

INSIDE ISM-PITTSBURGH

Institute for Supply Management—Pittsburgh

May 2010

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Energy and the Cost Impact Relative to Companies with Regard to Climate Control with Dr. Darryl Husenits; VP SC & M, CONSOL Energy, Inc.

Dr. Husenits is the Vice President, Supply Chain and Materials, for CONSOL Energy, Inc. Darryl works for CONSOL Energy, whose general offices are located in Canonsburg, PA. He has served in varying management capacities over several years for CONSOL.

Darryl is an active member within ISM-Pittsburgh and is the chairman of The Annual ISM-Pittsburgh Golf Classic, which benefits the ISM-Pittsburgh Scholarship Program.

Darryl is a graduate of Robert Morris University where he earned his doctoral degree. He is involved with Robert Morris as an active alumnus.

May 18, 2010 ISM-Pittsburgh Welcomes APICS Members Annual Scholarship Month

Meeting Date:	May 18, 2010
Location:	Sheraton Station Square Pittsburgh, PA
Forum:	4:30 p.m.—5:30 p.m.
Networking:	5:30 p.m.—6:00 p.m.
Dinner:	6:00 p.m.—8:00 p.m.
ISM Member Cost:	\$25.00
Non Member Cost:	\$35.00
Student Cost:	\$15.00

Reservations can be made by using the reservation fax form located within Inside ISM Pittsburgh, or via our web site at: www.ism-pittsburgh.org or e-mail: paulamis@comcast.net

ISM-Pittsburgh Upcoming Slate of Events

June 21, 2010

ISM-Pittsburgh

&

CONSOL Energy Golf Classic

Quick Silver Golf Course

**Contact us at Paulamis@comcast.net
to register now**

Proceeds Benefit

**The ISM-Pittsburgh Scholarship
Program**

Developing Competencies While Managing Your Work Force in Difficult Economic Times with Ms. Lois Bradley; President & CEO, The Bradley Partnerships

Ms. Bradley is a speaker, consultant and executive coach with more than twenty-five years of leadership experience. Ms. Bradley's corporate experience extends from being an executive team member of Ross Perot's Perot Systems/PNC joint venture named BillingZone to running UPMC Health Systems' flagship enterprise of Pittsburgh-based entities, a 30,000 employee health system at that time.

Prior to UPMC, she was the talent management leader for Carnegie Group, a software engineering firm headquartered in Pittsburgh, PA. Her work in Rochester, New York was the cornerstone of her interests in organization development and coaching while she created the first decentralized human resource function of the University of Rochester Strong Memorial Hospital and River Campus as well as assuming a similar role for a major utility company in the region.

In 2002, she founded the Bradley Partnerships, Inc. a management consulting firm that provides organizational consulting, outsourced human resource solutions, executive coaching, and customized workforce development initiatives.

Ms. Bradley has served on numerous boards including being the Immediate Past President of the American Society for Training and Development, Pittsburgh chapter, the Pittsburgh Technology Council and Rochester Institute of Technology Alumni Association (President) and is Adjunct Faculty at Chatham College. In 2004, Ms. Bradley was a recipient of Pennsylvania's "Best 50 Women in Business" award. In 2005, Ms. Bradley was a recipient of the U. S. Small Business Administration award nomination for Women in Business Champion by Duquesne University SBDC.

Ms. Bradley holds a B.S. in Management of Human Resources from Roberts Wesleyan College, an AAS in Management from Rochester Institute of Technology and has attended courses in the MBA Executive Development Program at the University of Rochester, Simon School.

Join ISM-Pittsburgh's Mentoring Program ~ Participation is Easy and Flexible

ISM-Pittsburgh launched a Mentoring Program for supply management professionals last fall. If you are interested in participating in the program as either a mentor or a mentee, please contact Dr. Shoheila Lunney or Ms. Ruth Siegel; ISM-Pittsburgh Directors who collaborated to launch the Mentoring Program.

Dr. Shoheila Lunney; President of Lunney Advisory Group has over 20 years of supply management and business experience involving both domestic and international activities. She previously worked at Bayer Corporation and EDMC and currently serves on the Board of Directors of ISM-Pittsburgh. She may be contacted at soheilalunney@comcast.net

Ms. Ruth Siegel is a Consultant on the Spend Management Services Team at Ariba. Ruth has spent the last five years as a Sourcing Specialist. She has broad experience in sourcing commodities. Ruth received her Bachelor's Degree in Professional Studies and a Masters Degree in Leadership from Duquesne University. She currently serves on the Board of Directors of ISM-Pittsburgh. Ruth may be contacted at rsiegel@ariba.com

Mission Statement

To serve the education, certification, communication and networking needs of supply management professionals in the Greater Pittsburgh area. We will do this to enhance the supply management profession, its image and ethical standards to maximize membership value.

Inside ISM-Pittsburgh

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Find us on the web at:

<http://www.ism-pittsburgh.org/newsletter.htm>

Inside ISM-Pittsburgh is the official publication of ISM-Pittsburgh and is published monthly.

If you wish to submit an article for publication, you may do so by contacting the editor. We reserve the right to edit and publish articles at our discretion.

The deadline to submit articles for the next edition is the 28th day of the month.

E-Mail Gone Wild by Ms. Patty Kreamer; President Kreamer Connections

1. EMAIL GONE WILD!

Email can rule your life - if you let it. So how do you harness this creepy, silent time-killer?



1. **Send less** - receive less
2. **Decide** what to do with an email right away:
 - Delete it
 - Forward it (then delete it - it's in your sent folder)
 - File it (create folders in your inbox)
 - Act on it - Inbox is only for items that require action
3. **Create** a folder called 2009 and drag all emails from 2009 into that folder if you can't let them go. Do the same for previous years (I'm hoping you don't really need them, but if you do...). You can easily go there if you need something but they aren't clogging your inbox.
4. **Turn off** the email notifications:

In Outlook, go to Tools, Options, Email Options, Advanced Email Options. Uncheck all 4 boxes under "When new items arrive in my Inbox". This will eliminate interruptions and save you gobs of time.
5. **Plan** times during the day to check email. Don't let it rule your life!

