



Program:

Leadership and its Effects on Quality in Business

"So goes the leader, so goes the culture. So goes the culture, so goes the company." – Simon Sinek

There is a big difference between an organization that has a quality management system and an organization that has a culture of quality; with the latter being more effective if quality is truly desired. The link between an organization with a culture of quality and leadership are paramount. In order to have a culture of quality within an organization that organization needs courageous and effective leadership.

Steve DiIioia brings 25 years of experience working in quality and leadership development to discuss the gap in organization's leadership and quality. The discussion will look at how to strive to be great leaders to influence not just quality but the culture of our organizations. In doing so, this moves an organization past the motivation to just having a quality management system to a quality driven organization motivated by a culture of quality.



Speaker: Steven Diloia
Axiom Coaching, LLC

Steven DiIioia is the President of Axiom Coaching, LLC. Steve is also Executive Director of Ark Angels which is a nonprofit organization focusing on environmental education. Steve is a trained professional coach certified through Gestalt Institute of Cleveland as a Gestalt Professional Certified Coach (GPCC), International Coach Federation as an Associate Certified Coach (ACC) and is a Board Certified Coach (BCC) through the Center for Credentialing & Education. He



Continued on page 3

Educational Dinner Meeting & Election

Joint Meeting with ASQ Buffalo

Wednesday, May 8, 2019



Curly's Grille

647 Ridge Rd, Lackawanna 14218



5:00-6:00 p.m.... Registration,

Networking, Cash Bar, Vendor Displays

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

7:00-8:15 p.m.....Program & Q&A

Caribbean Buffet Dinner Menu

Garden Salad w/Mango Tango Balsamic
Fresh Rolls & Butter
Jamaican Jerk Chicken
Jamaican Jerk Pork with Mango Chutney
Curly's Red Beans & Rice
Curly's Grilled Corn
Curly's Coleslaw
Key Lime Tarts
Peanut Butter Mousse Cups

Wear festive Caribbean/Tropical attire for fun and prizes!

\$30.00 - Members & Guests of Member

\$35.00 - Non-Member Guests

\$20.00 - Full-Time Students

Please reserve by Friday, May 3rd. 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

**** Donations for Bunkers in Baghdad will be collected; see page 3.***

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.

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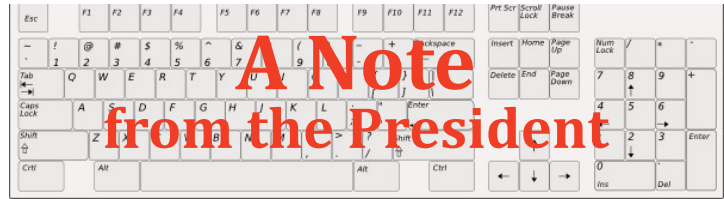
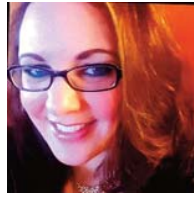
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Dear Members, Colleagues, and Friends,

Thank you to all who came out to our first joint meeting with PMI Buffalo this month. We enjoyed our program at a lovely new venue and enjoyed some delicious food. We will have to return for another event! Rest assured, we will be collaborating again with PMI next year.

We are hosting an exciting seminar, next Friday, May 3rd at Classics V in Amherst. We will have speakers on strategic sourcing, procurement leadership, sustainability, blockchain, and inventory accuracy. This seminar has a wide appeal to all those in the field of supply chain management. Please spread the word to your colleagues. All are welcome. We are offering the low price of \$179 to attendees. ISM-Buffalo chapter members get \$50 off and pay only \$129 for an entire day of learning, including breakfast and lunch.

For our May dinner meeting, we are joining another one of our professional partners, ASQ Buffalo. On Wednesday, May 8th, we return to Curly's Grille in Lackawanna for Caribbean night. Wear your best tropical shirt and accessories for a chance to win a prize. Steven DiIoia, President of Axiom Coaching, LLC. will speak to the group about "Leadership and its Effects on Quality in Business". We also will be collecting new and used golf equipment for Bunkers in Baghdad. Please give what you can.

The following Wednesday evening May 15th, we will be granted an exclusive tour at my employer, Sumitomo Rubber (Dunlop), in Tonawanda. This event will be limited attendance. If you are interested in joining us on this tour and seeing how tires are made, please make your reservation with Nancy now. More details to come. PPE will be required.

