**JANUARY EVENTS**

**January 9, 2003**

**Professional Development Workshop (4:30)**
"Services Purchasing: Making the Right Decisions"
Segment 1: Introduction to Buying Services
John E. Panos, U of U Instructor, ISM Satellite/Video

**Dinner Meeting (6:00)**
"Continuous Improvement"
John E. Panos, U of U Instructor
President, Organization Counselors, Inc.

**January 10, 2003**

**Low Cost Seminar**
Continuation of Services Purchasing: Making the Right Decisions
Segment 2: Selecting a Service Provider
Segment 3: Capturing Competitive Market Pricing
Segment 4: Drafting & Managing the Services Contract,
Time: 8:30 a.m.-12:00 noon
Location: City & County Building,
451 South State Street, Room 126, 1st Floor,
SLC, UT 84111

**Cost: $25, includes Continental Breakfast**
RSVP by email to: Tracey Stevens: tracey.stevens@ci.slc.ut.us
Reservations made at least one week in advance will qualify for free parking pass, (include mailing address).
[Click here for add'l info:](http://www.ism.ws/Seminars/SatSems/files/SvcsPurch93013-61302.doc)

**January 8, 2003**

**Central Utah Branch Luncheon (11:45)**
"Negotiating Your Best Compensation"
Dana Hastings, C.P.M.,
Former Purchasing Manager

**Next Month: February 13, 2003**

**Professional Development Workshop (4:30)**
"Understanding the UCC"
Rick McGurk, Contract Admin. for
The Church of Jesus Christ
of Latter Day Saints

**Dinner Meeting (6:00)**
"Anti-Trust Issues" Wayne Klein, Prosecutor,
Utah State A.G. Office

**February 26, 2003 (8:00-5:00)**

**Purchasing Certificate Course (PROED-580)**
"Purchasing in the Public Sector"
Instructor: Tracey Stevens, C.P.M., CPPB
University of Utah Professional Education

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**John Panos** will talk about Continuous Improvement

**(Segment 1): 1.)why societal changes make it necessary and**

**(2.)how competitive and budget pressures push almost everyone**

to get more out of less and "continually improve." He says that

doesn’t necessarily mean working harder, it means getting

people working at a higher level and being more meaningfully

involved in making the department and the organization more
effective.

John is the head of Organization Counselors, a organization
improvement and human resource management consulting firm

in Salt Lake City, which he founded 15 years ago. His firm

consults nationally with a variety of organizations on how to
effectively institute continuous improvement. He came to Utah

20 years ago to work for Atlas Corporation in Moab as

Administrative Manager where his responsibilities included

overseeing the purchasing function. Previously, he was with

The Quaker Oats Company in Chicago. He has written over

100 articles and is a frequent speaker on organizational subjects

at national meetings of professional groups. In addition, he is an

instructor for the University of Utah Professional Development program. He is a graduate of DePaul University

and has completed the advanced program for human resource managers at the University of Michigan Graduate School of Business. In his presentation, John will overview the basic steps

involved in becoming a "continuously improving" department or organization and also discuss how this could apply to

purchasing. Time permitting, he will also point out those things that continuously improving organizations do particularly well and how some of these measures can be influenced by

purchasing practices.

**Also: Sign up now for the Low Cost Seminar!**

**(Segments 2, 3, & 4) RSVP to Tracey Stevens NOW:**
tracey.stevens@ci.slc.ut.us

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**Purchasing Certificate Program Course**

C.P.M. & A.P.P. Seminar Starts Jan. 8th
"Module 3 - Value Enhancement Strategies"
Mountainland Advanced Technology Center
at Utah Valley State College
Wednesdays, 5:45-8:45 pm, ends Feb. 12th

**REGISTER TODAY at:**
http://www.uvsc.edu/matc/programs/
or for U of U programs: [http://proed.aoc.edu](http://proed.aoc.edu)

For additional information contact
Cheryl Ransom, C.P.M: Cheryl_ransom@yahoo.com or
Tracey Stevens, C.P.M: tracey.stevens@ci.slc.ut.us
WOULD YOU CONSIDER A CAREER IN GOVERNMENT PURCHASING?

Have you ever heard of a government purchasing position that was available and wondered if you might find it challenging and interesting? Have you ever wondered what the real difference is between private and public purchasing? Have you just entered public purchasing and want to know a little more? Are you studying for the A.P.P. or C.P.M. tests and need to know more about government purchasing?

If you answered yes to any of these questions, mark your calendar for Wed. February 26, 2003, and plan to register for the “Public Purchasing” course that NAPM-UTAH is co-sponsoring with the University of Utah Professional Education.

Tracey K. Stevens, C.P.M., CBBP, MAOM, Chief Procurement Officer for Salt Lake City, will be the instructor. Along with a review of recent newspaper articles concerning public purchasing, the course will explain in detail the role that purchasing plays in a public/government agency. It will also include an overview of how and why public purchasing is regulated, what a competitive bidding process includes, what purchasing information is available to the public and how to best deal with suppliers and internal customers. In addition, the course will briefly cover the importance of specifications and bonds and address how to prevent protests.

For registration information, see the U of U Professional Education site at http://www.aoc.e.utah.edu/careers/fmpro
Course PROED-580, or contact Tracey Stevens at (801) 535-7944 or Craig Michalak at (801) 585-1455.

