & mushrooms in a red wine demi glaze
- 4) **Vegetable Lasagna**, assorted vegetables & cheeses with alfredo

\$30.00 - Members

\$35.00 - Non-Members/Guests

\$20.00 - Full-Time Students

Reserve early— by Feb. 16th*

*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.*

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.

2017-2018 Board of Directors

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Position Open

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President's Message



Dear Members, Colleagues, and Friends-

February is here!

We will spread some of our love in February with donations to Hearts for the Homeless at our **February 21 Dinner meeting** at Classics V. Their goal is to feed a nutritional meal and to clothe those less fortunate. Hearts annually feeds and clothes thousands of Buffalo's poor & homeless via a Mobile Soup Kitchen w/clothing pantry. Our after-dinner speaker is Diana Southall on "How to Achieve Better Results with Team Accountability." This is a great topic whether you are a manager, team leader, manage projects, or your work results are highly dependent on the performance of other people. We're also welcoming our associates from APICS to another joint meeting with great networking opportunities.

We're in the final stretch of processing 2018 membership dues renewals. I hope every member has renewed their membership and that you'll bring new potential members into our Buffalo Affiliate. There are so many benefits to being a member such as, meeting other procurement and supply chain professionals who you can ask questions and get ideas from; educational speakers and training; and more.

Do you know someone who you would like to nominate for Purchasing Professional of the Year? They do not need to be a member of ISM to be nominated. Deadline is February 28. There are other association awards available as well. Please see details later in the newsletter.

We have a need for some input and assistance in planning and promoting our annual Supply Chain Management Symposium scheduled for early May. Contact Craig Hooftallen or Martha Switzer listed on left or use our website online membership roster to email them.

See you all on February 21!

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

WANTED

ISM-Buffalo is looking for a few good members to lead the organization into the future!

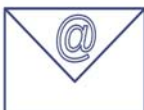
We welcome your contribution of energy, ideas and talents to the association!

Each year, several directors are elected to bring "new blood" to the board with the ability to provide input and be instrumental in launching different programs.

Benefits you receive include the ability to give back, to enhance your resume, gain new experiences, influence programming, and improve your professional status with your current employer.

Questions? Contact Nominations Committee Members soon: Deb Hasley, Martha Switzer, John Domres, or Bruce Izard.

Nominations Due by early April latest.



NEW EMAIL ADDRESS:
ismbuf@ismbuffalo.com

DIANA SOUTHALL continued from page 1

ants working in her family business to understand personality and its role in employee performance, and went on to study Economics and Social Psychology at Tufts University.

Since 1999, Diana has advised senior management teams of many of the premier mid-sized and large employers in WNY on how to link their jobs & people to performance & pay. She has designed pay and incentive plans that impacted tens of thousands of employees, from first-line workers to sales and executive teams in every industry.

Diana holds an MBA and Masters degree in Psychology from the University at Buffalo, where she studied with Dr. Jerry Newman (a nationally recognized expert in compensation and performance management). After graduate school, Ms. Southall joined HR Foundations as a consultant, quickly becoming a key partner in the firm.

Certified as a Senior Human Resource Professional (SPHR), she has taught compensation, leadership, and human resource management courses for Medaille College and the University at Buffalo School of Management.

www.People-Plan.com

Vendor Display/Meeting Sponsor

February 21 at Classics

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Do you know a vendor who would like to reach our members with their product or service? Contact Nancy at the ISM-Buffalo office ismbuf@ismbuffalo.com for the application and more info.



**Every Member...
Get a Member**

Grow our network of SCM and purchasing professionals. Introduce an associate to join

ISM-Buffalo. Membership information - ism-buffalo.com or contact our office at (716) 648-0972 or ismbuf@ismbuffalo.com.



