

PRO ~ D, PRE-DINNER MEETING SPEAKER

Title of Presentation: Getting Work Teams to Work!

Presented by: Douglas R. McGregor, Senior Performance Technologist

Doug was born in Bell Flower, California. His family moved to Vernal, Utah where he graduated from high school. Doug has a B.S. in Psychology, an M.A. in Human Resource Development and an M.A. in Organizational Development.

In addition to being in the aerospace industry for 15 years, Doug has consulted in retail, warehousing, food processing, mining, book binding, and refrigeration manufacturing. Doug has 18 years experience in socio-technical systems and specializes in team building, employee empowerment systems, and social system innovations.

*Here's to a life of learning-
Tracey K. Stevens, C.P.M., CPPB
Professional Development Chair*



PROFESSIONAL DEVELOPMENT

A.P.P., C.P.M. Review Courses, Register Now!

Several of you have expressed interest in completing your certification testing this year. Because of our commitment to encourage certification and offer value to our membership, NAPM-UTAH is working through the University of Utah Professional Education to offer the following review courses:

| | | |
|-----------------|---------------|-------------------------|
| Module 1 | Thurs. | October 17, 2002 |
| Module 2 | Thurs. | January 16, 2003 |
| Module 3 | Thurs. | March 20, 2003 |
| Module 4 | Thurs. | May 22, 2003 |

All of the module review courses will be offered as a one-day course and taught at the U of U Murray Cedar Park location at 5282 South 320 West, Suite D-110, Room 106. Cheryl Ransom, A. P. P., C.P.M. will be the course instructor. Cost is \$295 with a \$100 discount offered to current NAPM-UTAH/ISM members. For additional questions please contact Cheryl Ransom at Cheryl.Ransom@ClearOne.com or for registration information contact Craig Michalak, U of U at 585-1455 or www.proed.utah.edu

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Professional Development Chair*

PRESIDENT'S PAGE

Character

You might say this is a strange topic to be considered in a professional newsletter. 'Character', why would a supply management professional be interested in something that appears to be so removed from everyday activities like negotiating or buying? How is it that what many consider a personal trait, can emerge as a professional tool?

Years ago I was introduced to a method by which someone's character might be measured. For me, this way of determining Character has application in our work as well as our personal lives. Character has been described as how someone treats another for whom they have no use.

In the work-world in which you and I live, rarely is commerce conducted company to company. Rather, if you think about it, business is carried on person to person. That is, much of what we accomplish for our employer happens based on relationships we have with other individuals. How we treat those with whom we work both inside and outside the firm has a major impact on what we accomplish. And, what we accomplish has a lot to do with the trust we share with others.

If you think about it, if you trust someone you're open with him or her. With trust comes credibility and with credibility comes respect. When we work with those whom we respect, posturing, game playing or one-upmanship doesn't occupy the majority of our focus. Personalities or positions don't get in the way.

It's been my experience that when people rely on the character of one another, no matter how difficult the issue, communication lasts longer, the other point of view gets a closer look, listening is easier and usually lasts longer. There seems to be genuine courtesy and an appreciation for that other person and the other point of view.

Additionally, integrity is an integral component of Character. Defined as the value we place on ourselves, integrity represents a core value. It is displayed in our lives by meeting commitments, keeping promises and generally, in our attitude about working with others.

Here are a few thought-provoking questions to consider as you evaluate integrity as a part of your Character tool. Answering yes to any of these questions can show an area needing attention as you interact and work to conduct business with others.

- ◆ Do you tend to blame others for your misfortunes?
- ◆ Is the phrase "it's not fair" a frequent part of your conversation?
- ◆ Do you wait for someone to tell you what to do?
- ◆ Are you still coasting on what you learned in school?
- ◆ Do you think you deserve special consideration because of something you did last year?
- ◆ Do you feel that you've worked hard and now deserve to take it easy?
- ◆ Do you believe that everything you've accomplished has been because of your efforts alone?
- ◆ Are you cynical about your organization and what it does for customers?
- ◆ Do you resent having to come to work?
- ◆ Do you yearn for 5:00 p.m.?

Examine Character as a supply management tool you can use. It has the power to open doors, close deals and further business between individuals in behalf of their company. The reputation of having Character is worth pursuing.

And, speaking of character, what did you think of Amanda Dickson's talk? She gave us plenty to think about, didn't she? I took some notes and listed 4 ideas I thought were worth remembering.