What's your favorite email tip? Send it to me at patty@ByeByeClutter.com and I'll post them in June's newsletter for others to read! Reprinted with permission from Patty Kreamer, CPO President of Kreamer Connect, Inc. Patty is a professional speaker, coach and author of "But I Might Need it Someday", "The Power of Simplicity", "The Clutter Rescue Kit" and "The Mess Kit", which are available at www.ByeByeClutter.com

REMINDER ~ ISM-Pittsburgh Membership Options

In this challenging economy, ISM-Pittsburgh would like to take a moment and review with our members, the options for membership renewal. Your membership is valued by the leadership of the affiliate and your professional development membership is more important today than ever before. If you have any questions on the options below, please contact Lisa Romango.

Regular Membership – includes membership with, and benefits from, both ISM and ISM-Pittsburgh. This category of membership is by far the most popular option, comprising 85% of ISM's total membership. Annual Rate: (\$210.00 + \$45.00 (one-time administrative fees). Administrative fees are not applicable to renewing members. Full time students or academicians may qualify for Dues Free Membership.

Associate Membership – includes membership with and benefits from the ISM-Pittsburgh affiliate, only. Annual rate: (\$100.00 + \$25.00 (one-time administrative fees). Administrative fees are not applicable to renewing members.

Direct Membership – includes membership with and benefits from ISM only. **No affiliate membership is included.** This category of membership is generally preferable for those that do not have a geographic affiliate nearby or a non-geographic affiliate within their industry or area of interest. Automatic membership renewal available. Annual Rate: (\$190.00 + \$20.00 (one time administrative fees). Administrative fees are not applicable to renewing members.

International Membership – essentially Regular Membership for those living/working outside the United States. This category of membership includes membership with, and benefits from, both ISM and your choice of one of a growing number of international affiliates including Canada, China, France, Mexico, South East Asia and more. Varies by country.

Volume Discount Membership – provides dues discounts to companies with 50 or more individuals members.indiv

Certification News Forwarded from ISM

ISM introduces CPSM Exam and Bridge Exam Review courses that are designed to help supply management professionals prepare for their CPSM qualification. Course content covers a majority of topics within the CPSM; however, they are not all-inclusive. They are considered to be a supplement to a candidate's on-the-job and individual learning.



The CPSM Exam Review is designed as a review to help prepare supply professionals for taking the CPSM exams. Participants will gain an understanding of the CPSM program and of the breadth of content covered in each of the three CPSM exams:

- Exam 1: Foundation of Supply Management
- Exam 2: Effective Supply Management Performance
- Exam 3: Leadership in Supply Management

The CPSM Bridge Exam Review is designed as a review for current C.P.M. holders as part of their preparation for taking the CPSM Bridge Exam. It is intended to enable candidates to assess the knowledge they have acquired through education and experience against the content areas covered by the CPSM Bridge Exam. It is not intended for those planning to take the full CPSM Exam.

Register at www.ism.ws, then Seminars or call 800/888-6276 or +1 480/752-6276, extension 401.

Institute for Supply Management, 2055 E. Centennial Circle, Tempe, AZ 85284

ISM-Pittsburgh Re-Launching Focus Groups

Under the leadership of Ms. Renee Galloway; ISM-Pittsburgh Director of Focus Groups, ISM-Pittsburgh will re-launch its Focus Group Program. ISM Groups are composed of members with common interests for education and networking in various topics.

The objective of the affiliate Focus Groups is to bring together those with a common interest in a variety of areas and to create a sustaining group of supply management professionals who serve as resources for one another. A 2008 ISM-Pittsburgh Survey of the membership indicated several groups, which would be of particular interest to our membership. As a follow up to the survey, we want to again hear from you as to what Focus Group(s) you would want us to launch in the pilot phase of this new program. To assist us in this effort, please contact Ms. Renee Galloway at rgalloway@bc.pitt.edu.

Our goal is to consistently offer the most relevant resources and benefits to our members; therefore, please take the time to share your feedback on Focus Groups.

Keeping Orangutans Out of the Supply Chain by Mr. Jeff Malcolm

May 2010, *Inside Supply Management*® Vol. 21, No. 5, page 22

Sustainable supply chains require adaptable, responsible leaders to examine risks and ensure that the natural world remains balanced with business.

Charles Darwin could have been speaking about business organizations when he noted that those who survive are those most responsive to change. He was speaking of animal and plant species, of course, but the metaphor is striking — organizations must be responsive and adapt just as species must adapt when situations and environments change. As resources become scarcer, the global population increases and the yet-unknown impacts of climate change continue to present challenges, supply management professionals must understand the risks associated with their supply chains to survive in a changing world and create due diligence which addresses those risks.

Clearly, taking on the complex realm of corporate sustainability leads to many questions: *How do I prioritize? What do I prioritize? Am I required to measure my supplier's greenhouse-gas emissions? Am I responsible for my supplier's water use?* These are far from simple questions. Sustainability, just like survival, requires constant adaptation, measurement and understanding of the system in which one exists. To have a sustainable supply chain, organizations have to transition from the more traditional, transactional supply chain to a strategic supply chain. Strategic supply chains take into account that the supply exists within a system, and examining that system determines where the journey to a sustainable supply chain begins.

First and foremost, supply risk should be evaluated based on the origin of each product. This will require time and resources, but a brief examination of the trends and impacts justify this work. The World Wildlife Fund (WWF) estimates that humanity's current demand on the planet is 1.25 times what the Earth can sustain. For example, the Food and Agriculture Organization of the United Nations estimates that 75 percent of all fisheries are at or beyond capacity. Large amounts of topsoil have been lost around the globe, and there are dead zones that can no longer support aquatic life along major coastlines. Water is becoming scarcer, and several regions around the world have problems with water pollution and runoff from farming and manufacturing activities. In addition, year-end commodity stocks are continuously shrinking, while the global population is expected to increase to 9 billion people by 2050. Will there be enough food and materials to support our future global population? It's also important to note that much of the population growth, and potential economic growth, will occur in developing countries. People who have more access to expendable income increase their consumption, which will mean increasing competition for global resources.

In addition, the proliferation of the Internet has created a society that is accustomed to having information about organizations readily available. Consumers are asking more questions about where goods originate and how they are produced, and they believe that businesses are responsible for impacts associated with their supply chains. Investors and financial institutions are also engaging organizations in conversations about their environmental and social responsibility impacts. Higher risks are associated with those businesses that don't consider supply risks. For example, one risk might be the issue of water quality and availability associated with the production and procurement of goods. Recent studies by the United Nations Environment Programme (www.unep.org) found that up to 90 percent of social and environmental impacts are outside of an organization's direct operations. Therefore, due diligence regarding the details of your supply chain and its impacts will be obligatory.

