



Team Building & Holiday Networking Social

ISM Buffalo's Holiday event this year is something we've never done before and we're eager to experience. We would like to invite members and guests to join us for quite a unique and merry event!

We are happy to host you on a **Christmas Escape Room Adventure!** We've rented the entire venue at Escape Room Adventures of WNY on the 3rd floor of 62 Webster St., North Tonawanda, NY, 14120 for a private party.

We're providing pizza, wings, salad, and dessert and that's not all...this party is BYOB, so feel free to bring both non alcoholic and alcoholic beverages to make your own favorite festive cocktail.

We also will be having a Christmas sweater contest. Wear your most fabulous, fun, or most hideous Christmas sweater for a chance to win a Christmas gift from us.

There are three rooms to choose from, all requiring varying degrees of mental skill and physical ability to complete. Your ultimate goal is to escape. The final door in the puzzle room is locked and your team must find clues, solve puzzles, and work together to find the final key and unlock the exit door. The challenge is to escape the room in one hour or less.

We recommend a maximum of 8-10 people in each room at a time. Invite friends, family or co-workers for a team-building event. Or, come alone and enjoy the company of your ISM peers.

Please make sure you arrive on time for your scheduled slot. After you arrive we will walk you through the rules, have you sign a waiver form, and take you through the pre-puzzle room.

Reserve early to get your desired time slot and to select your room. Please make sure to let Nancy know which room you would like to choose. One room at one assigned time per guest.

There are limited number of reservations for this event. Contact Nancy at ismbuf@ismbuffalo.com or (716) 648-0972 to register. Make sure you let us know at the time of reservation who you're teaming up with or we'll fill the rooms as reservations come in.

See page 3 of this newsletter to select one of three different rooms: 108 Ocean Ave. is good for beginners; Pumpkin King's Christmas is not physically challenging; and Wonderland is tricky requiring crawling and climbing.

<https://www.escaperoomadventureswny.com>.

Happy Holidays!!



HOLIDAY NETWORKING & TEAM BUILDING EVENT

Wednesday,
December 12, 2018

Escape Room Adventures of WNY

62 Webster Street (3rd Floor)
N. Tonawanda, NY 14120

Special Directions/Notes:

*Located above Canal Club 62 & across from Riviera Theater. This historic building has **no elevator** to third floor. Park in front or in the large parking lot behind the building.)*

Event Timing: 5:30 - 8:30 p.m.
Dinner: 6:30 - 7:00 p.m.
Choice of Time Slots for Escape Rooms: 5:30-6:30 p.m.
or 7:00 - 8:00 p.m.

\$30.00 - Members
\$30.00 Guest of a Member*
(*added member benefit)
\$35.00 - Non-Member Guests
\$20.00 - Full-Time Students

Please reserve as early as possible by Fri. Dec. 7th

Space permitting, reservations may be accepted later.

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

****Please cancel if unable to attend. Cancellations after EOB Monday will be billed.***

Earn (1) CEH

ISM-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.

2018-2019 Board of Directors

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PRESIDENT-ELECT

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Open

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PROFESSIONAL PLACEMENT

Fred Vigars (861-5540)

BUSINESS SURVEY

Dr. Randall Cragun (rcragun@niagara.edu)

WEBMASTER

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

Affiliated with:

Institute for Supply Management
www.instituteforsupplymanagement.org



President's Message



Dear Members, Colleagues, and Friends-

ISM Buffalo is an extremely important organization to me. It has given me so many opportunities in my career and friendships.

I wanted to let the membership know that I have resigned as President of ISM-Buffalo due to my current work situation. I cannot devote the time to keep this membership moving forward.

Per Article VII, Section 5B of our bylaws:

In the event of a vacancy in the office of President for any reason, the President-Elect shall promptly assume the office of President for the unexpired term and then shall continue to serve as President for a full term thereafter.

