



# Services Group

“Where Services come together”

www.ismservicesgroup.org

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

*The Services Group was organized by procurement professionals during the ISM International Conference in 2000. The Services Group was formed to champion best practices and networking opportunities associated with supply management practitioners, who source services (such as temporary labor, consultants, building services, telecom and technology needs, etc.) or who work in one of the many services-related industries. As we all know, services is the fastest growing sector of not only the U.S. economy, but that of the world economy as well.*

*The Services Group works with its nearly 600 members to develop a dynamic annual Services Conference, that features some of the leading speakers on a wide array of current topics in our field. The Services Group also sponsors a recommended set of speakers at the International Conference each year and conducts chat sessions on relevant topics throughout the year.*

*The Services Group is proud to be the first recipient of the ISM Groups and Forums Excellence Award, which will be presented at the 2005 ISM International Supply Management Conference in San Antonio.*

*We welcome you not to just be a new member, but to be an active member in helping us pursue opportunities to enhance the field of services procurement.*

Peter O'Reilly

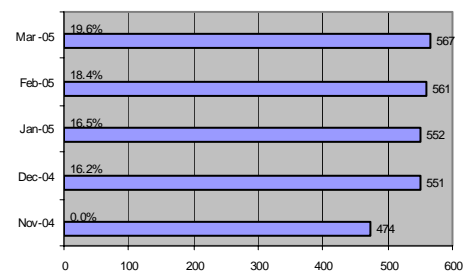
The Services Group will receive the ISM Groups and Forums Excellence Award on Tuesday at the Volunteer Recognition Banquet.

Join the ISM Services Group at our Membership Reception Meeting.

Monday, May 9, 2005  
4:45 PM to 5:45 PM  
Salon del Rey North (room) at the Hilton Palacio del Rio.

During the meeting a drawing will be held for a fully paid registration to the ISM Services Group Conference in December 2005 in Scottsdale. A networking reception (*cocktails & appetizers*) will follow the annual meeting.

Services Group Membership Growth



**The Power of the Services Supply Chain: Strategies and Integration**  
An ISM Services Group Program  
St. John's University  
New York, NY  
June 2, 2005

Spend the day with some of industry's leading experts. Learn from their experience and how they integrate real solutions to achieve significant results.

Pfizer Inc \* IBM corporation \* MeadWestvaco Corporation \* Tyco International, Inc.

The Services Group has a new look on our Website..... Log on ..... Let us know if you have any suggestions  
[www.ismservicesgroup.org](http://www.ismservicesgroup.org)

## Services Group's Recommendations for Workshop Sessions in



The Leadership Council of the Services Group is recommending the following workshop sessions for its members to participate in at the 2005, International Supply Management Conference, May 8-11, 2005, in San Antonio:

### Session AF - Sunday 2:45 pm - 3:45 pm

Stop Misallocating Purchasing Resources – Corey Billington, Ph.D., Consulting Associate Professor, Stanford University – Lisa M. Ellram, Ph.D., C.P.M., A.P.P., C.M.A., Professor of Supply Chain Management, Arizona State University

### Session CJ - Monday 9:20 am –10:20 am

Supplier Performance and Scorecards for Indirect Spend – Jamie S. Crump, Senior Manager Corporate Procurement Purdue Pharma L.P.

### Session DD - Monday 10:40 am - 11:40

Building the Procurement Superhero: Innovative Practices in Professional Development – Robert Dunn, Principal, Strategic Procurement Solutions – Mark J. Trowbridge, C.P.M., Principal, Strategic Procurement Solutions

### Session EH - Monday 2:00 pm - 3:00 pm

The 21<sup>st</sup>-Century Ideal Supply Management Organizational Format for 2005 – Peter E. O'Reilly, DPS, C.P.M., A.P.P., Chief Procurement Officer, AMERIGROUP

### Session GH - Tuesday 10:20 am - 11:20

Sourcing & Contracting Services: Challenges and Opportunities – Michael G. Patton, SVP Operations, Center of Excellence, Prosero.

### Session HI - Tuesday 2:30 pm - 3:30 pm

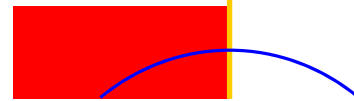
Writing an Effective Scope of Work: The First Step to Supplier Performance – Jim Haining, MBA, C.P.M., A.P.P., Lead Negotiator, Sprint

### Session IF- Tuesday 3:50 pm - 4:50 pm

Outstanding Customer Service for Procurement Professionals – Robert Dunn, Principal, Strategic Procurement Solutions – Mark J. Trowbridge, C.P.M., Principal, Strategic Procurement Solutions

### Session JC - Wednesday 8:00 am - 9:00

Global Outsourcing of Knowledge-Based Services: Strategy and Relationships—Subroto Roy, Ph.D., Assistant Professor University of New Haven - K. Sivakumar, Ph.D. Arthur Tauck Professor of International Marketing and Logistics

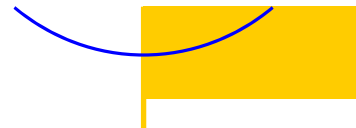


### Services Group Membership Reception Meeting

**Date: Monday, May 9th**

**Time: 4:45 PM to 5:45 PM**

**Location: Salon del Rey North Room at the Hilton Palacio del Rio.**



#### 2004 Services Conference Summary

In 2004, the Services Group kicked-it up a notch with another outstanding annual conference. On December 2<sup>nd</sup> & 3<sup>rd</sup>, more than 165 people gathered in Scottsdale, Arizona, to hear from industry leaders on topics such as the future of e-procurement, implications of the Sarbanes-Oxley Act on purchasing, and the seven deadly sins of service agreements. The record number of attendees once again gave high marks to the program, as the average presentation score was 4.14 on a scale of 1 to 5. Other key metrics from the conference were that 84% of the attendees felt that the program provided them with useful tools and information and that 95% of them would recommend the conference to others.

#### A Teleconference

In April 2005, the Services Group offered a Chat session presented by Jason Albert, Assistant General Counsel—Data Privacy for Honeywell International Inc. They covered:

- The key provisions of privacy laws around the world
- U.S. legal considerations, including the Safe Harbor Agreement and the California security laws
- Privacy due diligence with suppliers
- Privacy-related contractual terms for supplier agreements
- Special considerations where services are provided in another country
- Auditing Suppliers for privacy compliance
- What to do if there is a problem and Potential pitfalls

#### 2005 Services Conference

The ISM Services Group will be holding our 6<sup>th</sup> Annual Service Conference this year on Thursday and Friday, December 1<sup>st</sup> and 2<sup>nd</sup>. The conference will be held at the Embassy Suites Golf Resort in Paradise Valley, which is located in North Scottsdale, Arizona.

This will be another great opportunity to network and hear lessons learned and best practices in the purchasing of services. Last year's conference showcased leaders from many different industries who presented a broad range of topics. Given the success of last year's conference, which set an all time high attendance figure, this year's conference promises to focus on those topics and emerging trends that are most important to the purchasing of services today. So be sure to mark your calendar for December 1<sup>st</sup> and 2<sup>nd</sup> and watch for further details, or simply visit our website at [www.ismservicesgroup.org](http://www.ismservicesgroup.org).