Here’s to a life of learning-
Tracey K. Stevens, C.P.M., CPPB
Professional Development Chair
Same Old Thought with a Twist

No you won’t find this one in the Bartenders Guide. Although, I must admit sitting down at the computer to put together ideas for the next newsletter has been a rather daunting task, one that could drive you to drink.

Over the past several months I’ve written some of the best stuff you could imagine. Words of wisdom, oh you just can’t believe how deep, how brilliant, how poignant. When I had these ideas ready, after all the important stuff was captured in written form, I’d then have my proofreader review the great morsels of genius. After having read my latest epistle, my good wife would next ask, “Are you sure you want to say that?” No, I guess not, but it sure sounded good while I was writing it. Somehow in my life, situations like this keep reoccurring.

John was the General Manager and hired me as the Western Regional Sales Manager for the Kawai America Corporation. Kawai makes and sells one of the finest pianos and other musical instruments in the world. About this time of year shortly after being hired, I was in Las Vegas visiting the local dealer and laying the groundwork for some changes in our representation there. During our phone call, John said something that bothered me for several weeks. At the end of our conversation he simply said, “Jim, make some mistakes.” At the time I thought John had just given me some of the dumbest advise, ever.

Since then, I’ve come to understand the wisdom in his advice. Some time ago a fellow named Smiles said, “Probably he who never made a mistake never made a discovery.” After what I thought was a strange phone conversation with John, I came to the conclusion he was trying to get me to discover my new job. In a way that was foreign to me, he was suggesting going out and trying new approaches, experimenting with ways of doing business I hadn’t used before. Looking back, in short he was telling me to learn something new. It seems to be human nature to learn wisdom from failure more than from success.

So what’s the point to all this? This year, rather than making a New Years Resolution that gets cast aside as fast as snow melts in the spring sun, try this; make a few mistakes, have a couple of real good failures. Be willing to try something new, something untested, even unconventional. Venture out into unfamiliar territory. Gain knowledge and commit to do better because of what you’ve learned from your mistake or failure.

Now I’m not suggesting you put you job or life in jeopardy. I’m just encouraging movement away from the known. Where we sit always feels more comfortable than getting up and moving around in the unknown. I used to have a poster hanging in my office. It was a beautiful picture of an ice overhang on the side of a snow-covered mountain with an incredible view of the valley below and huge puffy clouds pressed against a deep blue sky. A lone climber hangs from the edge by one hand. The inscription reads: Risk Little, Win Little.

Ken Rowe during the recent 2-day seminar here in Salt Lake on Advanced Purchasing Techniques touched on a major issue facing the manufacturing world. Product development cycles are really compressed now more than ever. Concept-to-market time is often a big contributor to the success of companies today. Getting the jump on the completion translates into profits like never before. Supply management can and ought to be making measurable contributions. Public sector and institutional purchasing can also have a similar same impact on their funds.

Of late much has been said and written about mistakes and failures. An interesting perspective on mistakes and failure comes from Soichiro Honda, founder of Honda Motors. He said, “Many people dream of success. To me success can only be achieved through repeated failure and introspection. In fact, success represents the 1 percent of your work which results from the 99 percent that is called failure.”

My I suggest this coming year as you consider a resolution or two, add just twist, make a mistake or facilitate a failure. Then, as suggested by Mr. Honda, engage in introspection. The results will astound you.

May you and your friends and family be blessed with Peace, now and throughout this coming New Year.

James T. Phillips, C.P.M., A.P.P.
President
Jerilyn Hunter, Sr. Buyer  
Salt Lake City Corporation

I started with Salt Lake City Purchasing in about 1982 typing P.O.’s on an electric typewriter. That was fun considering it was a 3-part NCR form. I was one of about 5 support staff employees. We handled all of the accounts payable as well as the purchasing support functions for the City. I think Larry Failner hired me because he knew we needed to get up and running on an "Automated System" and I had worked on a computer for years with my previous employer typing freight bills. The others in the office didn't have much experience with data entry and working with computers. (hard to believe, ug..I feel old)

I guess I did ok so they promoted me after a year to a kind of Support Staff Manager. I worked with Larry to bring up the new automated P.O. system. Milt Taylor from IMS was our trouble shooter. He fixed all the quirky things that didn't work right. So, no more typing P.O.'s...yah!

After about another year there was a buying position open so I applied for it. I was offered the position and began my buying career. I was the buyer in charge of commodities like office supplies, office machines, and other items that usually resulted in small dollar purchase orders.

I managed our stores stockroom and all the the City departments came to me for their office supplies. We implemented one of the City's first computer based inventory programs to manage and reorder stock for the store room. A couple years later the office moved into the newly renovated City & County Building. I was promoted to a Buyer II and my responsibilities changed to higher dollar expenditures and contracts. I was primarily writing specifications and handling bid solicitations for contracted services. I was also soliciting telephone quotes, and formal written bids for P.O.'s. In 1990 after 8 years with the City I decided to resign so that I could spend more time with my daughter (age 5) in her grade school years.

During my years away from the City I developed a pretty good home business consulting with Mary Kay Cosmetics. The personal growth, circle of friends and extra cash from this really came in handy and I still enjoy it to this day. (anyone want a facial?)