We will be exploring another new venue for our installation and awards dinner on Wednesday, June 12th, the Sandy Beach Yacht Club on Grand Island. Special thanks to our members, Dave Baumler and Mike Lacki for being our gracious hosts for the evening. We are planning an evening of fun as we thank returning board members and welcome our new board members.

I am happy to return as your ISM President for the 2019-2020 term. They always say, third time's the charm. 😊 Thank you to all our board members, James Austin, Deb Hasley, Bruce Izard, Tim Terrana, Craig Hooftallen, Julie Cross, Mike Lovelace, Katie Dzielski, and Nancy Boyd Haley, for your hard work and dedication to ISM over the past year. I know how difficult it can be to make and honor your commitment with other work, school, family duties and activities. I would like to extend a warm welcome to new board members Leigh Menzel, Lizzie Quinones, and Jayson DeGolier. You are valued additions to our team.

We have some summer events in the works, including two golf outings, one Tuesday June 18th, in Bradford, PA hosted by committee chair, Kurt Keller and another on Monday, August 5th, in Akron, NY hosted by committee chair, Rob Conti. If you would like to volunteer to join a committee and help plan, sponsor the event, or golf, please contact Nancy, Kurt, Rob, James Austin, Bruce Izard, or me.

Recently, our affiliate was honored by ISM national by receiving a Chapter Excellence Award for 2018. Thanks to Tim Terrana for putting together our fall seminar membership drive, James Austin for challenging us to always raise the bar and think outside the box, Nancy Boyd Haley for always doing her due diligence for the

Continued on page 3

President's Message continued from page 2

organization, and all ISM members, longtime staples, and new additions for being contributors of our success. We wouldn't exist without you.

I am looking forward to a great 2019-2020 program year, full of fresh ideas, new partnerships, different venues, exceptional programs, and fun activities. Follow us on LinkedIn, Facebook, Instagram, and Twitter to see what we are up to.

Always at your service,

Martha Switzer, CPSM
President, ISM-Buffalo, Inc.



ISM-Buffalo's Charitable Initiative Continues with Bunkers in Baghdad

With our intent to give back to the community, we will be continuing our "charitable initiative" of adopting a charity at our monthly dinner meetings. Donations will be collected for Bunkers in Baghdad at our **May 8 dinner meeting**



Bunkers in Baghdad is a not-for-profit charity that collects and sends new and used golf balls, clubs, and equipment to our troops around the world, with a focus on the brave men and women currently serving in combat zones. Bunkers also supplies golf equipment to Wounded Warriors Programs around the country to aid in the rehabilitation of our injured veterans. Bunkers in Baghdad, Inc. is a tax exempt 501(c)(3) public charity.

For some, the golf balls and clubs collected by Bunkers in Baghdad serve as tools to make their injury-rehabilitation routines both more effective and more enjoyable. For others, they provide a much-needed stress reliever and recreational outlet.

But for all, they send a clear and important message: We appreciate your service and the sacrifices you make every day to protect our freedom.

www.bunkersinbaghdad.com

May 8 - Steve Diloia continued from page 1

has planted two churches and had been the Senior Pastor of The Ark Community Church.

He also is certified through Motorola as a Six Sigma Black Belt and certified through SixSigma.US as a Master Black Belt. Steve also is certified as a Professional Business Advisor and certified as a Lead Auditor for AS9100 and ISO9001. He has over 20 years of experience focusing in the areas of continuous improvement, lean manufacturing, and manufacturing/quality systems improvement and implementation. Steve has assisted management teams and leaders with strategic planning, leadership development and organizational transformation.

He has also successfully led project teams that have helped organizations implement system/process improvement, increased productivity, and improved product quality resulting in greater customer satisfaction.

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May 8 meeting at
Curly's Grille, Lackawanna
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Staples is the leader in the office supply industry. Categories we well include: office products, facilities, furniture and packaging.



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 info.

May is Election Month



Nominations and Elections Chairman Deb Hasley, CPSM has announced the following slate of candidates for the ISM-Buffalo board of directors. Nominated for two-year director terms are: Jayson R. DeGolier, CPSM, CPSD, CPIM and Lizzie Quinones. Nominated as President-Elect is Leigh Menzel, C.P.M.

