

*"MISSION STATEMENT: To educate and promote professionalism to meet the Resource Management needs of Western New York Organizations."*

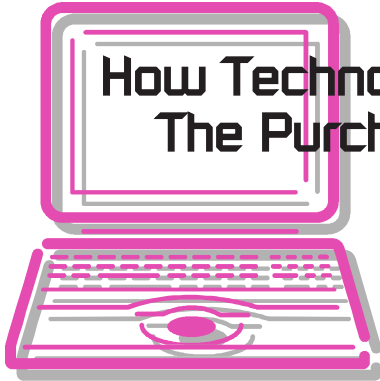
# APICS



**Educational Society for Resource Management**

Monthly Newsletter • Buffalo Chapter No. 21

September 2004



## How Technology Is Changing The Purchasing Process

### Speaker:

**Jim Gowen**  
Dir., Supply Chain Systems  
Verizon Communications

As director of supply chain systems, Jim Gowen has responsibility for over 275 systems that make up the current Verizon Supply Chain. He currently provides systems for procurement, strategic sourcing, inventory, warehouse, fleet, and repair services for domestic telecom and commercial markets customers.

Prior to his current position, Jim was a senior project manager for Verizon's Corporate Sourcing E-Business team, and helped implement PEG@S, Verizon's eProcurement system.

Jim has worked with Verizon for ten years in a variety of positions within Strategic Sourcing. He was instrumental in establishing Verizon's outsourcing process for professional services, sales and services, collections, and strategic management consulting.

Prior to joining Verizon, Jim was employed by Airborne Express as a senior sales and marketing representative.

Jim Gowen holds a BA from Manhattanville College and an MBA from Long Island University. He resides in New Jersey with his wife and four children.

### Program:

Mr. Gowen will be discussing how technology is changing the purchasing practice, specifically applied to buying technical products and services, addressing electronic requests for proposal and information, and reverse auctions. He will share how Verizon is adopting technology to manage purchasing activities and how technology companies can adapt their sales approach to align with electronic purchasing.

### Next PDM:

This is the first meeting of the Buffalo Niagara Professional Alliance....join us to show your support and reap the benefits of expanded networking

**Thursday,  
September 16, 2004**

**Four Points Sheraton Hotel**  
2040 Walden Avenue, Cheektowaga, NY

### Agenda

Registration: 5:30-6:00 p.m.

Program: 6:00-7:00 p.m.

Light Buffet & Networking: 7:00-9:00 p.m.

### Cost

\$22.00 Members & Guests

For reservations,  
**log-on to [www.apics-buffalo.com](http://www.apics-buffalo.com)**

or call APICS at  
PPM Officer,

648-0972 or fax 646-1599.

Please **try** to reserve **by Fri. Sept. 10th**;  
however, reservations will still be  
accepted after that date.

## Buffalo Niagara Professional Alliance

Thursday, September 16 marks the first meeting of the recently formed Buffalo Niagara Professional Alliance comprised of four prestigious organizations in WNY. Meeting together for the first time will be members of the local chapters of APICS, NAPM, ASQ and our host, InfoTech Niagara.

The meeting will take place at Four Points Sheraton Hotel on Walden Avenue, near the Walden Galleria at Exit 52 East of the NYS Thruway.

The evening is sure to be highly energized as the groups' members network and share experiences.

# APICS -Educational Society for Resource Management • Buffalo Chapter #21

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## President's Message

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Welcome to the start of our 2004 - 2005 program year. I hope everyone has been able to enjoy the summer and take some strokes off your golf game.

I would like to thank Ed George and his BOD for their efforts last year. They have afforded us the opportunity to form and work as an alliance with the American Society for Quality (ASQ), the National Association of Purchasing Management (NAPM) and InfoTech Niagara.

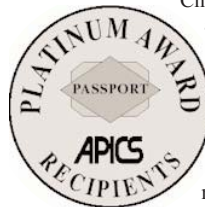
We have received some good news from APICS National with regard to certification maintenance. Because of the apparent confusion surrounding the first two years of maintenance application deadlines and APICS' desire to avoid suspending the credentials of individuals who may have misinterpreted the deadline information, an amnesty period for individuals due to apply in 2003 and 2004 has been established.

The amnesty period is in effect through December 31, 2004, and offers 2003 and 2004 candidates an additional opportunity to apply for maintenance without having to earn the additional professional development points or to face suspension. If you missed your deadline please take advantage of this offer.

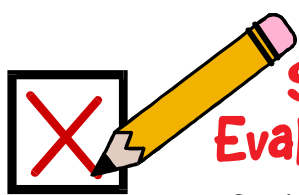
Again welcome to the new APICS year. Let's kick off our new year with a good turnout at our meeting on Thursday, September 16.

Regards,  
Frank N. Queeno, CPIM

This newsletter is published monthly by the APICS Organization, Buffalo Chapter 21, whose membership totals over 300 professionals, educators and students in the Western New York area involved in the Production and Inventory Management Field (P&IM) and resource management. APICS is over 50 years old and provides its members opportunities to attain job skills and knowledge that will set them apart from others through seminars, workshops, conferences, exhibitions and meetings. APICS and the Board of Regents of the University of the State of New York have made it possible for you to earn college credit for passing APICS' CPIM and CIRM examinations.







