



# PLANT TOUR

Wednesday, August 29, 2018

Culinary Arts Specialties, Inc. (CAS)  
2268 Union Road, Cheektowaga, NY 14227 \*



## About CAS:

Culinary Arts Specialties, Inc. (CAS) was founded in 1982 by Arthur P. Keller, who was a Swiss Pastry Chef. He used his creative talents as a Master Pastry Chef to dazzle countless stars and leaders, including Frank Sinatra, General Douglas MacArthur, Mrs. Eleanor Roosevelt, and the Duke and Duchess of Windsor with his incredible artistic creations. The company has expanded its business to become one of the finest cheesecake manufacturing companies in the world.

CAS is currently headquartered in Cheektowaga, NY, and operates in a 53,000 sq. ft. state-of-the-art manufacturing facility. CAS has the capacity to produce, freeze, and ship over 150,000 lbs. of cheesecakes /desserts per week, allowing them to accommodate customers of all sizes. The company services a number of large and small supermarket chains throughout the world in both the frozen grocery and bakery divisions in addition to food service distributors. CAS has also served as a co-packer for the most well known internationally branded retail and institutional cheesecake label on the market today.

## Program:

Jonathan Pawli – VP Operations

- History of CAS
- What is manufactured
- Distribution chain (global, with primary focus on N. America)
- Sourcing – supply chain distribution, challenges

Deborah Shapos – QA & Food Safety Manager

- FSMA impact on manufacturing
- Expectations from participants during the tour
- What will be seen during the tour

\* **Location:** The building is set back off of Union Rd. Turn in off of Union and use driveway to park in front of the building. Enter through the glass lobby doors into the waiting/reception area.

## Important Details:

### FDA Food Safety and Food Defense Regulations require the following:

1. All attendees will be asked to sign in and show valid ID.
2. All attendees must be wearing closed toe, no slip shoes and long pants. (no sandals, capri pants, shorts or dresses).
3. No jewelry is allowed to be worn in the manufacturing facility.
4. No cameras or cell phones may be taken into the manufacturing areas.
5. Smocks, hairnets, beardnets will be provided.

## Itinerary:

Meet & Greet : 5:45pm – 6:00pm  
Welcome Talk: 6:00pm – 6:20pm  
Plant Tour: 6:30pm – 7:15pm  
End of Tour, distribution of guest gifts: 7:15pm-7:30pm

## Cost:

\$10.00 Members & \$15.00 Guests

## Earn (1) CEU

### Space Limited.

Reservations required;  
advance payment by credit card  
or check preferred

**ismbuf@ismbuffalo.com**  
**or (716) 648-0972**

Please cancel if unable to attend.

## ISM-Buffalo Buylines

ISM-Buffalo, Inc.  
PO Box 888  
Hamburg, NY 14075-0888  
Phone: (716) 648-0972  
Fax: (716) 646-1599  
E-Mail: [ismbuf@ismbuffalo.com](mailto:ismbuf@ismbuffalo.com)  
or [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 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

#### **PRESIDENT**

Deb Hasley, CPSM (622-1329)

#### **PRESIDENT-ELECT**

Martha Switzer, CPSM (374-2984)

#### **SECRETARY**

Julie Cross, CPSM (774-0363)

#### **TREASURER**

Jon Desing, C.P.M. (359-7092)

#### **AFFILIATE SUPPORT DIRECTOR**

Bruce Izard, MBA (855-6515)

#### **DIRECTOR OF PROGRAM**

Craig Hooftallen (645-4572)

#### **DIRECTOR OF OPERATIONS**

Jim Austin, CPSM (645-2632)

#### **DIRECTOR OF MEMBERSHIP**

Katie Dzielski (408-0132)

#### **DIRECTOR OF MARKETING**

Open

#### **COUNSELOR AND ADVISOR**

Bruce Izard, MBA (855-6515)

#### **EXECUTIVE DIRECTOR**

Nancy Boyd Haley (648-0972)

### Major Committee Chairs

#### **PROFESSIONAL PLACEMENT**

Fred Vigars (861-5540)

#### **BUSINESS SURVEY**

Dr. Randall Cragun ([rcragun@niagara.edu](mailto:rcragun@niagara.edu))

#### **WEBMASTER**

Michael A. Lovelace, C.P.M. (562-0288)

*Affiliated with:*

**Institute for Supply Management**  
[www.instituteforsupplymanagement.org](http://www.instituteforsupplymanagement.org)

# President's Retrospective

## *Speech from June Installation Dinner Meeting*

I would like to THANK EVERYONE in ISM-Buffalo, and my new husband Bob who has supported me this past year. ISM-Buffalo members are a wonderful group of people! I am honored to belong to this prestigious group!

