

2010 Pacific Northwest Purchasing Conference "Keep Supply Management Skills Flowing" September 29 – October 1, 2010

Join us for the 67th annual Pacific Northwest Purchasing Conference hosted by NAPM-Spokane, an affiliate of the Institute for Supply Management™. Sponsored by the Northwest Purchasing Education Council, representing ISM affiliates in Washington, Oregon, Idaho, Alaska and Hawaii, this conference offers Supply Management professionals the opportunity to sharpen skills and understand current issues in this dynamic profession.



Alan Ovson

Alan Ovson is an Actor, educator, entrepreneur, theologian and sought-after expert in the field of communications. Alan blends his high content speeches and seminars with a unique style that gets audiences to listen, laugh, and learn. For over 20 years, Alan has customized speeches and interactive seminars around his client's unique challenges. Alan uses his educational, acting, and directing background to engage participants in the learning process while pushing them to think beyond their comfort levels. He often "brings in" his team of experts (archetypal characters within everyone) to humorously address sensitive topics, and explain the right and wrong way to present, lead, negotiate, and communicate. Alan's goals are to get his audiences to listen, laugh, and learn, and they do.

Alan will be presenting several topics at the conference including his keynote speech on "Letting Go and Falling Up: Making Change Positive." Whether you are an individual or a CEO of a company, change is never easy. In fact, change is so hard that 90% of the people who suffer severe heart attacks can't make critical life changes that could save their lives. Wow! Could you make a change in your life if your life depended on it? Sure you could, you say, but don't be too sure. Our old habits can sink us like stones. In this interactive keynote, Alan will talk about and demonstrate why change is so difficult and how with understanding, strategies, and support, we can all learn to align ourselves with change to make it easier so that as individuals and organizations, we can let go (of those heavy issues we keep inside of us) and fall up.



Susanne Croft

Susanne Croft is a certified Sustainability Professional and served as the City of Spokane's first Sustainability Coordinator in 2008. She recently retired from the City to become the Executive Director for SLIP (Sustainable Local Investment Partners), a non-profit she helped to start in 2005. SLIP's motto is "investing in our future." They help local businesses incorporate sustainability into all that they do, making Spokane a stronger, healthier community into the future.

Susanne and Geoff Glenn, Disposal Superintendent, City of Spokane Dept. of Solid Waste Management,

will co-host the opening session "Green Purchasing": Sustainable business practices make a business stronger and better prepared to thrive in the future. While the eco-efficiencies of "going green" are a good place to start, sustainability really applies to every aspect of running a business. Be inspired by examples of green procurement initiatives at the local, state and national levels. Learn about the business case for sustainability and how green purchasing practices can help a business both save money and make money, using the triple bottom line to improve the ultimate bottom line.



Eric Swenson

Eric Swenson is a Senior Economist with the Washington State Economic and Revenue Forecast Council. The Council is tasked to provide the Governor and State Legislature with independent quarterly forecasts of employment, income and revenues. Eric has been with the Council for nine years, and is highly regarded by his colleagues for the accuracy of his forecasts. Prior to his time with the Council, Mr. Swenson worked in the private sector as a manager of research. He graduated from the Massachusetts Institute of Technology

with a Bachelor of Science degree in Economics in 1989. Eric will be the presenter at the closing session. Come learn where the economy is going and what to expect in the future.



Break Out Session Speakers



Joseph F. Albert, Ph.D.

As the former chair and an assistant professor for the Masters in Organizational Leadership Program, Joe has an extended background in leadership studies. He is a co-founder and currently, the Director of the Comprehensive Leadership Program (CLP), and also director of the Renaissance Center for Leadership at Gonzaga. He holds a Ph.D. in leadership, a master's degree in

counseling psychology and two undergraduate degrees in business management. In addition to teaching, Joe provides consulting and training services to organizations in a number of areas including; leadership in organizations, psychological issues in leadership, understanding organizations, organizational change, motivation and empowerment.



Steve Lunden, C.P.M. has been with Gonzaga University as Purchasing Manager and Material Support Manager since 1995. In these positions, he has overseen Purchasing, Warehousing, Grounds, Maintenance and surplus disposal for the University.

Before he came to Gonzaga University, he spent 18+ years in the steel industry in the Spokane area. He has worked in a large corporate business in steel distribution as well as a smaller steel fabrication business,

Lunden Construction Products. So the majority of his experience is in the operations side of the construction supply industry in the Spokane and Inland Northwest areas.