Hearts for the Homeless celebrated its twenty-seventh year of outreach to the poor and homeless in Buffalo on December 25, 2017. Executive Director, Ron Calandra, and his wife, Peg, have been with Hearts since its inception. As local missionaries, they have nurtured Hearts from the beginning with a simple goal to feed a nutritional meal to those less fortunate and be representatives of The Gospel of Jesus Christ. Without straying from the original goal, Hearts has evolved into a full-fledge ministry center that annually feeds and clothes thousands of Buffalo's poor & homeless via a Mobile Soup Kitchen w/Clothing Pantry. Hearts also meets the needs of its local community via Hearts Thrift Shop at 890 Tonawanda St. in the Riverside section of Buffalo.

"There is a feeling of satisfaction knowing that when we go out and feed people at night, they won't be going to bed hungry," says Ron. Hearts' Mobile Soup Kitchen (a bus from which we serve prepared meals, with a free-clothing pantry aboard) has five very dedicated Mobile Crew Teams consisting of 30+ adult volunteers, each committed to serving one night per week. In 2017, twelve-thousand poor and homeless people were served.



CANNED: BAKED BEANS, BEEF STEW, CHILI, CHICKEN, POTATOES, KIDNEY BEANS, TUNA, MAYONNAISE OR MIRACLE WHIP, SMOOTH PEANUT BUTTER, GRAPE JELLY, BAGGED RICE, ELBOW MACARONI, DICED TOMATOES, SPAGHETTI SAUCE, PARMESAN CHEESE, HOT SAUCE, CREAM OF MUSHROOM AND CREAM OF CHICKEN SOUP, SANDWICH COOKIES, ZIPLOCK SANDWICH BAGS

www.heartsforthehomeless.org

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



I had a beer with Bruce the other month thinking I could get an interesting 1 page (~1,200 word) interview / discussion out of it...man was I mistaken. I didn't even make it past my first question. However, what I did get was an amazing story from a really fascinating person. I've condensed our conversation down considerably, but if you find this interesting I'd recommend reading the full transcript [here](http://www.ismbuffalo.com/buylines_newsletter.php#). Newsletter page link: http://www.ismbuffalo.com/buylines_newsletter.php#

What was your path to get to where you are now?

So it's kind of odd, I was at UB and I needed 2 classes to take to graduate. I decided I would take 2 classes over the summer and my brother was working at Science Kit at the time, which is a company that sells science supplies. I thought, he's been working there and he likes it, I'll work there over the summer and when I graduate I'll go get a real job. So I took a job there...

What were you going to school for?

I started off as a MIS major, I did that for a year, decided that was too boring. Then I decided to try pharmacy school since I really like chemistry. I did a year of pharmacy school with my sister; she loved it. I decided that having worked at a pharmacy; I didn't want to work pharmacist hours. I went to my guidance counselor after my second year, and I said "I want to graduate, what can I take to graduate?" And they said, well, you can take 5 psychology classes because you've taken a few already as electives, you can graduate with a psychology degree. So I took those 5 but still needed 2 more classes to graduate.

So I was taking them over the summer, and working at Science Kit, and I took a job on the dock as a stock person. I took my 2 classes at the same time, graduated, and they immediately had an opportunity in the office, in the quotations department. So I started to do that, but over in the procurement side, which was right next to mine, they would always call me over when they had something complicated and needed to figure out an EOQ - and they knew I was good at math. That turned into asking me to look at their computer program to help them order more efficiently. I took a look at their program and realized they hadn't factored in seasonality to their procurement, so their inventory turnover ratio was way lower than it should be. They would turn over their inventory ~ .5 a year, and they had ~ \$6M in inventory and were doing \$20M in sales, something like that, it was ridiculous. So I looked at their formulas, I restructured and added seasonality and they got their inventory from \$6M down to \$1.5M.

