

**Program:**

## Information Resilience – An Enterprise Issue Not IT



Keeping sensitive information secure from theft and vulnerability in today's digital world is not as easy as some technology firms may lead you to believe especially with the widespread adoption of cloud computing. Organizations are increasingly exposed to active hackers, phishing scams and other threats that arise from poor information/ cyber security. Even if you take every precaution with your online accounts and identifying information, there are many ways that information can land in another individual or company's data management systems, where it can then be made vulnerable to date theft or data leakage.

With the current expansion of data linkage risk, the challenge is to find the balance between preserving the privacy of person-level data whilst making these data accessible for use to their full potential. Essentially finding the right balance of Confidentiality, Integrity and Availability. Unfortunately, far too many organizations see privacy as a standalone issue and treat it separate from security. To address this issue properly, a holistic organizational wide Information Resilience plan that covers all of people, process and technology is in order.

In This talk we will discuss:

- ♦ Global trends on Cyber Security
- ♦ Information lifecycle and areas of vulnerabilities
- ♦ Planning for information resilience
- ♦ Specific controls that address cyber weaknesses

### Speaker: Katie Warlick, BSI Group

Katie Warlick is a Business Development Manager at BSI Group, focused on information resilience, strengthening organizations through information security strategy and development. Since 2014, Katie has been focused on developing and implementing strate-



*About the Speaker continued on page 3*



See page 3 for our Question of the Month contest as well as this month's Corporate Sponsors/Vendors.

### Educational Dinner Meeting

Joint Meeting with ASQ  
Annual Election Night Meeting

**THURSDAY, May 17, 2018**

Millennium Hotel Buffalo  
2040 Walden Avenue  
Cheektowaga, NY 14225

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

#### Mexican Buffet

Fajita Station with Chicken & Ground Beef  
Chicken & Cheese Quesadillas  
Spanish Rice  
Nachos with Chili & Toppings  
Corn Relish with Black Beans  
Empanadas: Cherry & Apple

\$30.00 - Members

\$35.00 - Non-Members/Guests

\$20.00 - Full-Time Students

**Reserve early – by Monday, May 14th**

\*Space permitting, reservations may be accepted later.

[ismbuf@ismbuffalo.com](mailto: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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([rcragun@niagara.edu](mailto:rcragun@niagara.edu))

#### **WEBMASTER**

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

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**NEW EMAIL ADDRESS:**  
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## President's Message



Dear Members, Colleagues, and Friends-

Wow, it's already May and we are nearing the end of the program year. We have two events in May and I hope you can join us.

First is our ISM SCM Symposium on Friday, May 11. The Symposium is a very cost effective way to earn 7.5 CEH for attending this local event. The theme of the Symposium is "Maximize Your Team's Performance with Traction and Accountability." Please sign up and share with any other team members or friends that may benefit from this material.

Second, is our ISM joint dinner meeting with ASQ on THURSDAY, May 17, at the Millennium. The speaker will be Adam Kowalski from Business Solutions on information security affecting supply chain and quality.

The annual Installation Dinner is scheduled for Wednesday, June 13, at Rizotto Ristorante, where we will install our board members (new and old), President-Elect and President. As we install our board members, we ask you to consider helping out a couple hours a month by volunteering for committees or tasks.

Our Annual Buy/Sell Golf Outing & Clambake is on Tuesday, June 19. This event sets the stage for some great "relationship building" among buyers and sellers and supports our scholarship and education fund. By popular vote, we are returning the event to the Pine Acres Country Club in Bradford, PA where we have a good course and great food catered by Old Library. If you cannot make it, ISM would appreciate your support by way of a gift basket or donation for the Chinese Auction/Basket Raffle or a corporate sponsorship.

Let's end this program year on a positive note as the board gets ready to work towards our 2018-2019 Program year!

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



Caribbean fun at our April 11 meeting at Curly's. L-R are: Kathleen Campbell, CPSM, NRG Energy; Jim Austin, CPSM, UB; Les Switzer, EcoTech Office Environments; and James Campbell, GM Powertrain.

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



 **Vendor Displays/  
Meeting Sponsors**  
May 17 at Millennium

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Boyd Haley at (716) 648-0972 or [ismbuf@ismbuffalo.com](mailto:ismbuf@ismbuffalo.com).

## About the Speaker and BSI Group *continued from page 1*

gies to make organizations more resilient by protecting vital information, and building ongoing management systems to maintain the integrity of the information. Prior to BSI, Katie worked as a process improvement auditor with Bart and Associates, focusing on corporate and IT process improvement.



