

Utah Purchasing News

November 2003

www.napmutah.org

NOVEMBER & DECEMBER EVENTS

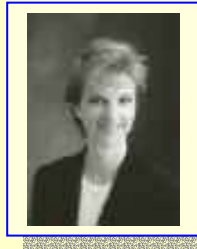
Nov. 5, 2003 C.P.M. & A.P.P. Seminar (5:45-8:45 pm)
"Module 1" Mountainland Advanced Technology Center at UVSC

Nov. 12, 2003 Central Utah Branch Luncheon (11:45)
"Using Purchasing Professionals to Enhance the Learning Experience in the Sales Management Course"
Michael J. Swenson, Ph.D.

Nov. 13, 2003, Professional Development Workshop (4:30)
"Learning from Other Purchasing Professionals" Formal Networking Groups, *(please contact Tracey Stevens if you would like to volunteer to facilitate a network group for your area of Supply Management).*
Non-Member cost for workshop and dinner \$35
(Make checks Payable to NAPM-Utah, Inc.)



Nov. 13, 2003, Dinner Meeting (5:45 pm)
"Five Ways to Improve Your Negotiations"
Karin S. Hobbs
Mediation & Appellate Consulting



Nov. 21, 2003, C.P.M. & A.P.P. Seminar (8:00-5:00) "Module 2, Supply Environment"
University of Utah ProEd <http://continue.utah.edu/careers/>

Dec. 3rd & 10th, U of U Certificate Course (6:00-9:00)
"Business and Professional Ethics"
University of Utah ProEd <http://continue.utah.edu/careers/>

Dec. 4, 2003 Holiday Social (6:00)
"Dickens Feast at the Masters Inn"

Dec. 6th & 13th, 2003 Certificate Course (9:00-5:00)
"Finance for Non-Financial Managers I & II"
University of Utah ProEd <http://continue.utah.edu/careers/>
Become a graduate of the Purchasing and Supply Management Certificate Program!

REMINDER:
Please pay your dues ☺



Dinner Meeting Speaker

Karin Hobbs
Mediation & Appellate Consulting
341 South Main Street, Suite 210
Salt Lake City, Utah 84111
(801) 983-1300
email: karinhobbs@utahadr.org

Karin S. Hobbs, a native of New Hampshire, came to Utah in 1977 to attend the University of Utah. Thinking she would ski, she began her studies and found she had neither the time nor money for skiing. After graduating from the University of Utah, she entered law school, hoping to earn enough money to purchase ski equipment and a day pass or two.

As an attorney, her career began at the Utah State Bar prosecuting attorneys for unethical conduct. In 1987, she became a law clerk at the Utah Court of Appeals, beginning a 14-year career at the court, which included 8 years as a staff attorney and four years as a mediator. Two and one-half years ago, she opened a private mediation practice. She has mediated over 1,000 cases in a wide variety of legal disputes including commercial litigation, personal injury, employment, divorce, construction, and probate/guardianship. In addition, she regularly provides training to attorneys, graduate students and professionals in mediation and negotiation.

She has attended Harvard Law School's Negotiation Workshop and has published an article entitled, "Attention Attorneys! How to Achieve Results for your Client in Mediation" in the November 1999 issue of the Dispute Resolution Journal in the American Arbitration Association. She was founding Chair of the Alternative Dispute Resolution Section of the Utah State Bar. She served an adjunct professor at the University of Utah College of Law, teaching Negotiation and Alternative Dispute Resolution and currently is a Bar Commissioner for the Utah State Bar. In May 2002, Ms. Hobbs was became a member of the International Academy of Mediators. For more information on Ms. Hobbs, visit www.utahadr.org. For additional information on mediation or the International Academy of Mediators, visit www.mediate.com.

