

INSIDE ISM-PITTSBURGH

Institute for Supply Management—Pittsburgh

November 2009

INSIDE THIS ISSUE:

Forum & Dinner Meeting Program Info	1, 2
Certification & Membership Information	3,4
ISM ROB ~ The Latest	5
ISM-Pittsburgh is Linked-In	5
Professional Development Articles	6, 12, 13, 16-18
Sponsorship Information	7, 20
New Members & New CPSM's	8
ISM-Pittsburgh Slate of Events & Seminars	9-11
Professional Development Award	14-15
ISM-Pittsburgh Resume Distr. Service	21
ISM-Pittsburgh Book Reviews	22, 23
Event Registrations	24
ISM-Pittsburgh Board of Directors	25-28

A Technology Themed Dinner Meeting Program

The Dinner Meeting Program will focus on a technology theme and will feature two presenters. Mr. Keith Giuliani; President, Savvior Technology Solutions will introduce ISM-Pittsburgh's new website; highlighting its features and speak on "How to Leverage the Web". In addition, Mr. David Hargraves; UPMC Director Strategic Sourcing, will speak on "Advanced Search Techniques for Supply Market Analysis ~ Finding the Best Information Fast".

November 17, 2009 ISM-Pittsburgh Dinner Meeting Program

Tour Date:	November 17, 2009
Location:	Sheraton Station Square Pittsburgh, PA
Forum Time:	4:30 p.m.— 5:30 p.m.
Networking:	5:30 p.m.— 6:00 p.m.
Dinner Meeting Time:	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 November 2009 Slate of Events

November 17, 2009

Forum Program

Procurement Sustainability & Corporate Social Responsibility with Mr. James Baehr; Senior Advisor, Greybeard Advisors

Dinner Program

Introduction to ISM-Pittsburgh's New Website & Leveraging the Web with Mr. Keith Giuliani; President Savvior Technology Solutions and Advanced Search Techniques for Supply Market Analysis ~ Finding the Best Information FAST! with Mr. David Hargraves; Director Strategic Sourcing, UPMC

Procurement Sustainability & Corporate Social Responsibility with Mr. James Baehr

Jim has been a Senior Advisor with Greybeard Advisors LLC since 2005. His most recent corporate roles were as Vice President of Global Information Technology Procurement for Reed Elsevier, a New York based publisher / information provider and as Director of Technical and Services Procurement for Bayer Corporation at its US Headquarters in Pittsburgh. Jim has extensive experience in IT Management and a successful career in IT sales. He's conceived and successfully implemented both corporate and international sourcing strategies to manage and reduce total cost of ownership for goods and services. Other achievements in Procurement include developing an institutionalizing an international contracting process and associated negotiations training.

Jim served on several industry association advisory boards and community associations in various capacities including the Institute for Supply Management, Society of Information Managers, and the Board of Governors of the Joint Chemical Group of Pittsburgh the Executive Committee of the Chemical Association of Pittsburgh Executive Committee, Chemical Processor Directors – Information Technology Subgroup. Some of his speaking engagements include Marcus Evans, he Institute for Supply Management, IACCM, the Center for Business Intelligence and the Pharmaceuticals Technology Congress.

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. Soheila 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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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.

ISM-Pittsburgh Launches Re-Designed Website

ISM-Pittsburgh continues to increase the value of its membership by striving to deliver the highest quality products and events. Our latest initiative involves the re-design and re-launch of ISM-Pittsburgh's website. An effort to improve the functionality and appearance of our website began in mid 2009 with a goal of introducing the first phase of improvements in September 2009.

The launch of a newly designed website occurred in September 2009 with a new appearance, which better reflects the progression of our affiliate and the direction in which we are moving. Most importantly, the foundation of our website was re-established so that we are better positioned to offer webinars, streaming video and increased functional capabilities.

As our first phase is launched, we encourage you to provide us your feedback and suggestions. Our goal remains to offer the highest quality services and products and to ensure members' professional needs are met. You will see updates continuing throughout the year and our focus is to provide website availability with minimal downtime. In addition, *Inside ISM-Pittsburgh* will also be re-designed to provide the most relevant information to our members in the most concise format.