I truly feel that I am in a better position going into my second year as President and have learned a lot of things along the way.

My goals for this past year were to increase membership and to supply our members with good programs. Our membership continues to be reduced due to many reasons such as, our companies not realizing the value of an association membership and no longer supporting members financially to belong and, of course, work and family obligations, to name a few.

For the 2018-2019 Program year, I would again like to set goals to increase our membership. Fred Vigars has volunteered to help with gaining new ISM members. Each of you can also help by inviting new (or former) members, work associates, or acquaintances to the dinners and of course join the organization. Remember we are a "Supply Chain" organization, not just Purchasing, so there are many new/prospective members out there. We just need to find them.

I would also like to get more members involved in the organization. Even if everyone just took on one small task throughout the year, we could accomplish great things with little effort.

As an example, I have convinced Dave Gardner to be our Committee Chair for Community Charities. Dave spends a few hours on this each year, but this gives back to our community, which is something close to Dave's heart.

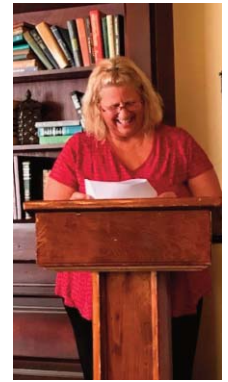
I would also like members to get more involved in finding suppliers for table top displays at our dinners. When suppliers are at the meetings, please go around and speak to them. If nothing else, just say hi and thank them for coming to the dinner. They spend good money to be in front of us and need the recognition that their spend was worth it. This is a major source of income for ISM-Buffalo, so please work with your suppliers and spread the word of this great opportunity for them and their businesses.

In 2018-2019, we are planning at least two seminars. One in the Fall and one in the Spring. If you have any recommendations on speakers, and can work to arrange them, please let Craig and Martha know.

Lastly, this past year Bruce Izard has been working on all the paperwork so ISM-Buffalo can attain sales tax exempt status. Bruce will continue to help Jon Desing as Jon takes over as Treasurer and continues on that journey.

This year the Board will consist of the following:

- Martha Switzer (President-Elect)
- Julie Cross (Secretary)
- Jim Austin (Director of Operations)
- Jon Desing (Treasurer)
- Katie Dzielski (Director of Membership)
- Craig Hooftallen (Director of Program)
- Bruce Izard – (Counselor and Advisor)
- And of course, Nancy Boyd Haley as our Executive Director (She is truly the backbone of this organization. I don't know what I would have done without her this year to keep me on a smooth path!)



***Continued on page 3***

## **PRESIDENT'S RETROSPECTIVE *continued...***

I would like to thank each-and-every one of the board members for volunteering your time and efforts to continue to support ISM-Buffalo. I look forward to spending another year with all of you and of course our new addition, Jon Desing.

We still have two open board positions:

- Affiliate Support Council Director
- Director of Marketing

If anyone is interested in joining the board, or even would just like to attend a Board Meeting to see what it is about, please contact myself or Nancy.

Lastly, I'd just like to remind everyone -- If you see someone sitting alone at a dinner meeting or with no one to talk to, please say "Hi" and introduce yourself. It's not hard, just ask where they work, what they do, and help them find a seat. This is how I met many of you. It's a small gesture but is critical to us getting and keeping members and volunteers.

In closing, I promise to do all I can to lead this organization successfully through the year ahead. I am delighted to have such a wonderful team to work with.

Thank you all for your support and coming this evening.

Debra A. Hasley, CPSM/C.P.M.  
2018-2019 ISM President



### **President's Award of Excellence Awarded to Martha Switzer, CPSM**

by Deb Hasley

The President's Award of Excellence is an award that was established in 1992 in recognition of noteworthy performance in the best tradition of "doing things right the first time" and exemplifying a Total Quality Spirit.