**BSI is the business standards company** that helps organizations all over the world make excellence a habit. For more than a century they have been challenging mediocrity and complacency to help embed excellence into the way people and products

work. That means showing businesses how to improve performance, reduce risk and achieve sustainable growth. As a global leader in helping organizations improve, their clients range from high profile brands to small, local companies in 193 countries worldwide.

## 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 May Dinner Meeting
- 3) Win a Prize\*



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

### April's question and answer:

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

**And the winner of a Pizza Plant gift card was Barb Madigan of Goodyear!**

## AND THIS MONTH'S QUESTION IS....

In the hierarchy of the planning process, which of the following should be completed FIRST?

- (A) Business strategy
- (B) Financial plan
- (C) Market strategy
- (D) Operations plan

References: CPSM® Study Guide, 1st Edition (Book 3 — Leadership in Supply Management), pages 1113-17; ISM Professional Series (Book 3 — Leadership in Supply Management), pages 138-140; Guide to Business Planning (The Economist Series), pages 19-23.

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*As someone who never set out to be in the Supply Chain field, I'm always curious how others got here and how they operate on a daily basis. The other week I was fortunate enough to grab beer with Julie, a Senior Buyer for Thermo Fisher Scientific.*

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**Since I'm not really sure what you do, can you describe what your role is?**

Thermo Fisher, my division, makes cell culture media which supports the growth of cells outside the body. We make final product in both a liquid and powder form. The procurement team, is somewhat divided into chemicals and packaging / parts, and I support mostly packaging / parts as well as OEMs. We have several internal divisions that probably 80% of my spend is with and I work extremely closely with those two or three divisions.

**So what is the purchasing or supply chain group, however they call it, how is it organized?**

It's really just Procurement & Planning however we do not report the same, directly. We all sit together and we all have to have a close relationship as their schedule relies on what we have.

**So how does that work then if you're negotiating with internal suppliers?**

If it's internal, you typically get it at cost plus 20%, and that's one of the biggest struggles, I don't always have that opportunity to go out and get a better price because I'm limited to my internal suppliers.

**So, if 80% of your spend is with internal customers and you're highly judged on quality, what are you measured on and how do you measure yourself?**

We all have an on-time deliver metric, PPV, and quality metrics just to name a few.

**Is PPV still measured if it's internal?**

It's measured but you don't see it in the numbers, someone's keeping track of it in the background.

**Do you work on standard cost then?**

Standard cost is dictated by corporate who will determine if it rolls on a yearly basis. This year we rolled it, but they only look at things that are \$5K and up, and I don't even know if it's that low. Once its set, it is very difficult or impossible to get it reset.

**Does that PPV measurement spit out of your ERP system or do you have to manually calculate it?**

It will spit out, comparing PO cost vs the standard cost. We have to report monthly on anything good or bad over \$1000.



## Julie Cross, CPSM

Senior Buyer,  
Thermo Fisher Scientific  
&  
Secretary – ISM-Buffalo

By Matt Swanekamp, CPSM

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Timing of rolling standards can be a struggle. Many suppliers don't provide enough notice of price increases. If price increases come in too late, we are forced to roll at previous pricing resulting in adverse PPV for the year. We do have the opportunity to "thumbwag" increases but usually corporate will want proof of the increase.

**So besides on-time delivery and PPV, anything else?**

Cost savings and risk mitigation are other key metrics. For cost saving projects we can work with technical sourcing or commodity leads and leverage other site for combined savings. Risk mitigation is a bit more challenging with packaging components because the products are specifically designed with a supplier. With the other products we procure, you can have several qualified sources. However if you are sole or single sourced and don't have a plan in place for continuity of supply, it would cause a disruption to manufacturing. We go through a risk mitigation process to add and qualify new sources which can be challenging due to

the nature of the product. We have a scoring process which covers things such as contracts or MSA's, what's their business continuity plan, what's their supply chain look like, will the hold safety stock, etc. One of our goals this year is to identify two high-risk items (per buyer) and put a plan in place to lower the risk.

**Since you have your CPSM and you're involved in ISM, you already stand out above the average person in the field. So you have some drive, in the next 5 years, 10 years, what are you...**

What do I want to be when I grow up?

**No, cause it's obviously a rock star, but besides that...**

I don't have the faintest clue. Despite the firefighting and the stress, I absolutely love what I do, I love the people that I work with, I love the industry that I'm in. Sad to say, in a way, I love the stress. I wasn't always doing this, when I started at Thermo I was doing indirect buying and then I moved on to some chemicals and then back to indirect, then I was managing OEM's. It's probably with the last five years that I got into packaging buying. Time is not a luxury anymore and some days we just find ourselves hitting the "buy" button without taking the time to understand how are commodities are used. I have a really good relationship with the packaging engineers. It was just recently that one of the engineers actually took me through the plant and described in detail our various packaging offerings. In my opinion, this should be part of the on-boarding process. You can't challenge anything when you don't understand it.