Thank you for your patience and for your comments.

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.

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.

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

.More Certification News from ISM

ISM continues to receive requests from individuals for additional time to complete the C.P.M. examination process. Due to the continued interest, ISM has extended the C.P.M. exam registration deadline.

C.P.M. exam registrations will be accepted through September 30, 2009. For those registering to take a specific C.P.M. exam for the first time, there are no exceptions to this deadline.

The only exception to the September 30, 2009 C.P.M. exam registration deadline: If an exam candidate fails a C.P.M. exam in 2009, he/she will be allowed to register to RETAKE THE EXAM MODULE FAILED.

All C.P.M. examinations must be completed by December 31, 2009. No exceptions.

There are no refunds for C.P.M. exam registrations made in 2009.

ISM strongly recommends candidates **schedule exam dates as soon as possible to avoid scheduling conflicts** at the testing centers, and to allow time to retake an exam module they failed if needed. **ISM cannot guarantee a space at testing centers.**

If you have any further questions regarding the C.P.M. program, please contact Kara in ISM Customer Service at 800/888-6276, extension 3072, or kbuckley@ism.ws.

October 2009 ISM Report on Business~ Manufacturing Excerpt

October 2009 Manufacturing ISM Report On Business®

Non-Manufacturing Index (NMI) at 50.6 %

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 October, 2009.

Business Activity Index at 55.2%

New Orders Index at 55.6%

Employment Index at 41.1%

(Tempe, Arizona) — Economic activity in the **non-manufacturing sector** expanded in October for the second consecutive month, say the nation's purchasing and supply executives in the latest **Non-Manufacturing ISM Report On Business®**.

The report was issued today by Anthony Nieves, C.P.M., CFPM, chair of the Institute for Supply Management™ Non-Manufacturing Business Survey Committee; and senior vice president — supply management for Hilton Hotels Corporation. "The NMI (Non-Manufacturing Index) registered 50.6 percent in October, 0.3 percentage point lower than the 50.9 percent registered in September, indicating growth in the non-manufacturing sector for the second consecutive month, but at a slightly slower rate. The Non-Manufacturing Business Activity Index increased 0.1 percentage point to 55.2 percent. This is the third consecutive month this index has reflected growth since September 2008. The New Orders Index increased 1.4 percentage points to 55.6 percent, and the Employment Index decreased 3.2 percentage points to 41.1 percent. The Prices Index increased 4.2 percentage points to 53 percent in October, indicating an increase in prices paid from September. According to the NMI, nine non-manufacturing industries reported growth in October. Respondents' comments remain mixed and are mostly cautious about business conditions and the overall economy."

The nine industries reporting growth in October based on the NMI composite index — listed in order — are: Real Estate, Rental & Leasing; Management of Companies & Support Services; Construction; Utilities; Retail Trade; Educational Services; Health Care & Social Assistance; Professional, Scientific & Technical Services; and Wholesale Trade. The seven industries reporting contraction in October — listed in order — are: Arts, Entertainment & Recreation; Other Services; Accommodation & Food Services; Transportation & Warehousing; Public Administration; Finance & Insurance; and Information. WHAT RESPONDENTS ARE SAYING ...

- "General economic tone is still 'wait and see.' Capital outlays are postponed for durable goods." (Health Care & Social Assistance)
- "Cost-cutting efforts continue." (Transportation & Warehousing)
- "Overall business activity increasing — forecast even better market conditions in the coming months." (Construction)
- "Business climate remains encouraging, but recovery will remain slow in rebounding." (Professional, Scientific & Technical Services)

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.

Congratulations to Mr. Ron Summerhill; Manager Latrobe Specialty Steel, on his recent election to a council position for Murrysville, PA, located in Westmoreland County.

Purchasing Managers Worst KPI Mistakes by Mr. Charles Dominick; SPSM

Are Your Purchasing KPI's Truly Strategic?

Purchasing managers often consider measuring purchasing performance to be a way of demonstrating the strategic value of the purchasing function to top management. Unfortunately, there are a couple of mistakes in measuring and reporting purchasing performance that produce the exact opposite effect.