The person I have chosen for the 2018 President's Award of Excellence is Martha Switzer, CPSM. She joined ISM Buffalo in 2007 and has been an avid supporter. When I first met her many years ago, she always made me laugh, but I thought she was quiet and shy in a crowd. Over the last few years, I have seen Martha grow beyond my wildest dreams. Being a "take charge" kind of person she's stood-up and jumped-in many times whenever something needs to be accomplished. Martha has a drive

that I totally respect and wish I could have that much energy.

Through her networking, Martha has found numerous speakers for our Dinner Meetings and Seminars over the last couple of years in addition to her regular Board duties. And, she is stepping into the roll of President Elect once again.

A well-connected person, Martha has also been responsible for ISM's Social Media posts on both Facebook and LinkedIn.

I am honored to present the President's Award for Excellence to Martha Switzer, CPSM.



### **Carl F. Green Memorial Award Presented to Andy Kurcsics**

by Deb Hasley

The Carl F. Green Memorial Award was established in 1983 to recognize and honor the "unsung heroes" who have contributed time and talent to the continued growth of ISM Buffalo. All current and past members of the Buffalo Association are eligible, with the exceptions of, presidents and recipients of local, district or national awards.

I am honored to award Andy Kurcsics, from Partner's Packaging, as the association's 2017-2018 Unsung Hero.

Andy is a person who has worked hard behind the scenes. He's a regular dinner meeting attendee and can always be called upon if ISM Buffalo is in need of a helping hand. He volunteers on the Golf committee and was responsible for soliciting and collecting many donations last year for the Chinese Auction at the ISM Buffalo Golf and Clambake outing, which made our Auction a success.





# Links in the Chain

## END-TO-END SOLUTION (E2E SOLUTION)

A framework in which the necessary processes, information, products, services and other resources are in place to fully support a value chain; e.g., an end-to-end solution in manufacturing may involve one company, as a service to another, managing all aspects of design and production; an end-to-end solution in technology may involve the supplier of an application program or system providing all the hardware and/or software components and resources to meet the customer's requirement and no other supplier need be involved; an end-to-end solution in e-commerce may connect people who want to sell and buy, eliminating the middlemen.

## QUALITY GATE

A system of strategically placed quality inspection steps to ensure discrepant parts are not passed to the next operation and that processing error feedback is quickly provided to the station which produced the defect.

- Submitted by Jim Austin, CPSM

## Source: ISM Glossary of Key Supply Management Terms

<https://www.instituteforsupplymanagement.org/Glossary/GlossaryTermDetail.cfm>

## Presentations to Outgoing Board Members

This year we have four outgoing Board Members who enjoy it so much, they all have volunteered for more terms on the board because we are such a fun group!

Please stand as I call your names:

Jim Austin – Director of Operations

Julie Cross – Secretary

Bruce Izard - Treasurer

Martha Switzer – Affiliate Support Council Director

I would like to THANK ALL of YOU for your dedicated service to ISM-Buffalo. Let's give them a round of applause!

At this time, I would also like to THANK John Domres, my Counselor and Advisor. I have really enjoyed working with John and he will continue on "behind the scenes" in a Strategic Planning role. John, you have been there for me all year and I truly appreciate your support.

- Deb Hasley, CPSM



Join our Facebook page,  
**ISM – Buffalo**

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

Thanks to 2018 Golf Outing sponsor....

**Wes Froebel**  
President  
136 Broadway, Suite 101  
Buffalo, NY 14203  
716.855.3867

# The Amazon Effect and the Global Supply Chain

**In order to execute fast deliveries, distribution centers have to operate on a continuous fulfillment schedule.**

By Rosemary Coates · May 30, 2017

Have you been keeping up with the “Amazon Effect” on supply chains? This effect is defined as the impact the digital marketplace has on the traditional business model in retail. But for supply chain professionals, it is so much more.

We have come to love and maybe even depend on the fast response and delivery of just about anything we can think of. Want to order something at 2 am? No problem, Amazon is open 24/7 and can deliver overnight. But behind the scenes, in supply chain operations, the Amazon Effect is causing a revolution of epic proportions across the globe.

In order to execute fast deliveries, distribution centers have to operate on a continuous fulfillment schedule. Orders are no longer processed in batches at the end of the day. They are processed instantaneously and sent to pick in the warehouse immediately. Trucks picking up packages for UPS, the USPO, FedEx and others must be ready to take their filled trucks to nearby sort centers for immediately processing. Gone are the days of order cut-off times, and queuing packages for late-afternoon carrier pick-up.