I decided I'd like to return to Purchasing in 2001 and I was very fortunate to slide back into a position that had just opened up with SLC Purchasing. A lot has changed in 11 years and some things are still the same. I'm lucky to work with a very knowledgeable procurement staff, many of which were here when I left. It's been very exciting to be involved in soliciting bids for Olympic related purchases and actually working inside one of the venues. My goal this year is to bring myself up to speed with the rest of the staff and complete the NAPM Modules 1 & 2 for my A.P.P.

We would like to thank Tracey Stevens, C.P.M. for nominating Jerilyn Hunter this month. If you have someone in your office that you would like to nominate, please send their bio with digital picture as attachments to an email to: karl.harward@slcgov.com
Welcome to a New Year with the NAPM Association. We are excited about the meetings, and seminars we have planned. What a great opportunity for developing our skills and networking with other professionals in our organization.

It's a jungle out there!

This Year is the "Sign-Up Safari" campaign. It began on January 1, 2003 and will run through December of 2003. It's an opportunity to get others to join us and enjoy the benefits of our association, while earning prizes for yourselves and our affiliate. here's how it works:

Each current member who recruits:
1 new member will receive an ISM lapel pin
5 new members will receive a ISM coffee mug
10 or more members will receive a $35.00 coupon toward any ISM education product.
15 or more members will receive a $100.00 coupon toward any ISM education product.

The ISM member who recruits the highest number of new members will be awarded a trip to the 2003 ISM annual Conference in Nashville, Tenn., including lodging and registration costs. Our Affiliate can also benefit: Affiliates that increase their membership by 15% or more are entered into a drawing where 2 affiliates will be selected to receive a two-day seminar. We were able to qualify for last years drawing and Utah's name was drawn and we now enjoy the benefit of our membership increase. (I am sure the details are in this newsletter on that seminar.) You must use the Safari applications which can be downloaded from the [http://www.ISM.ws](http://www.ISM.ws) website, or I can provide them to you.

We are excited that we had many new recruits join our association, we hope that they enjoy the benefits and advantages that being a member can bring to their career, see new member list below.

Welcome!

Patti Porter
Membership Chair
NAPM-Utah

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NAPM-UTAH would like to welcome the new members that joined our affiliate last month.

Welcome to NAPM Utah!

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NAPM-UTAH WEB CHALLENGE
Visit this site when you get the chance and test your skill level:
Bryan Hemsley, A.P.P., CPPB
Web Architect

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NAPM-UTAH MEMBERSHIP TOTAL: 547
As of October 1, 2002

ISM MEMBERSHIP TOTAL: 43,839
As of October 1, 2002

Building a Powerful Profession: One Member at a Time!

The National Association of Purchasing Management has become the Institute for Supply Management™. Please note that NAPM.org is now Institute for Supply Management™. [http://www.ISM.ws](http://www.ISM.ws)
Results of the NAPM-Utah Survey:

Thanks to all who participated in the NAPM-Utah Membership Survey. NAPM-Utah has approximately 530 members. There were 201 respondents to the survey. The questions and results are as follows:

1. Do you think NAPM-Utah should change its name to ISM-Utah?  
96% said NO. Comments included we should keep our name recognition. ISM should have never changed their name.

2. Do you prefer monthly lunch or dinner meetings: 
The Central Utah Chapter voted overwhelmingly 98% to keep luncheon Meetings on Weds. The "Salt Lake/Ogden area voted 93% to keep Dinner Meetings on Thursdays.

3. Ninety-seven percent of the respondents wanted to keep the current hotel site. Other suggestions were Marriott, Double Tree, West Coast Hotel, Hilton Airport.

4. Are you satisfied with current menus?  
92% said yes. Would you attend if only desserts/finger food were provided. 81% said yes. There were 6 respondents who said they wanted food for Ogden area. 4 wanted luncheon meetings and 2 wanted dinner.

5. Do you wish to continue monthly meetings.  
91% yes. Nine percent said make it quarterly.

6. Some affiliates reduce dues but require members to pay for lunch or dinner. Would you attend if your dinner or lunch were calculated separately from your NAPM dues?  
70% said yes, 30% said no. Comments were: Liked it the way it was. As long as Company paid, it really didn't matter.

7. To supplement any NAPM-Utah revenue, would you participate in fund raiser?  
Supplier Fair: 92% yes, Golf Tournament: 30%, T Shirts Yes: 40% Golf Shirt: 42%, for the most-part people left the golf tournament and shirt options blank.

Overall, the professional development/educational programs were liked 89% said the programs were meeting their learning/educational objectives. Program suggestions: inventory control, more public purchasing, more personal development, how to conduct audits, E-commerce, Advanced Purchasing Skills, Legal Aspects of Purchasing, Understanding the U.C.C., How to Analyze Supplier's Financial Status; Contract Writing and Management, Communication Skills.

12. What seminar/workshop topics would you like NAPM-Utah to sponsor. Inventory Control; Public Purchasing, E-Commerce, Legal Aspects of Purchasing and Contract Writing/Management were listed.

13. 74% of respondents said they attended the summer and Christmas socials.

Cheryl Ransom  
Marketing Chair
The Purchasing Economy, Happy Holidays to you, family, and friends!