Because of my close relationship with the packaging engineering team, it has definitely peaked my interest. I am always involved in new projects with that team so I thought it might be a good segue to something new.

I was just like every other person and fell into this field. When I first started in the real world, I was a receptionist for a small job shop, and within a year moved to another dept. and within six months another, so I worked my way up until I ended up in a supply chain role. Then I moved to NY and it was a whole different world. Thermo Fisher was overwhelming to me at first. I didn't know anything about large scale manufacturing or distribution. I am a believer in starting from the ground up to truly understand the flow of an organization. For me it's a constant learning environment. I really enjoy the procurement role, I don't know if it will morph into something different with the way our organization structured.

Back to the original question of what I want to be when I grow up...it's tough.. I ask myself every day.



**Andrew Kurcsics**

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**BLACK-BOX SOURCING**

The practice of treating a purchased part or subassembly as a black box whereby the supplier is given the functional and interface requirements and is expected to design the rest. Characteristics of black-box sourcing include: early involvement of suppliers, clear communications of the buyer's design requirements, and extensive design-related responsibility assumed by the supplier.

**VERTICAL MARKET COMMUNITY**

A group of individual professionals and companies in the same vertical market that trade information, advice, goods and services online.

Source: ISM Glossary of Key Supply Management Terms

- Submitted by Jim Austin, CPSM



**Every Member...  
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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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# 2018 ISM-Buffalo Board Candidates

Nominations & Elections Chair Martha Switzer, CPSM has announced the following slate of candidates. Nominated for two-year director terms: James M. Austin, MBA, CPSM; Julie Cross, CPSM; and Jonathan Desing, C.P.M. Nominated as President-Elect was Martha Switzer, CPSM. Deb Hasley, CPSM was nominated to serve again as President for 2018-19.

Rounding out the board and serving the second year of their two-year term are Katie Dzielski, Craig Hooftallen and Heather Leising.

Since the slate is full with three director candidates, a president and a president-elect as mandated by our bylaws, there is no contest and one ballot will be cast for the candidates at the May 17 meeting. Come to show your support for our future leaders.

## Director Candidates:

### James M. Austin, MBA, CPSM

James Austin, MBA, CPSM is a Supply Chain and Customer Care Professional with over 30 years' experience in Property Management, Consulting, and Operations. Currently, he is the Stores Operations Supervisor at the University at Buffalo, where he is also a graduate in the Business Administration and Organizational Behavior Studies programs. Additionally, he obtained his Bachelor of Science from Canisius College.

In his role as the Stores Operations Supervisor, he has managed centralized receiving, integrated a multi-echelon Inventory system, and overseen WMS and 3PL for facilities operations.

As a member of ISM-Buffalo since 2013, he has been active and helpful to the membership, always offering new ideas and a fresh perspective to the group. Having served on the board for the past two years, he has negotiated and booked exciting new venues for our programs. He is a regular contributor to the newsletter with relevant SCM articles and terms. He received his Certified Professional of Supply Management certification through the organization in 2015.

### Julie Cross, CPSM

Julie has been working in Procurement since 1999 and became a member of the association in 2007. After relocating from Pittsburgh, PA in 2006, Julie began working as an indirect buyer, focusing on MRO's and services for Invitrogen. Following a merger in 2008, Invitrogen became part of Life Technologies and her role expanded into OEM and direct materials, including packaging components, chemicals and irradiation services. Life Technologies was acquired by Thermo Fisher in 2014 and Julie's main responsibilities are now focused on supporting single-use technology in biopharmaceutical production, packaging components and OEMS.

Julie earned her CPSM in October of 2013 and has served as elected secretary of ISM-Buffalo since 2015.



### Jonathan Desing, C.P.M.

Jonathan (Jon) Desing, C.P.M. has been an active member of ISM-Buffalo since 2008. Having earned his original Certified Purchasing Manager designation in 2009, he is now lifetime certified C.P.M. Jon is a past recipient of the Carl F. Green Memorial Award that recognizes our associ-

ation's "unsung heros" for volunteerism. He's assisted with check-in at our monthly meetings as well as awarding the coveted 50/50.

