



Services Group

“Where Services Come Together”

www.ismservicesgroup.org

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

Welcome to the 9th Annual Services Conference!

In 2000 a group of purchasing professionals met during the ISM International Supply Management Conference in New Orleans to discuss the need to better understand the sourcing of services. The outcome of this meeting was the creation of the ISM Services Group.

One of the first goals of the newly formed Services Group was to develop an opportunity for purchasing professionals, who either buy services or work in one of the many services industries, to meet in a conference setting featuring industry leading practitioners as speakers.

If you would like to check out previous conferences, please visit our Web site, www.ismservicesgroup.org. You will find presentations from past conferences posted there. If you are just getting started in sourcing services for your organization and are interested in learning more about services procurement from experienced professionals, these presentations might provide the assistance and ideas that will help you with your current initiatives. In addition to information about past conferences, there is a wealth of information on our Web site. Please visit our Web site from time to time, as we update it with new materials and information throughout the year.

We are honored and pleased that we received a Groups and Forums Excellence Award at the ISM International Supply Management Conference in St. Louis this past spring. This is the fourth year that the Services Group has been a recipient of either the Award or the Group and Forum of the Year from ISM.

Peter O'Reilly

2006 Groups and Forums Certificate of Excellence

2005 Groups and Forums Certificate of Excellence

2004 Groups and Forums EXCELLENCE AWARD

SERVICES GROUP

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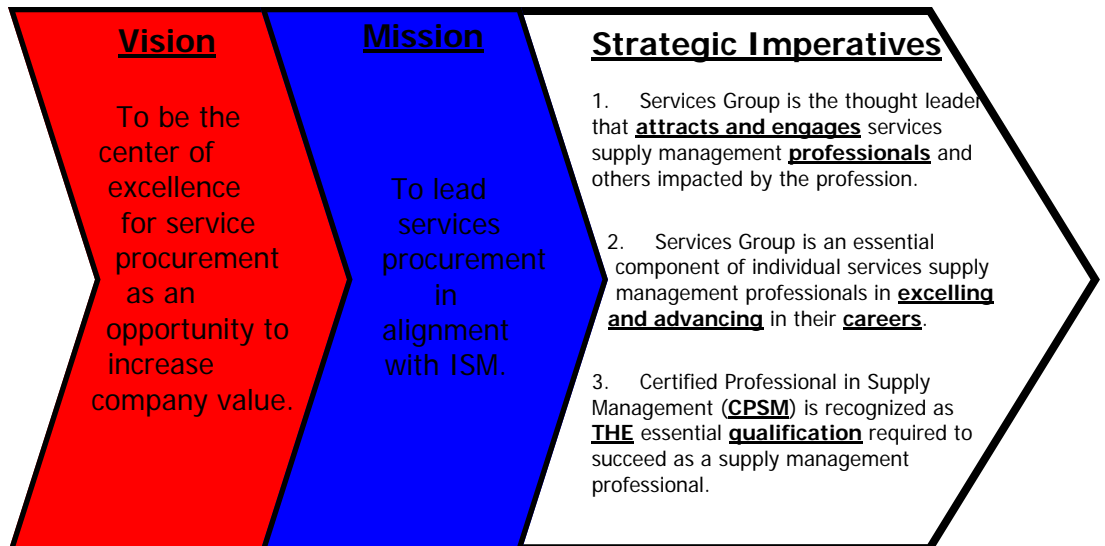
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ISM Services Group - Vision, Mission, Strategic Imperatives



www.ismservicesgroup.org



Pictured 2007 Scholarship Winners

ISM SERVICES GROUP ANNOUNCES UNIVERSITY SCHOLARSHIP WINNERS

The ISM Services Group proudly announces the winners of the 2008 University Relations scholarships. Each student will receive \$2,000 plus sponsored registration and travel allowance to the ISM Services Conference December 4-5, 2008 in Phoenix, Arizona.

The 2008 winners are:

Arizona State University	Pranoy Chandra, Randy DeMel, Frederic Ferro, Jack Klees
Michigan State University	Amanda DeCook, Ashley Kruger, Varun Paranjpe
Rutgers University	Joseph Campbell, David Myung Han, Ankit Munjapara
University of San Diego	Michael Linn, John Prsha, Conrad Smith
Western Michigan University	Alison Brubaker, Kevin Little, David Ursing

Congratulations to these fine students!

The Services Group University Relations efforts focus on four main areas: Mentoring; Internships; Scholarships; and On-Site Activities. The group established the scholarship program in 2005 with 2 scholarships and has expanded the program to 16 scholarships. This year two new schools were added: Rutgers University and University of San Diego.

CAPS Research Services Group Benchmarking Study:

ISM Services Group partnered with CAPS Research again this year to create a benchmarking study on Procurement trends especially in the area of services purchasing. This year's survey had responses from 32 companies representing 16 different industry sectors. The study provides insight to Procurement staffing levels; full time and temporary, organizational structures and training spend within Procurement organizations. The report also sheds light on trends and benchmarks on supply management operating expenses such as spend per employee, typical savings percentages, outsourcing activities and degree of eSourcing tools used. All this information is extremely useful for comparing organizations' performance and efficiency against industry averages and best in class performance.

The second part of the study focuses on services purchasing: what commodities are being managed actively across industries, what tools are used in managing spend and what areas of spend are typically outsourced. This data helps organizations make decisions on how to address and manage spend and cost reduction efforts both short and long term.

The detailed survey results will be shared in 2008 Annual Services Conference and the results will also be available to members on ISM Services Group website.