**What You Reported**

**ECONOMIC OUTLOOK CONTINUES TO IMPROVE FOR MOUNTAIN STATES REGION.** The Mountain States Business Conditions index showed some improvement last month, according to the November survey of supply managers and business leaders in the three-state region. The overall index, a leading economic indicator for the region, rose to 56.9 for November from October’s 54.8. For the first time since the beginning of the recession we are recording consistent, albeit small, improvements in the region’s high-tech manufacturing sector. While the prices-paid index rose to 59.5 from October’s 54.5, firms report minimal upward pressures in terms of prices they paid for raw materials and supplies for the month.

**UTAH:**

The overall index for Utah rose to 55.6 from October’s solid 55.4 and from September’s 53.0. This is the fourth consecutive month that firms in Utah have reported upturns in the overall index. November new orders of 56.3, production of 62.5, and inventories of 56.3 offset somewhat weaker employment at 50.0. Utah firms remain somewhat reluctant to increase hiring and continue to meet production and sales demands with productivity gains and longer hours for current employees.

**SELECTED COMMENTS:**

Chemical raw materials are overpriced and will fall in coming months. Although we have enjoyed a relatively good year so far, there are signs that sales are starting to slow down and all indications from our field sources show that the next couple of quarters could be slow. We rely strongly on exports, so we are concerned about the softening we are seeing in Europe and the continuing slowness in Japan. On the other hand our Chinese customers continue to expand. Late deliveries, lower inventory levels, and decreased imports due to longshoremen lock out. We anticipate a slow and steady recovery for the long-term economic outlook but foresee a short-term slowdown during December and January. Any troubling world news in the terrorism arena (Iraq) could initiate another crisis in U.S. manufacturing.

**Opportunities**

Advance estimates of U.S. retail and food services sales for November, adjusted for seasonal, holiday, and trading-day differences, were up 0.4% from October and up 2.1% from November 2001. The mid-month December consumer sentiment index increased to 87.0 from November's 84.2 reading. However, I remain concerned that the consumer may reduce his/her purchases. Over the past year, home re-financing has added 2.5% to consumer spending.

**Threats (Dangers)**

Same old story--the job market remains weak. The U.S. Bureau of Labor Statistics reported that the U.S. economy lost 40,000 jobs in November and the unemployment rate rose from 5.7% to 6.0%. The U.S. economy has lost a net 38,000 jobs over the past 3 months. First time claims for unemployment insurance rose by 83,000 for the latest week.

**What to Watch For**

The U.S. Bureau of Labor Statistics report on the December job market to be released on January 10 will be very important. If the number of looks bad (job losses and unemployment rate up significantly), look for the Bush Administration to get very serious about tax cuts and other fiscal actions. (Go to [www.bls.gov](http://www.bls.gov) ISM Reports on Business, Thursday January 2nd ([www.ism.ws](http://www.ism.ws) and [www.outlook-economic.org](http://www.outlook-economic.org)) Consumer confidence for December released Dec. 30 ([http://www.conference-board.org/](http://www.conference-board.org/)) Situation in Venezuela is pushing oil prices up and threaten to go even higher. (Watch West Texas Crude price daily in WSJ). BEA will release 4th Qtr. GDP on January 30th. Above 2.0% would be a positive surprise. (Go to [www.bea.gov](http://www.bea.gov)). Advance report on durable goods manufacturers on Dec. 24 is important (Go to [www.commerce.gov](http://www.commerce.gov))

**The Outlook**

I remain concerned about high bond prices (low long-term rates). I expect large reductions in long-term bond prices and rising rates if the situation in Iraq is settled as viewed by the Bush Administration. I expect long-term interest rates to rise significantly when current fear & uncertainty regarding Iraq is squashed. As far as short-term interest rates are concerned, I expect them to remain at their current 40-year lows until well into Quarter II of 2003. Firms will continue to try to make their profit goals by cutting costs and restructuring. Thus, the job market will remain fairly weak even as the rest of the economy expands. The economy will not be back to trend growth until business capital spending rebounds. It still remains weak, but I expect capital spending, particularly in technology, to improve markedly in the second quarter of 2003. Inflation at both the consumer and producer level will remain tame.

Go to www.ism.ws for this data.

CONGRATULATIONS! YOU HAVE EARNED YOUR C.P.M. – NOW WHAT?

Individuals who have earned their C.P.M. are required to be recertified every five years. To be recertified, applicants must earn 12 C.P.M. points during their current certificate period. At least two-thirds of the points must be educational in nature. One-third may be earned in the professional contributions category. C.P.M. points may be earned in the following categories:

**College Courses (Taken or Taught)**  Semester-long university courses in purchasing/business related subject matter are worth 6 C.P.M. points each. Most other semester-long university courses are worth 1 C.P.M. point each. Instructors may earn points only once for each course taught, regardless of the number of times taught.

**Continuing Education (Taken or Taught)**  1 C.P.M. point = 7 continuing education hours.

Seminars and other educational programs pertaining to purchasing/business related subject matter which are at least one hour in length are eligible for continuing education hours. In-company training which enhances knowledge or improves skills are eligible for continuing education hours. Each Pro-D Workshop is worth 1 continuing education hour and each NAPM meeting is worth 1 continuing education hour.

