



PRESIDENTS CORNER



Hello ISM-Nevada,

It's hard to believe another year has passed!

We have done a great job as an organization in 2017! We have had some awesome meetings, trainings, workshops, networking events along with re-launching Northern Nevada! I am excited about what 2018 has in store for ISM-Nevada.

I hope this holiday season finds all of us well and is filled with cheer and joy along with a lot of time spent with our loved ones!

Best wishes in the New Year!

Cheers,

Dawna Herndon

ISM-Nevada President

Let us rise up and be thankful, for if we didn't learn a lot today, at least we learned a little.

--Gautama Buddha

ISM-Nevada would like to take a moment to thank all of the guest speakers and trainers we were so privileged to have share their time and talents with our members in 2017.

Ted Olivas, City of Las Vegas

Briana Washington, MGM Training Manager

Julie Kowalski, Spizzerinctum Group

George Wilson, Retired Professor VSCC

Katarina Tesarova, Las Vegas Sands Corp.

Linda Molony

Jim Haining, CPSM, CPSD, C.P.M., A.P.P., MBA

Dr. Keong Long, Professor

Carol Poindexter, C.P.M., CPPO, A.P.P.

Mary Camin, City of Las Vegas

Omid Ghamami, Purchasing Advantage



SOUTHERN NEVADA

December 6th – Holiday Mixer



Come join us for our Annual Holiday Mixer!

Enjoy a relaxed, casual atmosphere as you network with fellow members and friends before the holiday rush begins! A good time will be had by all! ISM-Nevada will provide hors d'oeuvres and door prizes!

Time: 4:30 ish pm to 7:00 pm – Dawna Herndon's Home

While there is no cost to attend, we request that you register so we can plan on attendance.



NORTHERN NEVADA

December 1st, 2017



Come join us for our Annual Holiday Mixer!

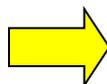
Enjoy a relaxed, casual atmosphere as you network with fellow members and friends before the holiday rush begins! A good time will be had by all!

ISM-Nevada will provide hors d'oeuvres, soft drinks and door prizes! BYOB if you'd like another type of beverage.

Time: 4:00 ish pm to 7:00 ish pm – Pinocchio's

While there is no cost to attend, we request that you register so we can plan on attendance.

Click Here
TO REGISTER



www.ismnev.com

5 Trends Impacting Procurement Professionals

Readers always ask what the next “big thing” to impact their job – and industry, at large – will be. New trends and technologies are popping up every day in this digital age, so the ability to quickly adapt is critical.

The key here is flexibility – the ability to step outside the boundaries of your job description and get involved with different business units, skill sets and teams. Every unit needs to work together and operate cohesively to produce a well-oiled, effective machine. This helps keep employees, partners and customers happy, and pushes your company’s profits upwards.

We spoke with experts from various industries tied to procurement to get their take on the most important trends. Here are the five trends procurement professionals should keep in mind as the New Year approaches:

1) *Millennials are here, promoting the rise of customer experience and mobile empowerment.*

Millennials are changing the e-commerce landscape and the 2018 buyer will increasingly become the mobile millennial, says Mark Johnson, CEO of Four51. *The Economist* reported millennials occupy 34% of business positions in 2016 compared to 29% for baby boomers. They’ve come to expect the ability to work from anywhere, anytime, through any channel (desktop, tablet, mobile).

Almost half of all business-to-business online researchers are millennials and 42% of B2B buyers use a mobile device at some point during the purchase process (Think With Google). Forrester’s April 2016 B2B ecommerce Forecast showed 74% of buyers already research at least half of their work purchases online. We’ll see this increase in 2018 and companies need to focus on improving communication with this new generation of B2B purchasers. The buyer and supplier will experience great benefits as well as the overall economy. Those looking to retain millennial talent need to ensure their company can meet their expectations when it comes to flexibility and the latest technology.

2) *Strategic “self-service” will become the new “full-service.”*

The term “always on” comes into play here. Our society goes back and forth on whether this mentality will improve or disrupt productivity, but Johnson continues to see businesses reinventing themselves to become a better partner who is easy to communicate with.

It’s important to note this can drive cost reduction of order management and better customer support – aka happy customers and stakeholders, and positive spreadsheets. Forrester reported B2B companies can reduce client service costs by as much as 90% by moving to a self-serve e-commerce environment.

3) *Cloud to improve partner collaboration in the supply chain.*

Providing full service isn't the only improvement needed when it comes to communication in the procurement process. Kurt Cavano, Founder and Chief Strategy Officer of GT Nexus, knows that the key to success is deeper visibility and stronger communication between partners and suppliers. A cloud-based network delivers buyer-supplier collaboration to streamline ordering processes, enables inbound-to-plant visibility and provides a single view to manage global transportation. If adjustments need to be made along the way, it is now easier to do so and have full visibility as to where your shipments are, keeping customers and partners happy every step of the way.

4) *Data breaches will change the terms of supplier contracts.*

Research suggests 78% of organizations have experienced a data breach within the past two years. Procurement departments are far from immune to the immediate and long-lasting effects of a breach. Specific verbiage or complete omission of breach language within their thousands of contracts can have a devastating impact on the procurement department and the company as a whole.