1. Laugh, a lot.
2. Give others what you feel you're missing
3. You can't fix everybody. Learn to let go. When the horse is dead, get off.
4. Jump in. Don't fear. The worst is, you could get fired.

Last meeting was great. For those that attended, I hope besides dinner, you got food to feed your Character.

James T. Phillips, C.P.M., A.P.P.
President, NAPM-Utah, 2002-2003

MEMBERSHIP

Welcome to a New Year with the NAPM Association. We are excited about the meetings, and seminars we have planned. What a great opportunity for developing our skills and networking with other professionals in our organization.

"Sign-up Safari"

It's a jungle out there!

This Year is the "Sign-Up Safari" campaign. It began on January 1, 2002 and will run through December of 2002. It's an opportunity to get others to join us and enjoy the benefits of our association, while earning prizes for yourselves and our affiliate. here's how it works:

Each current member who recruits:

1 new member will receive an ISM lapel pin

5 new members will receive a ISM coffee mug

10 or more members will receive a \$35.00 coupon toward any ISM education product.

15 or more members will receive a \$100.00 coupon toward any ISM education product.

The ISM member who recruits the highest number of new members will be awarded a trip to the 2003 ISM annual Conference in Nashville, Tenn., including lodging and registration costs. Our Affiliate can also benefit: Affiliates that increase their membership by 15% or more are entered into a drawing where 2 affiliates will be selected to receive a two-day seminar. We were able to qualify for last years drawing and Utah's name was drawn and we now enjoy the benefit of our membership increase. (I am sure the details are in this newsletter on that seminar.) You must use the Safari applications which can be downloaded from the <http://www.ISM.ws> website, or I can provide them to you.

We are excited that we had many new recruits join our association, we hope that they enjoy the benefits and advantages that being a member can bring to their career, see new member list below.

Welcome!

Patti Porter
Membership Chair
NAPM-Utah

NAPM-UTAH would like to welcome the new members that joined our affiliate last month :

Larbi Aitahmed with Envirocare
Blake Anderson with LDS Church
Marvin Biggs with Campbell Scientific
Jason Fenton with Campbell Scientific
Barbara Unsworth with Cephalon Inc.
Thomas Helme with Fire Engineering
Richard Angle with NuSkin
Clark Brandon with 4life Research
Michael Garner, consultant
Olane Insviengmay with Morinda Inc.
Raelynne Jefferies with Howard Hughes Med. Institute
David Combe with Parker
Chris Jensen with Autoliv
Bruce Cheney with Autoliv

Welcome to NAPM Utah!

NAPM-UTAH MEMBERSHIP TOTAL: 539

As of August 1, 2002

ISM MEMBERSHIP TOTAL: 42,817

As of September 1, 2002

Building a Powerful Profession: One Member at a Time!

The National Association of Purchasing Management has become the Institute for Supply Management™. Please note that NAPM.org is now **Institute for Supply Management™**. <http://www.ISM.ws>.

MARKETING

For years, the Purchasing Profession has been trying to uplift its image from the realm of clerical to strategic. The strategic concept of the value of purchasing views purchasing as a strategic business function integrated within the strategic planning process. Performance is evaluated in terms of end goals and objectives such as quality and supply base management and the focus is on purchasing effectiveness. In a study, conducted by Hagstrand(1997) and reported by Ralph G. Kauffman, Ph.D., C.P.M., there are five questions that can be asked to help determine if purchasing is strategically positioned and thinking strategically to add value:

1. Is Purchasing putting the overall organization first?
2. Does purchasing understand the overall organization's direction?
3. Is the Purchasing [function] contribution visible and valued by the organization?
4. Is the purchasing/supply management function positioned at a strategic level in the organization?
5. Is purchasing/supply management taking a leadership position in areas where it can contribute?

Leenders and Fearon have suggested some areas of strategy where purchasing can add value. These include: Social trends and issues, government regulations and controls, planning with suppliers, product liability exposure, economic trends and environment, organizational changes to facilitate long-term productivity and efficiency, product or services additions, deletions, changes, Competitive intelligence, technology, investment decisions, mergers/acquisitions, disinvestments and time-base competition.