THE PRESIDENT'S PAGE

The 2004 Purchasing Skills Report

I recently read a report entitled "The 2004 Purchasing Skills Report" that declared the most important skill a Purchasing Professional can have is the ability of interpersonal communications. The definition of interpersonal according to the Webster Dictionary is "being, relation to, or involving relations between persons." Communications one to another is so very important not only in our professional lives but also with our personal lives. I have often thought that my life would be much easier if people could just read my mind and know what was expected from me. I have been negligent before of not communicating clearly what a new employee expects or what is expected of a supplier and the end result can often lead to failure if not caught in time.

Communicating is something we do all the time. Sometimes well, other times not so well. Our ability to communicate well and then to do so interpersonally will make us more professional, more personal, a better manager and for us husbands, a better spouse. Here are a few ideas to help us all communicate better in the workplace.

- 1) Don't let your decisions be made by emotions. Make decisions based on facts.
- 2) Let employees know up front what is expected of them and how they will be evaluated. When evaluating others, do so in a constructive way that will build them up.
- 3) Listen. Listening is so important because it allows others to express their ideas and allow you to have all the facts. The number one skill in communicating is listening. Listening is best accomplished by looking the other person in the eye (and not with the T.V. remote in hand).
- 4) Don't interrupt. By allowing the other person to speak, you are showing trust with them and it may show you that they are right. Be willing to accept others opinions.
- 5) Watch peoples body language. Are they uncomfortable speaking with you? Are they upset or emotionally drained. Are we working them too hard? Can you help them in any way?
- 6) Follow up with them. If people have an idea and you have told them that you will present it, do it and follow up. This shows to employees that you value them and you trust them.

And now I wish to communicate one last thing, I want to thank, on behalf of NAPM-Utah, you and your companies for all your support that is given to NAPM-Utah.

Have a great Thanksgiving. See you on the 13th of November.

Tom Short, C.P.M.
President



THE V. P.'S PAGE

DID YOU KNOW THAT:

There's a special place in Heaven set aside for Volunteers?
Furnished with big recliners, satin couches and footstools;
Where there are no committees, no fundraisers.
There will be nothing to staple, not one thing to fold or mail.
Telephone/e-mail lists will be outlawed.

But a finger snap will bring cool drinks and gourmet dinners, a rare treat for royalty.
You will ask, "Who will serve these privileged few and work for all they are worth?"

Why, all those who reaped the benefits and not once volunteered on earth.
Many will be shocked to find, when the judgment nears,
That there's a special place in Heaven, Set aside for NAPM-Utah volunteers!!!

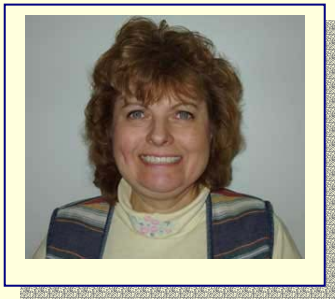
At this time of year, when all of us start to turn our thoughts to families and what we are grateful for, my thoughts turn to all of us who volunteer for NAPM-Utah.

I am so grateful for anybody who organized our meetings, says just one prayer, brings a friend, says

"Hello" to people at our tables, helps to set up, helps to bring in things, helps to take out things, takes pictures, says the Pledge of Allegiance, stands at the podium; the speakers who talk and enlighten us, the flowers on the tables, and the servers who serve quietly and efficiently.

I know there is so much more to be grateful for in NAPM-Utah. This is just the tip of the iceberg. Don't you think so, too?

Julie Anderson
Vice President



PROFESSIONAL DEVELOPMENT

Tracey Stevens, C.P.M., CPPB and Cheryl Ransom, C.P.M., A.P.P. have been asked to give a presentation at the International Conference for the Institute for Supply Management (ISM) in April. The topic is "Strategies for Women in Supply Management." Supply Management is a broad field which encompasses the management of planning, procurement, people, and processes.

Tracey is the Chief Procurement Officer for Salt Lake City and Cheryl is the Commodity Manager at ClearOne Communications. Both are past Presidents of NAPM-Utah (National Association of Purchasing Management) and recipients of the Purchasing Person of the Year Award for the State of Utah.