In discussions with other purchasing professionals, I often learn of key performance indicators (or KPI's) they use. Some are good. Some are absolutely horrible!

One common mistake is considering every measurement a key performance indicator. Let me state this in no uncertain terms: Not every purchasing performance indicator is a purchasing KPI!

Another mistake is thinking that just because you can measure something means that you SHOULD measure it. Doing so dilutes your focus on what's truly important, wastes time, and can make you look bad!

Discussing KPI's reveals whether a purchasing manager is truly a strategic thinker or not. When your CEO sees your purchasing KPI's, s/he wants to know:

- * How do those KPI's directly reflect contribution to the profitability of this organization?
- * How do those KPI's directly reflect contribution to the satisfaction of our customers?
- * How do those KPI's directly reflect contribution to the advantage we would have over our competitors?
- * How do those KPI's directly reflect contribution to the operational efficiency of this organization?
- * How do those KPI's directly reflect contribution to my goals?

If the answers to those questions are clear to your CEO, you're truly using strategic purchasing KPI's. Don't forget that the "K" in KPI stands for "key," meaning "important" - not important just to you, important to your CEO. So, report true KPI's, not mere PI's!

Reprinted from the Tuesday, November 3, 2009 Electronic Issue of PurchTips.

Next Level Purchasing Inc.
P.O. Box 1360
Moon Township, PA

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ISM-Pittsburgh Welcomes Our Newest Members

Regular Membership

Janet Gapen; Sourcing Manager, Pennsylvania Services Corporation

Charles Johnson; Supplier Relations Manager, Westinghouse Corporation

What Do You Think?

ISM will propose to its membership, a revision to its Bylaws with regard to Membership. Members will have an opportunity in the near future to vote in favor of or opposed to, the proposal to open up Membership to “anyone interested in supply management”.

How do you feel about this proposal?

Let us hear from you. If you have an opinion, let us know at klromango@aol.com



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

(Continued on Page 12)

(Continued from Page 11)

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 Savior Technology Solutions with Ms. Erin Getty; Savior 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

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: Advanced Negotiations for the Supply Management Professional

Dinner Speaker: Mr. Robi Bendorf; President, Bendorf & 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 TBD

February 16, 2010

Forum Program: Negotiating Without Bloodshed"

Forum Speaker: To Be Determined

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

April 8, 2010

Half Day Seminar

Preventing & Negotiating After Back Door Selling

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

(Continued on Page 13)

(Continued from Page 12)

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

Procurement & Contract Writing for the Supply Management Professional

Instructor: Mr. Ernest Gabbard; JD, C.P.M. , Director Strategic Sourcing, Allegheny Technologies, Inc.

May 18, 2010

Forum Program: Supplier Health and Risk Analysis

Forum Speaker: Mr. Ron Summerhill; CPSM, Manager Latrobe Specialty Steel

Dinner Meeting Program: Developing Competencies and Managing Your Workforce in Difficult Economic Times

Dinner Speaker: Ms. Lois Bradley; CEO & President, The Bradley Partnerships, Inc.

June 21, 2010

Golf Classic

Courage to Tough Out the Tough Times by Dr. Allan Zimmerman

To map out a course of action and follow it to an end requires ... courage."

Ralph Waldo Emerson, 19th century essayist

What Dr. Zimmerman Has To Say About This:

All of us have heard about the Great Depression of the 1930's. In fact, we might have grown up hearing our parents or grandparents talk about it ... about how tough it was and how it changed their lives forever.

Now I hear people talk about the Great Recession of 2008, 2009, and maybe beyond. And who knows if they're right or not. Economists, futurists, and fortune tellers seem to have about the same rate of accuracy when it comes to predicting the future.

But this I do know. Times are tough for a lot of people, and tough times require COURAGE. And those who learn COURAGE and exhibit COURAGE always come through the tough times in the best shape. So how do you get COURAGE?

1. Practice persistence.

Keep on keeping on ... even if you don't feel like it. So what if you fall down? So what if you make a mistake? So what if you lose a customer, a business, a home, a relationship, or anything else that is vitally important to you? It's terrible, of course, but it's not the end of the world ... if you practice persistent courage.