He received a Bachelor's degree in Business Administration from Eastern Washington University in 1984. He completed a MBA in 1990, and completed his C.P.M. in 2001.

He has worked as adjunct faculty for EWU teaching the Purchasing and Materials Management classes as well as Organizational Behavior, Organizational Theory, Small Business Policy & Analysis classes at a variety of times. He has also done consulting work for small and medium businesses in the Spokane area in the areas of operations, inventory and purchasing.



Dennis Hansen, Safety Programs Manager at Gonzaga University. Dennis Hansen is responsible for development and implementation of employee safety programs, building and grounds safety, chemical hygiene, safety training and emergency preparedness. He has been at Gonzaga for fourteen years. Before that he developed hazardous waste operations and emergency preparedness for large companies throughout the northwest.



David A. Davis, C.P.P.O. is the Purchasing and Materials Manager for the Washington State Department of Transportation. Dave's background is in supply management, international logistics and transportation developed during 21 years of military service. Prior to accepting his current position, Dave was western US Director of Maintenance for a national tour bus operator.

A strong believer in life-long learning and professional development, Dave is a member

of the Institute of Supply Management, NAPM-Western Washington, and the National Institute of Governmental Purchasing (NIGP). He is a charter member and 2006 President of the Washington State Chapter of NIGP. Dave is a Certified Public Purchasing Officer and is participating in WSDOT's Senior Leader Succession and Development Program.

Dave is a graduate of the University of Montana (BA), Boston University (MBA), and the U.S. Army's Command and General Staff Course. He resides in Olympia with his wife, Beth, and has 3 grown children.



Mike Purdy has more than 30 years of experience as a manager in public contracting and procurement in the State of Washington. He is the principal of Michael E. Purdy Associates (www.mpurdy.com), a consultant firm established in 2005 to guide public agencies and businesses in managing the complex world of public contracting by developing and implementing strategic contracting approaches and practices, creatively solving challenging procurement and contracting problems, and providing clear, comprehensive, and focused

training in public contracting. He maintains the popular Public Contracting Blog at <http://PublicContracting.blogspot.com>.

Mike recently retired as the Contracts Manager for the University of Washington's Capital Projects Office and is responsible for managing design and construction contracts for more than \$1 billion worth of projects at the University. Before joining the UW in 2005, he spent five years at the Seattle Housing Authority where he served as Contracting and Procurement Manager, overseeing all of the contracting and purchasing (construction, design consultants, other consultants, goods, supplies, and services) for the largest residential landlord in the state.

Prior to that he worked for the City of Seattle for more than 21 years, where he administered the City's construction and consultant contracts as the City's Contracting Manager.

He has a bachelor's degree in business and public administration and an MBA, both from the University of Puget Sound, and a master of divinity degree from Fuller Theological Seminary.



Alice Sanders, C.P.M. is the Purchasing Manager for Hollister-Stier Laboratories. She is responsible for overseeing the Purchasing Department and for the procurement of packaging components and biological raw materials.

Alice has over 30 years experience in purchasing and received her BBA degree from Pacific Lutheran University. She achieved her C.P.M. in 1982 and then went through the certification process again in 2000. She is also Green Belt certified in the Lean Six Sigma program.



Break Out Session Speakers



Jason Swain has been guiding individuals, teams and organizations for over 10 years. He helps clients focus on and achieve their work-related goals and objectives and the lives they most want. Using validated, research-based processes and tools, Jason helps clients discover and use their signature strengths in service of something greater than themselves.

Jason has brought his expertise in leadership, team-building, relationship development and executive coaching to mid- to large-size, publicly held companies as well as non-profit organizations. His personal experiences as a manager in both the non-profit and for profit sectors enable him to realistically and compassionately guide his clients.

Jason's clients have included American Express, Anthem Blue Cross/Blue Shield, the City of Spokane, Ford Motor Company, Gonzaga University, Iams Pet Foods, Leadership Spokane, LensCrafters, Nationwide Retirement Services, Northern Quest Casino, Procter and Gamble, Samuel Adams Brewery, The Kroger Company, Seattle University, Time Warner Cable, US Bank, United States Air Force, and many others.

Dave Vahala, CTE, Director of Sales & Marketing at Travel Leaders

Dave has over 29 years of experience in the travel industry, has been employed with travel management companies, hotels, major airlines and as the corporate travel manager for two Fortune 500 companies, Itron, Inc. and Starbucks Coffee Company. As a travel manager for large corporate travel programs, he developed travel policies and guidelines, negotiated and managed vendor agreements, implemented cost savings strategies, and improved traveler benefits.

