

The mission of NAPM Central Michigan, Inc. is to serve the needs of its members and the profession by providing quality learning opportunities through educational forums, career broadening and mentoring experiences. Additionally, it is our mission to promote increased recognition of NAPM and the growth opportunities offered by the organization.



**President's Toolbox —
"Help I Need Somebody!"**
by David Taylor, C.P.M.

In my travels this week I visited several supplier plants and attended our NAPM board meeting. Everywhere I go, people are frustrated and fatigued. Many of us struggle to get through the day with "lean" staffing (which is supposedly a good word), meager supplies and equipment, while others may have the best and newest equipment or toys and yet still exhibit frustration. Why? Some just say "life isn't fair", others are just plain worn out from trying to make a difference and beating their heads on the concrete wall. Still others claim they have or are giving up, because try as they might—they are unsuccessful in implementing a major change to their process, their circumstances or existence, or in achieving their goals. Just maybe—we need a different or **A New Point of View.**

Monday I had a skin cancer removed. The original biopsy was a quarter inch spot, but when finished, I had a three quarter inch diameter crater about 3/8" deep near my temple. Mine was caught early and I am fortunate. A little later, an older man left the Dr.'s office having had a similar spot removed from his cheek. As he wife went by, she whispered to me with a sigh—"he has five more of these to go yet!" Suddenly my situation seemed EXTREMELY good, as I envisioned him looking more like the surface of the moon! That was a reality check for me. This is real. It could be worse, but it's not, so Get moving!

Tested, worn and battered daily, we need refueling, and rejuvenation. We should step back occasionally, take stock and evaluate where we are going and why. April 15th, sadly for many, is the annual day of reckoning.

If we are tired of hearing the same old arguments, discussion or excuses, or we continually see our company, organization or our individual efforts off-track or ineffective—should we just get mad, give up, throw in the towel and walk away—or is there an alternative?

Maybe we have to ask different questions or in "organizational speak" look at different measurables. Are we measuring our success or failure based on costs or revenues, when we should be considering internal and external customer satisfaction levels? Maybe they won't have a dollar value but actually may be more influential on bottom line costs & revenues than we realize. Fix attitudes and meet the needs, and the other measurables may just drop into place as a result. Do we concentrate too much emphasis on execution of programs, events and projects when we simply have lost sight of what the outputs need to be and the rewards of our efforts? If you ship 100% of the customer demand but deliver marginal quality, you may get 15% or more of it back. In the words of logical Mr. Spock, "The needs of the many, outweigh the needs of the few. . ."

As president of this organization, my planning has to take into account your feedback and that of fellow officers. Board members wage an on-going battle balancing the needs of the many against the needs or demands of but a few. Sometimes the logic of the **Vulcan** escapes us. How can we know what the needs of the many might be? Yesterday, I sat in the office of one of our purchasing members at one of my suppliers, whom I had never met before. They admitted not having time to attend the meetings but then shared how they appreciated the feedback from **The QUOTE** and several Satellite seminars they have attended so that they would not become out of touch with our profession. I asked this fellow struggler to advise us what they need or would like to hear about.

One unique attribute of our membership is its diverse cross-section which cuts across academia—students, professors and purchasing depts., public sector—State of Michigan, schools, utilities, transportation; services—retail & distributor type organizations and industrial manufacturing—both automotive and non-automotive. There-in lies one of our biggest difficulties—trying to be all things to all people. Sometimes we fail, and sometimes we simply miss the target entirely. You try and provide a rounded program for such a cross-section and many of the members tune-it-out or criticize it because "that's not relevant to me". Sometimes we don't get any feedback, just silence—which is harder to deal with let alone analyze for effectiveness. Truth is—we can't speak to you if we never meet you face to face at a meeting. Our website counter indicates few of you respond to any questions we list. If you are not currently visiting our website occasionally, what would you like to see or find there which would be of interest? We have examined some possibilities to update our website but they can be very costly. We have added credit card on line applications for Higgins Lake and our Satellite Seminars. Dinner meetings, we have some issues with the format still. If no one is going to utilize the website regularly, then why waste the money to upgrade it? Better yet, do we have any member who is familiar with website modification and would like to help us redesign our look and presentation on the internet? Our emails and attempts to reach our members oftentimes are thwarted by firewalls or spam filters on your servers. Any ideas? How can we communicate more effectively to you and likewise how would you like to communicate back to us?