As essayist Herbert Kaufman noted, "Failure is only postponed success as long as courage 'coaches' ambition. The habit of persistence is the habit of victory."

In other words, if you will simply hang in there, be patient, persistent, and courageous, more often than not you'll make it through the tough times in pretty good shape.

Michael Staver, an executive coach, puts it this way. He says COURAGE is an acronym for:

Continuing
Onward
Under
Rigorous
And
Grinding
Experiences.

Personally, I can testify to the effectiveness of Staver's COURAGE acronym. It's gotten me through physical, financial, occupational, and relational crises more often than I care to count.

And then, in your efforts to build more courage ...

2. Make a conscious decision to pick yourself up ... each and every day.

That's what I saw some of the inmates do when I worked as a counselor at a reform school, Boysville of Michigan. Those who learned to pick themselves up ... instead of blaming other people such as their parents, teachers, or friends ... and those who learned to stop blaming other institutions such as their schools, the system, or the government ... came out all right.

And that's exactly what Reginald Berry learned to do ... even though it took him a long, long time. He spent several years behind bars, many of them in solitary confinement, in a room with only a sliver of natural light. His meals

(Continued on Page 13)

Courage to Tough Out the Tough Times by Dr. Alan Zimmerman

(Continued from Page 12)

were pushed through a slot in the steel door, and showers were permitted once a week.

Today, however, Berry is an upstanding member of the community. He works for two social service organizations, leads discussion groups of young homeless men, and negotiates peace treaties between gangs. He has his own nonprofit organization, SOS (Saving Our Sons), for which he makes presentations in schools debunking the romanticized myths surrounding street life, gangs, violence and prison.

You see ... many people would have folded under the pressure. After all, Berry had more than his fair share of tough times. But Berry didn't fold. After his first night in solitary confinement, he began sleeping on the floor rather than the bed. As he says, it was a literal reminder for me, "Every day I got to pick myself up off the floor."

I'm not saying you have to sleep on the floor of your bedroom, but I am saying you have to quit feeling sorry for yourself. You've got to stop whining about how bad your circumstances are, and you've got to start picking yourself up off the floor of your own little pity party. And you may have to do that every day. But that's why it's called courage.

And finally, you've got to ...

3. Know when to let go of your troubles. Mind you, I said "let go" of your troubles. I didn't say deny, discount or dismiss your troubles.

In other words, it takes courage AND persistence to hang in there ... to keep on working your way through your troubles. But it also takes courage AND wisdom to know when to let go of your troubles.

The story of "The Small Tree" makes that point. As Mr. P. says, he hired a plumber but got a lot more than some fixed plumbing in return.

As Mr. P. says, on the first day of work, the plumber was an hour late due to a flat tire. Then the plumber's drill stopped working, and his truck wouldn't start. So Mr. P. drove the plumber home, who sat in stony silence the entire way.

When they arrived at the plumber's house, the plumber invited Mr. P. to meet his family. But as they walked toward the front door, the plumber paused briefly at a small tree, touching the tips of the branches with both hands.

When he opened the door, the plumber underwent an amazing transformation. His tanned face was wreathed in smiles, and he hugged his two small children and gave his wife a kiss.

Afterward, he walked Mr. P. to the car. They passed the tree, and Mr. P.'s curiosity got the better of him, so he asked the plumber about what he had seen him do earlier with the tree.

"Oh, that's my trouble tree," he replied. "I know I can't help having troubles on the job, but one thing's for sure: those troubles don't belong in the house with my wife and the children. So I just hang them up on the tree every night when I come home and ask the Almighty to take care of them. Then in the morning I pick them up again."

"Funny thing is," he smiled, "when I come out in the morning to pick 'em up, there aren't nearly as many as I remember hanging up the night before."

He's right. As Kenny Rogers used to sing, "You've got to know when to hold them, and you've got to know when to fold them." Like the plumber, you've got to have the courage to face your troubles, and you've got to have the wisdom to let go of your troubles. You've got to know there's always a right time and right place and right way to disengage from your troubles ... at least for the time being.

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 2009 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' being slightly smaller than the 'X'.