Adding value to our organizations via strategic means include the following processes:

1. Assess the overall situation for strategic items, identify opportunities, select targets.
2. Determine value adding strategies for targets.
3. Develop implementation programs for strategies
4. Implement, evaluate, improve

Suggested ways to add value are:

1. Link purchasing strategies to business strategies
2. Develop value-adding supplier relationships
3. Sponsor a supplier development program
4. Implement a rigorous supplier selection process
5. Use cross-functional teams in the supplier certification process
6. Establish a formal supplier cost improvement program with emphasis on continuous improvement
7. Focus on continued communication improvements
8. Focus on internal and external customer satisfaction
9. Reach out and propose new and creative ideas.

*Cheryl Ransom
Marketing Chair
NAPM-Utah*

ECONOMIC OUTLOOK

The Purchasing Economy Report for September 2002, What You Reported

CONFIDENCE DECLINES FOR MOUNTAIN STATES REGION DESPITE INCREASE IN OVERALL INDEX. The Mountain States Business Conditions index reached its highest level since April of 2001, but confidence continues to decline according to the September survey of supply managers and business leaders in the three-state region. The overall index for September rose to 54.9 from August's 52.5. However, confidence among supply managers and business leaders declined again to 52.9, down from 58.8 August. This indicates that despite what the numbers indicate for the Mountains States, business leaders and supply managers are concerned about the impact of the weaker U.S. economy on their region. Inflationary pressure remains low in the region with a September prices-paid index of 55.9. The new jobs index was relatively unchanged in September with a reading of 50. This indicates that the economic recovery in the Mountain States region remains a jobless recovery. Production rose in September to 61.8 from August's 57.4. The relatively healthy production number combined with a weak employment reading indicates that firms are using overtime hours to increase production rather than hiring new workers. Furthermore, rising productivity has allowed businesses to increase output at the same time that they are reducing employment. Weakness among U.S. trading partners pushed September's new export orders index stood to 36.4. On the other hand, it appears that supply managers, in order to avert West Coast shipping problems, increased imports in advance of the recent lockout as the import index rose to 50.0 from August's 34.0.

Utah Report

Utah's September Business Conditions Index moved above growth neutral 50.0 after two consecutive months of sub-50.0 readings. September's overall index rose to 53.0 from August's weak 46.7. Strength in September new orders and employment, both at 60.0, offset weaker production at 50.0. At this point in time, Utah's durable goods manufacturing sector is holding up much better than the state's non-durable goods manufacturing sector. As in past months, businesses report a pullback in construction activity.

Your Comments

• Our business has suffered drastically, however, it appears that there is a slow turnabout in the not too distant future. • Having trouble with suppliers wanting large price increases without merit. I feel there is quite a bit of margin taking at this time. • Deliveries are very sporadic...some very quick...1- 2 weeks, others are 8 - 12 weeks • We are seeing a slowdown in our industry.

The Good

• While the profit outlook for most firms remains weak, I expect profit announcements by firms in Quarter 4, 2002 to be an improvement over Quarter 3, 2002. While stock market gains will be small over the course of the next quarter, we may have experienced the worst of the heavy losses. • Short-term interest rates such as the prime interest rate (4.5%) and the funds rate (1.75%) are lowest in 40 years. • Long term interest rates such as the 30 year mortgage rate (6.0%) and the 10 year U.S. Treasury (4.02%) are the lowest in almost 30 years but are up slightly as funds moved out of the bond market into the stock market recently. • The unemployment rate for September stood at 5.6%, down from August's 5.7%. • Inflation is tame; Consumer prices are increasing by roughly 2¼ % per year while wholesale prices (producer prices) are not growing at all (0% growth). See the attached graphs for a profile of prices. The prices-paid index from regional and national ISM surveys is trending downward. • For now oil prices have stabilized, albeit at a fairly high price of roughly \$30 per barrel.

The Bad

• Overall economy will grow between zero and one percent for Quarter 4, 2002 • The U.S. economy lost 43,000 jobs in September. The three month moving average of first-time claims for unemployment insurance remains above 400,000 which points to continuing problems in the job market (optimal is 320,000 – 350,000). • Consumer confidence, while still fairly strong, has declined for four consecutive months. Situations regarding Iraq and stock prices are suppressing consumer outlooks. • U.S. retail and food services sales for September were \$302.5 billion, a decrease of 1.2% from August, but up 5.8% from September 2001. • The U.S. unemployment rate remains high by 1995-2000 standards at 5.6%.