The purpose of your supply chain is to provide the crucial materials needed so your organization can continue to operate and maintain its core operation. Prioritization based on risk to its supply system is the first strategic move that an organization should make. To do this, there are four broad areas of impact that should be examined: supply risk, environmental risk, socio-political risk and financial risk.

Supply risk. Examining supply risk includes looking at current and future risks that could impact your supply management activities. Legal procurement of supply is the minimum requirement, and maintaining knowledge of policies is obligatory. One example of legal policy is the Lacey Act (www.greenpressinitiative.org/documents/LaceyActFAQ.pdf), which was amended in 2008. The act prohibits trade in wildlife, fish and plants that have been illegally taken, possessed, transported or sold; yet, illegal forest products continue to be found in some supply chains. Also, illegal logging continues to be an issue in the Russian Far East and Indonesia. Because wood from those regions often ends up in Chinese manufacturing facilities, this would be one aspect of the supply chain that manufacturers might want to pay close attention to when working with Chinese suppliers.

After legality, the next step must be to examine traceability. You don't know your impacts if you don't know where your product originated. The Forest Stewardship Council (FSC) and Roundtable on Responsible Palm Oil, two internationally recognized standards, use chain of custody schemes such as mass balance and identity preservation to certify the sustainable management of commodities and allow for enhanced traceability. However, these types of custody schemes should also be considered for

Keeping Orangutans Out of the Supply Chain by Mr. Jeff Malcolm

other goods — beyond forestry and palm oil — to maintain knowledge of origin and reduce risks associated with procurement of these items.

Other considerations of risk include concentration of supply, potential logistical problems and sustainability of supply. Concentration of supply is vital for multiple reasons, including food companies facing increased risk from disease and pests in highly concentrated regions of production. In addition, all organizations face potential disruption of supply if they rely on sole suppliers or locations. Logistical issues have obvious implications, and perhaps the most difficult aspect might be determining whether the supply itself is sustainable. Focused research and investigation is required to do this, including the evaluation of current stock levels, forecasts, models of climate change and its impact on water availability, and weather patterns and their potential impacts upon your supply chain. Some organizations have begun to dedicate supply management staff to determine supply sustainability, and many more are incorporating this type of supply scrutiny into the supply management function as a whole.

Environmental risk. Environmental risk considers the ecosystem that maintains your supply as well as the people who provide it. Environmental risk criteria include your supply chain's impact on air, soil, water, land conversion, waste, biodiversity, greenhouse-gas emissions and chemical impacts. Questions to consider include: *Are you creating and releasing greenhouse gas with the production of your supply? Are you impacting the water supply that the ecosystem, the population and wildlife depend upon for their well-being? If forest is being converted, what are the impacts on biodiversity, habitat or high-conservation-value areas?* By examining these aspects based on severity of impact and probability of occurrence, an organization can prioritize its environmental efforts.

Sociopolitical risk. The next risk to examine is sociopolitical risk. Labor rights, land tenure, changing regulations, corruption, human rights and indigenous populations are considerations. Understanding the society where your supply is produced and the future outlook of that society is critical. As consumers demand more information on supply chain impacts, an organization that does not understand the scope of its social and environmental impacts is increasing its brand risk.

Financial risk. Finally, no business is sustainable without financial success. Financial aspects associated with currency volatility, return on investment, subsidies, trade policies and other factors should also be carefully examined. Financial sustainability is crucial if the organization is going to continue its environmental and social sustainability efforts with measurable, positive impacts on the supply chain.

By taking these four areas of impact into consideration, organizations can begin the process of understanding the complex system in which it exists and thrives. Organizations and their supply chains exist within an ecosystem that goes far beyond cost, volume and quality: This inter-dependent system allows for the production of your supply. By evaluating these risks and expanding the procurement decision framework, organizations can mitigate and manage these risks. A systemic approach to risk management creates a roadmap that can direct where to focus your attention and help you define a continuous improvement process that will best suit the needs of your organization.

Sustainable supply chain doesn't exist in a vacuum, so organizations should also engage other professional groups that exist within these same systems. Various nonprofit organizations focus on environmental and social impacts, such as labor rights, wildlife and climate change, and can help you understand the specific issues and challenges facing the systems on which you depend. The WWF, for example, works with organizations around the world to promote better practices and reduce the impacts of commodity production on the planet's water, air, soil and wildlife. The WWF's work with leading organizations focuses on supply chain assessments, sourcing strategies and research to improve production practices. The organization is advising companies of all sizes, but it's evident by the growing number of environmental issues that affect business and the world itself that more of this collaboration is needed.

Through its partnerships with business, the WWF has worked with Fortune 500 organizations on water risks, supply risks and prioritization of supply chain activities. By collaborating with nongovernmental organizations like the WWF, companies have been able to better understand systemic issues that affect their supply chains. For example, some food and beverage manufacturers are working with multistakeholder initiatives to develop standards for sustainable sugar-cane production and are committing to purchasing sugar that is certified to their new standards. Others have committed to buying certified sustainable palm oil, because they now know most palm oil originates from Indonesia and Malaysia, and is therefore linked to high amounts of deforestation which, in turn, is negatively impacting endangered species such as orangutans and tigers. These companies have examined their supply systems and determined that certified palm oil is a better business decision that reduces their risk while maintaining ecosystems and endangered species — it keeps orangutans out of their supply chain.

April 2010 ISM Report on Business~ Manufacturing Excerpt

April 2010 Manufacturing ISM Report On Business®

Manufacturing Index (PMI) at 60.4 %

DO NOT CONFUSE THIS NATIONAL REPORT with the various regional purchasing reports released across the country. The national report's information reflects the entire United States, while the regional reports contain primarily regional data from their local vicinities. Also, the information in the regional reports is not used in calculating the results of the national report. The information compiled in this report is for the month of April, 2010.

New Orders, Production and Employment Growing Inventories Contracting Supplier Deliveries Slower

(Tempe, Arizona) – Economic activity in the **manufacturing sector** expanded in April for the ninth consecutive month, and the **overall economy** grew for the twelfth consecutive month, say the nation's supply executives in the latest **Manufacturing ISM Report on Business**.

