



Utah Purchasing News

September 2001

<http://napmutah.org>

Monthly Happenings

Pre-Dinner and Dinner
Thursday, September 13, 2001

LOCATION

Sheraton CityCentre Hotel
150 West 500 South (SLC UT)

4:30 - 5:30 P.M.

Professional Development Workshop

"Quality is Free"

6:00 P.M. Dinner

"How to Establish a Preventative Culture"

Wayne L. Kost, CEO, Phillip Crosby & Associates (Mr. Crosby will not be coming.) sponsored by NAPM-Utah & A.P.I.C.S. Salt Lake Chapter

President's Corner



Value of NAPM-Utah

My family and I recently returned from a family vacation in the beautiful Idaho Sawtooth Mountains. As I took a walk through the campground, I couldn't help but notice how brilliant the night sky was. Stars were everywhere. It was awe-inspiring. It gave me a very humble feeling that I was so insignificant in comparison to the many beautiful creations of nature.

My first year as a member of NAPM-Utah also gave me feelings of humility as I meet with many members who were so much more knowledgeable than I was. As I continued to attend the dinner meetings and seminars, I began to realize that these members that I looked up to were also very willing to share with me the knowledge and experiences they had.

People join NAPM-Utah for different reasons. I joined because, like most of you, I feel into my purchasing position without any training. NAPM-Utah was a great educational resource where I learned many skills and tools to be more effective in my job. I have also built some great relationships with other people who face the same problems and challenges I do. Networking is an important benefit to being a member.

We have other members who are content to read the monthly magazine and have access to the wealth of purchasing information from National NAPM.

Being a member also looks good on a resume. Having served in the association looks even better. Another benefit of membership is the opportunities the association provides to learn leadership skills.

The harvest season is almost upon us. Those who have planted and tended their gardens will reap a bounteous harvest. There are many benefits to your membership in NAPM-Utah. How much value you get out of the association depends on how much you put into it.

*Trent N. Baker, C.P.M.
President
NAPM-Utah*

About Our Speaker

WAYNE L. KOST

Wayne L. Kost is an internationally accomplished lecturer, consultant, and business start-up specialist. He has taught and consulted in the field of Quality Management and Organizational Transformation on six continents and was responsible for creating and building the practice of indigenous consulting companies throughout Europe, Africa, and North America.

During his 14 years with Philip Crosby Associates II, Inc., currently as President and Chief Operating Officer, and his prior four years as Executive Director of the American Society for Quality Control, MKost has made presentations to over 10,000 senior executives helping to prepare them for organizational culture change and business redevelopment. A partial list of organizations he has worked with include:

North America

General Motors
Pall Corporation
Noranda Minerals, Inc.
Transport Canada
Grupo Visa

Europe

ICI
Rhone-Poulenc
Schindler-Otis
Ericsson
CIBA-Giegy
Johnson-Matthey
Olivetti
Lamborghini

Africa

Anglo-American
ESCOM
Premier Group
Gillas-Mason
Sasol

Mr. Kost has been active in a range of national and local activities including the Board of Directors of the National Council of YMCA's, Illinois Commission on Children, the White House Conference on Children, National League of Cities, National Governor's Society, the Chicago Crime Commission, and the Virginia Municipal League. He has also served as an instructor to the United States Air Force Tactical Air Command in advanced management techniques.

Mr. Kost's education includes a B.S. in Communication Studies from Northwestern University where he was a Governor's Fellow and a Masters Degree in Public Administration from Syracuse University.

He is listed in Who's Who in America and Who's Who in the World.

MARKETING CORNER: Cheryl Ransom

Marketing involves creating a product, pricing it, distributing it and promoting it. Good marketing stimulates exchanges in which both the buyer

and seller profit in some way. Several marketing books state that people don't buy products--they buy solutions to problems. People look for products and services that meet their definition of value. A successful marketing strategy is to provide products and services which will satisfy customer needs in functionality, availability and ease of possession. To improve NAPM-Utah, it is necessary to analyze our current situation and understand the needs of NAPM-Utah members. NAPM-Utah can then design a marketing/education/networking program that uses our abilities and resources to effectively meet our members (customers) needs. Listed below is a simple ten question survey which will take just a moment of your time to complete. NAPM-Utah wants to add value to you and to your

**"New" University of Utah
Purchasing & Supply Management
Certificate Program**

NAPM-UTAH is delighted to cosponsor and endorse the Purchasing & Supply Management Certificate Program offered by the University of Utah. This exciting series of courses are being offered to NAPM-UTAH members at a discounted rate and will be a program that you and those you manage will benefit from.

For specific information about the program and registration information, go to www.napmutah.org

*Here's to a full year ahead-
Tracey Stevens, C.P.M., CPPB
Immediate Past President*

organization. Don't miss this opportunity to let us know what you want from NAPM. Respondents who return the questionnaire with their name will be eligible for a \$25.00 drawing. All responses will remain confidential; however, if you prefer to remain anonymous, your input will still be considered. Thanks for your help.

FOR IMMEDIATE RELEASE: Philip Crosby, the "Guru of Quality Management," Dies (August 18, 2001) Winter Park, FL - Philip Crosby Associates II, Inc., Winter Park, Florida, reports the death of its founder, Philip B. Crosby, at age 75 due to respiratory failure. Crosby was recognized by corporations around the globe as the "guru" of Quality Management, and a business philosopher and innovator who changed the way organizations seek to achieve greater efficiency, reliability and profitability.

NAPM-Utah Member Survey

A basic principle of marketing is to focus on an organization's business strategy. Part of this business strategy is to establish goals and objectives--what do you want to accomplish. NAPM-Utah is formulating its goals and objectives for this coming year and we need YOUR help.

