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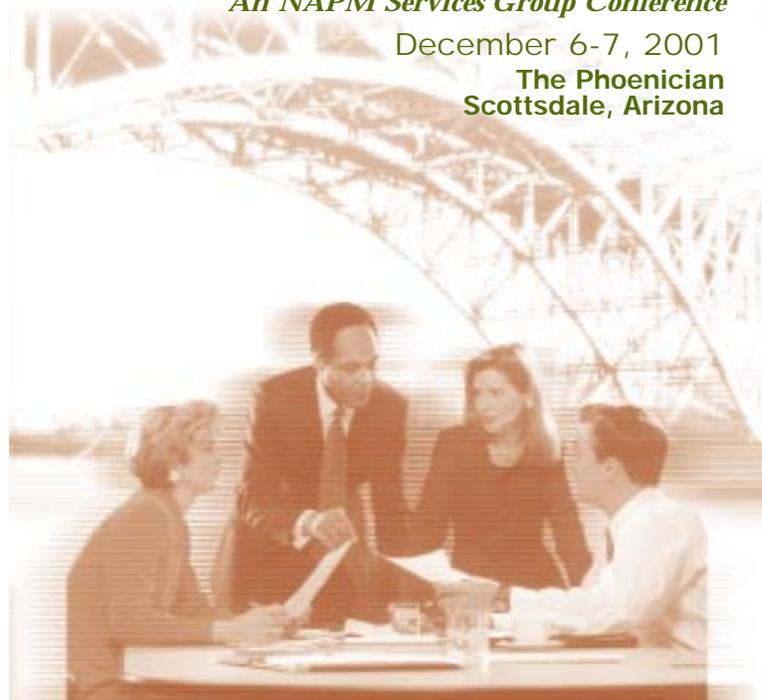
Smart Supply Management for Services —

A Competitive Advantage

An NAPM Services Group Conference

December 6-7, 2001

**The Phoenician
Scottsdale, Arizona**



www.napm.org

800/888-6276 or 480/752-6276, extension 401



Becoming the Institute for
Supply Management™
in January 2002



institute for
supply management



Did you know ...

... that on average, 54 percent of an organization's total purchase is aimed at service providers?

(CAPS, 1995)

Managing the service spend provides a unique opportunity to contribute to the bottomline. Services run the gamut from coffee service to the high-dollar expense of consulting services. Smart sourcing for services can have a significant impact on your bottomline. Find out how to apply your traditional strategies to the acquisition of services. Become an invaluable contributor to the success of your organization.

You are invited to attend the 2nd annual NAPM Services Group Conference: "Smart Supply Management for Services — A Competitive Advantage." The focus is on how to leverage the purchase of services to a true strategic initiative for your organization.

Who Should Attend

This program is designed for supply management professionals responsible for acquiring services. Because supply managers in both the manufacturing and nonmanufacturing arenas buy services every day many diverse examples will be included. Supply management professionals from all levels are invited to attend this one and one-half day program. Additionally, team leaders, project managers, and members of cross-functional teams will benefit from this experience.

Why You Should Attend

Realize a high ROI when you direct your supply management expertise to the world of purchasing services. Discover how to translate your "make versus buy" knowledge to the service arena revealing hidden savings. Currently, only 27 percent of the purchase of service dollars is handled by supply management professionals — find out how to turn your co-workers into customers and streamline your service purchases. Explore the role of your stakeholders in the sourcing decision and optimize the process. This is an opportunity to learn from other practitioners and experts. Networking time is built into the schedule to allow you time to see what your colleagues are doing to leverage the power of this multibillion-dollar proposition.

Earn 10.5 Continuing Education Hours (CEHs) for your participation.

NAPM Becomes ISM, January 2002

In May 2001, the membership of the National Association of Purchasing Management voted to change the association's name to the Institute for Supply Management. The association, established in 1915, is the world's leading educator of supply management professionals and is a valuable resource for decision makers in major markets, organizations, and government. This change reflects recognition of the increasing strategic and global significance of supply management, and becomes effective January 1, 2002. For further information, see NAPM's Web site at www.napm.org.

Curriculum

Thursday, December 6, 2001

General Session:

- **Best Practices in Services Purchasing**

Lee Krotseng, C.P.M., Manager, Seminars and Training, International Purchasing Service, Inc.