Currently, Dave is responsible for Travel Leaders' sales, marketing, client relationships and business development efforts for all three Eastern Washington and North Idaho locations. He is the company's business travel expert and is actively involved in regional chambers of commerce, the Spokane Regional Convention & Visitors Bureau, Executive Women International and is the president-elect of the Inland Northwest Business Travel Association, the local chapter of National Business Travel Association. Dave attained the NBTA Certified Travel Executive CTE designation in April 2010 and recently completed Travel Leaders' Certified Business Travel Specialist program.



Kim Crumpacker, CPSM, C.P.M. is the Director of Supply Chain for Hollister-Stier Laboratories in Spokane and oversees all material flow functions, including purchasing, shipping, receiving and warehouse operations. He has over 35 years experience in purchasing and materials management, and received his B.A. and MBA degrees

from Eastern Washington University. Kim has achieved CPIM, CIRM, C.P.M., and CPSM professional certifications.



Mike Taylor, C.P.M. has been in the Supply Chain profession since 1973. His career includes purchasing responsibility for a custom fabricator of large hydraulic cylinders, commercial nuclear power plant construction and Federal Government contractors. This includes 11 years as a first-line manager as well as many years as a team lead.

Mike has purchased and/or managed the procurement of a wide range of products and services. Mike is presently a Supply Chain Specialist for the CH2M Hill Plateau Remediation Company at the Department of Energy Hanford Site. His team is responsible for procurement policies, professional and technical training, purchasing ADP systems, procedures and electronic records. Mike has been a leader in increased internet and electronic tools usage by the department since 1994.

Mike is the developer and owner of MLTWEB.COM and the PURCHASING TOOLBOX. A web site of resources and information for purchasing professionals. In December 2000, Mike's web site was recognized as one of the top 25 purchasing related web sites by iSource Magazine.

Mike's professional experience includes presenting seminars, speeches and workshops at professional meetings, conferences, supplier and public forums and company training programs.

Frank Harrill, Supervisory Senior Resident Agent, Eastern Washington FBI Seattle

Frank Harrill has been an FBI Special Agent since 1995, and is the Supervisory Senior Resident Agent for the Eastern Washington FBI offices in Spokane, Tri-Cities, Yakima and Wenatchee. Before moving to Spokane in late 2004, Frank was assigned to the FBI's Los Angeles Division, and managed a unit responsible for investigating crimes facilitated by computers and high-technology. His first FBI assignment was in El Paso, Texas. He holds a Certified Information Systems Security Professional (CISSP) certification.

Prior to joining the FBI, Frank spent about 10 years as a Naval Aviator, leaving the service at the rank of Lieutenant Commander, flying jets from the USS Eisenhower and later as instructor pilot in South Texas.

Marklyn Hallett, CTA, Manager/Corporate Travel Consultant, Travel Leaders

Marklyn has 32 years of travel industry experience and has been with Century Travel Service dba Travel Leaders since 1984. She is a corporate travel expert and certified destination specialist for Hawaii, Alaska and Mexico. Marklyn recently added to her expertise, completing Travel Leaders' Certified Business Travel Specialist program.

Her special interests include travel for the disabled, having arranged travel for The Wishing Star Foundation's wish families for over 20 years, and assisting men and women in the armed forces with their travel needs. Her focus has shifted to the fast paced and detail oriented world of corporate travel and meeting travel. Corporate, international, leisure and group travel planners have all benefited from Marklyn's extensive knowledge of the ever-changing travel industry.



Break Out Session Speakers



Sarah Lyu, founder and principal of Sarah Lyu Consulting, Inc., has over 15 years of management experience within the public utility and private sectors, with seven years of direct experience in supplier diversity process development, program management and diverse supplier utilization. Ms. Lyu started SLC because having worked for both SBC Communications (now AT&T) and a minority-owned business enterprise;

she recognized the need to assist both large and diverse firms in doing business with one another. She saw this as a win-win circumstance, and acted upon her desire to start a business that would allow her to impact change in the area of supplier diversity.

Sarah Lyu Consulting, Inc. is committed to helping its customers integrate supplier diversity into the core values of their company, which in turn spurs economic development in the communities these companies serve. SLC embraces a business philosophy that is predicated upon finding optimal solutions for its clients, and doing so with passion and integrity.

