

Services Group

“Where Services come together”

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Message from Peter E. O'Reilly, DPS, C.P.M. Chairperson ISM Services Group

As a member of ISM, you've already shown your ability to avoid many of the pitfalls that come up in the supply management profession every day.

NOW YOU HAVE A CHANCE TO JOIN THE SERVICES GROUP! (Membership is open to all ISM regular members.)

The Services Group is dedicated to procurement professionals who work for service based organizations or are responsible for sourcing and contracting of services within their organization. We are actively seeking new members. If you are interested in joining, please contact any member of the Services Group Leadership Council.



Are you maximizing you 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 & messenger services

Smart Business: Leveraging the Services Spend An ISM Services Group Conference - December 2002 Schedule at a Glance

Thursday, December 5, 2002

7:00 - 8:00 a.m. Registration, Continental Breakfast, and Solution-Provider Displays
 8:00 - 8:15 a.m. Welcome
 8:15 - 9:30 a.m. General Session AA
 Five Strategies That Really Work
 9:30 - 9:45 a.m. Break. Visit the solution-provider displays.
 9:45 - 10:45 a.m. General Session AB
 How to Get Bottom line Results through Strategic Sourcing: A Case Study
 10:45 - 11:00 Break. Visit the solution-provider displays.
 11:00 - noon Concurrent Session AC
 Best Practices in Supply Management Training
 Concurrent Session AD
 Best Practices for Defining and Managing the Services Spend Category
 12:00 - 1:30 p.m. Lunch and Solution-Provider Displays
 1:30 - 2:30 p.m. General Session AE
 Implementation of Supply Chain Management for Services
 2:30 - 3:45 p.m. Break and Solution-Provider Displays
 2:45 - 3:45 p.m. Roundtable Discussions
 3:45 - 4:00 p.m. Break and Solution-Provider Displays
 4:00 - 5:00 p.m. General Session AF
 Creative Supply Management Solutions for the Services Sector
 5:30 - 7:00 p.m. Networking Reception

Friday, December 6, 2002

7:00 - 8:00 a.m. Continental Breakfast
 8:00 - 8:15 a.m. Opening Remarks
 8:15 - 9:15 a.m. General Session BA
 Best Practices in Using Global E-Sourcing for Services
 9:15 - 9:30 a.m. Break
 9:30 - 10:30 a.m. Concurrent Session BB
 How to Save a Million Dollars Today: A New Paradigm for Purchasing Professional Services in the Human Capital Market
 Concurrent Session BC
 Leveraging the Internet to Add Value to Strategic Sourcing
 10:30 - 10:45 Break
 10:45 - 11:45 General Session BD Value-Based Supplier Relationship Management
 11:45 - noon Closing Remarks

New Members Welcome

The Services Group is a great way to network with other professionals who know "how you feel". Learn lessons from others, find out some best practices, benchmark with the best of us. Just email us with your contact information and we'll get you signed up!

**An ISM Services Group Conference December 5-6, 2002
 Scottsdale Marriott at McDowell Mountains, Scottsdale, Arizona
 800/888-6216 or 480/752-6276, extension 401 (www.ism.ws)**

Managing the services spend provides a unique opportunity to contribute to the bottomline. Services run the gamut from low-cost, routine purchases to the high-dollar expense of consulting services. Either way, smart sourcing for services can have a significant impact on your bottomline. Attend "Smart Business: Leveraging Your Services Spend" and find out how to apply your traditional strategies to the acquisition of services and become an invaluable contributor to the success of your organization.

You are invited to attend the third annual presentation of the ISM Services Group Conference: "Smart Business: Leveraging Your Services Spend." The focus is on how to leverage the purchase of services to become a true strategic force within your organization.