The Ugly

• Since March 2000, stock market losses have exceeded \$10,000 for the average U.S. family. We are beginning to see some negative impacts on consumer spending (e.g. see September retail sales). • New Orders for manufactured durable goods decreased \$0.7 billion or 0.4 percent to \$178.5 billion in August. • Industrial production fell 0.3% in August, its first decline since December 2001 and a partial reversal of the 0.4% increase reported for July. Manufacturing output decreased 0.1% in August, while production at mines rose 0.8 percent. Although temperatures in August were still relatively high, the output of utilities dropped back 2.5 percent from July's elevated level. Capacity utilization for total industry was 76.0%, a rate that has remained essentially flat for the last 3 months.

The Outlook

• Long-term interest rates (mortgage rates, 10-year U.S. Treasury) will rise in the coming months. Short-term rates (prime rate, credit card rates, money market rates) will change very little, if any, in the months ahead. • Inflation at both the consumer and producer level will remain tame. • The next move by the Federal Reserve will be to raise interest rates. However, rates will remain unchanged for October and November. At this point in time, I expect short-term interest rates to remain at their current 40-year lows until the first portion of 2003. • West Coast shipping problems will cut retail sales for October and possibly for November. • Economic growth will not be back on trend until the second quarter of 2003. See up to date info at the following websites:

www.napm.org / www.economics.omaha.org / www.bls.org / www.commerce.gov / www.federalreserve.org

RECERTIFICATION

CONGRATULATIONS! YOU HAVE EARNED YOUR C.P.M. – NOW WHAT?

Individuals who have earned their C.P.M. are required to be recertified every five years. To be recertified, applicants must earn 12 C.P.M. points during their current certificate period. At least two-thirds of the points must be educational in nature. One-third may be earned in the professional contributions category. C.P.M. points may be earned in the following categories:

College Courses (Taken or Taught)

Semester-long university courses in purchasing/business related subject matter are worth 6 C.P.M. points each. Most other semester-long university courses are worth 1 C.P.M. point each. Instructors may earn points only once for each course taught, regardless of the number of times taught.

Continuing Education (Taken or Taught)

1 C.P.M. point = 7 continuing education hours.

Seminars and other educational programs pertaining to purchasing/business related subject matter which are at least one hour in length are eligible for continuing education hours. In-company training which enhances knowledge or improves skills are eligible for continuing education hours. Each Pro-D Workshop is worth 1 continuing education hour and each NAPM meeting is worth 1 continuing education hour.

Substantive, well-developed articles published in established purchasing or trade magazines (those that have an editorial review board identified in the magazine), exceeding one page in length, as well as articles published in conference proceedings, are eligible for 1 C.P.M. point per article.

Contributions to the Profession

Individuals who hold an office earn 1 C.P.M. point per year. At the discretion of the ISM affiliate leadership, service points may be awarded to all deserving volunteers, whether or not they are chairpersons, officers, or directors.

Successful Completion of Module 3 and/or 4 of the C.P.M. Exam

Each Module passed is worth 6 C.P.M. points.

If your certificate has lapsed less than one year, you may complete and sign an application form documenting 12 C.P.M. points earned. If your certificate has lapsed more than one year, you must pass all four modules again.

It is easier to start the process as soon as you receive your C.P.M. By volunteering, attending workshops, meetings, and seminars, recertification is almost automatic. JUST REMEMBER - it is the member's responsibility to keep track of their continuing education hours and C.P.M. points.

For more information, visit <http://www.ism.ws/Certification/CPMRecertification.cfm> or call 1-800-888-6276, ext. 3094, and talk to Al. She is a great help and will answer any questions you may have.

*Susan Shepard, C.P.M.
Board of Directors'
NAPM-Utah*

ISM NATIONAL NEWS

Value X 4: The Essential Supply Management Conference.

[Capture leading practices](#) of the four cornerstones of today's supply networks: physical, informational, relational, and financial. It all starts November 11-13, 2002 in Scottsdale, Arizona.

Fifth Annual Economic Summit

[Attention: Supply Management Executives.](#) Get an insider's look at the business economy. December 10, 2002, New York, NY.

Third Annual Services Conference

Uncover Hidden Opportunities. Don't miss the [3rd Annual Services Conference, Smart Business: Leveraging the Services Spend](#), December 5-6, 2002 at the Scottsdale Marriott at McDowell Mountains, Scottsdale, Arizona.