He has a Bachelors degree in Business from Buffalo State. His resume includes various purchasing positions with Niagara Transformer, The Red Wing Company, ArcelorMittal, Olin Chlor Alkali, American Steamship and currently Panasonic.

## President-Elect Candidate:

### Martha Switzer, CPSM

As an active member of ISM-Buffalo since 2007, Martha has dutifully served on the Board of Directors since 2015, holding the positions of Director of Operations, President Elect, President, and Affiliate Support Council Director.

She earned her degree in Business, Management, and Economics from Empire State College with a 3.79 GPA. She obtained her CPSM through ISM several years ago and is continuing to expand her knowledge in Purchasing, Inventory/Production Control, Planning, Operations, and Logistics at every opportunity.

Martha has been a passionate contributor representing many local employers, as a key driver of improvement initiatives within the processes of manufacturing. She began her career in 2001 with Gaymar Industries. In 2014, Martha transitioned from medical device to food and beverage manufacturing when she accepted a position at Island Oasis Frozen Cocktail Company as Inventory Coordinator. and was then promoted to Materials Manager. She oversaw six direct reports, over three shifts, and was responsible for the management of all aspects of materials flow. She maintained control and accuracy of all inventory transactions, procurement, planning, scheduling, cost, warehouse, receiving, and shipping.

Having a wide breadth of knowledge in procurement and inventory control, inclusive of many various industries, Martha also held the role of Inventory Control Supervisor at NutraBlend Foods, where she oversaw as many as 10 direct reports, over three shifts. She was responsible for accuracy of several million dollars in inventory flow from raw materials, to finished goods, to offsite storage, in absence of a warehouse management system.

Martha is currently Inventory and Schedule Coordinator for Sumitomo Rubber USA, LLC, formerly Goodyear Dunlop Tires, where she facilitates the planning, material control, and production of motorcycle tires within the business center.

Described by former coworkers as a "skilled problem solver and decision maker who knows how to execute and is not afraid to roll up her sleeves". "Martha is well recog-

*Candidates continued on next page*

nized for her attention to detail, tactical execution skills, and her ability to perform both independently, as well as a motivating member of cross-functional teams". She is eager to continue to maintain a position on the Board of Directors alongside other local supply management professionals and is looking forward to serving the membership and the local community by helping to organize new and engaging educational opportunities, to make each year better than the last.

### President Candidate:

#### Debra A. Hasley, MBA, CPSM, C.P.M.

Deb Hasley will begin her second consecutive year as ISM-Buffalo President for 2018-19. 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 and returned yet again as President-Elect in 2016-17 and President in 2017-18.

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, holding procurement positions at Carborundum, Angus Buffers and Biochemicals, Sherwood, Avox, and for the past eight years, Multisorb Technologies.

### Professional Placement Committee Report/Job Openings

If you are interested in looking for a new position, please forward your resume to Heather Leising, Chairman of the Professional Placement Committee. If a job comes up and you look like a good match, Heather will contact you so that you can send your resume to the company. As always, this is a confidential service for members.

Employers can also send their job postings/descriptions to Heather as well.



**Heather Leising: hleising@noco.com.**

#### POSITION AVAILABLE:

**DIRECTOR OF PROCUREMENT** at a local manufacturing firm. Contact Heather at the above email for detailed job description and contact information.



# Calendar of Events

SCM Symposium - Full Day of Workshops  
**Friday, May 11, 2018**  
Classics V, Niagara Falls Blvd., Amherst

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

Installation Dinner & Awards Night  
**Wednesday, June 13, 2018**  
Rizotto Ristorante, Williamsville

**BUY/SELL GOLF  
OUTING & CLAMBAKE**  
**Tuesday, June 19, 2018**



Pine Acres Country Club  
1401 West Warren Rd (Rte 770),  
Bradford, PA 16701

Double Golf Shotgun Starts: 8:00 am and 1:30 pm  
Buffet Lunch & Clambake: 12 noon to 5 pm  
Steak Cookout at 6:00 pm  
All Food Catered by Old Library Events

Four Person Scramble Format - for all levels of golfers!  
Corporate & Hole Sponsorships Available  
Chinese Auction/Basket Raffle donations appreciated.

Proceeds to benefit ISM-Buffalo Education and Scholarship with a portion to a local charity.

**Kurt Keller, Chairman**  
**kckeller1@hotmail.com or (814) 558-4811**  
**Committee:** Melanie Austin, Rob Conti, Steve Couladis,  
Lynn Driskel, Nancy Boyd Haley, Deb Hasley,  
Bruce Izard, Andy Kurcsics, Heather Leising,  
Debbie Pusateri, Martha Switzer

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