One of Sarah's greatest accomplishments as a business owner occurred in May 2006 when, after being nominated by Cisco Systems, Sarah Lyu Consulting was named the 2006 Northern California Supplier Development Council's (a regional affiliate of the National Minority Supplier Development Council) Supplier of the Year.

Sarah and her team are experts in the provision of customized solutions that allow companies to develop effective supplier diversity process management systems and promote the continuous refinement and evolution of these efforts.

Sarah Lyu is involved in key organizations that create opportunities for diverse businesses. She previously served on the Board of Astra Women's Business Alliance (a WBENC affiliate) and on the Board of the Northern California Minority Supplier Development Council (an NMSDC affiliate).



Mr. Steven J. Krueger, CPPO, CPPB

Steve Krueger currently serves as the Policy and Protest manager for Washington State Department of General Administration. One of his duties includes providing statewide training on a variety of procurement related topics. He received a Bachelor of Science degree in Visual Arts and Communications at Western Washington University. Steve is a Certified Public Purchasing Officer and Certified Public Purchasing Buyer.

Prior to his current position, Steve led Washington's Strategic Sourcing effort and through his work, in 2008, Washington State won the NIGP Best practice award and the NASPO George Cronin award. Steve also led Washington's \$120 million strategic sourcing fuel contract which resulted in him being honored with the 2005 NIGP Buyer of the Year award from the Washington State NIGP local chapter. Steve is also a freelance contributor to GovPro magazine.

Steve credits his success to the support of his superiors and the well rounded stakeholder perspective he gained from his private sector experience in government sales and marketing & public relations. Steve is passionate about the advancement in procurement those who know him would best characterize Steve as passionate, innovative, capable and a team player with a unique sense of humor.

David J. Rahmer, David J. Rahmer & Associates

Dave Rahmer has been coaching executives, professionals and business teams for over 30 years. He helps clients establish credibility, message clarity and effectiveness in public speaking and communication. He focuses on strengthening and developing the personal impact each speaker has on the audience.

Dave has worked with executives from mid- to large-size, publicly held companies as well as non-profit organizations. He has coached executives from Avista Corporation, Hollister-Stier Labs, URM Stores, Vanessa Behan Crisis Nursery, Horizon Credit Union, Hecla Mining, Coffman Engineers, and Washington State AgForestry.

At Gonzaga University he has worked with professionals from Continuing Education Emerging Leaders, Human Resources, and the Hogan Entrepreneurial Leadership Program.





Conference at a Glance

Wednesday, September 29

10:00 – 7:00 p.m.	Registration and Information Desk open
1:00 – 2:15 p.m.	Opening/Keynote Address – Susanne Croft and Geoff Glenn “Green Purchasing”
2:30 – 3:45 p.m.	Break Out Session #1
4:00 – 6:00 p.m.	Reception with no-host bar
6:15 – 9:00 p.m.	Hospitality Suite Open

Thursday, September 30

7:00 – 5:30 p.m.	Registration and Information Desk open
8:00 – 9:00 a.m.	Continental Breakfast at Vendor Showcase
9:15 – 10:30 a.m.	Break Out Session #2
10:30 – 10:45 a.m.	Refreshments
10:45 – 12:00 p.m.	Break Out Session #3
12:15 – 1:30 p.m.	Lunch/Keynote Speaker – Alan Ovson “Letting Go and Falling Up: Making Change Positive”
1:30 – 2:30 p.m.	Vendor Showcase and Dessert
2:30 – 3:45 p.m.	Break Out Session #4
4:00 – 5:30 p.m.	Vendor Showcase Finale
6:00 – 8:30 p.m.	Banquet Dinner & Entertainment

Friday, October 1

7:00 – 1:30 p.m.	Registration and Information Desk open
8:00 – 9:00 a.m.	Breakfast – Sit Down
9:15 – 10:30 a.m.	Break Out Session #5
10:30 – 10:45 a.m.	Refreshments
10:45 – 12:00 p.m.	Break Out Session #6
12:15 – 1:30 p.m.	Lunch/Closing Speaker – Eric Swenson “A Look at the Economy as We Approach 2011”



Break Out Sessions

Breakout 1A — Sept 29, 2:30-3:45 p.m.

CPSM Bridge Exam Review

Steve Lunden, C.P.M.