IFPMM World Congress 2003

June 15 - 17, 2003, Switzerland
Purchasing and supply topics from an international perspective.

National Volunteer Positions Available

- [Affiliate Support Council and Leadership Training Committees](#)
- [Other National Committees](#)

Back to school with ISM, take a [September](#) or [October](#) seminar and go to the head of the class.

Certified Purchasing Manager (C.P.M.) and Accredited Purchasing Practitioner (A.P.P.) [Study Materials](#)

New Benchmarking Data from CAPS Research:

CAPS Research compiles benchmarking metrics on a continuous basis. In addition to our new survey on "Benchmarking Your Services Spend" there are ongoing opportunities to measure your organization's purchasing performance to identify best purchasing practices. CAPS Research has also launched a new study that measures the effectiveness of eProcurement activities. Interested? Contact us at benchmark@capsresearch.org, and click [here](#) for the latest info. Want more information about CAPS Research? Contact the webmaster@capsresearch.org or visit us at <http://www.capsresearch.org>.

Specialize. The ISM Certificate Programs

ISM now offers [3 distinct Certificate Programs](#).

ISM's Supplier Directory

Looking for the perfect source? Find them on the [ISM Supplier Directory](#), a comprehensive resource for the busy supply management professional.

The National Association of Purchasing Management has become the Institute for Supply Management™. Please be aware that NAPM.org is now <http://www.ISM.ws>.

The Institute for Supply Management™, established in 1915, is the world's leading educator of supply management professionals and is a valuable resource for decision makers in major markets, companies, and government. In May 2001 the membership of NAPM voted to change the association's name from the National Association of Purchasing Management to the Institute for Supply Management™ to reflect the increasing strategic and global significance of supply management.

COMMUNICATIONS

If you know someone that you would like to spotlight in your office (or entire office or corporate spotlight) and is/are a member(s) of NAPM-UTAH, please send a paragraph or two with educational accomplishments, certification accomplishments, and note any work related accomplishments, along with a digital picture, if available, with their authorization, and send them as an e-mail attachment to karl.harward@ci.slc.ut.us or by snail mail to: Salt Lake City Corporation, Department of Public Utilities, 1530 S. West Temple Street, SLC, UT 84115. **Cutoff date for the December newsletter will be November 19, 2002.**

Also, if you would like to share a purchasing/business experience or an opinion article for the NAPM-Utah Newsletter, **please submit it to me by November 19, 2002 for the December issue.** The Communication Committee will be awarding several awards at the end of the year based on Editor's Choice. Also, we are always looking for volunteers to help out with various types of affiliate management responsibilities. NAPM-UTAH currently has a volunteer position available as Assistant Editor. If you are interested, please contact me as soon as possible.

Thank you,

Karl Harward
Communications Chair
NAPM-Utah
P 801-483-6832
F 801-535-6618
Karl.harward@ci.slc.ut.us

Additional National News

C.P.M.s & A.P.P.s ISSUED

| | 9/2002 | 9/2001 |
|----------------------|--------|--------|
| TOTAL C.P.M.s issued | 39,034 | 36,893 |
| TOTAL A.P.P.s issued | 6,556 | 5,820 |

If you have earned your C.P.M., A.P.P. or have passed a module, and would like to be featured in the newsletter, please send the info to:

karl.harward@ci.slc.ut.us

COMMUNICATIONS SURVEY

Please rate the various items by circling the following (4) being excellent, (3) good, (2) needs improvement, (1) poor, and fax to me (801)535-6618 or by email: karl.harward@ci.slc.ut.us

| | | | | |
|-------------------------|-----|-----|-----|-----|
| Newsletter Articles | [4] | [3] | [2] | [1] |
| Monthly Happenings info | [4] | [3] | [2] | [1] |
| Spotlight content | [4] | [3] | [2] | [1] |
| Economic content | [4] | [3] | [2] | [1] |
| National news | [4] | [3] | [2] | [1] |
| Overall rating | [4] | [3] | [2] | [1] |

Comments: _____

Survey results will be posted in the Communications section next month. Please respond by **November 19, 2002.** Your name will be entered for a cash drawing or gift certificates to a local restaurant.