The report was issued today by Norbert J. Ore, CPSM, C.P.M., chair of the Institute for Supply Management™ Manufacturing Business Survey Committee. "The manufacturing sector grew for the ninth consecutive month during April. The rate of growth as indicated by the PMI is the fastest since June 2004 when the index hit 60.5 percent. Manufacturers continue to see extraordinary strength in new orders, as the New Orders Index has averaged 61.6 percent for the past 10 months. The signs for employment in the sector continue to improve as the Employment Index registered its fifth consecutive month of growth. Overall, the recovery in manufacturing continues quite strong, and the signs are positive for continued growth."

Seventeen of the 18 manufacturing industries are reporting growth in April, in the following order: Apparel, Leather & Allied Products; Nonmetallic Mineral Products; Wood Products; Petroleum & Coal Products; Plastics & Rubber Products; Fabricated Metal Products; Electrical Equipment, Appliances & Components; Miscellaneous Manufacturing; Transportation Equipment; Machinery; Computer & Electronic Products; Primary Metals; Furniture & Related Products; Chemical Products; Printing & Related Support Activities; Paper Products; and Food, Beverage & Tobacco Products. No industries are reporting contraction in April.

- "Finances continue to be tight, and we are decreasing safety stock levels to reduce inventory." (Electrical Equipment, Appliances & Components)
 - "Business conditions continue to improve. Actual sales exceeded budget for the third straight month." (Food, Beverage & Tobacco Products)
 - "Demand from automotive manufacturers has continued to improve month over month." (Fabricated Metal Products)
 - "We are finally seeing a turnaround." (Primary Metals)
- "Upward price pressure still evident." (Chemical Products)

ISM-Pittsburgh Member Recognition

ISM-Pittsburgh is pleased to recognize the personal and professional accomplishments of our members. Let us hear from you regarding your personal or professional achievements and let us share the exciting news with your colleagues. Contact Ms. Lisa Romango at klromango@aol.com for publication.

*Ms. Nicole Costello; ISM-Pittsburgh Board Member will Ride in the 2010 MS Ride Escape to the Lake
This is a **150 mile** bike ride held in Western PA benefitting The National Multiple Sclerosis Society.
Ride On, Nicole!!*

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What's Coming in the June 2010 *Inside Supply Management*[®]?

INSIDE SUPPLY MANAGEMENT[®]

Stay Tuned for The Following:

- Find Value in Supplier Assist
- What Makes You a Leader?
- Leading by Example
- Good Practices in Action



2009-2010 ISM-Pittsburgh Slate of Events

Dinner Meetings: Third Tuesday of Each Month (September – May)

Plant Tour: October 20, 2009

Supply Management Month: March 16, 2010

Golf Classic: June 21, 2010

Dinner Meeting Location: Sheraton Station Square, Pittsburgh, PA

September 15, 2009

Forum Program: Mentoring to the Supply Management Professional

Forum Speaker: Dr. Soheila Lunney; President Lunney Advisory Group and Ms. Ruth Seigel; Commodity Specialist, Ariba, Inc.

Dinner Meeting Program: Optimizing Supply Management in Challenging Times

Dinner Speaker: Mr. Ernest Gabbard; Director Strategic Sourcing, Allegheny Technologies, Inc.

September 18, 2009

One Day Seminar

Advanced Negotiation Techniques and Contract Management

Instructor: Dr. Soheila Lunney; President, Lunney Advisory Group

October 9, 2009

One Day Seminar

Advanced Market Analysis

Instructor: Mr. David Hargraves; C.P.M., Director Strategic Sourcing, UPMC

October 20, 2009

Plant Tour: Giant Eagle Warehouse Facility

October 22, 2009

Satellite Seminar

Navigating the Numbers: A Supply Managers' Guide to Defining & Applying Economic & Financial Concepts

November 13, 2009

One Day Seminar

Supply Management Best Practices Generating Value and Revenue

Instructor: Dr. Soheila Lunney; President Lunney Advisory Group

November 17, 2009

Forum Program 1: Procurement Sustainability and Corporate Social Responsibility

Forum Speaker: Mr. James Baehr, Senior Advisor, Greybeard Advisors

)

Forum Program 2: CPSM Exam Review

Forum Speaker: Dr. Michael McGinnis; Associate Professor, The Pennsylvania State University– New Kensington

Dinner Meeting Program: Introduction to ISM-Pittsburgh’s New Website & Leveraging the Web ~ Advanced Search Techniques for Supply Market Analysis ~ Finding the Best Information FAST!

Dinner Speaker: Mr. Keith Giuliani; President Savvior Technology Solutions with Ms. Erin Getty; Savvior Technology Solutions & Mr. David Hargraves; Director Strategic Sourcing, UPMC

December 15, 2009

Forum Program: Business Class: Etiquette Essentials for Success at Work

Forum Speaker: Karyn Litzinger ; President Litzinger Career Consulting

Dinner Meeting Program: The Secrets of Great Leadership

Dinner Speaker: Ms. Kathi Jobkar; C.P.M., Manager Strategic Sourcing, Allegheny Technologies, Inc.

January 19, 2010

Co-Hosted with the WPMSDC

Forum Program: SmartReader Strategies ~ Teaching Professionals How to Get What They Need from The Business Times

Forum Speaker: Mr. Timothy Sullivan; The Pittsburgh Business Times

Dinner Meeting Program: With All Due Respect ~ Communicating in Challenging Times

Dinner Speaker: Ms. Deborah Holland; President DLJ and Associates

February 5, 2010

One Day Seminar

Certified Professional in Supply Management Examination Review Course

Instructor: Dr. Michael McGinnis; Associate Professor, The Penn State University–New Kensington

February 11, 2010

Satellite Seminar

Topic Talent and Career Management for Supply Management Professionals

February 16, 2010

Co-Hosted with APICS

Forum Program: Energy and the Cost Impact to Companies With Regard to Climate Control

Forum Speaker: Mr. Darryl Husenits; Vice President, M & SCM, CONSOL Energy

Dinner Meeting Program: Ethical Leadership

Dinner Speaker: Mr. Bruce Bickel; Senior Vice President & Managing Director Private Foundation Management Services, PNC

March 16, 2010

Supply Management Month

All-Day Seminar

Boot Camp for Supply Management Professionals

Instructed by Mr. Robi Bendorf; CPSM, C.P.M, M.ED

April 8, 2010

Half Day Seminar
 Preventing & Negotiating After Back Door Selling
 Instructor: Dr. Soheila Lunney; President, Lunney Advisory Group