After ascending to the position early with a resignation, Martha Switzer, CPSM will continue in the presidency for 2019-20, the term for which she was elected. Remaining on the board will be Jim Austin, CPSM; Julie Cross, CPSM; and Deb Hasley, CPMSM.

One ballot will be cast for the candidates at the May 8 annual election meeting.

At least one board position is still open on the board should any member like to be nominated to serve. Contact Martha Switzer for more information on where you can help.

President-Elect Candidate:

Leigh Menzel, C.P.M.

An active member of ISM-Buffalo since 1989, Leigh has served on the Board of Directors for 7 years holding the positions of Director for Education, President-Elect, President, Affiliate Support Council Director, and Counselor/Advisor. As President in 2004-2005 he presided over our 100 year Anniversary Celebration. It was during Leigh's year as President that the Board was instrumental in the development and forming of the Buffalo Niagara Professional Alliance, which brought together ISM-Buffalo, ASQ, APICS, and Infotech Niagara for joint meetings to foster a commitment to work together in areas of common interest including, networking events, information sharing and promotion. Leigh was also presented the Association's highest honor in receiving the Wm. J. Gamble Memorial Award in 2007 for his contributions to ISM-Buffalo.

Leigh earned his Bachelor in Business Administration from Medaille College and obtained his Lifetime C.P.M. Certification in 2000. His purchasing career has spanned more than 30 years while working at Perry's Ice Cream, Alpina Foods, OTG Management, Chapin International, and is currently the Purchasing Manager at Nutrablend Foods in Lancaster. His experience includes managing Purchasing, Production Scheduling, Production Planning, Materials Receiving & Warehousing primarily for Food Manufacturers, while complying with FDA regulations and assuring a Food Safety environment. Leigh has always encouraged the use of cross-functional teams when working on projects and believes that ISM-Buffalo supports the continued education and mentoring networking needs of today's purchasing professionals.

Outside of work, Leigh has always been involved in his community as a Boy Scout Leader, member of Lion's Interna-

tional, Akron Masonic Lodge, Junior Achievement and a number of Akron Central Schools community committees, from Budget Planning and Building Committee.

He also keeps busy with numerous home repair activities, both at home and for others on most weekends as he enjoys remodeling homes to meet the homeowner's expectations.

Director Candidates:

Jayson R. DeGolier, CPSM, CPSD, CPIM

Jayson R. DeGolier has been a Supply Management professional for over 15 years. He is currently a Senior Buyer in Global Procurement at Refresco Beverages. In addition to the direct categories he manages, he also works closely with Operations and Engineering managing various projects related to sustainability, cost savings and material conversions.

He received his Bachelors in Business from University of Phoenix in 2003. His work in manufacturing roles, including Production, Product Testing & Verification, Materials Management and Procurement, allows him to provide a unique and valuable perspective throughout the supply chain.

He has multiple certifications, including Certified Professional in Supply Management (CPSM), Certified Professional in Supplier Diversity (CPSD) and Certified in Production and Inventory Management (CPIM) and has completed his Six Sigma Green Belt. Working with Top 5 Retailers such as Wal-Mart, Kroger and Costco, in addition to hundreds of small to mid-size companies, has given him diverse experience in various methodologies companies are currently using. He applies this broad spectrum knowledge to develop principled solutions.

Jayson has been an active member of ISM-Buffalo since January 2016.

Lizzie Quinones

Lizzie Quinones earned her Bachelor of science degree from the University of Central Florida in Business/Operations Management.

Lizzie has over 13 years of experience in procurement serving the following industries: security, automotive, industrial gases. She started her career as a buyer at a small security equipment distributor. Then, the position of Purchasing Senior Specialist at Mazda, where Lizzie was responsible for sourcing vehicle powertrain and chassis components. At Praxair since 2013, she's held various sourcing position of increasing responsibility. Her current role is Procurement Manager at Praxair, which earlier this year merged with The Linde Group. In this role, her responsibilities include managing a team of buyers called the Procurement Center, that serve the buying needs of all U.S. operations. Also responsible for sourcing, supplier and contract management of IT, Telecom and Telemetry commodities in the global capacity.

Lizzie has been an ISM-Buffalo member since 2013 and has assisted at the registration table.

The Most Telling Leadership Quality of a Great Leader is How Well They Treat Others

Leadership is often and mistakenly thought of as the quality of your resume and of the quality of your accomplishments, instead, true and lasting leadership is how well you treat and develop others.