**But that’s not all...**in order to keep the fast-moving inventory in stock at the distribution center, more frequent deliveries must be scheduled and that means yard congestion and perhaps a need for yard management software with delivery scheduling. More people will be needed to manage these processes. Inventory control becomes key to managing the flow of inbound goods and assuring the availability of products.

**But that’s not all...**in order to make fast, more frequent deliveries, manufacturers must learn to produce in smaller lots with very fast machine change-overs to accommodate a faster demand schedule. Resellers must either build larger warehouses to store more inventory or figure out how to fill orders much more quickly and respond to vendor-managed inventory (VMI) processes.

**But that’s not all...**to effect very fast change overs in manufacturing, machine tool and robotics makers must develop and redesign their products to accommodate fast changes and smaller-run capability.

**But that’s not all...**procurement staff will have to adjust the way materials are purchased. To respond quickly to

manufacturing needs, purchase orders will become more and more “blanket orders” with fast requisition release capability. This may even give rise to a preference for local sourcing fueling the reshoring trend, or at least sourcing from local storage locations where inventory is held for rapid response.

**But that’s not all...**if sources are located in foreign countries like China, they must respond to faster turn-around time and smaller quantities and repeat orders. The traditional model of large lots that are built as the schedule permits, will have to be adjusted to faster, smaller shipment demands.



**But that’s not all ...** transportation carriers are likely to see smaller, but more frequent shipments and demands for faster deliveries. This, in turn, will cause a need for more consolidation centers in foreign locations to load containers and get them moving fast.

The Amazon Effect is causing a revolution in thinking across the supply chain. It’s a wake-up call for supply chain professionals to design new and improved processes and think creatively

about the future.

## About the Author

Ms. Coates is the Executive Director of the Reshoring Institute and the President of Blue Silk Consulting, a Global Supply Chain consulting firm. She is a best-selling author of: 42 Rules for Sourcing and Manufacturing in China and Legal Blacksmith - How to Avoid and Defend Supply Chain Disputes Ms. Coates lives in Silicon Valley and has worked with over 80 clients worldwide. She is also an Expert Witness for legal cases involving global supply chain matters. She is passionate about Reshoring.

## Source;

[http://www.scmr.com/article/the\\_amazon\\_effect\\_and\\_the\\_global\\_supply\\_chain](http://www.scmr.com/article/the_amazon_effect_and_the_global_supply_chain)

## THANKS to one of our 2018 Golf Outing Sponsors!



In addition to the online store, Smokin' Bear Cigars also has a retail store located at 1974 West Perimeter Road Steamburg, NY 14783. The retail store features a 700 square foot walk-in humidor with over 1000 cigar brands, styles, and sizes.

## Bob Crandall

<http://www.smokinbearcigars.com>

# State of the Organization

Let me first thank President Hasley for allowing me the time to talk to you tonight about this topic. As I stated in my comments as we began our 114th installation of the Board of Director's and President, I truly believe this organization is entering uncharted waters over the next couple of years, and when you think about it we probably have been in those waters for a couple of years now, but it was not recognized as such.

Look at tonight alone, only four Past-Presidents in attendance; only four past William J. Gamble Award winners in attendance; no William J. Gamble Scholarship winner; no William J. Gamble Award winner. I hate to talk in the past but this night was truly an event for the organization.

Some facts about membership:

June 2017 = 182 total members

May 2018 = 132 total members

Compare Regular and Associate:

June 2017 = 137 total

May 2018 = 120 total

If you looked at previous years before 2017, I am sure it would be a similar scenario.

Let's look at Board of Director and committee positions: Last year there was no one willing to step up and take on the position of President-Elect for this year, so President Hasley had to take on those duties for another year. We have major committees that are basically chaired by the Board member who oversees that committee and there are plenty of other issues to share like these.

What does all this mean to you, your membership, and the greater organization. It means potentially less programs, traditional things that have been in the organization for decades being lost – some might say that is not a bad thing, it means we have to find alternate ways to fund programs to give you the knowledge you need to be an asset to your organization and fulfill our obligation as a professional organization.

I became a member of then NAPM-Buffalo, Inc. back in 1996, today there are 23 members who signed on before me and only 8 that are what I would consider active members today. We have struggled over the last 5 to 8 years with stagnant attendance overall and how to make the membership experience a value-added proposition. National has not helped to keep the Affiliate afloat as well so we are out there to fend for ourselves.