Please take a moment to complete this short survey (see attached survey at the end of this newsletter. This information will be compiled and used for the ISM presentation. Forward your response to cheryl.ransom@clearone.com or tracey.stevens@ci.slc.ut.us It is hoped that strategies can be developed to help women be more successful in their careers.

Thank you for your participation and your prompt response. Feel free to forward to anyone who might be receptive to fostering the success of women in the workplace. Please see attached survey at the end of this newsletter.



Here's to a life of learning-
Tracey K. Stevens, C.P.M., CPPB
Professional Development Chair
tracey.stevens@ci.slc.ut.us

UNIVERSITY OF UTAH Career and Organization Classes

Become a graduate of the Purchasing and Supply Management Certificate Program! These classes are cosponsored and endorsed by NAPM-Utah. Learn more and register at www.continue.utah.edu/careers. All are taught by subject area experts. **All are core or elective classes for the U of U Purchasing and Supply Management Certificate. All Section 2 courses are for NAPM members only and offer a reduced tuition!!!**



APP/CPM Certifications Module 1 The Purchasing Process Exam Preparation	120-001	FRIDAY 9/19 8:15 AM - 5 PM	Murray	Cheryl Ransom
	120-002 NAPM			
APP/CPM Certifications Module 2 Supply Environment	130-001	FRIDAY 11/21 8:15 AM - 5 PM	Murray	Cheryl Ransom
	130-002 NAPM			
Business and Professional Ethics	200-001	W 12/3 and 10 6 P - 9 P	Murray	David Hart
Customer Service	220-001	THURSDAY 9/25, 8:15 A - 5 PM	Murray	John Panos
E-Commerce: Business to Business	360-001	F 10/24 8:15 A - 5 P	Murray	James Parker
	360-002 NAPM	F 10/24 8:15 A - 5 P		
Accounting and Budgeting for Non-Accounting Managers I	100-001	T 9/16 - 9/30 6 P - 8:45 P	Murray	John Furness
Accounting and Budgeting for Non-Accounting Managers II	110-001	T 10/28 - 11/11 6P - 8:45P	Murray	John Furness
Finance for Non-Financial Managers I	390-001	S, 12/6 9 A - 5 P	Marriott Lib	Bruce Cundick
Finance for Non-Financial Managers II	400-001	S, 12/13 9 a - 5 P	Marriott Lib	Bruce Cundick
Fundamentals of Purchasing and Supply Management	410-001	SATURDAYS 9/6 & 20 8:15 AM - 5 PM	Marriott Lib	Thomas Richards
	410-002 NAPM			
Purchasing and the Manufacturing Process	560-001	SATURDAY 10/11 8:15 AM - 5 pm	Marriott Lib	James Defa

"I strongly encourage all professionals in this field to consider this program for themselves and those they manage."

Tracey K. Stevens C.P.M.
Past President NAPM-Utah
Chief Procurement Officer, Salt Lake City Corporation

MARKETING

Kenneth Labich writing in Fortune suggests the "Ivory Tower" leadership approach will not work in the today's marketplace. Today's employees require the following:

1. Build their trust and remember trust starts in each and everyone of us.
2. Develop a vision that includes expectations for the organization.
3. Keep your cool and always maintain personal control (largely for modeling purposes as well as your personal health)
4. Encourage your associates to act, to take risks. We all learn from our mistakes, as well as the knowledge of others, so let's help each other avoid errors. Empower your associates to do the job, but train them well.
5. Be an expert--you simply need to know the business
6. Invite dissent and listen to it. Create a safe environment for dissenting views.
7. Simplify the process--all of it.

As a manager your expectations set the stage for the entire organization. Your initial job as a leader is to reduce and eliminate the animosities cause by the old "we, them, they, us syndrome." You should expect quality work and get it. You should expect continuous improvement, but leaders must SUPPORT their people. Leaders should give credit where credit is due. Exceptional leaders also take the blame for departmental mistakes (i.e., consider it a process problem--lack of training, etc.)