SupplyChain247
December 14, 2018 · By Chad Storlie

How Do You Truly Measure the Quality of a Leader?

History books and the official doctrine of the Army, Navy, Air Force, and Marines would say that a leader is measured by their rank, the number of command assignments, combat deployments, their awards, and qualification badges.

Implicit in this assumption is that more of any one automatically equates to a better leader.

More rank, more deployments, more awards, and more skill badges and you have a greater leader in front of you. Initially, when I came into the Army, I believed all of this. **Today, I believe none of it.**

I spent my fair share of time in the Army on deployments in Bosnia, Iraq and forward stationed in Korea. I was recently contacted by a former soldier that was now doing amazing things in the Special Operations community.

I assumed that I had inspired him into a successful career in Special Operations with my small array of badges, my physical fitness, or other martial qualities.

People Do Not Respect Others Solely for Their Overt Accomplishments

I was dead wrong about my small role in shaping the direction of his career.

Instead of a Special Forces tab as inspiration, He wanted to talk to me about carry boxes late one night. Come again?

Late one night or early one morning when he was a brand

new Private and I was on my third deployment as a Captain, I had helped him carry a bunch of heavy boxes or equipment into a building.

Later, when we were moving another Special Forces unit into a new location, he found me sweat soaked in a building while being laughed at by some junior enlisted as I tried to carry some equipment that was too heavy for me.

What had impressed him, and what he remembered, was that I treated everyone I met with respect and as equals.

Treating Others Well Goes Beyond Being Polite and Respectful

If you truly treat others well, then you are constantly aware of seeking opportunities where you can help others succeed and learn.

My last military unit was with a headquarters unit where we had loads of senior military officers, a few sergeants, and many more enlisted, first term soldiers. When we would go to the rifle and pistol qualification range, many senior officers would shoot first, then depart. I always chose to stay and help the first term soldiers qualify and then shoot better.

The US Army was deep into the fight in Iraq and Afghanistan and every soldier in every Army unit needed to see themselves as a combat soldier and effective with multiple weapons. If you are only nice, that is superficial and not developmental. You must seek ways to help others become what they need and want to become.

Treating Others Well Means Listening & Admitting Your Mistakes

In one of my first roles outside the military, I was put in charge of a call center operation that was there to help customers make reservations for my company's services. The reservation technology was not working well, there was incredible customer demand, and the company's culture did not place listening to customers high on its priorities. I thought we needed more technology.

To confirm my views, I assembled my entire team together off the call center floor and did a military-inspired "After Ac-

Continued on page 6



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Leadership Quality continued from page 5

tion Review.” An “After Action Review” is when the team talks about problems, agrees on solutions, and the leader sits quietly and listens.

Instead of my solution, the team invented a new solution driven by their ideas, what customers wanted, and they created a better plan than I had. In the end, I told the team they had a better plan than I did, and we set about together turning around the success of the reservation center using the team’s plan.

Six months later, customers and management loved us.

Treating Others Well Means Ignoring the Established Norms & Doing What Works

If we read business literature and military history, we would, mistakenly, believe that business and the military needs more visionary, hyper-critical, and aloof leaders that over state humanistic values and under deliver in the treatment of others.

Treating others well, being a co-equal teacher, listening to others, enabling yourself and others to live by fair and equal standards creates a work environment where everyone can and wants to succeed.

People want to come to an environment where there are clear and equal standards, the opportunity to be heard, and where they can contribute their own thoughts and actions.

People do not want easy. People truly want to be valued, included, appreciated, and to contribute their actions to something great with the potential to achieve even more.

https://www.supplychain247.com/article/the_most_telling_leadership_quality_of_a_great_leader



Buffalo is an Excellent Affiliate

ISM-Buffalo is proud to announce that at the recent ISM National Conference in Houston we were honored with an Affiliate Excellence Award.

The Affiliate Excellence Awards program was established to recognize those affiliates that demonstrate excellence in their professional operations, educational offerings and recruitment, training and retention efforts, while at the same time communicating the value and prestige of the Institute for Supply Management™

Quality is the result of a carefully constructed cultural environment. It has to be the fabric of the organization, not part of the fabric.