What's next, well I know many of you are sitting there saying to yourself, John your preaching to the choir. I am at dinner meetings supporting the organization. I work to get funds from my employer to support seminars or other trainings, what more do you want.

I am here to tell you that President Hasley and her Board of Directors, more than anyone, need each and every one of you to walk out of here tonight and think how can I help. Who do I talk to that can become a member, be a speaker,

be a tabletop vendor or newsletter advertiser, or do I have a topic that interests me that might interest the organization.

They need the help of each and every one of you to help this organization survive. It is not the Board of Directors or organization; it is not President Hasley's organization. THIS organization belongs to each and every one of its members and it is up to us to make it survive. It is also up to us collectively to figure out how to get other members involved which will ensure survival.

Thank you for listening to me and I hope you will take what I said to heart. I have put a lot of years into this organization as have many others before me and the legacy PMAB, NAPM-Buffalo, Inc. and now of ISM-Buffalo, Inc. deserves to survive.

John E. Domres, Sr., C.P.M.

Past President

Chairman, Strategic Planning Committee



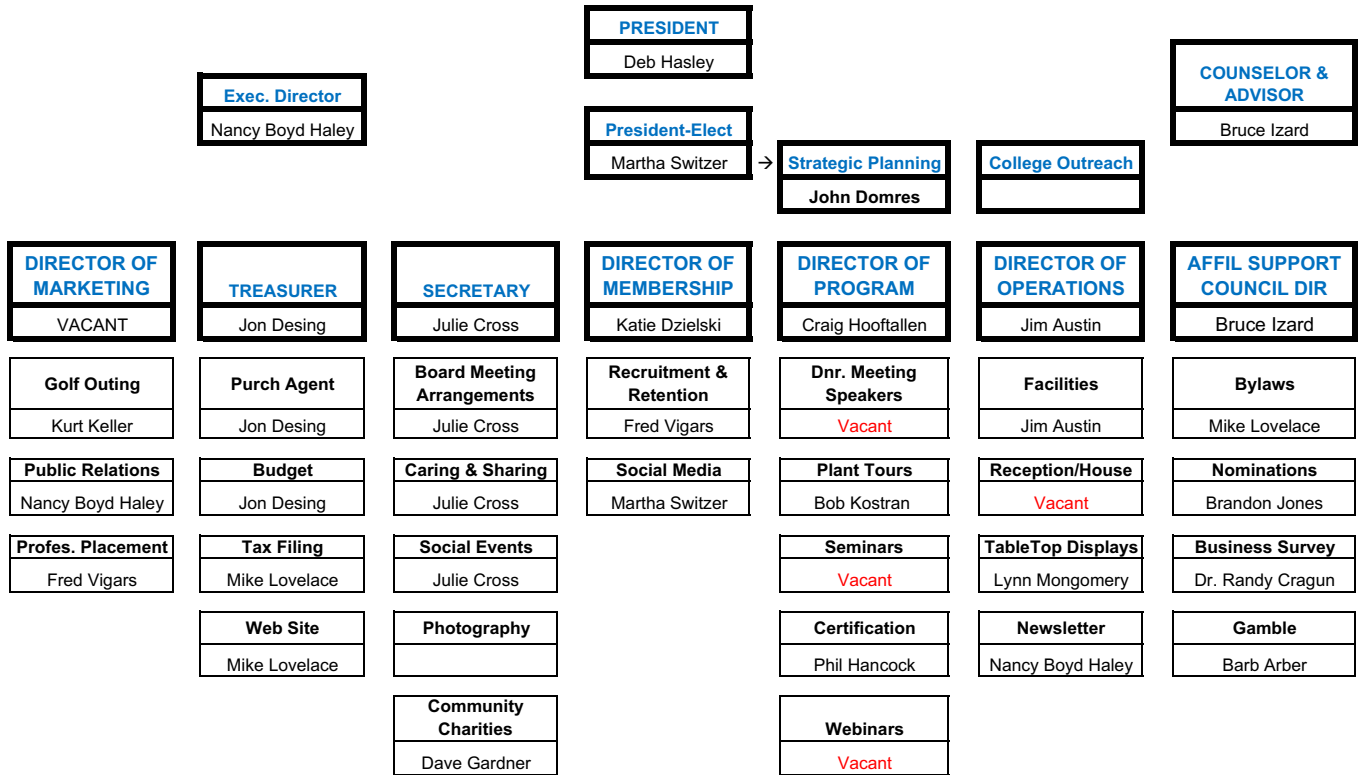
**Your 2018-2019 ISM-Buffalo  
Board of Directors**

Pictured left to right: Katie Dzielski, Multisorb Technologies; Jim Austin, CPSM, UB; Craig Hoofallen, UB; Jon Desing, C.P.M., Panasonic; Julie Cross, CPSM, Thermo Fisher Scientific; and Martha Switzer, Sumitomo Rubber. Not pictured: Bruce Izard, NFTA; Deb Hasley, CPSM, Moog; and Nancy Boyd Haley, Executive Director.