Substantive, well-developed articles published in established purchasing or trade magazines (those that have an editorial review board identified in the magazine), exceeding one page in length, as well as articles published in conference proceedings, are eligible for 1 C.P.M. point per article.

**Contributions to the Profession**  Individuals who hold an office earn 1 C.P.M. point per year. At the discretion of the ISM affiliate leadership, service points may be awarded to all deserving volunteers, whether or not they are chairpersons, officers, or directors.

**Successful Completion of Module 3 and/or 4 of the C.P.M. Exam**  Each Module passed is worth 6 C.P.M. points.

If your certificate has lapsed less than one year, you may complete and sign an application form documenting 12 C.P.M. points earned. If your certificate has lapsed more than one year, you must pass all four modules again.

It is easier to start the process as soon as you receive your C.P.M. By volunteering, attending workshops, meetings, and seminars, recertification is almost automatic. JUST REMEMBER - it is the member’s responsibility to keep track of their continuing education hours and C.P.M. points.

For more information, visit [http://www.ism.ws/Certification/CPMRecertification.cfm](http://www.ism.ws/Certification/CPMRecertification.cfm) or call 1-800-888-6276, ext. 3094, and talk to Al. She is a great help and will answer any questions you may have.

*Susan Shepard, C.P.M.*
*Board of Directors’*
*NAPM-Utah*

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A.P.P., C.P.M. Review Courses Register Now!

Several of you have expressed interest in completing your certification testing this year. Because of our commitment to encourage certification and offer value to our membership, NAPM-UTAH is working through the University of Utah Professional Education to offer the following review courses:

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<td>Module 1</td>
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All of the module review courses will be offered as a one-day course and taught at the U of U Murray Cedar Park location at 5282 South 320 West, Suite D-110, Room 106. Cheryl Ransom, A. P. P., C.P.M. will be the course instructor. Cost is $295 with a $100 discount offered to current NAPM-UTAH/ISM members. For additional questions please contact Cheryl Ransom at Cheryl.Ransom@ClearOne.com or for registration information contact Craig Michalak, U of U at 585-1455 or [www.proed.utah.edu](http://www.proed.utah.edu)
ISM NATIONAL NEWS

ISM's 88th Annual International Supply Management Conference and Educational Exhibit
May 18-21, 2003 in Nashville, TN.

Fifth Annual Economic Summit

Third Annual Services Conference
Uncover Hidden Opportunities. Don't miss the 3rd Annual Services Conference, Smart Business: Leveraging the Services Spend, December 5-6, 2002 at the Scottsdale Marriott at McDowell Mountains, Scottsdale, Arizona.
Economic activity in the manufacturing sector grew for the first time in four months. The overall economy grew for the 14th consecutive month. PMI at 54.7%.
December Manufacturing ISM Report on Business®

Economic Growth to Gain Strength in 2003 Say Purchasing and Supply Executives in Their Semiannual Economic Forecast

IFPMM World Congress 2003
June 15 - 17, 2003, Switzerland
Purchasing and supply topics from an international perspective.

New Benchmarking Data from CAPS Research:
CAPS Research compiles benchmarking metrics on a continuous basis. In addition to our new survey on "Benchmarking Your Services Spend" there are ongoing opportunities to measure your organization's purchasing performance to identify best purchasing practices. CAPS Research has also launched a new study that measures the effectiveness of eProcurement activities.
Interested? Contact us at benchmark@capsresearch.org, and click here for the latest info. Want more information about CAPS Research? Contact the webmaster@capsresearch.org or visit us at http://www.capsresearch.org.

Specialize. The ISM Certificate Programs ISM
now offers 3 distinct Certificate Programs.

Visit Tools & Job Aids for Solutions to Your Workday Challenges
New to the Tools & Job Aids area is Sourcing Decision Support tools (SDS Notebooks®) — to help you make better decisions more quickly. Over twenty spreadsheets and calculators for use with all industries.

ISM's Supplier Directory
Looking for the perfect source? Find them on the ISM Supplier Directory, a comprehensive resource for the busy supply management professional.

ISM Investigates Developing a Master Degree in Supply Management
Learn more about this proposed program.

The National Association of Purchasing Management has become the Institute for Supply Management™. Please be aware that NAPM.org is now http://www.ISM.ws.
The Institute for Supply Management™, established in 1915, is the world's leading educator of supply management professionals and is a valuable resource for decision makers in major markets, companies, and government. In May 2001 the membership of NAPM voted to change the association's name from the National Association of Purchasing Management to the Institute for Supply Management™ to reflect the increasing strategic and global significance of supply management.
Request For Articles! (RFA)
If you know someone that you would like to spotlight in your office (or entire office or corporate spotlight) and is a member of NAPM-UTAH, please send a paragraph or two with educational accomplishments, certification accomplishments, and note any work related accomplishments, along with a digital picture, if available, with their authorization, and send them as an e-mail attachment to karl.harward@ci.slc.ut.us or by snail mail to: Salt Lake City Corporation, Department of Public Utilities, 1530 S. West Temple Street, SLC, UT 84115. **Cutoff date for the February newsletter will be January 23, 2003.**

Also, if you would like to share a purchasing/business experience or an opinion article for the NAPM-Utah Newsletter, **please submit it to me by January 23, 2003 for the February issue.** The Communication Committee will be awarding several awards at the end of the year based on Editor’s Choice. Also, we are always looking for volunteers to help out with various types of affiliate management responsibilities. NAPM-UTAH currently has a volunteer position available as Editor. If you are interested, please contact me as soon as possible.