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 _____

Employer _____ Supervisor _____

Employer address _____

Certification Achieved: _____ Date: _____

Expenses

Date	To Whom	Description	Amount
Total amount re- requested			

(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

How to Avoid Job Interview Brain Freeze with Ms. Deborah Walker; CCMC

How To Avoid Job Interview Brain Freeze

Have you ever experienced brain freeze during a job interview? You are asked a question and your mind goes blank—it's horrifying. You lose composure as well as confidence. Your interview goes down hill from there. Interview anxiety most often happens as a result of behavioral or situational interview questions that are not anticipated before hand. As a career coach, this is the most common interview problem I hear about from my clients. With the right preparation you can avoid the nightmare of brain freeze and improve your interview performance greatly.

First of all, it's important to understand what a behavioral or situational interview question is. It is any question that start with:

Tell me a time when

Give an example of

Describe a situation when

Employers ask these types of questions with the assumption that past behavior indicates future performance. These questions reveal a lot about a candidate, including a candidate's ability to think fast on their feet. Given that interviews are inherently stressful, many job seekers find it extremely difficult to think fast during interviews. Here are four steps that will help you prepare for any interview question.

1. Take inventory of your accomplishments.

This requires more than a cursory mental note of the good stuff you've done in the past year. Take a systematic approach by asking yourself what challenges you've faced in each of your positions over the past five or more years. Try asking yourself

What processes have I improved?

How have I made work easier for others?

What did I do to save my company money?

When did I find a solution to a departmental problem.

How did I save time?

When did I go beyond the call of duty to solve a customer problem?

Write out your answers to these questions. Remember to include the quantitative details when appropriate. Include dollars saved, hours cut, percentage increased etc.

(Continued on Page 17)

How to Avoid Job Interview Brain Freeze with Ms. Deborah Walker;

(Continued from Page 16)

2. Study the job description.

With your list of accomplishments in hand you are ready to turn your attention to the job description. Study the requirements to determine the all possible challenges involved with the job. If the actual job description is skimpy in details, look to other similar positions listed to help fill in the blanks. Additionally, ask others who hold similar positions what their greatest challenges of the job are. Write out your list of anticipated challenges.

3. Create a list behavioral questions.

Turn your list of challenges of the position into a list of questions that start with:

Tell me a time when you....

Describe a situation when....

Have you ever had to....

Your list will look something like:

Tell me a time when you had to cut costs out of your annual budget.

Describe a situation when you had to fire a friend.

How would you go about repairing a relationship with a disgruntled client?

4. Use your list of accomplishments to answer your behavioral questions.

Ask a friend to help you role play your interview answers. You should feel very comfortable communicating your success stories. The more time you practice actually talking about your accomplishments the faster you'll be able to recall your stories in your next interview.

With interview performance more important than ever before it pays to prepare, prepare, prepare. There is no such thing as over preparation when it comes to interviews. Use this 1,2,3,4 approach to interview prep and you'll be surprised at how much more confident you'll feel in your next interview. The better you interview the faster you'll be at your new job.

Deborah Walker, CCMC is a Career Coach helping job seekers compete in the toughest economy. Her clients gain top performing skills in resume writing, interview preparation and salary negotiation. Read more job-search tips at:

<http://www.AlphaAdvantage.com>

ISM-Pittsburgh Welcomes The Disney Institute to Pittsburgh

The Institute for Supply Management –Pittsburgh
Welcomes the Disney Institute to Pittsburgh
December 2, 2009

It doesn't take any training to recognize that the world's economy has taken a significant downturn. It does take effective and proven professional development training to guide impacted organizations back to the summit.

A one-day local workshop, the Disney Keys to Excellence program is a rare and affordable opportunity to learn best business practices from Disney insiders, and discover ways to easily and immediately adapt and apply those best practices to pick up the pace in these slow economic times.

Organizations from across the nation and around the world have learned proven philosophies, adapted critical lessons, and implemented effective processes to reap the rewards of improvements in **leadership, management, service, and brand loyalty.**

Professional development doesn't cost—it pays. It pays by creating a framework of focused energy in a vacuum of uncertainty. It pays by helping an organization gain share in a slow economy. It pays because it has been proven to strengthen employee morale and retention, which will be critical to emerge from tough times.