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



# ISM-Buffalo 2018-19 Organization Chart



Participation is the real key to benefiting from your membership. Sign up to help out... you'll be glad you did. **Earn CEH towards recertification** for volunteering!

**Contact: Nancy Boyd Haley at [ismbuffalo@roadrunner.com](mailto: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
- Webinars
- Program Speakers
- Plant Tours
- CPSM & CPSD (Certification)

## MARKETING COMMITTEES

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

## OPERATIONS & ADMINISTRATION COMMITTEES

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



## Reach out

to supply chain professionals with purchasing power.

**Newsletter Advertising** for as little as \$25.00 per month.

**Vendor Display Tables** at monthly dinners available.

**Contact Nancy Boyd Haley at (716) 648-0972 or [ismbuffalo@roadrunner.com](mailto:ismbuffalo@roadrunner.com)**

# ISM-Buffalo's annual Buy/Sell Golf Outing & Clambake

A great day on the golf course at Pine Acres Country Club in Bradford was enjoyed by over 100 people.

Among the companies represented were: AES Seal, All State Fire & Safety, American Refining, ARG, **Arvos**, **Atlantic Plywood**, **Banchetti**, Betts Industries, **BDI**, Brackett Machine, **Bunzl/R3**, Car-Mate Trailers, **Cattaraugus Container**, Chautauqua Cty. Resource Ctr., **Cindy Marie's Sweets**, Cutco, Dresser Pipeline, Dresser Rand, **EM Cummings Veneers**, EMCO Finishing Products, **Expedite Transportation Inc.**, Fancher Chair, Fibercel, Frontier Steel, Great Lakes Cheese, **Hanes Supply Inc.**, **Haun Welding Supply**, Industrial Sales & Mfg., Jamestown Container, Jamestown Plastics, Jamestown Scientific, **Keller Sales & Procurement Services**, Koike Aronson, **Lakes Pipe & Supply**, Marmon/Keystone LLC, Matco Tools, Metals USA, Midway Industrial, **Minuteman Press Buffalo**, Multisorb Technologies, Napoleon Engineering, NFTA, Niagara Frontier Custom Fab, **Partners Packaging**, PCB Piezotronics, Peerless Winsmith, **Pendleton Star Pharmacy**, **Penn-Elkco Spring**, **Philpac Corp.**, Phoenix Metal, **Rapid Refill**, **Robinson Home Products**, Ryerson, **Samuel Son & Co. Inc.**, **Smokin Bear Cigars**, Solepoxy, **Storopack**, Sumitomo Rubber USA, Superior Tire, Venture Steel. *A special thanks to those companies highlighted who sponsored holes and/or donated auction items.*

Special thanks to the committee volunteers: Kurt Keller, Chairman; Melanie Austin; Rob Conti; Steve Couladis; Nancy Boyd Haley; Deb Hasley; Bruce Izzard; Andy Kurcsics; Debbie Pusateri; Martha Switzer. It's not too early to volunteer to work on this outing and other social events we have in the planning stages!



## Calendar of Events

Educational Dinner Meeting  
**Wednesday, September 12, 2018**  
 Banchetti by Rizzo's, 550 N. French Rd., Amherst, 14228

Educational Dinner Meeting- Joint with APICS  
**Wednesday, October 10, 2018**

Educational Dinner Meeting  
**Wednesday, November 14, 2018**

Educational Dinner Meeting - Joint with APICS  
**Wednesday, January 16, 2019**

Educational Dinner Meeting  
**Wednesday, February 12, 2019**

Educational Dinner Meeting -  
 Supply Management Month Vendor Fair  
**Wednesday, March 13, 2019**

Educational Dinner Meeting - Joint with PMI  
**Tuesday, April 9, 2019**

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