Thank you,
Karl Harward, MBA
Communications Chair
NAPM-Utah
P 801-483-6832
F 801-535-6618
Karl.harward@slcgov.com

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**COMMUNICATIONS SURVEY**

Please rate the various items by circling the following:

(4) being excellent, (3) good, (2) needs improvement, (1) poor, and fax to me (801)535-6618 or by email: karl.harward@slcgov.com

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Survey results will be posted in the Communications section next month. Please respond by **February 23, 2003.** Your name will be entered for a cash drawing or gift certificates to a local restaurant.

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**NEWSLETTER RATING**

Over the past two years, I have received many great articles for the newsletter. I would like to inform you that our membership have rated these newsletter articles with a rating ranging from good to excellent during the past two years.

I encourage everyone to send feedback either on a particular article or the entire newsletter. This will help us decide how to create a professional, informative, and educational newsletter. Fill out the survey and fax it to me, it takes less than 10 seconds but makes a world of difference!

I would like to thank the Executive Board, Board of Directors, Chairs, and Communications Committee for helping put together the newsletter each month. **From all of us, Happy New Year!**
A WINNING PROPOSAL

We are always searching for a better, faster, cheaper, and of course more successful way of doing things. This article was sent to me via fedmarket.com and I thought it may help you and your company in the RFP process:

“Winning proposals have four characteristics in common:

1. The supplier fully understands the needs and problems.
2. The supplier knows how to satisfy the needs or solve the problems and offers a suitable plan.
3. The supplier is well qualified by virtue of experience and resources, including personnel, to carry out the proposed plan; and
4. The price asked is reasonable and is within the organization's budget.

This definition is not universal, it must conform to your organization's policy. So the "reasonable price" may become the "least cost" depending on your policy. In creating the RFP, we should ensure that we solicit enough specific information to evaluate these four characteristics. This evidence, in total, helps each evaluator assess the risk of failure(or the chances of success) associated with each proposal.

Now that we've discussed the RFP, a proposal and a winning proposal, let's consider another important question. You can use this question to guide your efforts as you execute the Request for Proposal process.

The question is: "What is success?" When all of this is finished, how do we know if we have been successful? Some of the characteristics of a successful process are listed below.

- The procurement process was executed in a professional manner and was consistent with your organization's purchasing policy and the applicable laws and regulations.
- The procurement process was documented as you went along and could survive public scrutiny.
- No objections were raised by suppliers concerning the fairness of the process or the actual selection.
- The selected supplier performed as expected. The solution was implemented on time, within budget and satisfied requirements.
- Your organization [and / or your boss] acknowledged that the project was a success.”


For Request for Proposal Handbook, by Michael Asner, valuable reference material, extensive examples, and many ideas that will improve your next RFP, visit: http://www.fedmarket.com/productTour/buyerProducts/rfp_details.php

This article has excerpts from The Request For Proposal Handbook.

Michael Asner Consulting, President asner@compuserve.com
Richard White, President

Fedmarket.com

Hope this article adds to your success with the RFP process and the search to find the winning proposal.

Happy New Year!
Karl Harward
Communications Chair
Volunteers Needed

Have you ever thought about serving in NAPM-Utah leadership? There are many opportunities for areas of serve! We have positions that range from Historian to Board Directorships. Time commitment varies with each positions. Remember that NAPM-Utah is run by volunteers. Is it your turn? If you are interested in serving please contact me as soon as possible.

Thank you,

Mark Brown C.P.M., A.P.P.
801-629-9528
msjam51@attbi.com

Available positions:

Press Release Coordinator
Membership Chair
Historian
Reporter
Newsletter Editor
Vice President (3 year position)
Board of Director (2 year position) (3 openings)
Treasurer (2 year position)

Northern Utah Branch Activities

The Northern Branch of NAPM-Utah held open invitation meetings in September, October and November to initiate purchasing association support, training and awareness for the procurement professionals working in Roy, Ogden, Brigham, Logan and surrounding areas. The guest speakers addressed topics including: effecting business ethics and influencing positive change; improving procurement's impact on company operations; and using electronic training tools to improve supplier performance.

Attendance was low at all three meetings, as most of the northern Utah purchasing community either did not know about the meetings or could not arrange their schedule to support these inaugural activities. Food selection and budget limitations may have also influenced the Spartan attendance. It is the desire of your NAPM-Utah leadership to provide procurement support and training for its northern Utah members who may feel distance too restrictive to attend the Salt Lake City monthly meetings.

In an effort to continue supporting the northern Utah purchasing community, NAPM-Utah will be providing quarterly meetings in the Ogden area. The dinner menu will be expanded and guest speakers will be provided to instruct and inspire us toward improving our procurement skills and increasing our supply chain's performance. Please reserve the second Wednesday in March to attend the next Northern Utah Branch meeting. The March meeting will be boss's night, where we can demonstrate to our boss the skills, values and savings an effective procurement organization can contribute to its company's operational prosperity. Please stay tuned for more details in 2003.