Many supply management professionals view purchasing services like a trip to the dentist — necessary, but painful. Some say that supply management offers very little constructive input into the services buying process versus goods buying. During this presentation, explore the similarities and differences between goods and services, while comparing and contrasting the issues related to procurement. This presentation includes an interactive case study to help develop the strategies and tactics needed to bridge the user-buyer gap that all too often exists when purchasing services.

Concurrent Sessions:

- **A Perspective on the Role and Scope of E-Sourcing and the State of the E-Sourcing Marketplace**
Session QZ

Roger Van Voorhis, Senior Manager, Deloitte Consulting

John Carini, CPIM, Senior Manager, Deloitte Consulting, Supply Chain Technology Practice

Skip Hansen, Director, E-Procurement Implementation Services and Accounts Payable, Merrill Lynch

Explore the current role and scope of e-sourcing and its importance in the procurement function. Learn how e-sourcing helps sustain the savings identified through strategic sourcing initiatives. Deloitte Consulting discusses the current solutions and provides an assessment of the state of the e-sourcing marketplace. Get an insider's view of the pilot program at Merrill Lynch as well as the lessons learned in implementing the e-sourcing solution.

- **Effective Sourcing Strategies for Construction and Facilities Management Services**
Session QY

Michael Patton, President and CEO, PurchasingFirst.com

Discover the significant opportunities available for process and cost improvement when sourcing and contracting for construction and facilities management services. Learn about the necessary tools, strategies, and opportunity identification methods to use in building a successful plan for reducing costs and optimizing efficiency. Uncover the secrets to maximizing your budget for construction and facilities management services.

General Session:

- **Payment — The Missing Link in B2B E-Purchasing**

Randy Ford, Director, BMO ePurchasing Solutions

For many organizations, the move to electronic procurement is expensive and often disconnected. Buy-side applications generally fail to address the payment and integration aspects of the supply management process. By combining the ability to offer secured payment processing with powerful supplier enablement, data capture, and integration technology, an end-to-end online platform is created. Discover what online solutions offer — exploration, negotiation, ordering, tracking, and integration — as well as how the payment piece adds value and completes the e-procurement process.

Concurrent Sessions:

- **HR Solutions in a Contingency Workforce**
Session QX

Elaine Taylor, Principal, Contingency Workforce Management Solutions
Diana Jovin, President and CEO, CascadeWorks

Elaine Taylor, who specializes in contingency workforce management solutions, discusses how to leverage e-procurement solutions in order to manage your services spend. The program includes identifying criteria for evaluating alternative supplier models, suggested strategies to achieve high adoption rates and supplier participation, as well as the potential liabilities.

Diana Jovin's presentation includes the evolution of the services e-procurement market. Find out how services e-procurement platforms can be extended into service areas other than contingent labor, and the strategic impact of adopting these initiatives. How does it affect your organization's bottomline?

- **E-Procurement and Strategic Sourcing for the Services Industry**
Session QW

Jerry Van Scoter, Procurement Services Director, CoreHarbor, Inc.

Learn about the tools available and the best practices for negotiating and cataloging service providers. Discover how you can use e-procurement to negotiate and automate services such as consulting and temporary labor. With a prioritized, iterative approach focused on major service providers; organizations begin capturing savings from e-procurement applications almost immediately. Attend this presentation to learn about the use of strategic sourcing as it applies to the services industry; the implementation of service related content with e-procurement; and future directions of e-procurement and strategic sourcing tools.



Take a break and visit the solution-provider displays. This is a great opportunity to connect with suppliers face-to-face. Solve problems, create solutions, and increase your knowledge base.

Friday, December 7, 2001

General Session:

- **Structuring Ts & Cs to Better Balance Risk and Reward in Construction Projects**

John J. Besold, Manager – Contracts, PSEG Power

Given market conditions, traditional engineering, procurement and construction (EPC) contracting can be an expensive method for executing projects. "Syndicated EPC," an alternative approach that more fairly balances risk and reward, is an option to consider. This session presents the form and structure of this value-add approach. The focus is on key considerations and recommended practices, identifying and evaluating risks associated with executing projects, and balancing risk and reward between owner and contractor. Find out how to structure contract terms and conditions using a "syndicated EPC" approach.