JOBBERWOCKY

The following article was prepared by Mike Taylor, C.P.M. for distribution to NAPM affiliate newsletters.

Where do you want to go today? Someplace warmer/colder/wetter? A company that is more cutting edge? A place where you can get some respect? Somewhere to make more money?

Regardless of the motivation, many of us have thought about changing jobs or changing careers at one time or another. In our age of electronic communication and the Internet, the job changing process is evolving. Here are some ideas on how to get started electronically:

Sharpen your Internet abilities, learn to do electronic searches and hone computer skills. Thousands of jobs are being posted and filled using electronic postings and electronic resumes. If you find yourself lacking in Internet skills, start spending some time on line. Recreation counts for practice and exercise! Here is a good place to start surfing: Advanced Resumes Tips page <http://www.advancedresumes.com/tips/freetips.html>

Evaluate your job skills at one of the on-line career learning web sites. Check out the information at www.businessweek.com/careers/index.htm or at the NAPM Career Center <http://www.napm.org/CareerCenter/index.cfm>

Learn to prepare and transmit electronic documents. Resumes are often requested and submitted via email. A clean concise and well thought out e-resume makes more difference today than a professionally prepared document on expensive parchment. Team with a friend and start sending each other resumes for practice. Look at some of the on-line resources and samples. Here is one; <http://content.monster.com/resume/samples/resumes/>

Company resource specialists will often search through e-resumes electronically looking for key words and phrases. Fill your resume with key buzzwords and accomplishments not passive adjectives. Consider the difference between "prepared blanket orders for supplies" and "implemented e-commerce ordering process". Other buzzwords like "advanced Power Point and Excel" "public presentations" "C.P.M." , "contract claims", "supply chain management" should also come to mind. Check out current literature and magazine articles for the hot topics.

Scan as many job postings as you can. Glean from each even if you are not interested in the specific job. What skills are being sought? What keywords are used? Mirror the advertisements in your resume and you are more like to be found.

Subscribe to an on-line e-mail service about jobs and careers. There are several free ones. I like www.bridgepath.com/

There are many places where you can post a resume including one for NAPM members only at the NAPM Career Services Members-Only site. <http://www.napm.org/CareerCenter/index.cfm>

Get you name in front of the world. Contribute articles, post messages and make comments to magazines, newsletters, and web sites. Consider that every publication is an opportunity for a "headhunter" or needy personnel officer to find you.

Stay current with the profession. Communication skills, E-Commerce experience, cross functional work groups and a big-picture knowledge of the business often matter more today than 20 years of experience.

If you are really serious about making a change, the time to start is now. You are steering your own ship, pick a good course. The real question isn't "Where do want to go today?" it should be "Where are you going today?"

This article was prepared by Mike Taylor, C.P.M. for distribution to NAPM affiliate newsletters.

- MLTWEB is assembled and maintained by Michael L. Taylor, C.P.M. [see www.mltweb.com]
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UTAH COUNTY

November NAPM-Utah Luncheon

Please plan on attending the November Luncheon of the 2002-2003 NAPM-Utah Central Utah Branch on Wednesday, November 13th, at the Provo Holiday Inn, 1460 S. University Avenue (exit 266).

We have invited Paul Peterson, to present "Bankruptcy – Purchasing and the Legal Aspects". Paul is the Director of Procurement at Geneva Steel. He earned his B.S. degree in Engineering from BYU and his MBA from the U of U. Paul has been through two bankruptcies at Geneva and is presently responsible for the resolution of difficulties between Purchasing and suppliers. He is very familiar with the legal aspects of bankruptcy, such as, supplier products on plant property, pre-petition invoices, etc.

Ruby River will be catering the luncheon. You may choose either the 1/3 Rack BBQ Ribs w/Baked Potato or the Southwest Chicken Salad. Please indicate your choice below on your RSVP. We will start seating at 11:45 a.m. and will begin serving the entrée at noon.

Please RSVP by Friday, November 8th, to Dominique Bird at Nature's Sunshine Products by fax: (801) 342-4688 or by email: dbird@natr.com See you there!

NOVEMBER LUNCHEON RSVP

COMPANY _____

MEMBERS _____

1/3 RACK RIBS _____ **CHICKEN SALAD** _____

Please RSVP by Friday, November 8th, to Dominique Bird at Nature's Sunshine Products by fax: (801) 342-4688 or by email: dbird@natr.com See you there!