Per the Buylaws as noted above, Martha Switzer has stepped up from President-Elect to President as of November 14. Martha has been doing a wonderful job of moving the organization forward in my absence these last couple of months and I know she will continue to do a great job! Please give Martha all your support. Martha will finish out my term for 2018-2019 and then will continue on as President for 2019-2020. ISM needs each of you to look deep into your situations and have someone volunteer for President-Elect next year along with three director positions that will be open.

I will continue to support ISM-Buffalo in every way possible! I plan to still be involved with the ISM board and seeing my fellow members at the events as time allows. I wish Martha and the Board continued success.

Almost 50 people attended the ISM-Buffalo seminar on November 15th at Classics. Hats off to Membership Chairman Tim Terrana, C.P.M. for organizing this event meant to not only provide relevant and timely education to members, but also serve as a membership recruitment tool. We will be welcoming 26 new members at our upcoming meetings as a result. Thank You to our presenters: Jack Ampuja, Jack Cook and Jim Trubits for their informative presentations.

We're excited about our December 12th Holiday Event at Escape Room Adventures. Bring guests, contact ISM friends to form a group, or come alone and join in with others to plot your escape from the rooms. A fun holiday team-building event!

January will be another joint meeting with APICS at Joseph's Country Manor & Grove in Lancaster. Please review the calendar of events in this edition of the Buylines.

I wish all of you the Happiest of Holidays as 2018 draws to a close.

Deb Hasley, CPSM/C.P.M.
President 2018-2019

**HAPPY
HOLIDAYS**

Your ISM-Buffalo
Board of Directors
wishes you a safe and
happy holiday season!



December 12th Escape Room Adventures.....When making your reservation, choose which room you want to conquer and the time slot you want to reserve.

Escape from 108 Ocean Ave.

Book This Room

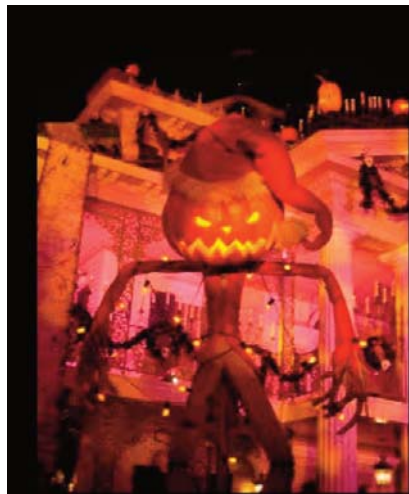
As part of a dare from some of your friends, you've gone inside this infamous house to investigate. Originally 112 Ocean Avenue, the owners of the house hope to cover up the tragic past by renumbering the house as 108 Ocean Avenue. It doesn't seem to change anything as the dark past of this house hits you like a cold brick wall when you enter the upstairs bedroom.

Suddenly the door slams shut behind you. Is someone playing a trick on you? Is the house trying to claim it's next victims?

You have 1 hour to uncover the story behind the horrific events in this house and escape. If you fail, your team will become just another set of names on a growing list of murders associated with this house.

They say the former owner lost his mind in this house...try not to lose yours.

Average Success Rate: 73%
Spooky and themed around a murder, but its not quite as scary as a haunted house.
Great for first time Escape Artists.



The Pumpkin King's Christmas

Book This Room

Somewhere between Halloween Town and Christmas Town, you have just fallen into a trap!

The Boogie Man and his minions have kidnapped the true Pumpkin King. They plan to rule Halloween and ruin Christmas!

Can your group escape in time to save both holidays?

Average Success Rate: 77%
This puzzle CANNOT be completed without at least 4 people in your group...because of reasons.

This is a fun filled room mixing Halloween and Christmas. It is not very scary and it is not physically demanding.

Our escape rooms are perfect for building cooperation, breaking the ice, and creating social interaction. They're also just fun!

Please arrive on time!

Please make sure your group arrives at or before your scheduled time.

We will use this time to check you in, show off our awesome lounge area, and take you through the pre-puzzle room.



Escape from Wonderland

Book This Room

You and your group of wanderers have stumbled into Wonderland. Alice and the other inhabitants are nowhere to be found, but they left clues for you to follow.