April 20, 2010

Forum Program 1: How to Build a Corporate Sustainability Program and Gain Employee Buy-In
 Forum Speaker: Mr. Jerry Swart; Managing Director Environment; FedEx Ground

Forum Program 2: CPSM Exam Review

Forum Speaker: Dr. Michael McGinnis; Associate Professor, The Pennsylvania State University– New Kensington

Dinner Meeting Program: Supply Management’s Role in Sustainability

Dinner Speaker: Ms. Diane Ramos; Adjunct Professor & Assistant Director, MBA-Sustainability Program & Dr. Robert Sroufe; Industrial Ecologist, John F. Donahue Graduate School of Business

April 22, 2010

Satellite Seminar
 Topic TBD

April 25 – 28, 2010

ISM International Conference
 San Diego, CA

May 13, 2010

One Day Seminar
 Contract Law & Contract Writing for the Supply Management Professional
 Instructor: Mr. Ernest Gabbard; JD, CPSM, C.P.M. , CPCM, Director Strategic Sourcing, Allegheny Technologies, Inc.

May 18, 2010

APICS Co-Sponsored Event

Forum Program: Developing Competencies while Managing Your Workforce in Difficult Economic Times

Forum Speaker: Ms. Lois Bradley of The Bradley Partnerships, Inc.

Dinner Meeting Program: Energy and the Cost Impact to Companies with Regard to Climate Control

Dinner Speaker: Dr. Darryl Husenits; Vice President; SC & M, Consol Energy

June 21, 2010

ISM-Pittsburgh & CONSOL Energy, Inc. Golf Classic
 Quick Silver Golf Course
 12:00 p.m. Shotgun Start
Proceeds Benefit the ISM-Pittsburgh Scholarship Program

Are You Connecting With or Disconnecting From People? by Dr. Alan Zimmerman

Good communication is as stimulating as black coffee, and just as hard to sleep after."

What Alan Zimmerman Has To Say About This:

Few things in life are more important than your communication ability. In fact, I would say that your success at work and your happiness at home are largely determined by your communication ability.

Unfortunately, the message we try to "send" and the message the other person "receives" are often quite different. And that can be disturbing if not downright disastrous.

For example, when parents "send" their kids to camp, they're trying to give them an experience of joy and friendship that will last a lifetime. But that may not be the message the kids "receive."

Bill Adler illustrated that in his book, "Kids' Letters From Camp." For example, this is what a few kids had to say:

*"Dear Mom and Dad: Why did you send me to camp? What did I do wrong?"

*"Dear Mother and Dad: Please send me a picture of myself. I want to see how I looked when I was happy."

*"None of the kids tried to run away from camp since the counselor tied them to the bed."

*"Thank you for sending me the clothes, but I really need food."

*"I have only one real friend at camp, and I hate him."

*"Dear Mom and Dad: Everything at camp is okay, and I am learning how to eat and put on my clothes with my left arm."

Of course, we can laugh at those examples. I did. But too much of the time, communication breakdowns are not a laughing matter. They can destroy your relationships on and off the job.

David L. Levin talks about that in his book, "Don't Just Talk, Be Heard." He calls these breakdowns ... "disconnects" ... and I think it's a marvelous way of understanding the bad things that can happen in the communication process. As Levin puts it, "Disconnects are things we say or do that push people away from us emotionally. They make people less open to us -- make them like us less, trust us less."

Quite simply, anything you say or do that communicates one of the following three messages is a disconnect: 1) "I don't respect you," 2) "I don't understand you," and 3) "I don't care about you." And these disconnects absolutely kill off your effectiveness with people.

Let's look at some of the disconnects Levin identifies.

Are You Connecting With or Disconnecting From People? ... by Dr. Alan Zimmerman

1. Talking about yourself ... too much.

Note ... the emphasis is on the words "too much." You have to self-disclose some information about yourself if you're going to connect with your team mates and family members. But if you're prone to tell long stories about yourself, you lose people.

I'm sure you know people like that. They ruin every staff meeting or every party by always bringing the discussion back to themselves. In essence, they're sending the message, "I'm so important and I'm so interesting that you simply must know this about me."

That's what they may believe deep down, and that's the message they may think they're sending. But in reality, they're creating a disconnect for "I care about you." Their long monologues are saying, "No, I care about ME!" And as Levin makes very clear, "Anything that says me, me, me is a disconnect."

That's why Les Giblin, in his book "Skill With People" writes, "When you talk to people about yourself, you are rubbing people the wrong way and working against human nature. Take these four words out of your vocabulary -- I, me, my, mine. Substitute for those four words, one word, the most powerful word spoken by the human tongue -- you."

Of course, Giblin is exaggerating a bit to make his point, but his point is well taken. If YOU will give up the satisfaction YOU get from talking about YOURSELF too much, that YOU get from the use of the words 'I, me, my, and mine,' YOUR personality, YOUR efficiency, and YOUR influence will be greatly enhanced.

2. Talking too much ... period.

Whereas point #1 refers to "talking about yourself ... too much," point #2 says that just plain "talking too much" is a disconnect. It was the main reason I stopped the relationship with one of my girlfriends during my teenage years. Even though she was intelligent and attractive, "talking too much" sent the message that she was more interested in hearing herself talk than connect with me. It sent the message, whether intentionally or unintentionally, that "I don't care about you."

By contrast, author Rebecca West says, "There was a definite process by which one made people into friends, and it involved talking to them and listening to them for hours at a time."

3. Failing to acknowledge others.

It happens all too often. You're in a store, waiting to be waited on, while the clerk keeps on talking to another clerk nearby or talking to a friend on the phone. And even though he or she sees you, they refuse to stop their conversation or even nod in your direction. It's another major disconnect. Whether they mean it or not, they are communicating "I don't respect you enough

Are You Connecting With or Disconnecting From People?.... by Dr. Alan Zimmerman

to even acknowledge your existence."

In one supermarket, I was watching a cashier do that while her checkout line got longer and longer. Finally, the elderly lady in front me had had enough. In a rather firm and loud voice, she said, "Just a minute young lady. I think you have things badly mistaken here. You are overhead, and I am profit." In other words, she was saying, "I deserve some respect, and I expect to get it."

The same principle applies to your internal customers. I'm sure you've seen managers and VPs chatting amongst themselves, while underlings wait to be acknowledged or included. It's not cool. It's a disconnect.