All of us, whether we are managers or not, need to improve our leadership skills. There are really only three key elements:

1. Trust: Our colleagues/subordinates must have reason to believe in us.
2. Listening: Chris Argyris suggests that "by constantly turning the focus away from their own behavior to that of others, professionals bring learning to a grinding halt." Leaders must stop turning the focus to their problems and start listening to what the employees are saying.
3. Humility: As Raymond, Smith, CEO for Bell Atlantic, states: "We must ourselves model what we are asking others to do."

Leaders should identify employees' developmental needs. Training and management systems must give employees opportunities for developing the "self" in our organizations. These systems must provide both in-house and external opportunities for employees, including formal education, seminars and support in professional organizations like NAPM-Utah/ISM.

Other thoughts:

Leaders need to train their subordinates to grow.

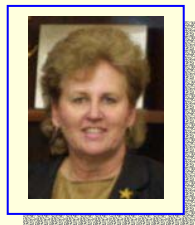
Employees need to become better or they will disappear.

People are the key to any organization's success.

Our traditional approaches were tied to a stable business structure. Business now shows that stable processes, structure and control are obsolete. Everyone must be able to survive in our chaotic marketplaces. How? with rapid change.

Purchasing and Supply Chain personnel must reduce the amount of time spent on traditional purchasing activities and become more adept in strategic thought and strategic managerial processes. In short, we must all develop the leadership potential we all have. Nothing is ever as good as it could be, we can always do it better. This is the true essence of leadership, getting people to be better so that other things will be better.

Cheryl Ransom
Marketing Chair



Mark your Calendars Now to celebrate Purchasing Month. Free 1/2 day seminar 1:00 to 4:30 p.m. on March 10, 2004 Sandy City Offices.

NAPM-UTAH NEEDS SURVEY

Thanks to all of you who participated in our annual NAPM-Utah Needs Survey. There were 101 respondents.

1. Do you prefer monthly luncheon or dinner meetings.

In Central Utah 95% wanted to continue lunches

In SLC area 92% wanted to continue dinner meetings

2. Some ISM affiliates have quarterly meetings. Do you wish to continue with monthly dinner/luncheon meetings. 91% wanted things the way they are.

3. Some ISM affiliates have monthly "event" meetings. These meetings could be a plant tour, trade show, dinner meeting, luncheon meeting, seminar, workshop--an "event" each month. This results in traditional luncheon/dinner meetings three or four times a year. Would you like to try this "event" concept? 87% of respondents said no.

4. Some ISM affiliates reduce dues but require members to pay for lunch or dinner. Would you attend if your dinner of lunch were calculated separately from your NAPM-Utah dues? 89% wanted things left as they are now--included in dues.

5. To supplement any NAPM-Utah revenue would you participate in any of the following fund raisers: Supplier Fair 91% Yes, Golf Tournament 42%, T Shirts 71% Golf Shirts 68% Other: 1% (didn't list what it might be)

6. Do you wish to continue with the predinner workshops and dinner meeting in SLC? 93% Yes in both categories. Would you like these meetings to be combined into one meeting. 7% said yes.

7. What seminar/workshop topics would you like NAPM-Utah to sponsor? Responses were Inventory Management, Public Purchasing, E-Commerce, Legal Aspects of Purchasing, Contract Writing, Basic Purchasing, Advanced Purchasing, Personal Development Topics, Supplier Relationships. Other: What is available at National, Who is employment coordinator., More leadership and professional development, Lean Manufacturing, Lease vs. Buy, ABC Costing. Have meetings with APICS. Quality topics.