Are you maximizing your services spend? (*examples of typical services*)

• Temporary labor	• Construction	• Landscaping
• Utility services	• Business consultants	• Legal
• Healthcare	• Telecommunications	• Information technology
• Travel	• Janitorial	• Engineering
• Waste management	• Business services	• Marketing
• Advertising		• Delivery and messenger services

Concurrent Sessions:

- **Challenges and Opportunities of Large-Scale E-Procurement Implementation**

Session QV

This two-part session explores the intricacies and expertise required to lead the acquisition of services for a sizable organization. Apply the lessons learned to your organization — no matter what size.

- **Developing a World-Class Supply Management Organization**

Todd Archer, Managing Director, KPMG Consulting

Explore the process to develop a vision for the supply management function and how to create and deploy a road map for an e-procurement strategy. The session also identifies the primary components of a world-class supply management organization.

- **Implementing E-Procurement on a Large Scale in a Dynamic Corporation**

Darin Herring, Director, Interactive Reengineering, American Express Company

Hear about the development of an e-procurement strategy by a major organization and the components of a world-class e-procurement solution. Distinguish the critical success factors in implementing this solution.

- **Your Boss is Coming to See You — Have You Rationalized Your Spend?**
Session QU

Craig Verran, Assistant Vice President, Leader Supply Chain Product Marketing, Dun & Bradstreet, Inc.

Strategic sourcing encompasses many activities. Turning data into information then knowledge is certainly a part of the process. Unfortunately, identifying and then capturing the right information is often time-consuming and inaccurate. Learn how several organizations embraced information to benchmark their supply bases to save significant dollars, resulting in world-class supplier files and contributing to increased earnings per share.



Be sure to attend the round-table discussions and find out how your peers are tackling the issues surrounding services acquisition. Recap the day's presentations and

use this opportunity for lively discussion and stimulating interaction with your colleagues.

Schedule-at-a-Glance

Thursday, December 6, 2001

7:00 a.m. - 8:00 a.m. Registration/Continental Breakfast/Solution-provider Displays

8:00 a.m. - 8:30 a.m. Welcome and Opening Remarks/Institute for Supply Management Presentation

8:30 a.m. - 9:45 a.m. General Session
 • "Best Practices in Services Purchasing"

9:45 a.m. - 10:15 a.m. Networking Break/Solution-provider Displays

10:15 a.m. - 11:30 a.m. Concurrent Sessions
 • "A Perspective on the Role and Scope of E-Sourcing and the State of the E-Sourcing Marketplace"
 • "Effective Sourcing Strategies for Construction and Facilities Management Services"

11:30 a.m. - 1:00 p.m. Lunch/Solution-provider Displays

1:00 p.m. - 2:15 p.m. General Session
 • "Payment — The Missing Link in B2B E-Purchasing"

2:15 p.m. - 2:45 p.m. Networking Break/Solution-provider Displays

2:45 p.m. - 4:00 p.m. Concurrent Sessions
 • "HR Solutions in a Contingency Workforce"
 • "E-Procurement and Strategic Sourcing for the Services Industry"

4:00 p.m. - 4:15 p.m. Break and Networking/Solution-provider Displays

4:15 p.m. - 5:15 p.m. Roundtable Discussions

5:15 p.m. - 5:45 p.m. Meeting of Service Group Members (optional)

5:15 p.m. - 6:30 p.m. Reception/Solution-provider Displays

Friday, December 7, 2001

7:00 a.m. - 8:00 a.m. Continental Breakfast

8:00 a.m. - 8:15 a.m. Day Two Kickoff

8:15 a.m. - 9:30 a.m. General Session
 • "Structuring Ts & Cs to Better Balance Risk and Reward in Construction Projects"

9:30 a.m. - 9:45 a.m. Networking Break

9:45 a.m. - 11:00 a.m. Concurrent Sessions
 • "Challenges and Opportunities of Large-Scale E-Procurement Implementation"
 • "Your Boss is Coming to See You — Have You Rationalized Your Spend?"

