



**2004**  
Groups and  
Forums  
Excellence

Services Group

# Services Group

“Where Services Come Together”

[www.ismservicesgroup.org](http://www.ismservicesgroup.org)

Volume 10, Issue 1 May 2006

**2005 Groups and  
Forums Certificate  
of Excellence**

## SERVICES GROUP LEADERSHIP COUNCIL:

### CHAIRPERSON

**Peter O'Reilly, DPS, C.P.M.**

[Drpor@aol.com](mailto:Drpor@aol.com)

### LEADERSHIP DIRECTORS

**Carol Ayotte, C.P.M.**

[carol.ayotte@honeywell.com](mailto:carol.ayotte@honeywell.com)

**Cynthia Alexander, C.P.M.**

[cyalexander@calover.com](mailto:cyalexander@calover.com)

**Paul Howard, C.P.M.**

[paul.howard@aquila.com](mailto:paul.howard@aquila.com)

**Ellen Berry, C.P.M.**

[ellen.berry@aquila.com](mailto:ellen.berry@aquila.com)

**Tom Ribardo, C.P.M.**

[Thomas.Ribardo@ge.com](mailto:Thomas.Ribardo@ge.com)

**Bryan Eaves, C.P.M.—  
Membership**

[membership@ismservicesgroup.org](mailto:membership@ismservicesgroup.org)

**Chris Flum, C.P.M.**

[Cflum@harmanbecker.com](mailto:Cflum@harmanbecker.com)

**Nancy Kimball, C.P.M.**

[Nancy.kimball@andersencorp.com](mailto:Nancy.kimball@andersencorp.com)

**Marika Lindstrom**

[Marika.a.lindstrom@nokia.com](mailto:Marika.a.lindstrom@nokia.com)

**Fred Ledbetter, C.P.M.**

[fred\\_ledbetter@lifenet.org](mailto:fred_ledbetter@lifenet.org)

**Marty Bell, C.P.M.**

[mbell@amfam.com](mailto:mbell@amfam.com)

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

I want to thank the Services Group's Leadership Council and our 900+ members for their help in moving our profession forward with their ideas and support. It is difficult with the many demands of our purchasing-related jobs and families to find the time to contribute to professional organizations like the Services Group. But together, we are making a difference in our profession, especially as it relates to the sourcing of services.

The Year 2006 not only will bring new challenges, but new opportunities to our careers. The Services Group stands ready to provide a wide array of support to our members in these endeavors.

This year the Services Group is currently developing a wide ranging benchmarking study with CAPS, that is available to all purchasing departments and personnel, regardless of your membership in the Services Group. The Services Group will again be conducting two leading edge Services Conferences in June (In New York City) and in December (in Scottsdale). In addition, there will be periodic chat sessions on best practices throughout the year.

I encourage all members and purchasing professionals in general to go to the Services Group's web site at ([www.ismservicesgroup.org](http://www.ismservicesgroup.org)) for more information on coming events.

The Services Group is here to provide its members and other professionals with networking opportunities, as well as information that could be beneficial to you regarding the sourcing of services.

On behalf of the Services Group, I welcome your participation in our organization.  
Dr. Peter O'Reilly, C.P.M.

### Benchmarking Study

The Services Group is currently working with CAPS and its member firms on an extensive benchmarking study related to key elements of procurement. All purchasing organizations are welcomed to join this free project. Please contact

Bryan Eaves

[Bryan.Eaves@pilottravelcenters.com](mailto:Bryan.Eaves@pilottravelcenters.com)

for more information.

Join the ISM Services Group at our Membership Reception Meeting.

Date: *Monday, May 8, 2006*

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

*Carvers Restaurant in the Hilton*

During the meeting a drawing will be held for a fully paid registration to the ISM Services Group Conference in December 2006 in Scottsdale. A networking reception (*cocktails & appetizers*) will follow the annual meeting.