Regards,
Northern Utah Branch Committee
DINNER MEETING RESERVATION FORM

Dinner Meeting RSVP
December 12, 2002 at 6:00 p.m.
Sheraton City Center Hotel
150 West 500 South, SLC, Utah
Attention: Tom Short, C.P.M.
Vice-President
NAPM-Utah

Please R.S.V.P. no later than 3:00 p.m. on Monday, January 6, 2003

Company____________________________

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<thead>
<tr>
<th>Member(s) Attending</th>
<th>Guests ($30.00)</th>
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Please remember that the association currently pays for the meal at one monthly meeting for Regular and Lifetime Members, which we estimate. In order to spend our association dues wisely, we rely on your RSVP to provide an accurate meal count.

**RSVP by any of the following:**

- **Online:** [http://www.napmutah.org](http://www.napmutah.org)
- **E-Mail:** ShortTJ@ldschurch.org
- **Fax:** (801)240-6215
- **Phone:** (801)240-1236
- **Mail:** Tom Short, C.P.M.
  L.D.S. Church
  50 E. North Temple
  Salt Lake City, UT 84111

**MISSION**

NAPM-Utah serves as a center of excellence in the development of world class purchasing and supply management professionals by providing education, certification, leadership, and networking opportunities for its members.

**VISION**

The National Association of Purchasing Management-Utah will be recognized as a center of excellence in establishing and promoting best-in-class professional standards of competency, ethics, education, and certification for its members. We value and seek a diverse membership and there are no barriers to full participation in the association.
Please plan on attending the January Luncheon of the 2003-2004 NAPM-Utah Central Utah Branch on Wednesday, January 8th, at the Provo Holiday Inn, 1460 S. University Avenue (exit 266).

We have invited Dana Hastings, to present “Negotiating Your Best Compensation”. Dana has been in the purchasing profession for the past 10-1/2 years. She started her career at McDonnel Douglas. Her position was a contract administrator for the empanggage program (the tail section of the aircraft). Dana worked with the Utah Economic Development Committee to identify and train suppliers with these components. After five years she was recruited to Skaggs Telecommunications Service where she worked in their manufacturing division. After 2-1/2 years she moved to Weider Nutrition where she currently work as a Strategic Sourcing Negotiations Specialist for all the packaging components totaling $20 million for five divisions.

Ruby River will be catering the luncheon. You may choose either the Crispy Chicken Sandwich w/Fries or Turkey Avocado Sandwich w/Fries. Please indicate your choice below on your RSVP. We will start seating at 11:45 a.m. and will begin serving the entrée at noon.

Please RSVP by Friday, January 3rd, to Dominique Bird at Nature’s Sunshine Products by fax: (801) 342-4688 or by email: dbird@natr.com. See you there!

______________________________
COMPANY

______________________________
MEMBERS

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CHICKEN SANDWICH ______________ TURKEY SANDWICH ______________
# AFFILIATE OFFICERS

## Officers

<table>
<thead>
<tr>
<th>Name</th>
<th>Title</th>
<th>Company/Address</th>
<th>Phone/Email</th>
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<tbody>
<tr>
<td>James T. Phillips, C.P.M.</td>
<td>President</td>
<td>UDOT, 4501 S. 2700 W. Salt Lake City, UT 84114</td>
<td>(801)965-3836 <a href="mailto:jamesphillips@utah.gov">jamesphillips@utah.gov</a></td>
</tr>
<tr>
<td>Tom Short, C.P.M.</td>
<td>Vice-President</td>
<td>L.D.S. Church, 50 E. North Temple, Salt Lake City, UT 84111</td>
<td>(801)240-1236 <a href="mailto:shorttj@ldschurch.org">shorttj@ldschurch.org</a></td>
</tr>
<tr>
<td>Patti Porter, C.P.M.</td>
<td>Secretary</td>
<td>Lifetime Products, P.O. Box 160010, Clearfield, UT 84016</td>
<td>(801)3728-1259 <a href="mailto:pporter@lifetime.com">pporter@lifetime.com</a></td>
</tr>
<tr>
<td>Barbara Burningham, C.P.M.</td>
<td>Treasurer</td>
<td>996 Claremont Dr., Bountiful, UT 84010</td>
<td>(801)292-7848</td>
</tr>
<tr>
<td>Trent N. Baker, C.P.M.</td>
<td>Immediate Past President</td>
<td>Wilson Foods Company, 1811 W. 1700 S., Salt Lake City, UT 84104</td>
<td>(801)972-5633 <a href="mailto:trent@lynnwilson.com">trent@lynnwilson.com</a></td>
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## Board of Directors