With the Queen of Hearts breathing murderous threats down your neck (which she would like to detach from your head), make your way through this whimsical room full of riddles, tea, puzzles, games, and a bit of danger.

If you get stuck don't lose your head. We're all mad here, there's nothing to dread.

Average Success Rate: 39%
This room can be tricky, it is full of riddles and requires some physical activity including crawling and climbing.

Links in the Chain



“I can’t tell you what an honor it is to be the keynote speaker at the Supply Chain Management Seminar.”

2019 Membership Dues Invoices have been emailed and a personalized invoice will be mailed on December 1st. Please pay promptly to keep your membership current.

MEMBERSHIP RENEWAL *Annual Dues*



“You do realize that backorders are not an option, right?”

Aggregate Inventory Management

The size of many inventories requires that they be broken down into groupings for the purpose of control. Aggregated inventory is the further collection of these groupings into a single entity to enable the establishment of operating policies, key performance indicators, targets and reports. Aggregate Inventory Management enables such things as the overall level of inventory desired to be established and then appropriate controls implemented to ensure that individual operating decisions achieve that goal, at optimum cost.

Independent Demand

A classification used in inventory control systems where the demand for any one item has no relationship with the demand for any other item and variations in demand occur because of random influences from the market place.

<https://www.logisticsbureau.com/supply-chain-glossary/>

- Submitted by Jim Austin, CPSM

Introduce Suppliers to ISM-Buffalo



Members are asked to spread the word to suppliers and your own 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.

We’re **now accepting vendor applications and sponsorships** to the **annual Vendor Fair on March 13 during Supply Management Month**. We’re excited about the historic and spectacular Tonawanda Castle as our site this year!

Advertising is also available in this newsletter for as little as \$25.00 per month for a business card sized ad. Other sizes available 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.

Black Friday scorecard: More spending online, fewer shoppers in stores

Joan Verdon, North Jersey Record Published 7:00 a.m.
ET Nov. 28, 2018

Retailers are expecting this holiday season to be a jolly one for their balance sheets based on sales during the five-day Black Friday weekend. But a survey of Americans showed that fewer of them shopped the deals during the weekend this year compared with 2017, and that shoppers on average spent less than they did on holiday purchases during Black Friday a year ago.

Other surveys found that Americans spent a record amount in online purchases, while fewer people shopped in brick-and-mortar stores than last year.

"We're very bullish that total retail spending will be up between 4.3 and 4.8 percent" for the November-December holiday period, said Bill Thorne, senior vice president of communications and public affairs at the National Retail Federation, as he released the results of the federation's annual Black Friday consumer survey.

The federation's survey found that more than 165 million Americans shopped between Thanksgiving and Cyber Monday, down from 174 million during that period last year, and that they spent on average \$313.29 on holiday gifts and items during the five-day period, down from about \$335 last year.

The federation's survey differs from other measurements of the long weekend, because it asks consumers how much they spent on holiday gifts and merchandise, not on spending unrelated to the holiday. Its spending estimate, for example, doesn't include items like cars or refrigerators or general household purchases.

While Americans may not be spending as freely on holiday gifts so far this year, overall spending during the weekend was robust.

Mastercard projected that overall sales totaled \$23 billion on Black Friday alone, up roughly 9 percent from 2017.

According to the National Retail Federation researchers, the key take-away from this year's survey is that the number of shoppers who made purchases both online and in stores increased dramatically. More than 89 million people shopped both online and in stores, up nearly 40 percent from last year, according to the federation.

Multichannel shoppers — consumers who purchase online as well as in stores — are the most valuable customers, Thorne said, spending an average of \$93 more per person than those who shop only in stores or only online.

Adobe Analytics reported that online sales reached a



(Photo: Jim Anness/Special to NorthJersey.com)
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record \$7.9 billion on Cyber Monday, up 19.3 percent from the previous year.

