

Services Group

“Where Services come together”

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

Several years ago the Services Group was formed by some concerned purchasing professionals who wanted to exchange information related to services. The Services Group's main objectives are to encourage a greater awareness in the area of services, as well as to provide an opportunity for networking among our members.

Just who are our members? In general terms, our members fall into two categories: professionals working in one of the many services-related industries and professionals who are responsible for the procurement of or strategic sourcing of services.

Since its creation, the Services Group has grown to a membership in excess of 500 supply chain management professionals. In addition, in cooperation with ISM the Services Group has sponsored four annual Services Conferences, which have featured some current hot topics relating to services and a number of

outstanding speakers.

Like any organization, the Services Group is only as good as the involvement of its members. We are all aware of the expanded importance of services in the world of supply chain management. I would encourage you to take an active role within the Services Group so we may all benefit. Please contact one of the Leadership Council members of the Services Group or myself, if you have any questions, or wish to take an active role in the Services Group.

*Peter O'Reilly
Chair - Services Group*

JOIN THE SERVICES GROUP!

(Membership is open to all ISM regular members.)

Introducing the Services Group's Fourth Annual Services Conference

World-class speakers combine strategic expertise, motivational enthusiasm, and hands-on tools for success.

**Microsoft • Aberdeen Group • IBM • Noosh • Hewlett-Packard
Travel Analytics • National Business Travel Association
Delphi • Florida State University**

**Inter-Continental Hotels Group • MetLife • Thunderbird,
The American Graduate School of International Management**

(Organizations listed represent the names of companies whom presenters are associated with.)

Your ISM Services Group will be sponsoring four sessions at ISM's 89th Annual International Supply Management Conference and Educational Exhibit

The Leadership Council of the Services Group is sponsoring the following workshop sessions for its members to participate in at the 2004 International Supply Management Conference:

Philadelphia, PA
April 25 to April 28, 2004



Monday, April 26, 2004—9:20 am to 10:20 am
Session CI—Attaining a World-Class Supply Management Organization Through Strategic Initiatives

Identify and discuss five strategic initiatives that improve the effectiveness of a supply management organization. Strategic methodologies to be covered include proven tools and concepts that enhance the roles played by customers, suppliers, staffing and senior management, as well as blending technologies.

Peter E. O'Reilly, C.P.M., A.P.P., DPS
Chief Purchasing Officer
AMERIGROUP

Monday, April 26, 2004—10:40 am to 11:40 am
Session DH—Contracting for Services: A Practical Review of the Contracting Process

Contracting for services differs from contracting for materials. It is a different process with a different set of challenges. Review the basics of contracting for services, including what you need to get from your end users and

your suppliers prior to developing the contract. Also included is a review of the pros and cons of using a reverse auction to source services.

Jim Haining, MBA, C.P.M., A.P.P.
Manager, Corporate Agreements
Sprint

Monday, April 26, 2004—2:00 pm to 3:00 pm
Session EH—Delivering World-Class Service

From a supply management perspective, this workshop discusses what it means to deliver outstanding service to your internal customers and how to deliver service excellence on an ongoing basis. Become acquainted with the leading service quality model and learn about proven strategies for delivering service excellence every day. Receive a tool that both helps you assess the service quality delivered and spots service weaknesses.

Eberhard E. Scheuing, Ph.D., C.P.M., A.P.P.
ISM Professor Emeritus
St. John's University

Tuesday, April 27, 2004—10:20 am to 11:20 am
Session GE—Challenges of Complexity in Global Manufacturing: Insights to Effective Supply Chain Management, Growth and Profitability

Driven by relentless cost reduction, accelerating new product introductions, and persistent efforts to expand into new markets, many manufacturing organizations' supply chains are fragmenting. This workshop addresses the effects of increasing complexity and successful strategies used by high-performing organizations. It incorporates data from a manufacturing benchmarking study with over 500 global participants, with focus on globalization, collaboration, supply/demand visibility, flexibility, product innovation and more.

Richard O'Connor, CPA
National Director of Collaborative Supply Chain Management
Deloitte & Touche

Chat Sessions

In response to feedback received from members, the ISM Services Group recently presented a chat session on "Reverse Auctions." Some of the companies represented included: Lincoln Financial Services, Sonoco, Pearson, JD Kelly, Hartford Financial, UCLA, Quest Diagnostics and Honeywell. The Agenda for this session included: Introductions, Definition of Reverse Auction, Where do reverse auctions work and where do they not work, Pros/Cons of reverse auctions, Suppliers view of reverse auctions and What digital tool are available for reverse auctions. For information on future chat sessions check out our web site:

<http://www.ismservicesgroup.org>