QUOTEHD.COM

Phil Crosby, American Author



ISM-Buffalo invites you to participate in our 28th Annual Twin Tiers

Buy/Sell Golf Outing & Clambake

Tuesday, June 18, 2019

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

Double Golf Shotgun Starts: AM: 8:00 am (registration 7:00-7:40 am)
or PM: 1:30 pm

Buffet Lunch & Clambake: 12 noon to 5 pm
Steak Cookout at approx. 6 pm

All Food Catered by Old Library Events

For full flyer with details go to www.ismbuffalo.com - Calendar Page

Links in the Chain

Dependent Demand

A classification used in inventory control where the demand for one item has a direct mathematical relationship with the demand for another higher level or parent component and where the demand for that item is ultimately dependent on the demand for the higher level or parent item.

Distribution Requirement Planning DRPI

The function of determining the need to replenish inventory at branch warehouses over a forward time period. A time-phased order point approach is used where planned orders at branch warehouse level are exploded via MRP logic to become gross requirements on the supplying source enabling the translation of inventory plans into material flows. In the case of multi-level distribution networks, this explosion process can continue down through the various levels of regional warehouses, master warehouse, factory warehouse etc and become input to the master production schedule.

Source: <https://www.inboundlogistics.com/cms/logistics-glossary>

- Submitted by Jim Austin, CPSM




Areas of Expertise

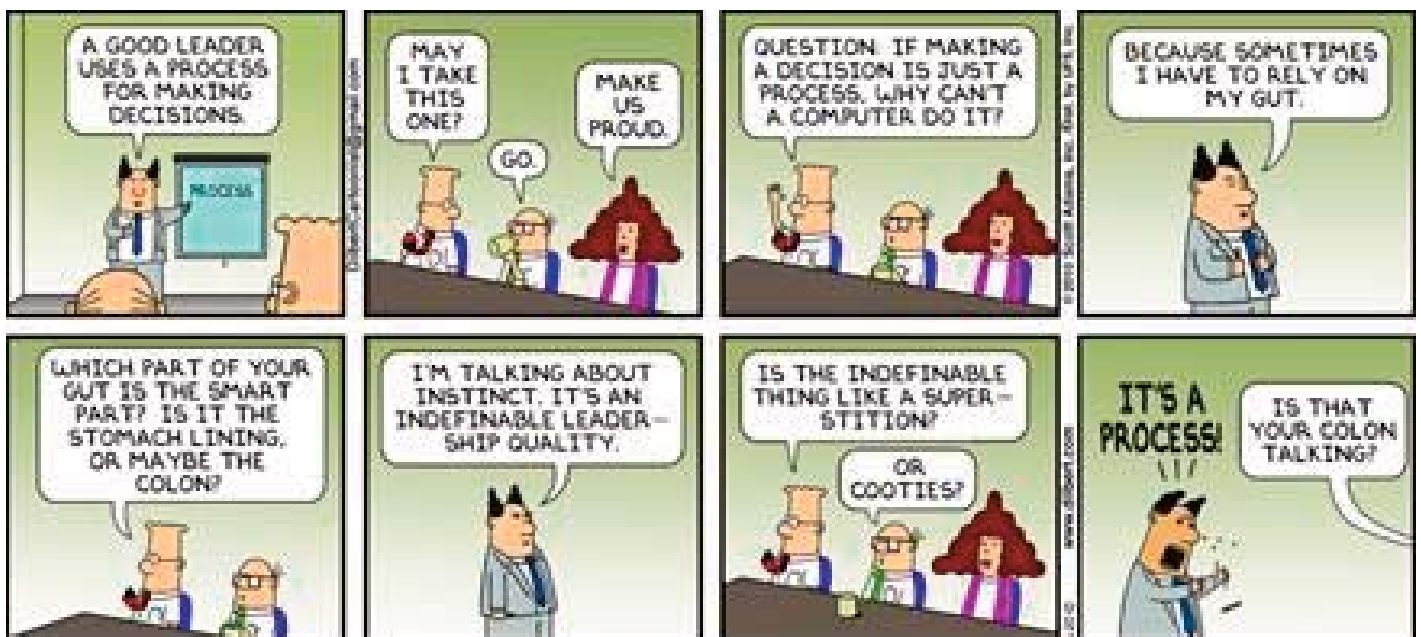
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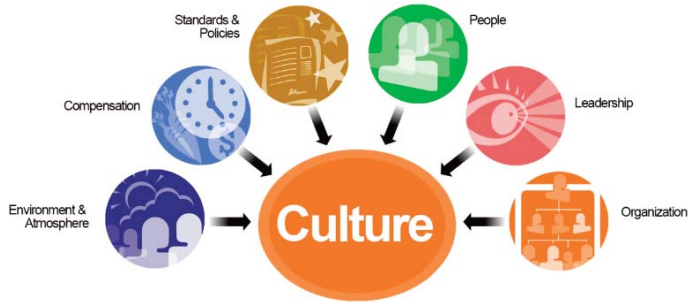
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Geneseo, NY 14454