While more people were shopping online, companies that track the number of shoppers in stores said fewer Americans went to malls and stores over the long weekend. Traffic in stores on Thanksgiving and Black Friday was down 1 percent compared with a year ago, ShopperTrak said.

The weather across the country was the coldest it has been since Black Friday 2015, boosting sales of winter clothing and other cold weather items, federation researchers said.



Every Member... Get a Member

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

SAY CHEESE....



We're looking for a few members to snap some photos at our dinner meetings and events. A small commitment of time to help out the association! Contact Nancy at the office ismbuf@ismbuffalo.com or 648-0972.

Read Buylines and Win a Prize!

- 1) Write down the correct answer on the back of your business card.
- 2) Place it in the basket at the December 12 meeting.
- 3) Win a prize. *



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

This month's question is...

Logistic network which moves finished product from company to resellers and then to end users is classified as

- A. risk averse distribution
- B. reverse distribution
- C. inbound distribution
- D. outbound distribution



Membership Director Katie Dzielski welcomes new member Kevin Meyers of Multisorb at the November 14 dinner meeting at Ilio DiPaolo's.

Below are scenes from our November 15th seminar at Classics attended by almost 50 people learning about negotiations, transportation savings and tariff updates.



Christopher M. Bakowski
Buyer
Worldwide Protective Products

Sue Ann Barrett
Purchasing Director
People Inc.
Welcome Back!

Jessica Bartolotti
Buyer
Ivoclar Vivadent

Jeffrey Kohlman
Buyer
PCB Piezotronics

Carl "CJ" Lehsten
Supply Chain Manager
Nissha Medical Technologies

Andrea Semski
Associate Sourcing Manager
Robinson Home Products

Patrick Wilmore
Supply Chain Manager
Buffalo Filter, LLC

Kristin A. Wolf
Buyer
VWR, a part of Avantor

We welcome our new members and hope to see them at future meetings. Make sure you say hello to them!

Supply Chain News: Controversy over Made in America Label Continues, as Pressure Grows on FTC to Get More Aggressive



Made in USA

FTC Can Do Little to Punish First Time Offenders for Mislabeling

Nov. 28, 2018 SCDigest Editorial Staff

"Made in America" continues to be a popular promotional phrase, but just who is allowed to use that label remains controversial, with it appears increased number of companies falsely claiming that moniker.

As SCDigest reported a couple of years ago, there is no clear definition of what products qualify as Made in the USA, with different rules at the state level. (See In Era of Reshoring, Just What Qualifies to be Labeled "Made in America?")

The US Federal Trade Commission rules say that a "Made in USA" label can go on any goods that are "all or virtually all" made domestically. But the FTC doesn't define what "virtually" means.

A number of companies have made their own interpretations, often using a rule of thumb that if 70% or more of the value of a product is made domestically, it can be dubbed as made in America.

But the state of California sees things differently. Every part of a product must be made in America to qualify for that status, according to the rules there. To state a product is made in the US is considered false advertising even if 99% of the components are US made.

In California especially, the costs of falsely labeling a product as made domestically can be severe. For example, sports equipment maker Lifetime Products produced basketball hoops that were made of parts that were almost entirely cut, shaped, painted and assembled at its sprawling factory in Utah. But those parts don't include some bolts and the net, which come from China. In fact, at the time the only basketball nets available were all made in China.

And that fact had led to Lifetime being embroiled in two consumer lawsuits claiming that customers were duped by buying a product that claimed "Made in USA" status that it didn't deserve.

The two actions against Lifetime were ultimately certified as a single class action and were settled in California state court.

The court awarded plaintiff's attorneys \$485,000, and Lifetime agreed to donate an additional \$325,000 to charity

and to offer discounts to consumers who had bought basketball equipment in the past. But the lawyers got almost all the money - one of the two plaintiffs was awarded \$4,500, the other just \$3,500. Lifetime says it also spent some \$535,000 on its own legal fees.

In fact, the opportunities in California based on its tough laws and enforcement have created a small cottage industry of law firms searching for such lawsuit opportunities.