Soon after they created a new position in procurement, called Inventory Control Specialist, and said, here's NAPM (Now ISM Buffalo), they might have some people there and you can figure out best practices. I went to my first meeting in 1997 and started talking to people there, and there were a lot of people way more informed

Q & A



Bruce Izard, MBA, PMP

Procurement Compliance Manager
of NFTA - Niagara Frontier
Transportation Authority

2017-18 ISM-Buffalo Treasurer

By Matt Swanekamp, CPSM

and very good at this stuff than I was. So I talked to them and thought, alright, the first thing you want to do is standardize all the SKU's in your warehouse to make sure you're not ordering redundant items. I realized that about 25% of our parts were redundant, because not only do we have a retail business, we have a kit business. The kit business has duplicate item number for 50% of their parts that we already carried for retail. So I re-did the SKU's and then re-programmed the computers. Then we re-did the EOQ formula to take into account all kit business, at least projections, and all the regular retail stuff. So I could walk on water at this point, now I've knocked inventory down another \$500K, so now we're down to \$1M. By that time sales were up to about \$25M, so you can do the math there, we're doing great.

In 1999, I left Science Kit for Science First. In 2008 Science First decided to move down to Florida. I said, you know what, you guys are doing a transition, I don't really want to move to Florida, I will help you guys out for 6 months.

So they move down to Florida, it's 2009, there's no jobs to be found anywhere, the economy has tanked, I was out of work for 10 months,

although I was paid for 6 of those.

I found out M&T Bank was looking for someone in their strategic sourcing department, but they were really looking for somebody that had computer and data experience. I got connected and brought in for an interview. They said, we have an antiquated database, and we don't really know what we spend our money on because we haven't been able to consolidate everything / pull in all the data from different databases, figuring out what our true spend by category is. I worked with another guy, he built an Access database that brought in all the disparate data, sliced it and diced it and spit out our annual sales by every vendor. We were then able to decide which groups around the bank to look at as a strategic sourcing project. Once we figured out the spend and took the top 20 spend items by category, we tackled those using the same strategic sourcing and synthetic pricing that I had learned already elsewhere. We made that a process; there's probably 108 pieces to that process, but we got it down to where whatever group around the bank that wants something purchased, software/materials/services, we do the same process, same vendor selection, same scoring. We took our RFP's and segmented those so if you want a RFP, you'd pick and choose which piece you want to go out, streamlined all that.

I then ended up taking a job at the NFTA. I loved banking, it was cool, but we had done all of the RFP's for all the low-hanging fruit. We had gone through every category twice, so we were down to that, if you're lucky you'll break even or save 3%. There were a few categories they would never let us touch, like benefits and marketing, which we could have saved a ton of money using the same process.

Over at the NFTA I wear many hats, I do project work on RFP's, the cool one I'm on now is the setting MBE, WBE and SDVOB goals for the environmental review work for the expansion of the train from South Campus out to North Campus out to Cross Point.

We're doing the environmental studies and the RFP, that's all out and should come back in a few weeks and we'll start the analysis on that.

I don't even have any follow-up questions; I think you have more of an interesting story on the first question than anyone I've talked to...

So what I'm really good at is the strategic sourcing process, I trained all the new people coming in at M&T. No matter what the product or service is, I can show you the tricks how to do it, at least on paper. After you do it the first time and you're successful, it's like wow, that was great. Never give away the secret sauce; never share this information with anyone outside of the purchasing association. It will move your career faster, you're going to say "really, I could have been making \$20k more if I had talked to this guy 5 years ago, what was I thinking?!"



Recent Headlines in Supply Management

Here's an excerpt from an interesting article I came across this morning that is indicative of changes in the Supply Management structure happening in the Retail industry. An interesting "full-circle" shift?

Target Corp. has chosen not to renew its contract with its 3PL provider choosing, instead, to use its own distribution facilities and stores. This, in an effort to provide more efficient and faster deliveries to its customers.

Steimer, Jacob. (2018, February 1). Target's new shipping model deals a blow to Memphis. Retrieved from <https://www.bizjournals.com/twincities/news/2018/02/01/targets-new-shipping-model-deals-a-blow-to-memphis.html?ana=yahoo&yptr=yahoo>.

Submitted by: Jim Austin, CPSM



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Looking Ahead

Celebrate our profession! March is Supply Management Month that is recognized world-wide! Invite co-workers and bosses to join you for our biggest meeting of the year!