11:00 a.m. - 11:15 a.m. Networking Break

11:15 a.m. - 12:15 p.m. Roundtable Discussions

12:15 p.m. - 12:30 p.m. Conference Closing Remarks

Accommodations — The Phoenician, 6000 E. Camelback Rd., Scottsdale, AZ 85251. For reservations, call 480/941-8200 or 800/888-8234. Be sure to mention NAPM to receive the special room rate of \$195 (\$50 for additional guest). Please make your reservations by November 2, 2001. For more information about the hotel accommodations, visit www.thephoenician.com.

Membership Discount — Regular members of NAPM receive a substantial discount on program registration fees. If you're not already a member of NAPM, send in a completed membership application with your payment and receive the member discount. NAPM membership applications are available from NAPM Fax on Demand at 800/444-6276, request document #80051; or visit the NAPM Web site at www.napm.org and become a member online.

Team Discount — There is a \$25 discount (per person) for organizations registering three or more people for this program. All registrations must be placed at the same time.

Online Registration — Save \$25 when you register on the NAPM Web site, www.napm.org.

U.S. Tax Deductions — The U.S. Internal Revenue Service may permit an income tax deduction to U.S. residents for expenses (including registration fees, travel costs, meals, and lodging) incurred in pursuit of continuing professional education. Consult your tax advisor for details.

Program Information — NAPM reserves the right to substitute instructors. If the program is not held for any reason, NAPM's liability is limited to the program fee. If you register for this program and you are unable to attend, please notify NAPM Customer Service before the program start date.

Air Transportation — NAPM's official airline carrier is American Airlines. Call American Airlines directly, weekdays at 800/221-2255. Please refer to file #S76D1AA. Delta Air Lines also offers a discount when you purchase your ticket 30 days or more prior to your departure date. Call Delta weekdays at 800/241-6760. Please refer to file #DMN170480A. Please confirm your conference registration before making air travel arrangements.

Ground Transportation — You are responsible for your own ground transportation.

Food for Thought — Your full registration includes the following meals and events: Continental breakfast on Thursday and Friday. Lunch on Thursday. A networking reception on Thursday evening. Your confirmation letter will include details for these events.

Registration Fees

Program Name	Member Fee	Nonmember Fee
<input type="checkbox"/> Smart Supply Management for Services — A Competitive Advantage Program # 3055B	\$795 (USD)	\$995 (USD)

Four Easy Ways to Register

Internet: Register online at www.napm.org. Save \$25 when you register on the NAPM Web site.

Fax: Transmit completed form with credit card information to 480/752-2299.

Mail: Complete the form below and mail with check or credit card information to NAPM Seminars, P.O. Box 22160, Tempe, AZ 85285-2160, USA.

Phone: Call Customer Service at 800/888-6276 or 480/752-6276, extension 401. Please have your credit card number ready.

Place an X in your preferred workshop session.

Thursday 12/06/01		Friday 12/07/01	
<i>Concurrent Sessions A.M.</i>		<i>Concurrent Sessions P.M.</i>	
<input type="checkbox"/> QZ	A Perspective on the Role and Scope of E-Sourcing and the State of the E-Sourcing Marketplace	<input type="checkbox"/> QX	HR Solutions in a Contingency Workforce
<input type="checkbox"/> QY	Effective Sourcing Strategies for Construction and Facilities Management Services	<input type="checkbox"/> QW	E-Procurement and Strategic Sourcing for the Services Industry
		<input type="checkbox"/> QV	Challenges and Opportunities of Large Scale E-Procurement Implementation
		<input type="checkbox"/> QU	Your Boss is Coming to See You — Have You Rationalized Your Spend?

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Dr. Mr. Mrs. Ms. Miss

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Title _____ Organization Name _____

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Postal Code _____ E-Mail Address _____

() _____ () _____

Daytime Phone Number**

Fax Number**

**For international phone numbers, please include country and city codes.

METHOD OF PAYMENT: (U.S. Funds Only)

Personal Organization check is enclosed for \$ _____

Organization Name _____

Credit/Procurement Card Charge VISA MasterCard American Express Diners Club

Charge Card # _____

Expiration Date _____ Amount to be Charged \$ _____

Cardholder Signature _____

Please check here if you have any special needs that we can address to make your participation more enjoyable and informative (this includes any dietary or physical requirements).

Check here if you do not wish to be included on the exhibitors' mailing list.

The NAPM Guarantee — Satisfaction with all programs is guaranteed. If you are not satisfied, a refund or free program registration will be provided.