



Services Group

Services Group

“Where Services Come Together”

www.ismservicesgroup.com

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2004
Groups and
Forums
Excellence

**2005 Groups and
Forums Certificate
of Excellence**

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

This year's ISM Services Conference marks the seventh year that the Services Group has partnered with ISM to sponsor what has become one of the leading conferences for purchasing professionals. The success of the Services Conference is due in large measure to you, the members of the Services Group. Your input into the topics to be featured at each Services Conference, as well as recommendations on speakers, has been extremely helpful to the Services Group's Leadership Council and the ISM conference staff.

The Services Group is also very proud of two other activities it has been working on: scholarships and a benchmarking study.

For the second consecutive year, the Services Group has worked with a number of universities with SCM programs to recognize outstanding students in the field of supply chain management. At this year's Service Conference, we will be awarding scholarships to nine students.

With the help of CAPS, the Services Group developed a services-related benchmarking survey. To date, more than thirty firms have participated in this "free to our members" survey, the results of which will be published shortly. If you wish to participate in this survey, or have any questions about it, please contact Bryan Eaves (eavesb@pilottravelcenters.com).

All of these activities and others, like our chat sessions, are coordinated by purchasing professionals like yourself. If you would like to join the Services Group or learn more about upcoming events, please visit our website which has recently been redesigned and updated. Our temporary website address is www.ismservicesgroup.com.

Peter O'Reilly

ISM SERVICES GROUP ANNOUNCES UNIVERSITY SCHOLARSHIPS WINNERS

The ISM Services Group proudly announces the winners of the 2006 University Relations scholarships. Each student will receive \$1,000 plus sponsored registration and travel allowance to the ISM Services Conference, December 7-8, 2006, in Scottsdale, Arizona.

The Services Group's University Relations efforts focus on four main areas: Mentoring; Internships; Scholarships; and On-Site Activities. The Services Group established the scholarship program in 2005 with 2 scholarships and has expanded the program to 9 scholarships for our four target universities.

The 2006 Winners Are:

- *Scott Thinglum, Western Michigan University*
- *Joshua Fitzpatrick, Western Michigan University*
- *Alex Ward, Michigan State University*
- *Marcus Brown, Michigan State University*
- *Matthew Fisher, Penn State University*
- *Neha Sawhney, Penn State University*
- *Amy Smith, Arizona State University*
- *Wenting Yue, Arizona State University*
- *Ankush D'Souza, Arizona State University*

Congratulations to these fine students!

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FALL 2006 ISM SERVICES GROUP LAUNCHES FIRST EVER BENCHMARKING REPORT WITH CAPS

In partnership with CAPS Research, the ISM Services Group engaged 32 different companies in a benchmarking survey performed in the 2nd half of 2006.

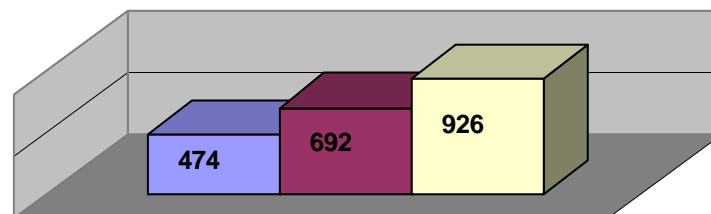
While only the companies that participated in the survey will receive the benchmarking CAPS report, survey categories and a listing of the companies that participated are below.

Categories covered: Professional Development ; Salary Levels ; Temp Help Fees; Labor Productivity Ratios ; Supplier Relationship data ; Travel Agent fees; and Methods deployed to capture maximum savings.

We thank the following Participating Companies: Abbott Labs; Advics Mfg Ohio, Inc.; Aldridge Electric Inc; AOL; American Heart Asso; Apollo Group; ARUP Labs; AT&T; Bank of America; Coca Cola Enterprises; Con Edison of NY; DHL; Dominion Resources; Express Scripts; Georgia Pacific; Harman/ Becker Automotive; Hilton Hotels; Honeywell; IKON Office Solutions; Indiana Power & Light; Jeppesen Sanderson; J&J; LifeNet; Louisville Regional Airport Auth; Personnel Decisions; Pilot Travel Centers LLC; PNM Resources; Quad/Graphics Inc; Supply Dynamix; Texas Medical Center; TG; Proctor and Gamble; Tyco International; Washington Mutual Card Services

We plan to update these benchmark results in 2007 and welcome your company's involvement. CAPS performs all research and your company's data is kept confidential at CAPS headquarters. All fees are paid by the ISM Services Group. If you would like to be added to this benchmarking effort for 2007, please contact Bryan Eaves at 865-588-7488 x2768 or eavesb@pilottravelcenters.com.

ISM Services Group
Membership Count



■ 2004 ■ 2005 □ 2006