Join us at: **The Power of the Services Supply Chain:**  
**Strategies for Innovation To register: visit ISM online at [www.ism.ws](http://www.ism.ws)**

## An ISM Services Group Program



**St. John's University**

MANHATTAN CAMPUS

New York, NY • June 8, 2006

[www.ismservicesgroup.org](http://www.ismservicesgroup.org)

## Services Group's Recommendations for Workshop Sessions

The Leadership Council of the Services Group is recommending the following workshop sessions for its members to participate in at the 2006, International Supply Management Conference, May 7-10, 2006, in Minneapolis:

**Session AE - Sunday 2:15 pm - 3:15 pm**

Current Trends and Future Directions in Services Outsourcing and Offshoring – Lisa M. Ellram, Ph.D., C.P.M., A.P.P., C.M.A., Professor of Supply Chain Management, WP Carey School of Business, Arizona State University & Wendy Tate, Research Associate

**Session BF - Sunday 3:30 pm –4:30 pm**

Strategic Alliances: How to Make 1 + 1 = 3 – Michael G. Patton, Director, Supply Chain Management, Johnson Controls, Inc.

**Session DC - Monday 10:40 am - 11:40 am**

World-Class Strategic Sourcing Initiatives for Small and Medium-Sized Procurement Organizations – Peter E. O'Reilly, DPS, C.P.M., A.P.P., Chairperson ISM Services Group

**Session EF - Monday 2:00 pm - 3:00 pm**

Understanding Professional Services Outsourcing and Offshoring — Corey Billington, Ph.D., Professor of Supply Chain Management IMD & Lisa M. Ellram, Ph.D., C.P.M., A.P.P., C.M.A., Professor of Supply Chain Management, WP Carey School of Business, Arizona State University

**Session FF - Monday 3:20 pm - 4:20 pm**

Supplier Evaluation: Benefits, Barriers and Best Practices – Sherry Gordon, Vice President, Supplier Performance Intelligence Emptoris



**Services Group Membership Reception Meeting**

**Date: Monday, May 8th**

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

**Location: Carvers Restaurant in the Hilton, MN**

**Session HB - Tuesday 2:30 pm - 3:30 pm**

Part 1 - Contracting for Services: A Review of the Contracting Process – Jim Haining, MBA, C.P.M., A.P.P., Director, Procurement Insituform Technologies, Inc.

**Session IB- Tuesday 3:50 pm - 4:50 pm**

Part 2 - Contracting for Services: A Review of the Contracting Process – Jim Haining, MBA, C.P.M., A.P.P., Director, Procurement Insituform Technologies, Inc.

**Session JD - Wednesday 8:00 am - 9:00**

Facility Services: Alternative Delivery Approach to Repair and Maintenance Services - Michael G. Patton, Director, Supply Chain Management, Johnson Controls, Inc. & Mark F. Triguba, Vice President Prosero

The Services Group 2005 highlights included the following factors:

- The Services Group was the proud recipient of the first ISM Group/Forum of the Year Award.
- Increased membership to 692 members, a growth of 46% over last year. Our estimated target was 10%.
- As of April 1<sup>st</sup> our membership has grown to 932 members.
- Conducted with ISM the 6<sup>th</sup> Annual Services Conference that had approximately 260 persons in attendance, an increase of 56% over the 2004 Services Conference.
- Initiated the first ISM-Services Group "Services Seminar" in June of 2005 in New York. This Seminar had 86 persons in attendance.
- Held three chat sessions (Sarbanes-Oxley and SCM, the Impact of the Mergers in the Voice Communications Field on Negotiations, and Reducing the Cost of Courier Services through New Contracts) for members with a combined total of 431 persons participating in these calls.
- Commenced the Services Group University Relations Program with five universities- ASU, Michigan State, Western Michigan and Penn State.
- Awarded two \$2,500 scholarships in the SCM Programs. Scholarships were awarded to Wei Shen & Raphaelle LeBourg of ASU.
- Co-sponsored with CAPS Research a survey, "Trends in Services Purchasing and Supply Management", directed by Dr. Lisa Ellram, of ASU. This research project involved 160 companies and organization in government, manufacturing and services.
- Began an association with the US Department of Defense to provide support and knowledge in the government's efforts to improve its procurement of services.

2006 Services Conference

The ISM Services Group will be holding our 7<sup>th</sup> Annual Services Conference this year on Thursday and Friday, December 7<sup>th</sup> and 8<sup>th</sup>. The conference will be held at the Hilton Scottsdale Resort & Villa, 6333 North Scottsdale Road, Scottsdale, AZ. This will be another great opportunity to network and hear lessons learned and best practices in the purchasing of services. So be sure to mark your calendar for December 7<sup>th</sup> and 8<sup>th</sup> and watch for further details, or simply visit our website at [www.ismservicesgroup.org](http://www.ismservicesgroup.org).