So make sure you acknowledge people when they come into sight, whether it's nodding in their direction, saying "hi" to a coworker who passes by in the hallway, or asking a question. It always communicates some caring and some respect.

4. Interrupting.

As Levin points out, "I imagine most people know that interrupting people is not a good way to communicate. And if you consider the message it sends -- 'I'm much more interested in what I'm going to say next than in what you're saying to me right now' -- it's easy to see that it's also a disconnect."

In fact, interrupting is a triple disconnect. It says, "I don't care about you. I don't respect you. And I can't understand you because I'm not even bothering to listen to you."

Of course, more often than not, people aren't "trying" to send those messages; they're just terribly unskilled in the art of communication. As an acquaintance of mine told me, "I was a tough kid. My mother would say, 'Don't make me repeat myself.' And I would say, 'What?'"

Or as Kelly Cool told me, she grew up in non-musical family. In fact, she was so poor at singing that she would only sing in the shower or in the car when nobody else was around. But one night, she softly sang a lullaby to her nine-month old baby. After the first verse, he sweetly looked into her eyes, removed the pacifier from his mouth, and placed it in hers.

So for heaven's sake, watch yourself; catch yourself, and STOP interrupting people.

5. Blaming.

One of the key characteristics of a "disconnect" is the fact that it puts too much emphasis on me-me-me rather than we-we-we interaction. And even though blaming may seem to point outwards towards others, the underlying message is "I didn't do it ... It's not my fault ... Don't think badly of me, me, me!"

(Continued on Page 18)

ISM-PITTSBURGH OFFERS NEW PROFESSIONAL DEVELOPMENT AWARD

In these difficult economic times, individuals may be challenged to devote their own personal financial resources to efforts to become certified. As a professional development organization whose mission is education focused, the board of directors of ISM-Pittsburgh is pleased to offer a new professional development award to ISM-Pittsburgh members in good standing.

The award will be given for the achievement of a C.P.M. or CPSM certification. A maximum of five awards will be available in 2010 and granted on a first come basis. A copy of the specific criteria for the award is available upon request by contacting Ms. Paula Massey at paulamis@comcast.net. In addition, specific award questions may be directed to Mr. George Bissett; ISM-Pittsburgh First Vice President at georgebissett@consolenergy.com

A completed application, original receipts and a copy of proof of certification may be mailed to Ms. Paula Massey, 208 Woodview Drive, Beaver, PA 15009 or faxed to 724-508-0218.

Why wait to become certified? Do it Now! The Certification Cost Reimbursement Form is included on Page 20 of this month's newsletter. So, begin now to pursue your dream of becoming a certified supply management professional.

This program is in addition to the ISM-Pittsburgh Scholarship Campaign, which will again award scholarships to the most highly deserving candidates.

Welcome to Our Newest Platinum Sponsor

The Xerox logo is displayed in a large, bold, red, sans-serif font. The letter 'X' is particularly prominent, with a thick, blocky design. The rest of the word 'Xerox' follows in the same style, with the 'e' and 'o' having a slightly rounded appearance.

Application for Certification Cost Reimbursement

Institute For Supply Management - Pittsburgh

Request for Certification Cost Reimbursement

Name _____ Member number _____

Do you have a company sponsored educational reimbursement plan? _____

If so, what percent of your educational costs are eligible for reimbursement? _____

years membership _____ # meetings attended in last 12 months _____

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Employer address _____

Certification Achieved: _____ Date: _____

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Date	To Whom	Description	Amount
Total amount re- quested			

(Maximum awarded will be amount requested or \$750.00 whichever is less)

Number of awards is limited to 5 for 2009 and will be available on a first come basis

I certify that the information provided above is accurate to the best of my knowledge

Signature: _____

Date: _____

Please attach original receipts and copy of proof of certification to this form

Are You Connecting With or Disconnecting From People? by Dr. Allan Zimmerman

(Continued from Page 15)

Besides that, what could be more uncaring and more disrespectful than blaming other people for what's wrong in your life? And yes, I understand some people do some nasty things and deserve some blame, but if you stay stuck in blame, chances are you won't do anything to fix the situation. And then who's to blame? That's why I tell my audiences, "To blame is to be lame."

Bernard Gimbel, the co-founder of the retail chain Gimbel Brothers, knew better. He said, "Two things are bad for the heart -- running up hill and running down people."

And I'll never forget sitting in the audience when the great author, speaker, and philosopher Og Mandino declared, "My days of whining and complaining about others have come to an end. Nothing is easier than fault-finding. All it will do is discolor my personality so that none will want to associate with me. That was my old life. No more."

Perhaps we all need to put a bumper strip on our car that says, "STOP GLOBAL WHINING."

Yes, it's time to stop the whining as well as all the ways we disconnect from others. Next week I'll give you five more of the major disconnects. And stay tuned for HOW you can avoid or overcome the disconnects.

Action:

Which of the 5 "disconnects" above do you engage in most frequently? Watch yourself this week as you communicate so you can avoid these damaging communication behaviors.

Reprinted from Dr. Alan Zimmerman's April 20, 2010 Tuesday Tips

Dr. Alan R. Zimmerman, CSP, Speaker Hall of Fame
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Contract Law & Contract Writing For Supply Management Professionals
Course Outline

The sophistication of the supply management profession necessitates that we understand the complex legal environment in which we operate, and that we be able to create contracts which protect our organization. This seminar provides a review of the laws affecting Supply Management Professionals, and applies contemporary legal principles to formation and content of contracts. Specific items covered are:

Sources & types of law

Contract formation

- oral contracts
- electronic contracts
- terms & conditions
- battle of the forms

Contract performance issues

- acceptance of goods
- breach of contract
- contract remedies

Services contracts

- legal distinctions
- contracting issues

Contract management processes

Intellectual property issues

International contracting issues

The objective is to provide the Supply Management Professional with the insights and tools necessary to create and manage simple to complex contracts. The essential components of contract management are also reviewed to assure that we obtain the intended benefit of our purchase/sales contracts.

This seminar has been described by previous participants as “relevant”, “insightful”, and “invaluable”. Our speaker is a supply management/contracting professional who is also an attorney, and he is committed to provide practical advice on the legal aspects of our profession.