Jack Cook, Ph.D., CFPIM, CSCP, CSQE
President, Certified Success





Critical success factors for a quality culture

Although factors that affect a quality culture vary from industry to industry and country to country, it's safe to say that these four major factors are common among all:

1. Leadership
2. Motivation
3. Empowerment
4. Work environment

Leadership

Leadership plays a key role in establishing and sustaining a quality culture. One of the key skills that a leader needs in order to develop a quality culture is the ability to craft, and more important, communicate the quality vision, mission, and values. According to businessdictionary.com, vision is an inspirational statement of what an organization would like to achieve or accomplish in the future, and a mission statement is a description of the organization's current core activities. Values are the important and lasting beliefs shared by the members of a culture about what is good or bad. Values serve as guard rails in making all business decisions.

Motivation

Employee engagement is key in nurturing a sustainable quality culture. According to a Gallup poll published in 2015, only three out of 10 Americans felt engaged by their jobs, i.e., involved in, enthusiastic about, and committed to their work and workplace. The slow and a difficult process of changing a corporate culture is directly related to the values, beliefs, and mindset of employees.

Two types of motivations drive employee engagement: extrinsic and intrinsic. Extrinsic motivation can be achieved through rewards, recognitions, and money; however it's less effective than intrinsic motivation in achieving full employee engagement. According to psychologists Richard Ryan and Edward Deci, intrinsic motivation is the self-desire to seek out new things and new challenges, to analyze one's capacity, to observe and to gain knowledge. Intrinsic motivation is driven by an interest or enjoyment in the task itself, and exists within the individual rather than relying on external pressures or a desire for reward. Intrinsically motivated employees make it easier to realize excellent results. The self-determination theory of Ryan and Deci asserts that employees are at the highest level of intrinsic motivation when their competence development, autonomy, and

relationship conditions are met.

Empowerment

Empowerment is a management practice of sharing power with employees. A structured and disciplined shifting of responsibility and authority to employees "empowers" them to make decisions regarding matters of quality within the guardrails of company values. Empowering employees improves product quality and customer satisfaction.

Work environment

Workplace policies and conditions play a big role in creating a work environment that promotes quality culture. Work environmental factors that also impact quality culture are the reward and recognition system, personal development, and trust within the team.

Source: Quality Digest. How to Assess Your Organization's Quality Culture. Ahmed, Afaq. Van Nuland, Yves. 2016.

The Culture of Quality research results show:

- Only 48% say customer needs are the key driver of their quality program.
- 60% of respondents say their quality vision is clear.
- 54% of respondents plan to increase investment in quality in the next 18 months.
- Only 52% of European respondents say management supports quality vision and values unequivocally.

Source: ASQ Forbes Insights

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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 Executive Director Nancy Boyd Haley at (716) 648-0972 or ismbuf@ismbuffalo.com.

ISM-Buffalo Monthly

Business Survey

Reports are

archived on our

website at

www.ismbuffalo.com



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 8th meeting.
- 3) Win a prize. *



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

This month's question is...

A supply manager for XYZ Corp. is planning for negotiations with Supplier A, a provider of software critical for use on XYZ's production line. XYZ likes the software, but was recently alerted by Supplier A that it is dropping support for the version that XYZ uses. The supply manager learns that an upgrade is cost prohibitive for XYZ.

Prior to negotiations, the supply manager asks the IT department to detail its requirements for support of the software and to assign an IT employee to attend the negotiations. The day before the negotiation, the supply manager learns that the assigned IT employee will be unable to attend due to a scheduling conflict. However, the IT employee expresses confidence that the supply manager can represent the IT department's needs in the negotiations.

Given this scenario, which of the following should the supply manager do?