This program is designed to give participants an overview of the requirements for the CPSM Bridge Exam that current C.P.M. holders who meet the other requirements can use to obtain their CPSM certification. We'll discuss the required exam subjects and tasks, the material covered and potential study tips. This program is specifically designed as an overview to assist participants in their efforts to prepare for the CPSM Bridge Exam.

Breakout 1B — Sept 29, 2:30 — 3:45 p.m.

Emergency Preparedness

Dennis Hansen

Are you ready for the next natural disaster? Are you ready for the next H1N1 out-break? This session will review the importance of emergency preparedness for your company. You will learn the important role purchasing plays and the effects not being prepared could have on your company.

Breakout 1C — Sept 29, 2:30-3:45 p.m.

Sustainability Where to Start

Susanne Croft/Geoff Glen

So you want to go green but aren't sure where to start? This session will provide hands-on exposure to best practice tools and techniques designed to make it easy for you to factor sustainability considerations into your purchasing decisions.

Breakout 1D — Sept 29, 2:30-3:45 p.m.

Living & Leading During Tough Times: From the Inside Out

Joe Albert, Ph.D.

We know that difficult, unforeseen challenges are always on the horizon. Each of us has endured and survived difficulties in our own lives. Leadership cannot be defined through a certain set of traits or a particular style we have to rely on our own capacity for resilience and handling challenges. To lead authentically and effectively during tough times means leading from the inside out. This session will focus on ways that we can develop skills for living and leading through challenges by learning from our own experiences.

Breakout 2A — Sept 30, 9:15-10:30 a.m.

Avoiding the Front Page of the Newspaper --

Why Ethics in Public Contracting Matters

Mike Purdy

It can be a living nightmare. You've just made a contracting decision and suddenly find yourself on the front page of the newspaper, or even worse losing your job because of a lapse in judgment or conflict of interest. Public agency employees are regularly faced with ethical decisions as they contract for goods, services, and construction. Join Mike Purdy as he talks about the purpose of public contracting, shares five keys to making ethical decisions, and discusses the importance of appearances and perceptions in making contracting decisions.

Breakout 2B — Sept 30, 9:15-10:30 a.m.

P-Card Purchasing Today

Many organizations are now using or beginning to use P-Cards for procurement. This session will update us on commercial card and payment programs and how they can be customized to meet the unique needs of the client.

Breakout 2C — Sept 30, 9:15-10:30 a.m.

Supplier Relationship Management

Alice Sanders, C.P.M. and Kim Crumpacker, CPSM, C.P.M.

Indian-based Jubilant Organosys has directed several joint bidding opportunities for their five North American (U.S and Canada) companies that have resulted in hundreds of thousands of dollars in savings over prior individual practices. These opportunities have come with a host of challenges; however, with supplier support and collaborative participation among the purchasing representatives of the companies involved, the savings have been significant.

Alice and Kim have led three of these joint purchasing efforts from their pharmaceutical manufacturing firm in Spokane over the past year. They will share what worked and what didn't in hopes that the information may help you with similar procurement efforts that might be in your future path.

Breakout 2D — Sept 30, 9:15-10:30 a.m.

Managing for Success in a Political Environment

David A. Davis CPPO

Managing for Success in a Political Environment. As public servants we must know how to justify resources for our programs and build supporting coalitions under changing political priorities. This workshop will discuss strategies for aligning mission, support, and capacity to achieve success



Break Out Sessions

Breakout 3A — Sept 30, 11:00 — 12:15 p.m.

Best Value Calculator — Part 1

Steve Krueger, CPPO, CPPB

Steve will show how cost and non-cost factors can be used in bid evaluation criteria for goods and services to achieve “best value.” This two-part session will offer demonstrations on this concept through audience participation. Non-cost factors will be identified for professional/exceptional customer service, atmosphere of the facility, past and future indicators for performance, economic best practices and more.

Breakout 3B — Sept 30, 11:00 — 12:15 p.m.

CPSM Review/Overview

Steve Lunden, C.P.M.

This program is designed to give participants an overview of the requirements for the CPSM certification. We’ll discuss the three required exams subjects and tasks, the material covered and potential study tips. This program is specifically designed an overview to assist participants in their efforts to prepare for the three CPSM Exams. It is a overview of all three CPSM Exams by subjects and tasks.

Breakout 3C — Sept 30, 11:00 — 12:15 p.m.

Supplier Diversity as a Procurement Best Practice

Sarah Lyu

Diversity is a fact of life. This session will show the impact diversity has in our profession and in the changing marketplace. There will be discussion of diversity involving the supplier base and the workforce.