Wednesday, March 14
4:30 pm - 8:30 pm

**SUPPLY MANAGEMENT MONTH -
VENDOR FAIR & EXECUTIVE NIGHT**
at Classics V Banquets
2425 Niagara Falls Blvd., Amherst 14228

**Speaker: Jim DeFilippis, VP & GM
NOCO Energy Corp.**

Jim is an entrepreneurial leadership executive with over 40 years' experience managing sales, marketing, operations, personnel, procurement, vendor relations, and merchandising. Specifically at the district, regional, and corporate level for start-up, family owned and established retail corporations.

Program:

- Keys to growing your own personal development
- The rewards for good planning
- The 3 Piles-Getting time to think and act on change
- Best practices to "Communicate Upward"
- Leadership Challenges in 2018 and beyond

Entree Choices:

- (1) **Beef Burgundy** (with egg noodles in red wine reduction & green beans)
- (2) **Chicken Capellini** (with angel hair pasta and vegetables)
- (3) **Stuffed Filet of Sole** (special crabmeat dressing rolled in a Dover sole in bechamel sauce with rice pilaf & green beans)
- (4) **Broccoli Tomato Bow Tie Pasta** (tricolored pasta with tomato, broccoli, scallions and parmesan cheese in light garlic and oil sauce)

**Reservations being accepted now by email to
ismbuf@ismbuffalo.com or (716) 648-0972.**



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, 2018).

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, ismbuf@ismbuffalo.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, 2018 and winner(s) will be selected in March. Contact ismbuf@ismbuffalo.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.

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 Deb Hasley, CPSM at dhasley@multisorb.com. The deadline for nominations is February 28, 2018.

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.



Calendar of Events

Educational Dinner Meeting
Joint Meeting with APICS
Wednesday, February 21, 2018

Classics V Banquets
2425 Niagara Falls Blvd., Amherst, NY 14228
"How to Achieve Better Results with Team Accountability" by Diana Southall

SUPPLY MANAGEMENT MONTH

Vendor Fair & Educational Dinner Meeting
Wednesday, March 14, 2018

Classics V Banquets
2425 Niagara Falls Blvd., Amherst, NY 14228
Leadership subject by Jim DeFilippis, VP & GM, NOCO Energy Corp.

Educational Dinner Meeting
Wednesday, April 11, 2018

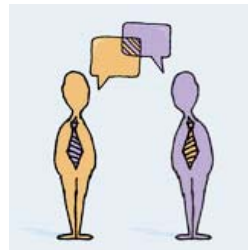
Curly's Grille, 647 Ridge Road, Lackawanna, NY 14218
Enjoy their famous Caribbean Buffet
Program TBD

**SCM Symposium
May 2018**

Educational Dinner Meeting
Thursday, May 17, 2018
Millennium Hotel Buffalo
2040 Walden Avenue, Cheektowaga, NY 14225

Introduce Suppliers to ISM-Buffalo

Members are asked to spread the word to their suppliers and marketing department that we offer opportunities to get their message out to our 150+ members.



At dinner meetings, vendors can sponsor the meeting & have a "Tabletop" display 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.

To celebrate Supply Management Month in March, our **Executive Night & Vendor Fair** on **Wednesday, March 14** at Classics V Banquets will feature up to 15 vendor tables during an extended networking hour prior to our dinner and program. Additional sponsorship opportunities are available for this meeting as well.

Contact our Executive Director Nancy Boyd Haley at ismbuf@ismbuffalo.com or (716) 648-0972 to supply your leads or to get the flyers and applications.



Channel Management

p. The management of firms or individuals that participate in the flow of goods and services from the raw material supplier and producer to the final user or customer. p. Source: <http://www.apics.org/> (10th ed.)

Lean Manufacturing

A philosophy of production that emphasizes the minimization of the amount of all the resources (including time) used in the various activities of the enterprise. It involves identifying and eliminating non-value-adding activities in design, production, supply chain management, and dealing with the customers.

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

