

Services Group

“Where Services come together”

Volume 4, Issue 1

May 2003



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

Another International Conference is upon us. With so many sessions to choose from, it becomes difficult in setting priorities as to what topics can best help you and your organization. It can all become overwhelming as we continue to do more with less resources. It has been my experience that it is more effective to focus on learning about one or two procurement tools or concepts, and then work on studying the potential impact on your operations. Implementing a few such tools in a year can be more beneficial to all concerned, including your ulcer, than talking about too many new projects.

The Services Group stands ready to help you and your organization cut through much of the data and hype to identify some strategic initiatives that can have a very positive impact on your unit's success. We offer not only a program of sessions at the International Conference, but chat sessions, and our upcoming 4th Annual Services Conference, to be held on December 4th and 5th, in Scottsdale.

You can find out more about these activities and the Services Group by visiting our website at

www.ismservicesgroup.org.

Your active participation in the Services Group is also welcomed.

Peter O'Reilly

Attend the Services Group Meeting on Tuesday, May 20 at 5:00 pm to 6:00 pm in Nashville in the Checkwood Room (Area GH) and be eligible for a free registration to our Fourth Annual Services Conference in Scottsdale, AZ - December 4th & 5th. You must be present to win.



Fourth Annual Services Conference

The Services Group has been hard at work planning the 4th Annual Services Conference. Using feedback from Services Group members and past conference attendees, the goal for this year's conference is to build on our past successes and offer a program that appeals to all procurement professionals involved in services industries or in the purchasing of services. For those looking ahead, the Services Conference will be held at the **Scottsdale Conference Resort, Scottsdale, AZ on December 4th and 5th, 2003**, where once again, the program will include a mix of keynote presentations, breakout sessions, networking opportunities, and roundtable discussions. The topics will focus on best practices, strategic sourcing initiatives, and e-procurement applications. Our keynote speakers include: Paul Novak, C.P.M., Chief Executive Officer, Institute for Supply Management, R. David Nelson, C.P.M., VP Delphi Global Purchasing, Roy R. Anderson, VP of Purchasing, MetLife, Larry C. Guinpero, Ph.D., C.P.M., ISM Professor of Purchasing & SCM Florida State University, Christa Degnan, Senior Analyst, Aberdeen Group, Kate Hermans, Senior Director, Non-Production Strategic Sourcing, Wyeth Pharmaceuticals and Joseph Cavinato, Ph.D., C.P.M., Sr. VP & ISM Distinguished Professor of Supply Management. For more information on the Services Conference, go to the Services Group's website www.ismservicesgroup.org or contact ISM.

**Services Group's Recommendations for workshop sessions at the Institute for Supply Management™'s 88th Annual International Supply Management Conference and Education Exhibit:
May 18-21, 2003 in Nashville, TN (www.ism.ws)**

The Leadership Council of the Services Group is recommending the following workshop sessions for its members to participate in at the 2003 International Supply Management Conference, May 18-21, 2003 in Nashville:

Session CA - Sunday 2:45 pm - 3:45 pm

Achieving World-Class Supply Management as Easy as A, B, C

Session DA - Sunday 4:05 pm - 5:05 pm

Innovative Supply Management

Session EA - Monday 8:50 am - 9:50 am

They're Never Satisfied: Taking Cost Reduction to the Next Level

Session FF - Monday 10:10 am - 11:10 am

E-Sourcing for the Services Industry

Session GI - Monday 2:00 pm - 3:00 pm

Reverse Auctions: A Strategic Perspective

Session HA - Monday 3:20 pm - 4:20 pm

From Supply to Services Chain Management Excellence

Session HK - Monday 3:20 pm - 4:20 pm

Achieving World-Class Supply Management as Easy as A, B, C

Session IB - Tuesday 10:20 am - 11:20 am

Why Reinvent the Wheel: How to Develop an Electronic Supplier Rating System

Session JA - Tuesday 2:30 pm - 3:30 pm

Using Incentive for Cost Reduction

Session KH - Tuesday 3:50 pm - 4:50 pm

Navigating through Mergers, Acquisitions, and Reorganizations

Services Group Meeting - Tuesday 5:00 pm - 6:00 pm

Cheekwood Room (Area GH)

Session LA - Wednesday 8:00 am - 9:00 am

Designing a Supply Organization to Leverage Internal and External Opportunities



Update on Third Annual Services Conference

On December 5 & 6th, 2002, the ISM Services Group sponsored their 3rd Annual Services Conference. The following presentations can be reviewed on-line at the ISM Services Group website (<http://www.ismservicesgroup.org>):

- **Five Strategies That Really Work (John MacLean)**
- **Best Practices in Supply Management Training Part 1 & Part II (Keith Strange and Patricia Hanson)**
- **Best Practices for Defining and Managing the Services Spend Category (Lee Muller)**
- **Implementation of Supply Chain Management for Services (Tim Underhill)**
- **Creative Supply Management Solutions for the Services Sectors (Alvin J. Williams)**
- **Best Practices in Using Global E-Sourcing for Services (Jackie Ross)**
- **How to Save a Million Dollars Today: A new paradigm for purchasing professional services in the Human Capital Market (Jeannine Basile and Bill Castellano)**
- **Leveraging the Internet to Add Value to Strategic Sourcing (Eberhard E. Scheuing)**
- **Value-Based Supplier Relationship Management (Lori Yelvington)**

"Chat Sessions"

In response to feedback received from members, the I SM Services Group is presenting on-line chat sessions. Our first chat session was recently held on "Measuring Supply Manager's Performance." Information on chat sessions is located at the I SM Services Group website (<http://www.ismservicesgroup.org>).