Breakout 3D — Sept 30, 11:00 — 12:15 p.m.

Career Coaching: Practical References For Career Advancement

Mike Taylor, C.P.M.

This workshop will focus on actions that we can take to improve and advance our careers. As professionals, we are in direct control of our own professional development plan. This workshop will provide some practical advice based on many years of coaching, managing and training supply chain personnel.

Breakout 4A — Sept 30, 2:30 — 3:45 p.m.

Preparing for an International and Domestic Business Trips

Dave Vahala and Marklyn Hallett

There are certain aspects of travel that should be planned thoroughly to avoid common mistakes. Business travelers typically have a schedule to maintain. If you don’t make your travel plans properly, you can run into long lines, lack of airline seats, heavy traffic, and even unavailable hotel rooms. This session will provide handy tips to help avoid these pitfalls.

Breakout 4B — Sept 30, 2:30 — 3:45 p.m.

Negotiation for Success

Alan Ovson

Whether you are aware of it or not, you negotiate all of the time and you do it with very different types of people. Whether it is with the staff, bosses, contractors, partners, consultants, clients, or an outraged neighbor, your ability to influence others, reduce conflict, solve problems, and help parties with conflicting interests move forward is essential for your success and the success of your organization.

Breakout 4C — Sept 30, 2:30-3:45 p.m.

Best Value Calculator — Part 2

Steve Krueger, CPPO, CPPB

Steve will show how cost and non-cost factors can be used in bid evaluation criteria for goods and services to achieve “best value.” This two-part session will offer demonstrations on this concept through audience participation. Non-cost factors will be identified for professional/exceptional customer service, atmosphere of the facility, past and future indicators for performance, economic best practices and more.

Breakout 4D, Sept 30, 2:30 — 3:45 p.m.

Applying Lean Strategies

Christopher Wood

Learn the transformation that occurs with the use of Lean practices. This presentation will show examples of the 5 S’s and material management that are involved in transforming to the Lean practice.

Breakout 5A — Oct 1, 9:15-10:30 a.m.

Do I Have to Take the Low Bid? —

Tools for Awarding to Responsible Contractors

Mike Purdy

We all know that the low bid process for public works projects doesn’t always result in getting a qualified contractor. In this presentation, Mike Purdy will describe tools that are available to help ensure use of qualified contractors, including a state law approved three years ago that provides public agencies with the option to establish relevant bidder responsibility criteria for public works projects. Responsibility criteria can be an effective tool, but it’s also one that is at the center of controversy in the state now, as many contractors object to the arbitrary and anti-competitive manner in which some public agencies are implementing responsibility criteria. Come learn how to develop effective responsibility criteria that can withstand protests and help ensure award of public works contracts to qualified contractors.



Break Out Sessions

Breakout 5B – Oct 1, 9:15-10:30 a.m.

Trends in Cyber Crime

Frank Harrill

This session will talk about increasing level of sophistication and ease with which cyber criminals are able to negatively impact all levels of the business spectrum, and some effective countermeasures.

Breakout 5C – Oct 1 9:15-10:30 a.m.

Dealing with Conflict

Alan Ovson

Confrontation - does it necessarily involve conflict or is it about reality? Conflict is frequently a symptom of mismanaged agreement. Creating an environment where conflict leads to creativity and productivity instead of hostility and tension is a challenge. Positive work climates can exist in cramped offices, understaffed environments, or prestigious places. It is not the exterior place that counts; it is the level of awareness and commitment that people feel towards their work and their coworkers.

Breakout 5D – Oct 1 9:15-10:30 a.m.

Solving the Generational Puzzle

Jason Swain

Understand and learn to communicate more effectively with all four generations in the workplace today – Traditionalist, Baby Boomer, Generation X, and Millennials. Recognize the stereotypes that prevent us from understanding a different generation. Identify “clashpoints” that cause employee dissatisfaction and attrition. By the end of this session, you will discover how generational differences impact work habits, communication styles and motivation; understand and appreciate the strengths of each generation; minimize conflict and strengthen collaboration among the generations; learn how to harness generational differences to improve teamwork, innovation and results.



Breakout 6A – Oct 1, 10:45-12 p.m.

Purchasing Performance Measures

Steve Lunden, C.P.M.