- A. Follow the advice of the IT employee and represent IT in the negotiations.
- B. Escalate the issue to the IT director, ensuring that they send a representative.
- C. Conduct the negotiations with the agreement that support issues will be dealt with at a later time.
- D. Postpone the negotiations until an IT representative becomes available.




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Niagara University Supply Chain Management Seminars

- Monday, May 20 - Supply Chain & Logistics Management
 Tuesday, May 21 - Transportation & Freight Management
 Wednesday, May 22 - Purchasing & Supplier Management
 Thursday, May 23 - International Logistics
 Friday, May 24 - Inventory Management & Warehousing

Register:

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About Supply Chain Optimizers

Supply Chain Optimizers is a management advisory firm founded upon the principle of taking waste out of the supply chain. Our solutions have traditionally delivered savings in the 10-20% range of total supply chain cost. We also deliver dramatic improvements in our client's sustainability as a result of our recommendations. For a computation of what this can save for your company, please look at: *How much can we cut your costs.*

Our packaging optimization business has been active for over 25 years during which time we have completed more than 500 projects. Our projects have shown significant savings and we typically operate on a gain sharing basis. If we cannot develop savings for our clients, there is no charge for our services. With e-commerce growing at a much faster rate than the total economy, packaging optimization has taken on new urgency for many shippers wrestling with the shipping complexity inherent in this sector. SCO has specific, unmatched expertise in e-commerce and a strong track record to back up that claim.

The SCO team has many years of international experience, especially on the northern border between USA and Canada. We apply our operating knowledge to help clients navigate the complexity of dealing with customs and regulations in two countries. In fact, we can manage the border crossing process for clients on a continuing basis.

If your issue involves the supply chain, more than likely we have already dealt with a similar problem in the past. Because we are staffed with experienced operating executives, we have real world knowledge in all facets of supply chain operations. The business services we offer are specific to areas in which we have such expertise, so that we can outperform direct competitors and, in all cases, deliver excellent results that have major bottom line impact for our clients.

A peek at our April 9 joint meeting with PMI at Tewksbury Lodge with speaker Lisa Maul.



Above, some of the 75 people in attendance listening intently to Lisa Maul, MBA, PMP of Alethian Strategies, LLC.

Below #1 (l-r): Jeff Manhardt, PMP, president of PMI Buffalo Chapter; Natalie Simpson, UB Operations Management & Strategy School of Management; and Phil Hancock, CPSM, CPSD, Glenochil Associates.

Below #2 (l-r): Craig Hooftallen, University at Buffalo; Martha Switzer, CPSM, Sumitomo Rubber; and Julie Cross, CPSM, Thermo Fisher Scientific.

Below #3: Katie Dzielski, Multisorb Technologies, poses with donations collected for our charity of the month, the Ten Lives Club.



Calendar of Events

SCM Symposium -
a full day of seminars
Friday, May 3, 2019
Classics V Banquets
2425 Niagara Falls
Blvd., Amherst
Topics include: Blockchain,
Green Logistics, Procurement
Leadership, Inventory Accuracy
and more



For full flyer with details:
<http://www.ismbuffalo.com/calendar>

Educational Dinner Meeting - Joint with ASQ
Wednesday, May 8, 2019
Curly's Grille, 647 Ridge Road, Lackawanna, NY 14218
****Curly's popular Caribbean Buffet****
Speaker: Steve Diloia, President, Axiom Coaching
Program: Leadership and its Effects on Quality in Business"

Plant Tour
Sumitomo Rubber - USA
Wednesday, May 15, 2019

Installation & Awards Dinner
Wednesday, June 12, 2019
Sandy Beach Yacht Club
1851 Winter Road, Grand Island 14072
Catered by Claudette's Catering

Twin Tiers Buy/Sell Golf Outing &
Clambake
Tuesday, June 18, 2019
Pine Acres Country Club, Bradford, PA
Chairman: Kurt Keller
kckeller1@hotmail.com
(814) 558-4811

Golf Outing
Monday, August 5, 2019
The Links at Ivy Ridge, Akron, NY
Chairman: Rob Conti,
Robert_A_Conti@yahoo.com



**Log on to our [ismbuffalo.com](http://www.ismbuffalo.com) website
calendar page for additional information on
programs added as it becomes available.**

** If you'd like to join the team to work on any of
these events, please contact Executive Secretary
Nancy Boyd Haley to see how you can help.*