Protect your company by focusing on this small, but critical, component, says Lloyd Alexander of Seal Software.

5) *Artificial Intelligence (AI) and procurement departments become new best friends.*

Powerful AI through natural language processing (NLP) and machine learning drives automation, insight and efficiency in traditionally time- and labor-intensive procurement functions related to contract management, according to Alexander. Myriad drivers – supplier obligation compliance, KPI monitoring, event-driven contract requests and reviews, adherence to regulatory compliance changes, to name a few – demand adoption of this type of technology to maintain control in today's 24/7, speed-of-the-internet pace.

The topic of today's always on, digital society is a common trend we continue to see across the board, and companies (and individuals) looking to get ahead should keep this top of mind

Companies that once used to view the procurement department as a tactical buying team now realize procurement's importance as a strategic partner within the organization. Service delivery and timeliness, which were once procurement's primary slogan, have become cost savings and process efficiency. Consequently, the procurement talent assessment that was at a basic level based on primary skill areas is observing a shift towards stringent and competitive assessment to attract, retain and manage best-of-the-world talent.

Submitted by B.Mejia <http://www.mypurchasingcenter.com/technology/technology-articles/5-trends-impacting-procurement-professionals>



CPSM
Robert Anderson, CPSM
Las Vegas Convention & Visitors
Authority

CPSM Re-certification
Joan Maddalena, CPSM
Washoe County



Join ISM today and become part of a powerful network of 45,000 supply management professionals who lead and shape supply management today and in the future.

To learn more about membership eligibility and types, benefits and application process, please visit Membership Committee Chairs Melanie Lever at mlever@washoecounty.us, or Natasa Christodoulidou at nchristodoulidou@csudh.edu or the ISM NV website at <http://ismnv.org/join.php>

ISM-Nevada is on  and 

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YOU DON'T KNOW WHAT YOU DON'T KNOW

Submitted by Carol Poindexter, C.P.M., CPPO

The following sample test questions were developed for those procurement professionals interested in acquiring their CPSM and CPSD professional credentials. These and other questions are posted in the CPSM Exam Review workbook published by the Institute for Supply Management.

Question 1

The role of the supply management professional in the growth phase of a product life cycle can BEST be described as: (TASK 1-B-5)

- (A) Balancing the possibility of product failure against the need for adequate materials.
- (B) Reducing lead times, reducing costs and ensuring continuity of supply.
- (C) Ensuring continuity of supply and perhaps considering alternative sources of supply.
- (D) Looking for lower cost sources and dealing with asset recovery of equipment and inventory.

Question 2

Supply management organizations must develop tools and processes to audit compliance. The MOST important reason for such processes and tools is to: (Task 2-D-3)

- (A) Meet the needs of the audit group of corporate headquarters.
- (B) Ensure standardization of policies throughout the supply management organization.
- (C) Provide a benchmark for the company to use when working with other organizations within the same industry.
- (D) Ensure results of actions and decisions of the supply management organization can be measured and improved as required.

Question 3

The supply management department goal for the next five years is to provide year-over-year savings of at least 3%. The department recently completed a multi-year aggressive campaign to drive down the cost of the goods and services purchased. It may not be feasible to go back to the suppliers to ask for further concessions at this time. Creativity and internal customer support will be key to the department's success. Which of the following is the BEST way to achieve this goal? (Task 3-A-15)

- (A) Developing a business plan
- (B) Instituting joint accountability
- (C) Empowering internal customers
- (D) Demonstrating that staff will be trusted

Answers can be found on next of the Newsletter.



Question 1

Option (C) is correct because in the growth phase, the supply management professional should focus on ensuring continuity of supply, which could mean seeking out alternative sources.

Option (A) is incorrect because it describes the supply management professional's role in the introduction phase of a product's life cycle.

Option (B) is incorrect because it describes a tactic in the maturity phase.

Option (D) is incorrect because it describes supply management's role in the decline stage of the life cycle.

Question 2

Option (D) is correct because the most important reason for audit processes is to ensure methods are in place to measure performance and identify areas needing improvement.

Option (A) is incorrect because meeting the needs of the audit group is only a small part of having audit procedures in place.

Option (B) is incorrect because standardizing policies does not ensure conformance or compliance.

Option (C) is incorrect because collecting benchmark data the organization might share is not the most important reason to develop audit processes and benchmarking.

Question 3

Option (B) is correct because creating a sense of joint accountability, in which the internal customers and your department share the ownership of a goal and see how they will mutually benefit from achieving the stated goal, is the most constructive way to attain this multi-year objective. It is quite likely that the cost savings will not only be a result of the good will of the suppliers. It may require the organization to alter its procurement/payment method for the goods or services, or it may come in the form of alternate materials or new processes that remove the dependency on such goods or services.

Option (A) is incorrect because, while it may be helpful to develop a business plan, the plan is only the first step as it still needs to be implemented to meet the goal.

Option (C) is incorrect because empowering internal customers may be just one part of joint accountability; however, if multiple departments are tasked with this goal, multiple competing solutions to address the same problem may be created. A joint ownership is more valuable in this case.

Option (D) is incorrect because trust is one of the pillars of success on any team but jointly aligning the goals with all parties will be more productive