IMPORTANT: Please use ISM promotional code **ISMMNE** to receive **\$50 OFF PER GUEST** when registering. Additional group discounts are available.

TO LEARN MORE AND REGISTER GO TO: www.KeysPittsburgh.com

No prerequisite training required.

**~SEMINAR & WORKSHOP
OFFERINGS FOR
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: Boot Camp for Supply Management Professionals

Instructed by: 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:

Non Member Cost:

Date: May 13, 2010

Seminar: Contract Law & Contract Writing for the Supply Management Professional

Instructed by: Mr. Ernest Gabbard

Location: Ariba Headquarters

ISM Member Cost: \$450

Non Member Cost: \$550

ISM-Pittsburgh Satellite Seminars:

Date: October 22, 2009

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

- 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

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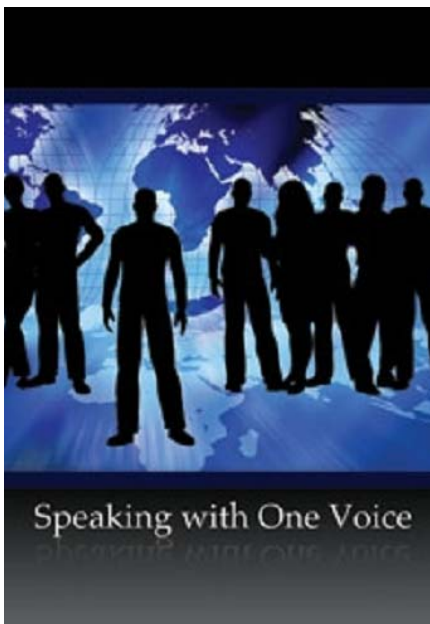
Are you frustrated with suppliers who do “end runs” around your sourcing teams?

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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.



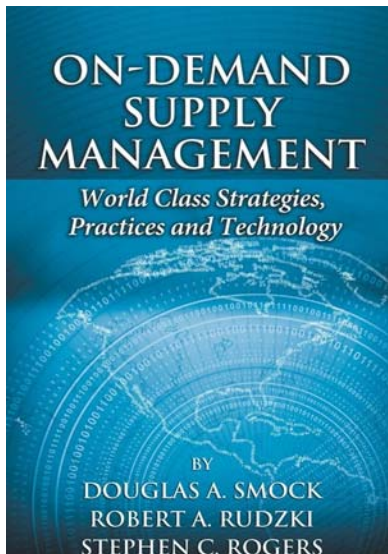
To learn more or to order:

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

Or use this direct URL:

<http://www.greybeardadvisors.com/resources.htm>

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



ISM-Pittsburgh Book Review

Understanding the Enabling Role of Technology

Thought Leadership and Best Practices in Procurement and Supply Chain Management...

"Finally... a great book on how to successfully implement today's leading-edge procurement technology. *On-Demand Supply Management* is full of rich information and fresh new industry examples. It's a powerful guide that all procurement, IT and finance professionals will want to read."

– R. Gregg Brandyberry, VP Procurement, Global Systems and Operations, GlaxoSmith-Kline

"If you are a CPO, CFO or CIO, *On-Demand Supply Management* is a must read. It presents technology... that will separate the best from everyone else."

- Brad Holcomb, SVP and Chief Procurement Officer, Dairy Group, Dean Foods Company

"*On-Demand Supply Management* nicely combines purchasing best practices with new technology solutions... a great resource for purchasing professionals."

– Roberto Magana, Manager, Global Business Services Purchases, Procter and Gamble

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

Order Straight to the Bottom Line® through the ISM Pittsburgh website (www.ism-pittsburgh.org), and we earn a commission!

November 17, 2009
ISM-Pittsburgh Dinner Meeting
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:

Sustainability Forum 1 Only _____

Certification Forum 2 Only _____

Excel Forum 1 & Dinner _____

Certification Forum 2 & Dinner _____

Dinner Only _____

Vegetarian Dinner Requested _____

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

PLEASE FAX REGISTRATION TO : (724) 508-0218

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