If we can't measure it, how can we manage it? In this session we'll explore how to measure performance for the purchasing function. We'll look at measures for both the private and public sectors. Are they different? And if so, why are they different? We look at some of the common pitfalls of performance measurements, as well as some of the new emerging trends. As the old saying goes, “What gets measured gets done.” Are you evaluating the right aspects of purchasing performance? Or are you measuring the wrong metrics and hurting performance? These are some of the topics to be discussed in this session.

Breakout 6B – Oct 1, 10:45 - 12 p.m.

Marketing the Value of Procurement.

Dave Davis, CPPO

We live and work in rapidly changing times and our employers rightfully demand to know how we contribute to the bottom line. Have you really considered how your organization can be better positioned for success? This workshop will discuss which types of procurement organizations add the highest value in today's environment.

Breakout 6C – Oct 1, 10:45-12 p.m.

Communicating with Credibility & Confidence

David Rahmer

There are always three presentations for every one you actually give. The one you practice, the one you gave, and the one you wish you gave. This session will increase your confidence, enhance your credibility, and eliminate the gap between the presentation you give and the one you wish you gave. The presentation will include instruction on how to create credibility, reduce fear, enhance audience interest.

Breakout 6D – Oct 1, 10:45-12 p.m.

Benefits of Cooperative Purchasing

Shaun Boyle and Jennifer Nisbet

E&I Representatives will discuss the benefits of cooperative purchasing. This session will show you why we use cooperative purchasing and how to get started. You will learn the benefits and the savings that are part of the benefits of this type of purchasing.



Break Out Sessions at a Glance

Breakout Number	Breakout Session Title	Instructor
1A	CPSM Bridge Review	Steve Lunden, C.P.M.
1B	Emergency Preparedness	Dennis Hansen
1C	Sustainable Procurement Practices	Susanne Croft and Geoff Glenn
1D	Living & Leading During Tough Times	Joseph F. Albert, Ph.D.
2A	Ethics in Public Contracting	Mike Purdy
2B	P-Card Purchasing Today	
2C	Supplier Relationship Management	Alice Sanders C.P.M. and Kim Crumpacker CPSM, C.P.M.
2D	Managing for Success in a Political Environment	David A. Davis, CPPO
3A	Best Value Calculator (Part 1)	Steve Krueger, CPPO, CPPB
3B	CPSM Review/Overview	Steve Lunden, C.P.M.
3C	Supplier Diversity as a Procurement Best Practice	Sarah Lyu
3D	Career Coaching: Practical References for Career Advancement	Mike Taylor, C.P.M.
4A	Preparing for an International Business Trip	Dave Vahala and Marklyn Hallett
4B	Negotiation for Success	Alan Ovson
4C	Best Value Calculator (Part 2)	Steve Krueger, CPPO, CPPB
4D	Applying Lean Strategies	Christopher Wood
5A	Bidder Responsibility	Mike Purdy
5B	Trends in Cyber Crime	Frank Harrill
5C	Dealing with Conflict	Alan Ovson
5D	Solving the Generational Puzzle	Jason Swain
6A	Purchasing Performance	Steve Lunden, C.P.M.
6B	Marketing the Value of Procurement	David A. Davis, CPPO
6C	Communicating with Credibility & Confidence	David J. Rahmer
6D	Benefits of Cooperative Purchasing	Shaun Boyle and Jennifer Nisbet



Conference Registration

“Keep Supply Management Skills Flowing”

2010 Pacific Northwest Purchasing Conference

September 29 – October 1, 2010

First Name _____ M.I. _____ Last Name _____ Accreditation: _____

Nickname (for badge) _____ Spouse/Guest Nickname _____

Title _____ Employer Name _____

Mailing Address _____ City _____ State _____ Zip _____

Phone () _____ Fax () _____ E-mail _____

Affiliate/Chapter _____ Check here if you require special services or if you have special dietary needs.

Workshop Session Selection

(Please indicate the workshop's number/lettercode, i.e., 1A)

Session 1 Wednesday, Sept. 29 2:30-3:45	Session 2 Thursday, Sept. 30 9:15-10:30	Session 3 Thursday, Sept. 30 10:45-12:00	Session 4 Thursday, Sept. 30 2:30-3:45	Session 5 Friday, Oct. 1 9:15-10:30	Session 6 Friday, Oct. 1 10:45-12:00

Meals You Plan to Attend

(Please indicate the meals that you will be attending.)