Please take a minute and answer these survey questions so that the NAPM-Utah Officers and Board of Directors can formulate its goals and objectives around its memberships needs. Signed questionnaires are eligible for a \$25.00 drawing. Thanks for your cooperation:

1. Do you prefer monthly lunch or dinner meetings? Lunch Dinner
Day of Week Preference M T W Th F

2. Do you prefer monthly meetings at the same location? Yes No
Are you satisfied with current sites? Yes No
If no, list suggested site. _____

3. Are you satisfied with current menus? Yes No
Would you attend if only desserts or finger food were provided? Yes No

4. Some NAPM affiliates reduce dues, but require members to pay for lunch or dinner. Would you attend if your dinner or lunch were calculated separately from your NAPM dues? Yes No

If lunch/dinner is included and costs increase would you support a \$10-20 NAPM-Utah increase? Yes No

5. To supplement any NAPM-Utah revenue loss, would you participate in an NAPM-Utah fund raiser? (Example: Supplier Fair--In lieu of a speaker, NAPM members are seated at tables and suppliers circulate meeting the members and the company they represent.) Yes No
Golf tournament? Yes No
Other? (Please list) _____

Please indicate your preferences using the following scale:

1= Strongly Disagree/Very Unsatisfactory/Not Important to 5= Strongly Agree/Very Satisfactory/Very Important

6. Rate the professional development programs provided in helping to meet your learning objectives: 1 2 3 4 5

7. Rate the pre-dinner workshops provided in helping to meet your learning objectives: 1 2 3 4 5

8. What topics/workshops would you like NAPM-Utah to offer : _____

9. What seminar topics would you like NAPM-Utah to sponsor? _____

10. Do you attend the summer and Christmas socials? Yes No
Would you like them to continue? Yes No

Comments: _____

Name: (optional) _____

Return completed survey to Cheryl Ransom, Marketing Chair.

I Love My Job!

Do you like what you do? Are you happy with your job? Does purchasing and supply management keep you interested in going to work or mingling with others in the profession at an NAPM-Utah event?

Well, I love my profession and my job. Over the years I've spent time working as a soldier, as a sales person, a laborer, even a soda jerk. (Go ahead, I've heard all the jokes about what's left when you take away the soda.) Anyway, I've come to appreciate and enjoy the diverse, broad-based work I do in the world of Purchasing.

When I reflect on why this is, I remember a Leader I had years ago. Ralph L. Wolters, C.P.M. is a rather humble man. He easily represents the kind of person, Leader or Purchasing Agent after which someone could pattern their career.

Ralph has no *one* outstanding quality. He just has a whole bunch of fine qualities. Maybe that's what makes Ralph such a stand-out. He's talented and good at so many things, in so many different ways.

I remember Ralph, not for what he did when we worked together. But, I remember Ralph because of what he did for me. He did plenty of fantastic stuff, negotiating great contracts, getting big companies to sell to us, teaching classes on the basics of our profession. However, he taught me how to enjoy my chosen profession. He showed me ways to look at what I had to do, what questions to ask, how to look for the best deal and know I had it and how to look at what I was doing as a contribution to the "Bottom Line."

I share these moments of nostalgia because of a poem I read the other evening. I was going through some old papers and found it. Ralph wrote it while working at Brigham Young University many years ago. Imagine, if you will, working as a Purchasing Agent in Utah for a school system that supports schools in the South Pacific before the days of faxes and computers.

The next time you have a few moments to consider your choice of working in the Purchasing world, ask yourself, "Am I happy doing what I do; where I do it?" Then look around for Ralph, that person with whom you work who always seems to have a great attitude. Or even better, become Ralph and help others around you learn to love their profession and their job.

Oh, by the way Ralph's a Lifetime Member of NAPM-Utah and still attends our Christmas Socials with Florence, his wife. Say "Hi" when you see them, will you?

Jim Phillips, C.P.M., A.P.P.
NAPM-Utah Vice President

STRAWBERRIES AND EARTHWORMS

By Ralph L. Wolters

School requisitions are amazing, indeed.
They show the diversity of each school's need.
Consider the following, if you will,
Some typical requests for us to fulfill:

Tootsie rolls
And vaulting poles,
Pinking shears
And tractor gears,

Artists' palettes
And rubber mallets
Clarinet reeds
And watermelon seeds,

Arbors for roses
And nozzles for hoses,
Stage lights for drama
And globulin, gamma,

Cows' hooves trimmers
And magazines for swimmers
Track shoes petite
For Tongan feet

Tire patches
And suitcase catches
Butcher cleavers
And pain relievers

Soup, turkey noodle
And trumpets that tootle
Handbooks for elders
And goggles for welders

Rubber Little Sister Dolls
And base-, soft-, and ping pong balls,
Filmstrips on udders and how they function,
Requested without the slightest compunction,

Strawberries and earthworms, preserved, of course
Pinkeye spray, would you believe for a horse?
"March Militaire" for a sax quartette
And helmet liners with bands for sweat.

Yes, a school requisition has many surprises.

If they'd only reveal

What color,

How many,

How soon,

And what sizes!

NAPM-Utah

Affiliate Officers

<p>Immediate Past President Tracey Stevens, C.P.M., CPPB Salt Lake CityCorp 451 S. State #235 Salt Lake City, UT 84111 Phone: 801-535-7944 tracey.stevens@ci.sl.c.ut.us</p>	<p>President Trent N. Baker, C.P.M. Wilson Foods Company 1811 W. 1700 S. Salt Lake City, UT 84104 Phone: 801-972-5633 trent@lynnwilson.com</p>	<p>Vice-President James T. Phillips, C.P.M. UDOT 4501 S. 2700 W. Salt Lake City, UT 84114 Phone: 801-965-3836 jphillip@dot.state.ut.us</p>
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