## May Speaker Evaluation

Speaker: Robin Lindgren  
on "Lean Supply Chain"

The following feedback came from people in attendance. Your responses follow:

**How effective was the speaker?:**

0% poor, 7% fair, 20% average, 40% good, 33% excellent

**How useful was the topic?:**

0% poor, 7% fair, 7% average, 46% good, 40% excellent

**Would you attend a future session on this topic?:**

93% yes, 7% no

**How much knowledge did you gain from this topic?:**

Scale 1 to 5 from little to a great deal: #1 (0%), #2 (26%), #3 (26%), #4 (41%), #5 (7%)

**What is your level of expertise in the topic area?:**

Scale 1 to 5 from none to expert: #1 (0%), #2 (20%), #3 (53%), #4 (20%), #5 (7%)

**Did you learn ideas/techniques to apply to the job?:**

80% yes, 20% no

**Was the program announcement accurate?:**

93% yes, 7% no

**Were the food & facilities satisfactory?:**

80% yes, 20% no

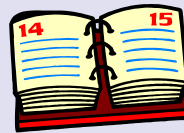
**Comments:**

- Food good - room cool.
- Best speaker of the year.
- When is supply chain going to start with supplier - manufacturer relationships and how to improve them?
- Good meeting; can't wait until next year!

## Mission Accomplished!

We are now part of a Buffalo Alliance of four local professional societies - APICS, NAPM, ASQ and InfoTech Niagara. The 2004-2005 year will be really exciting with diverse programs and many more opportunities for networking at the joint meetings and available programs planned. Benefits can only be realized by your support - APICS is a big part of this Alliance. See you there!

Bill Helfrich



## Coming Events Calendar

**Thurs., September 16, 2004**

PDM-BNP Alliance Meeting  
Hosted by InfoTech  
Four Points Sheraton Hotel  
6:00-9:00 p.m.  
"Trends in Technology  
Acquisition"

**Thurs., Sept. 23, 2004**

ASQ Quality Conference  
McKinley Park Inn  
Featuring speakers: John  
Lupiensi on Six Sigma;  
Roger Firestein on Creative  
Problem Solving; David  
Auda on Reliability  
Engineering; and much more.  
[www.asqbuffalo.org](http://www.asqbuffalo.org)

**Sat, October 2, 2004**

NAPM-Buffalo's  
100th Year Anniversary  
Dinner Dance  
Center for Tomorrow @ UB  
For more information contact  
NAPM at 716/648-0972.  
All are invited to celebrate  
with NAPM !

**Thurs., October 21, 2004**

PDM-Joint Mtg. with ASQ  
Hearthstone Manor  
Speaker: Jack Muscarella,  
Homeland Security  
"Protecting the Supply Chain  
and Continuous Quality  
Improvement"

**Thurs., November 18, 2004**

PDM - BNP Alliance  
Meeting Hosted by ASQ  
Heathstone Manor  
Speaker: Dave Auda, Wilson  
Greatbatch Technologies  
"Completing the Mission - A  
Reliability Centered  
Approach to Strengthening  
Supply Chains"

**Friday, December 17, 2004**

PDM-Joint Mtg. with ASQ  
Heathstone Manor  
Speaker: Jim McNally,  
Offensive Line Coach,  
Buffalo Bills  
"The Professional Game:  
Supplying the Quality  
Coaching to Influence the  
Games"

**Thurs., January 20, 2005**

PDM-Joint Mtg. with ASQ  
Salvatore's Italian Gardens  
Speaker: Bruce L. Campbell,  
Peace Bridge Project Mgr.  
"Quality Management in  
Projects"

**Thurs., February 17, 2005**

PDM-BNP Alliance Meeting  
Hosted by APICS  
Hearthstone Manor  
Speaker: Denise Bartosz,  
Catholic Health System &  
Linda Horton, Kaleida Health  
System  
"Making the Grade - The  
Report Card for Healthcare"

**Thurs., March 10, 2005**

PDM-Joint Mtg. with ASQ  
Hearthstone Manor  
Speaker: Paul Borawski,  
CAE, ASQ Exec. Dir.  
"Living Strategy/Futures  
Study and Lessons Learned"

**Thurs., April 21, 2005**

Top Management Night  
Salvatore's Italian Gardens  
Speaker: Steve Shiffer,  
Transformance Advisors Inc.  
"Lessons Learned on the  
Road to World Class"

**Thurs., May 19, 2005**

PDM - BNP Alliance  
Meeting Hosted by NAPM  
Heathstone Manor  
Speaker: Jeffrey R. Moore  
"Ethics"

**Thurs., June 16, 2005**

PDM-Facility Tour  
Buffalo Bills Facility --  
Ralph Wilson Stadium  
Dinner to Follow at Danny's  
South