8. Does your company pay for your NAPM-Utah/ISM Dues 88% said yes

9. Are the name badges provided at dinner/luncheon meeting an important networking tool? Yes: 88%. Suggestions for networking: Have social time before pre-dinner and dinner. Have name badges in Utah County

10. Should the prayer and pledge continue at the SLC dinner meeting

Prayer: 74% Yes 26% no. Comments: Have moment of silence. Have prayer before we start eating. Have prayer at 5:55 so those who don't want to participate can come at 6:00. Have prayers from variety of religions, not just predominate

Pledge: 99% Yes, 1%No

11. Are your needs being met through professional association. Yes 90% 10% no. If no--what suggestions? Do away with pledge, prayer. Have one meeting from 4:30 to 6:30 with 2 speakers. Adjourn dinner meeting earlier. Have more personal development topics. Do away with Christmas and summer and have meetings through the summer.

12. Should summer social continue: Yes 88%, Christmas 92%

NEW MEMBERS PAGE, EDITORIAL

NAPM-Utah would like to welcome the following new members of NAPM-Utah:

Timothy L. Burgert, Contract Buyer, Utah Transit Authority
Rick Wilson, Buyer, Utah Transit Authority
Lee A. Childress, Buyer, Utah Transit Authority
Jolene M. Higgins, Warranty Claims Specialist, Utah Transit Authority
Elizabeth L. Wilson, Buyer, Utah Transit Authority
Matthew Ramirez, Buyer, Utah Transit Authority
Joyce J. Done, Purchasing Clerk, Beehive Clothing
Judy Young, Subcontract Administrator, L-3 Communications
Linda J. Wilding, Associate Buyer, L-3 Communications
Ronald Wangsgard, Consultant, Heber City, Utah
David Jones, PJ College Books

Editorial

A co-worker and I were able to attend the ISM Satellite Seminar entitled “The Dynamics of Supplier Relationships.” Nancy Condie, C.P.M. and Cheryl Ransom, C.P.M. did an excellent job getting everything arranged for the seminar. We even had fresh donuts! We were escorted through a maze of hallways and security checks to get into the conference room where we watched the seminar. I thought that the conference was really good especially after we were able to receive sound with the picture. The Satellite Technician went to great lengths to get everything linked and viewable. Philo T. Farnsworth would have been proud!

After the seminar, we were able to watch the solid rocket booster test burn. It sounded like we were at Cape Canaveral at the shuttle launch. A voice came over the intercom: “T minus 10 minutes and counting, systems check” We grabbed some lunch at the ATK Cafeteria and sat down and watched as everyone gathered around to watch. As the solid rocket booster test was successful, I began to think about how much planning was needed to take on a task such as this, how many project timelines and schedules needed to be done, how many quality checks and of course, how much purchasing, contracts, materials management for raw materials, assemblies and subassemblies, and various fuels to make this a successful test. Wow, what a process. I think as members of NAPM-Utah, we all need to take time out of our busy schedules and attend these Satellite Seminars. Thanks again to all those who make these seminars possible.

Karl Harward
Communications Chair





NOVEMBER NAPM LUNCHEON

Please plan on attending the November Luncheon of the 2003-2004 NAPM-Utah Central Utah Branch on Wednesday, November 12th, at the Provo Holiday Inn, 1460 S. University Avenue (exit 266).

We have invited Michael J. Swenson, to present "Researching & Teaching the Sales Side of the Buyer-Seller". Michael is Department Chair, Business Management, and Ford Motor Company Professor of Marketing at the Marriott School, BYU. He received his Ph.D. from the University of Oregon in 1989. And joined the BYU faculty that same year. He has published articles in Journal of the Academy of Marketing Science, Journal of Business Research, European Journal of Marketing. Professor Swenson teaches the MBA Marketing Management courses for first-year MBA students and the MBA Sales Management course at the Marriott School, BYU.

Ruby River will be catering the luncheon. You may choose either the High Noon Steak w/Baked Potato or the Raspberry Chicken w/Baked Potato. 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 7th, to Dominique Bird at Nature's Sunshine Products by fax: (801) 342-4688 or by email: dbird@natr.com. See you there!