NORTHERN UTAH

The NAPM Northern Branch meeting for November 13th at 6:00 p.m. will feature:

Jeff Palmer, C.P.M.

Corporate Purchasing Manager,

[ClearOne Communications](#)

"We Train to Certify Ourselves,
Why not Train to Certify our Suppliers?"



"We Train to Certify Ourselves, Why not Train to Certify our Suppliers?"

Jeffrey H. Palmer, C.P.M., is Corporate Purchasing Manager with ClearOne Communications (formerly Gentner Communications). Mr. Palmer is a national speaker and has received wide acceptance from an audience in New Orleans that was sponsored by NAPM, where he received a 4.1 rating out of 5 points possible. He relates first-hand experiences from three industries (the aerospace, biotech, and communications industries). He is an advocate for supplier training, where his purchasing team is fully empowered as certified instructors. Ask yourself this question, "We train to certify ourselves, why not train to certify our suppliers?" His documented total cost approach is currently being used at Grayhound Events Services, HyClone Laboratories, and ClearOne Communications, but he recognizes that many people have been contributors to his presentation. His approach crosses over the traditional departmental boundary lines, elevating purchasing visibility to the total organization, rather than just the special interest groups. He has been quoted in Supply Chain News (SCN), an article by Carolyn Heinze in OCTOBER 2001, entitled, "Implementing Plan B Coping With Changes In Shipping After The Attacks"

Mr. Palmer strongly believes purchasing must be a strategic contributor if they are to be top performers. We must do more than provide formal feedback from measurable data, we must make buyer and supplier training convenient, His strategic total cost directive is zero defects, zero late shipments, reduce lead-times, and get more engineering research from our suppliers. He is an advocate of second sourcing and purchasing's early involvement in product development, since 93% of defects are caused from single sourcing.

He has 25 years of experience in contract negotiations, material planning, capital spend, price cost analysis, long-term contracts, web site recognition for world class suppliers. In addition to his role as Corporate Purchasing Manager, he understands, and has lived the lives of Senior Buyer and Buyer/Planner. Mr. Palmer has first hand experience in cross-departmental team negotiations, exceeding the CAPS cost savings study as top performer, both as a team player and as team manager. He authored the supplier certification procedures, and helped his company overcome compliance issues in the purchasing section of ISO9001 to the 1994 standard.

Mr. Palmer has a BS degree in Speech Communication from the University of Utah and is a lifetime Certified Purchasing Manager. He has served on the board of directors of NAPM-Utah, while at the same time, was a strategic member of the professional development committee to help make buyer training convenient and job related.

NOVEMBER RSVP

COMPANY _____

MEMBERS _____

GUESTS _____

Please RSVP by Friday, November 8th, to Rebecca Halladay (801)776-1532, email rhalladay@lifetime.com See you there!

DINNER MEETING RESERVATION FORM



Dinner Meeting Reservations

November 14, 2002

Attention: Tom Short, C.P.M.

Vice-President

NAPM-Utah

Please R.S.V.P. no later than 3:00 p.m. on Monday November 11, 2002. **Please remember that Monday, November 11th is a holiday, so send your RSVP early.**

Company _____

| Name(s) Attending | Pro-D Workshop (4:30) | Dinner (5:45) |
|-------------------|--------------------------|--------------------------|
| _____ | <input type="checkbox"/> | <input type="checkbox"/> |
| _____ | <input type="checkbox"/> | <input type="checkbox"/> |
| _____ | <input type="checkbox"/> | <input type="checkbox"/> |
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Please remember that the association currently pays for the meal at one monthly meeting for Regular and Lifetime Members, which we estimate. In order to spend our association dues wisely, we rely on your RSVP to provide an accurate meal count to the hotel.

RSVP by any of the following:

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E-Mail: ShortTJ@ldschurch.org

Fax: (801)240-6215

Phone: (801)240-1236

Mail: Tom Short, C.P.M.
L.D.S. Church
50 E. North Temple
Salt Lake City, UT 84111

Dinner Menu for November:

Traditional Caesar Salad

London Broil

Rice Pilaf

Fresh Vegetables

New York Cheesecake

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Vacant Positions

Press Release Coordinator

Newsletter Editor

Historian

Please contact Jim Phillips at (801)965-3836 if you are interested in volunteering for one of the vacant positions.