



# Services Group

“Where Services Come Together”

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

Volume 13, Issue 1 May 2009

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

Dear Purchasing Professional:

On behalf of the ISM Services Group, welcome to the 2009 International Supply Management Conference!

In this Newsletter you will find informational articles, including:

- A suggested list of conference sessions that the ISM Services Group is supporting or sponsoring.
- 2008 Scholarship Winners—An update on the University Relations Program that provides scholarships to deserving students in purchasing programs in a number of universities across the country.
- 10th Annual ISM Services Conference, December 3-4, 2009 Point Hilton Tapatio Cliffs Resort in Phoenix, AZ.

We hope that you find the 2009 International Supply Management Conference a good source of strategic knowledge in our profession.

If you would like more information on the sourcing of services or work in a services-related industry, please join the ISM Services Group. You can contact us via our website: [www.ismservicesgroup.org](http://www.ismservicesgroup.org)

Dr. Peter O'Reilly, C.P.M.  
Chairperson- ISM Services Group

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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##### Membership

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...JOIN US!

AT THE SERVICES GROUP NETWORKING MEETING,  
MONDAY, MAY 4, 6:00-7:00 P.M.

## ISM Services Group - Vision, Mission, Strategic Imperatives

### Vision

To be the center of excellence for service procurement as an opportunity to increase company value.

### Mission

To lead services procurement in alignment with ISM.

### Strategic Imperatives

1. Services Group is the thought leader that **attracts and engages** services supply management **professionals** and others impacted by the profession.
2. Services Group is an essential component of individual services supply management professionals in **excelling and advancing** in their **careers**.
3. Certified Professional in Supply Management (**CPSM**) is recognized as **the** essential **qualification** required to succeed as a supply management professional.

**10th Annual ISM Services Conference**  
**December 3-4, 2009**  
**Phoenix, AZ**

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## 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.



### ISM's 94th Annual International Supply Management Conference and Educational Exhibit The Services Group Recommend the following Presentations:



#### Sunday May 3rd

AC	<u>Taking Spend Analysis to the Next Level: You've Got a Spend Cube, Now What?</u>	3:30 - 4:45pm
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#### Monday May 4th

BC	<u>Best Practices in Software Acquisition</u>	9:20 - 10:20am
CA	<u>Best Practices to Manage Outsourced Supplier Services Through a Total Cost of Ownership Sourcing Process</u>	10:40 - 11:40am
DG	<u>You have a Great Outsourcing Contract - Now What? Transition Issues in Global Outsourcing</u>	3:00 - 4:00pm

#### Tuesday May 5th

S1	<u>Services Procurement: Improving Statements of Work, Supplier Selection and the Contracting Process</u>	9:00 - 11:45am
S2	<u>Services Procurement: From Tactical to Strategic</u>	2:30 - 5:00pm
GC	<u>A Closer Look at Contracting Excellence</u>	3:00 - 4:00pm

#### Wednesday May 6th

HE	<u>Strategic Contracting: Laying the Foundation for Remarkable Supply Chain Performance</u>	7:45 - 8:45am
IE	<u>10 Ways to Reduce Lease Spending</u>	9:00 - 10:00am
IF	<u>Service Contracts: Inside the Price Rate</u>	9:00 - 10:00am