Thursday Breakfast Yes___No___	Thursday Lunch Yes___No___	Thursday Dinner Yes___No___	Friday Breakfast Yes___No___	Friday Lunch Yes___No___
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Guest Meals

Thursday Breakfast ___Ticket x \$20=___	Thursday Lunch ___Ticket x \$25=___	Thursday Dinner ___Ticket x \$45=___	Friday Breakfast ___Ticket x \$20=___	Friday Lunch ___Ticket x \$20=___
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Method of Payment (U.S. Funds Only)

By Check Check Here

Enclosed is a personal or organization check.
The check number is: _____

Amount of Check \$ _____

Mail completed registration form
with check to:
NAPM Spokane
Attn: PNW Purchasing Conference;
PO Box 860
Spokane, WA 99210

A receipt will follow after
payment is received.

By Credit Card Check Here

If you have Paypal account, you can
make payment to [napmspokane@
yahoo.com](mailto:napmspokane@yahoo.com) A receipt will follow
after payment is received. If you do
not have a Paypal account, fax your
completed registration form to
509-625-6413. Upon receipt, an
invoice will be e-mailed to you for
credit card payment through Paypal.

Registration Totals	
Early Bird Registration	
Member – \$325 Non Member – \$350	\$
After August 27	
Member – \$350 Non Member – \$375	\$
Guest Meals Total	\$
Total Amount Enclosed	\$

Return to: NAPM Spokane, PO Box 860 Spokane, Washington 99210 or by fax to: 509-625-6413.

Registration & Hotel Information

Conference Cancellation and Refund Policy

Notification of cancellation of your conference registration must be received in writing by NAPM-Spokane Conference Committee no later than September 15, 2010. No refunds will be made for unclaimed advance registrations. If the conference is not held for any reason, NAPM-Spokane's liability is limited to the registration fee.

Refund Policy

Dates	Type of Refund	Penalty Fee
By August 27th	Full Refund	None
After August 27th but before September 15th	Partial Refund	\$35 Processing fee
After September 15th	No refunds on registration or tickets	

Early Registration

The early registration discount applies to registrations received on or before August 27, 2010. Payment method must be indicated on your registration form. Early registration for members/spouses/guests/children cannot be processed unless they are accompanied by payment.

Session Selection

Your session selections help the Conference Committee assign meeting room space for each educational session. Session seating is on a first-come first-served basis. If you change your mind and decide to attend a different session, seating availability is not guaranteed.

Continuing Education Hours (CEHs)

To earn Continuing Education Hours for the conference, you must attend sessions and complete the documentation form provided in your packet.

Special Needs

If you require special dietary entrees, or if you require any special services or auxiliary aides in accordance with the Americans with Disabilities Act, please be sure to check the appropriate box on the conference registration form. You will be contacted by a conference representative to address your needs.

Speakers

Should a speaker be unable to attend the conference, all efforts will be made to replace the speaker and topics with one of equal merit.

Conference Headquarters

Northern Quest Resort & Casino is the official headquarters for the 67th Annual Pacific Northwest Purchasing Conference. All activities, registration, general sessions, exhibits and conference educational sessions will take place at the hotel. HOTEL RESERVATIONS ARE THE RESPONSIBILITY OF THE REGISTRANT. The conference committee has secured a limited number of rooms at a special rate. Please note the availability dates below and register early.

Hotel Information

Northern Quest Resort & Casino
100 N. Hayford Road, Airway Heights, WA 99001
Reservations: 1-877-871-6772
Web site: www.northernquest.com

All reservations must be accompanied by first night's deposit. Cash, check or Credit Card is acceptable for pre-payment.

Room Rates Available Until August 27, 2010

Classic Room (single or double): \$139.00 per night

Government employees: Five rooms only are available each night, September 29 and 30, at the prevailing government per diem rate. Please make your reservation early.

Suites may be available at a discounted rate based on availability.

Resort Policy

Any reservations received after August 27 will be accepted on a space and/or rate available basis only.

Cancellations occurring 72 hours prior to stay will result in a full refund of the advance deposit. Cancellations occurring between 72 and 24 hours prior to stay will result in the deposit being held for future stay. Cancellations occurring less than 24 hours prior to your stay will result in full forfeit.

No-shows will be charged the first night room charge.

Resort guests who depart early will incur room charges for all dates originally reserved.

Food for Thought

Your conference registration includes a reception with Hors D'Hoeuvres on Wednesday night, breakfast, lunch & dinner on Thursday and breakfast and lunch on Friday.

Northern Quest Resort & Casino offers seven restaurants and two espresso shops.