Ernest G. Gabbard, JD, CPSM, C.P.M., CPCM

Ernest G. Gabbard has over 25 years of procurement and contracting management experience and is currently Director of Corporate Strategic Sourcing for Allegheny Technologies Incorporated in Pittsburgh. Ernest was previously in senior procurement and contracting management positions with Hughes Aircraft, Litton Industries, and Teledyne Industries.

He is a frequent speaker on these subjects at professional organizations such as Institute for Supply Management (ISM), and National Contract Management Association (NCMA). His articles on procurement and contracting management issues have been published in numerous national publications including "Inside Supply Management" and "Contract Management".

He earned several college degrees, including a Juris Doctorate (law) degree, and taught Procurement, Contract Management, and Contract Law classes for University of California and California State University. He is currently on the Board of Advisors for Supply Chain Management at Duquesne University in Pittsburgh

Commodity Price Forecasting, Part 1 by Mr. Charles Dominick, SPSM

In Which Direction Will Your Commodity Prices Go?

In this edition of PurchTips, I'll teach you four steps to basic commodity price forecasting using an example. A future edition will introduce more advanced concepts.

In today's example, your paper distributor just proposed a fixed price arrangement in exchange for a one-year commitment. The proposed contract would reduce your costs by 2% from last year despite manufacturers in the industry indicating that they will soon raise prices.

Should you accept the deal? Here are the steps I would recommend to you in order to make the right decision.

First, properly categorize the commodity against an existing price index (e.g., Producers Price Index, or PPI), being as specific as possible. The more specific you can be (e.g., "newsprint" instead of "paper"), the better.

Second, examine the index to see price levels' historical fluctuation. Historical price levels can help you determine whether current levels are relatively high or low, but remember that "past performance is not a guarantee of future results." Looking at the PPI's Newsprint index, I see that newsprint - and many other commodities' - prices dropped steeply after peaking in November 2008. I also see that prices have begun to climb gradually in the past six months.

Third, look at micro- and macro-economic factors that may give hints as to where pricing may go. In terms of micro-economics, the manufacturers are all saying prices will rise. In terms of macro-economic factors, the general consensus is that the recession is over and that economic growth will resume. Economic growth is often accompanied, to some degree, by inflation. Currently, many financial news articles are predicting rising commodity prices. Based on these factors and the PPI, newsprint price increases seem likely.

Fourth, evaluate your starting point. If your original price was established at the peak of the market and was not established through best practices like strategic sourcing, locking in a mere 2% reduction may not be enough because prices today are 28% lower than they were 18 months ago. If your original price was extremely competitive at the market's bottom - say about 9 months ago - a 2% reduction might be great.

Having done these steps, you should have a rough estimate of the direction of your pricing. Monitor the predictions you've based on these basic steps over time and determine their accuracy. And seek to learn and apply the more advanced techniques needed for today's volatile commodity markets.

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**~SEMINAR & WORKSHOP
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PROCUREMENT PROFESSIONALS~**

ISM-Pittsburgh Sponsored All -Day Seminars

Date: September 18, 2009
Seminar: Negotiation Techniques & Contract Management
Instructed by: Dr. Soheila Lunney
Location: Ariba Headquarters
ISM Member Cost: \$450
Non Member Cost: \$550

Date: October 9, 2009
Seminar: Advanced Competitive Market Analysis
Instructed by: Mr. David Hargraves
Location: Ariba Headquarters
ISM Member Cost: TBD
Non Member Cost: TBD

Date: November 13, 2009
Seminar: Supply Management Best Practices Generating Value and Revenue
Instructed by: Dr. Soheila Lunney
Location: Ariba Headquarters
ISM Member Cost: \$450
Non Member Cost: \$550

Date: February 5, 2010
Seminar: Certified Professional in Supply Management Examination Review Course
Instructed by: Dr. Michael McGinnis
Location: Ariba Headquarters
ISM Member Cost: \$325
Non Member Cost: \$375

Date: March 16, 2010
Supply Management Month
Seminar: Strategic Boot Camp for the Supply Management Professional
Instructed by: Mr. Robi Bendorf
Location: Sheraton Station Square

ISM Member Cost: No Cost
Non Member Cost: \$280 (includes free 14 month membership in ISM-Pittsburgh)

Date: April 8, 2010
Seminar: Preventing & Negotiating After Back Door Selling
Time: 8:00 a.m.—12:00 p.m.
Instructed by: Dr. Soheila Lunney
Location: Ariba Headquarters
ISM Member Cost: \$159.00
Non Member Cost: \$199.00

Date: May 13, 2010
Seminar: Contract Law & Contract Writing for the Supply Management Professional
Instructed by: Mr. Ernest Gabbard; JD, CPSM, C.P.M., CPCM
Location: Ariba Headquarters
ISM Member Cost: \$450
Non Member Cost: \$550

ISM-Pittsburgh Satellite Seminars:

Date: April 22, 2010
Topic: Rails, Roads, Water & Air~ Logistics, Inventory & Distribution

Date: February 11, 2010
Topic: Talent and Career Management for Supply Professionals

- Satellite Seminars will be held at Allegheny Energy's Offices located at 800 Cabin Hill Drive in Greensburg, PA.
- To register for each ISM-Pittsburgh Sponsored Seminar, contact Paula Massey; ISM-Pittsburgh at 724-508-0200 or fax registration to 724-508-0218. Non members may attend at a cost of \$25.00.

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ISM-Pittsburgh Resume Distribution Service

In support of our mission, ISM-Pittsburgh offers resume distribution services to its members in good standing. If you are currently unemployed, underemployed or just seeking a change in employment, contact Ms. Paula Massey; ISM-Pittsburgh Secretary & Treasurer at paulamis@comcast.net.

ISM-Pittsburgh will place your personnel summary and resume information on file. When potential employers or recruiters contact the affiliate regarding open positions, your information will be shared with them.

Contact Paula today for additional details on this member benefit.

Special Offer for Pittsburgh ISM Members

Speaking with One Voice Program

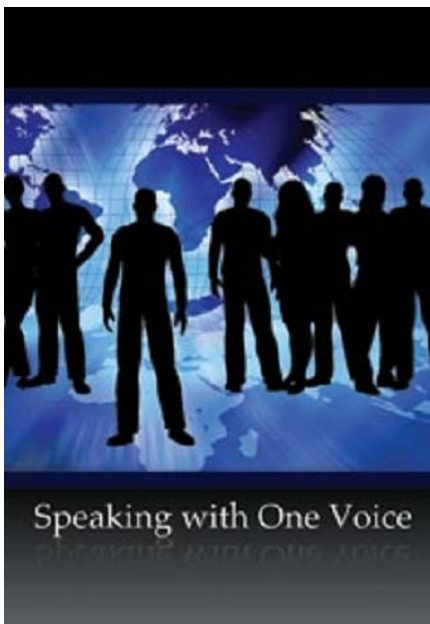
Are you frustrated with suppliers who do “end runs” around your sourcing teams?