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<tr>
<th>Name</th>
<th>Title</th>
<th>Company/Address</th>
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<tbody>
<tr>
<td>Gina Gleed</td>
<td>Xpedex</td>
<td>1987 W. 3700 S., Salt Lake City, UT 84104</td>
<td>(801)978-3657 <a href="mailto:Gina.Gleed@ipaper.com">Gina.Gleed@ipaper.com</a></td>
</tr>
<tr>
<td>Rebecca Halladay, A.P.P.</td>
<td>Professional Development</td>
<td>Salt Lake City Corp., P.O. Box 160010, Clearfield, UT 84016</td>
<td>(801)535-7944 <a href="mailto:tracey.stevens@ci.slc.ut.us">tracey.stevens@ci.slc.ut.us</a></td>
</tr>
<tr>
<td>Glendon Mitchell, C.P.M.</td>
<td>State of Utah</td>
<td>3150 State Office Bldg, Salt Lake City, UT 84114</td>
<td>(801)538-3138 <a href="mailto:gmmitchell@utah.gov">gmmitchell@utah.gov</a></td>
</tr>
<tr>
<td>Bud Covington</td>
<td>Parker Hannifin</td>
<td>1425 W. 2675 N., Ogden, UT 84404</td>
<td>(801)786-3349 <a href="mailto:smay@parker.com">smay@parker.com</a></td>
</tr>
<tr>
<td>Susan Shepherd</td>
<td>Utah County</td>
<td>100 E. Center St., Provo, UT 84606</td>
<td>(801)370-8234</td>
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## Committees & Volunteers

<table>
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<tr>
<th>Name</th>
<th>Title</th>
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<tbody>
<tr>
<td>Dominique Bird</td>
<td>Central Utah Branch Coordinator</td>
<td>Natures Sunshine, 75 E. 1700 S., Provo, UT 84606</td>
<td>(801)342-4466 <a href="mailto:dbird@natr.com">dbird@natr.com</a></td>
</tr>
<tr>
<td>Tracey Stevens, C.P.M., CPPB</td>
<td>Professional Development</td>
<td>Salt Lake City Corp., 451 S State Rm 235, Salt Lake City, UT 84111</td>
<td>(801)535-7944 <a href="mailto:tracey.stevens@ci.slc.ut.us">tracey.stevens@ci.slc.ut.us</a></td>
</tr>
<tr>
<td>Tom Richards, C.P.M.</td>
<td>Certification Coordinator &amp; C.P.M. Mail Designation</td>
<td>1644 West 1750 North, Layton, Utah 84041</td>
<td>(801)212-5031 <a href="mailto:Thomasrichards2000@yahoo.com">Thomasrichards2000@yahoo.com</a></td>
</tr>
<tr>
<td>Cheryl Ransom, C.P.M., A.P.P.</td>
<td>Marketing Chair</td>
<td>ClearOne, 1065 W. 85 S., Orem, UT 84058</td>
<td>(801)794-2600 <a href="mailto:Cheryl.ransom@clearone.com">Cheryl.ransom@clearone.com</a></td>
</tr>
<tr>
<td>Patti Porter, C.P.M.</td>
<td>Membership Chair</td>
<td>Lifetime Products, P.O. Box 160010, Clearfield, UT 84016</td>
<td>(801)776-1532 <a href="mailto:pporter@lifetime.com">pporter@lifetime.com</a></td>
</tr>
<tr>
<td>Darin Reber, C.P.M.</td>
<td>Employment Coordinator</td>
<td>Novell, 1555 Technology Way, Orem, UT 84057</td>
<td>(801)861-1712 <a href="mailto:dreber@novell.com">dreber@novell.com</a></td>
</tr>
<tr>
<td>Julie Anderson</td>
<td>Name Badge Coordinator</td>
<td>Lagoon Corp., P.O. Box 696, Farmington, UT 84025</td>
<td>(801)451-8026 <a href="mailto:Janderson@lagoonpark.com">Janderson@lagoonpark.com</a></td>
</tr>
<tr>
<td>Martin McBride, C.P.M.</td>
<td>Librarian</td>
<td>Martin Door Manufacturing, 5640 White Wood Dr., Bountiful, UT 84118</td>
<td>(801)973-9330 <a href="mailto:martinmbride@martindoor.com">martinmbride@martindoor.com</a></td>
</tr>
<tr>
<td>Karl Harward</td>
<td>Communications Chair</td>
<td>Salt Lake City Corp., 1530 S. West Temple, Salt Lake City, UT 84115</td>
<td>(801)483-6832 <a href="mailto:karl.harward@ci.slc.ut.us">karl.harward@ci.slc.ut.us</a></td>
</tr>
<tr>
<td>Bryan Hemsley, A.P.P., CPPB</td>
<td>Web Engineer</td>
<td>Salt Lake City Corp., 451 S State Rm 235, Salt Lake City, UT 84111</td>
<td>(801)535-6347 <a href="mailto:bryan.hemsley@ci.slc.ut.us">bryan.hemsley@ci.slc.ut.us</a></td>
</tr>
<tr>
<td>Mark Brown, C.P.M.</td>
<td>Leadership Chair</td>
<td>Autoliv, 3350 Airport Rd., Ogden, UT 84405</td>
<td>(801)535-6309 <a href="mailto:mark.brown@autolivasp.com">mark.brown@autolivasp.com</a></td>
</tr>
<tr>
<td>Dave Secrist, C.P.M., A.P.P.</td>
<td>Photographer</td>
<td>Salt Lake City Corp., 451 S State Rm 235, Salt Lake City, UT 84111</td>
<td>(801)535-6309 <a href="mailto:dave.secrist@ci.slc.ut.us">dave.secrist@ci.slc.ut.us</a></td>
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## Vacant Positions

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<td>Press Release Coordinator</td>
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<td>Newsletter Editor</td>
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Please contact Jim Phillips at (801)965-3836 if you are interested in volunteering for one of the vacant positions.