NOVEMBER PURCHASING LUNCHEON RSVP

COMPANY _____

MEMBERS _____

HIGH NOON STEAK _____ RASBERRY CHICKEN _____

SURVEY FORM

Forward your response to cheryl.ransom@clearone.com or tracey.stevens@ci.slc.ut.us

Tell us about yourself:

1. Title: _____ Type of Industry/Organization _____
2. Years of Experience in Field: a. 1-5 b. 5-10 c. 10-20 d. 20-30
3. Education: a. high school diploma b. some college c. bachelor degree d. masters
4. Salary range: a. under \$30,000 b. \$30,000-\$50,000 c. \$50,000-\$75,000 d. \$75,000 plus

1. What do you believe is a woman's greatest workplace strength?

- a. a. Competence b. Multitasking, c. Attention to details, d. . Communication Skills e. All of above Other (List)

2. What can women managers do to garner more respect in the workplace?

- a. Acquire additional education & certification , b. Increase work hours (more hours at work) c. Use the same management style as male counterparts, d. All of above e. Other (List)

3. Do you believe there is a pay disparity between men and women in the workplace.?

If so, why? A. Belief exists that women do not add as much value to the organization, b. Belief exists that women work only to SUPPLEMENT family income and therefore do not need as much money. c. Belief exists that women will not work as long as male counterparts, hence organizations should not make the same financial investment. d. Women are less experienced and educated than men e. All of the above f. other _____

4. What kind of management style have you found to be most effective in the workplace? a. Universal style: (managers do not need to be specialized) b. X-Style (employees are lazy and need to be micromanaged) c. Y-Style of management (empower employees) d. All of the above e. Other

5. Do you believe that men are better at mentoring than women? Yes ___ No ___ Comments

6. Do you believe that diversity programs/Affirmative Action plans are successful in relationship to the advancement of women? Yes ___ No ___ Comments

7. What is the greatest single asset that a woman needs in order to climb the corporate ladder? _____

8. What do you see as the greatest strength you bring to your organization? _____

9. In your opinion, what motivates a woman in the workplace? a. Competition, b. Self c. Outside influences _____ (list) d. Power/money e. All of above e. Other list

10. How important to a women's success are affirmations, personal attitude, positive thinking? a. Extremely b. Very Important c. Somewhat important d. Not important e. Comments

11. What non-traditional ways can women employees add value in the workplace?

12. How can women find self-fulfillment in the workplace?

13. Comments/Insights

Thank you for participating in this survey.

DINNER RESERVATION FORM



DINNER RSVP

Nov. 13, 2003 at 5:45 p.m.

Red Lion Hotel

600 S. 161 W. SLC UT

Attention: Julie Anderson

Vice-President

NAPM-Utah

MENU

*Gourmet Garden Greens
Fresh Roasted Turkey with
Sage Stuffing
Mashed Potatoes with
Gravy
Cranberry Sauce
Chef's Choice Vegetables
Dinner Rolls and butter
Pecan Pie
Iced water, Fruit punch,
coffee, tea*

Please R.S.V.P. no later than 3:00 p.m. on Monday, November 10, 2003.

Company _____

Member(s) Attending

Guests \$35 (Please make checks payable to NAPM-Utah, Inc.)

_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

RSVP by any of the following:

Online: <http://www.napmutah.org>
E-Mail: janderson@lagoonpark.com

Fax: (801)451-8013
Phone: (801)451-8026

Mail: Julie Anderson
P.O. BOX 696
Farmington, Utah 84025

MISSION

NAPM-Utah serves as a center of excellence in the development of world class purchasing and supply management professionals by providing education, certification, leadership, and networking opportunities for its members.

VISION

The National Association of Purchasing Management-Utah will be recognized as a center of excellence in establishing and promoting best-in-class professional standards of competency, ethics, education, and certification for its members. We value and seek a diverse membership and there are no barriers to full participation in the association.

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Vacant Positions

Name Badge Coordinator

Historian

Please contact Tom Short at (801)240-1236 if you are interested in any of the vacant positions.