Several years later, the controversy continues on. The Wall Street Journal recently reported that in three major cases in September, the FTC ruled that three companies – a manufacturers of backpacks, a hockey puck maker, and an on-line mattress retailer – had falsely represented products as made in America.

The result - all three companies were ordered to stop marketing these products as made in the US, but none was fined or forced to admit fault.

And that has been long standing FTC practice – few if any companies are fined or face other more serious sanctions for a first offense.

The agency has issued 135 warning letters and brought 10 lawsuits against companies for fraudulent Made in the USA labeling since 2010. However, only Stanley Black & Decker has ever been fined for a second violation, and that was all the way back in 2006.

In theory, the FTC can pursue refunds for customers for first-time offenses, but it is prevented by law from seeking



Manufacturing groups now see a chance to leverage President Trump's focus on returning manufacturing to the US from China to get more favorable FTC rulings.



outright fines for a first violation.

But the FTC's James Kohm told the Journal that the agency usually avoids the refund process because it can require intense effort for relatively small payments, saying "It's extremely difficult, and it would take a lot of resources."

Of course, many of the inaccurately labeled products are come China in whole or part. Manufacturing groups now see a chance to leverage President Trump's focus on re-

Continued on page 8

Made in America continued from page 6

turning manufacturing to the US from China to get more favorable rulings.

"You have the president talking about Made in America and manufacturing on a regular basis," says Alliance for American Manufacturing president Scott Paul said. "It seemed like the right time to encourage the FTC to be more earnest about its enforcement."

However, while FTC commissioners are appointed by the president, the agency operates independently, and does not take policy orders from the president.

The leniency given to first time offenders is one source of concern to some manufacturing groups.

"You have some people who very clearly know what they're doing and don't feel like they're going to get whacked if they get caught the first time," lawyer Michael Taylor, who represents US manufacturers in a range of trade-related issues, told the Journal.

The issue is also getting attention from some lawmakers. Last month, senators Sherrod Brown of Ohio, Tammy Baldwin of Wisconsin, and Christopher Murphy of Connecticut, all Democrats, sent a letter to the FTC chairman calling for an end to "no-fault, no-money" settlements.

And at least one FTC commissioner agrees. Rohit Chopra wrote in a dissent to the September rulings that "Every firm needs to understand that products labeled 'Made in USA' should be made in the USA, and that fake branding will come with real consequences."

Just how much a Made in America label really influences purchase decisions remains largely unknown.

While a 2015 survey by Consumer Reports found that 80% of Americans say they would rather buy American-made products, and more than 60% say they would be willing to pay 10% more for U.S.-made items, that hasn't really been supported by retail sales data.



Calendar of Events

Meeting/Social Event - Escape Room Adventure
Wednesday, December 12, 2018

Educational Dinner Meeting - Joint with APICS
Wednesday, January 16, 2019
Joseph's Country Manor & Grove
275 Columbia Avenue, Depew, NY 14043

Educational Dinner Meeting
Wednesday, February 12, 2019
Chef's Restaurant, Seneca Street, Buffalo

Educational Dinner Meeting -
Supply Management Month
Vendor Fair

Wednesday, March 13, 2019
Tonawanda Castle
69 Delaware Street
Tonawanda, NY 14150



Educational Dinner Meeting - Joint with PMI
Tuesday, April 9, 2019
Tewksbury Lodge, Ohio Street, Buffalo, NY
Speaker: Lisa M. Maul, MBA, PMP
Program: Project Management for Better
Organizational Management

SCM Symposium - Full day of Seminars
Friday, May 3, 2019

Educational Dinner Meeting - Joint with ASQ
Wednesday, May 8, 2019
Curly's Grille
647 Ridge Road, Lackawanna, NY 14218

Installation & Awards Dinner
Wednesday, June 12, 2019

Twin Tiers Buy/Sell Golf Outing & Clambake
Tuesday, June 18, 2019 (tentative)
Pine Acres Country Club
Bradford, PA



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ISM– Buffalo Chapter

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