Do you wish senior management would stop talking with suppliers, or at least ask you for input on what to say?

Does your supplier always seem to know more about what is happening at your company than you do?

Speaking with One Voice is a key success factor in strategic sourcing. Use Greybeard Advisors’ *Speaking with One Voice* program to create the necessary internal awareness and discipline throughout your company.

Greybeard Advisors LLC originally created this proprietary program for its training and consulting clients. Featuring narrated vignettes, the program has proved to be very effective in creating the necessary internal awareness and buy-in. The program is now available on DVD for corporate licensing to qualified end users.



To learn more or to order:

Go to the Greybeard Advisors website, and click on the Resources navigation bar.

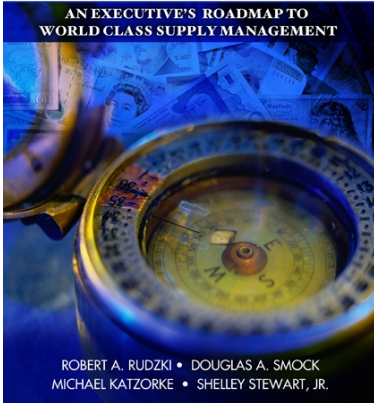
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To qualify for the ISM – Pittsburgh pricing (\$ 1,200 for a perpetual corporate license), use this PROMOTION CODE: **PittsISM2007**

STRAIGHT TO THE BOTTOM LINE™

AN EXECUTIVE'S ROADMAP TO
WORLD CLASS SUPPLY MANAGEMENT



ROBERT A. RUDZKI • DOUGLAS A. SMOCK
MICHAEL KATZORKE • SHELLEY STEWART, JR.

ISM-Pittsburgh Book Review

Straight to the Bottom Line®

"Straight to the Bottom Line is the definitive work on procurement/supply base management. Every CEO, CFO, CPO and their boards who are interested in increasing shareholder value need to read this and then make it required reading for their management and procurement teams."

– Dick Conrad, Senior VP, Global Operations Supply Chain, Hewlett-Packard

Book Description:

During the past 20 years, the procurement and supply chain profession has radically evolved. Once a tactical and back-office function, it is now a strategic business opportunity that can be fundamental to the success of any organization. A few leading companies have achieved an enormous competitive advantage and outstanding bottom-line performance by incorporating a procurement and supply chain strategy into their core corporate strategy. Why haven't more companies seized this same opportunity? The reason is very simple: a lack of understanding at the senior executive level. Virtually all books on procurement and supply chain have been written for the day-to-day practitioner. Now, there is a book to explain this opportunity to all corporate executives, and also illustrate the leadership role the senior executive needs to play.

Straight to the Bottom Line will enable organizations to turn the enormous top-line and bottom-line potential of supply chain and procurement into reality. This is a book not just for procurement leaders, but for senior management as well.

The book's lead author is Bob Rudzki, President of Greybeard Advisors LLC (a Gold Sponsor), and former SVP and CPO of Bayer Corp.

May 18, 2010
ISM-Pittsburgh Dinner Meeting
Co-Hosted with APICS
FAX Reservation Form

REMINDER

Credit Cards Will No Longer Be Accepted At The Door

Please fax your completed reservation form to ISM-Pittsburgh at (724) 508-0218, or go to <http://www.ism-pittsburgh.org> for on-line reservations. **You may pay your dinner reservation in advance by including credit card information and faxing the reservation form to the secure fax number listed below.** Please register early. Dinner count is confirmed on the Thursday prior to the meeting.

Amount due:

Student: \$15.00

Member with Advance Reservation: \$25.00

Non-Member Reservation: \$35.00

Please remember if you make a reservation and do not cancel, ISM-Pittsburgh is charged for the price of the dinner. **Therefore, effective September, 2004, if you make a reservation and do not attend the dinner meeting you will be billed for the price of the dinner.** To cancel dinner reservations, you must call (724) 508-0200 no later than noon on the Monday prior to the Tuesday dinner.

*Advance Reservations must be received prior to 12:00 p.m. on the Thursday prior to the event.

Date of Dinner: _____

Name: _____

(As you wish it to appear on name badge)

Company: _____

Phone Number _____

Fax Number: _____

E-Mail: _____

Guest(s): _____

Credit Card Info: _____

Expiration Date: _____

I Will Attend:

Forum Only _____

Forum & Dinner _____

Dinner Only _____

Vegetarian Dinner Requested _____

Are you attending your first ISM-Pittsburgh Dinner Meeting? Yes _____ No _____

PLEASE FAX REGISTRATION TO : (724) 508-0218

ISM-Pittsburgh Offers an Exceptional One Day Program

***Contract Law & Contract Writing for Supply Management Professionals
Instructed by Mr. Ernest Gabbard; JD, CPSM, C.P.M., CPCM***

See Course Outline on Page 26 of Inside ISM-Pittsburgh

Name: _____

Title: _____

Company: _____

Street Address: _____

City/State/Zip Code: _____

Bus. Phone #: _____ Bus. Fax #: _____

Email: _____

Credit Card Information: _____

TOPIC: Contract Law & Contract Writing for Supply Management Professionals

DATE: May 13, 2010

LOCATION: Ariba Headquarters

REGISTRATION: 8:00 a.m..

SEMINAR: 8:30 a.m. to 4:00 p.m.

LENGTH : Seven hours

ISM MEMBER SEMINAR COST: \$450.00

NON MEMBER SEMINAR COST: \$550.00

FAX RESERVATION TO: PAULA MASSEY - 724-508-0218

Continuing Education Hours will be Awarded

Cancellation Policy: If for any circumstance you are unable to attend, a full refund will be issued up to two weeks before the seminar date. Cancellation within one week of the seminar will yield a 50% refund. A minimum of ten registrants is required or ISM-Pittsburgh reserves the right to postpone the seminar.

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