(President's Toolbox Continued on Back Flap)

MEMBERSHIP REPORT

New Members:

Helen L. Ford, Director Procurement Operations & Supplier Diversity, The Auto Club Group

Dr. Haleh Ghasemi, Michigan State University

Janelle L. Murphy, Purchasing Manager, Pioneer Manufacturing

APRIL DINNER MEETING

Presenter: James Franklin, MMBDC Michigan Minority Business Development Council

Date: Tuesday, April 18th, 2006

Location: Holiday Inn, 3600 Plymouth Rd, Ann Arbor, (Exit 41 off US 23)

Time: 6:00 PM check in/social time; 6:30 dinner

Please RSVP Mike or Tim by Friday April 14th

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President's Toolbox (Continued)

Monday my wife waited with me in the waiting room between pathology tests. We communicated and we watched those around us. We all need help from somebody. This week I received an email from another member & friend who has been out of touch. He and his wife have a baby daughter who now receives a great deal of their non-work or school related attention. The mother has gone back to school, so meetings are temporarily out of the question for this guy that baby-sits evenings, while his wife is in class. He needs and wants the help & encouragement of others just like you and me.

Dr. Judith Whipple, Assoc. Professor, Food Industry Management, MSU, advises us of a conference at MSU on April 19, 2006 – “Alliances, Partnerships and Collaborative Arrangements: How to Improve Your Supply Chain Relationships” for info: <http://www.bus.msu.edu/execed/documents/45.pdf>

Twice in the past two days **Collaboration** has been a topic of discussion with another purchasing agent and with a regional sales representative calling on me. As a supply chain manager, much of your success today hinges on your ability to collaborate with key suppliers and their sometimes competitors, who these days are buying products from each other when it makes sense. That is the very reason Visteon and Delphi were originally spun off from their parents -- Ford and GM, to allow selling to their competitors more freely. In the same way, we as supply chain professionals need to collaborate among ourselves to establish better communication for our mutual survival, nurture and growth.

In other news, ISM's Saginaw Valley affiliate is starting a C.P.M. class later this month to be held in conjunction with Saginaw Valley State University. Details are available from their website or you can contact one of our board members for information.

MPPOA has their Spring Conference May 22-24 in Kalamazoo at the Radisson Hotel. See their website: www.mppoa.net for further details under conferences.

Our ISM Satellite Seminar is April 20th: Risk and Change Management: Surviving in a Dynamic Business Environment.

And don't miss our April dinner meeting in Ann Arbor on Diversity.

If you agree you need the help of others, start by reaching out to at least one other associate or fellow professional this week. Take an interest in what they are doing. Share ideas. Or, just a short note like—(as my sons answer the phone: “what up?”) Sometimes it is enough, just to know you are Not Alone in the struggle.

We are trying to finalize our May dinner speaker which may need to be changed. dt

SATELLITE SEMINARS:

Thurs. 4/20/06 **Satellite Seminar: Risk and Risk Management: Surviving in a Dynamic Business Environment**

Thurs. 6/08/06 **Satellite Seminar: *Buying Travel, Energy and Other Services***

UPCOMING MEETINGS:

April 18th – April Dinner Meeting

Speaker Mr. James Franklin, Flint Chapter President
Michigan Minority Business Development Council

**MICHIGAN PURCHASING
CONFERENCE
(HIGGINS LAKE)
October 11-13, 2006**