

# CENTRAL FLORIDA BUYLINES

ISM – Central Florida  
PO Box 621416 Orlando, FL 32862-1416



**institute for  
supply management**

*Newsletter of ISM -  
Central Florida  
Issue #2 – 2012/2013*

***ISM-CF's Mission and Vision statement is "To promote and maintain excellence among purchasing/supply management professionals through continued leadership in the areas of Ethics, Professionalism, Education, Networking, Community, and Involvement."***

## ***Upcoming Events at a Glance***

***Saturday, November 3*** – CPSM/CSM Certification Exam Review – The reviews will be held at the OUC Gardenia Facility training room, from 8:00 am to 5:00 pm.

***Tuesday, November 13*** – Professional Development and Networking Event – “Supply Chain Strategies to Manage Food Spend in a Dynamic and Challenging Global Marketplace.” Speaker: Jim Lawrence, SVP, Chief Supply Chain Officer, Darden Restaurants. Networking starts at 5:30 p.m., Dinner at 6:30 p.m., Darden Headquarters.

***Wednesday, December 5*** – Networking Event – B.B. King's Blues Club. Additional details coming soon.

***To Register:*** Visit [www.ism-cf.org](http://www.ism-cf.org)

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## ***The President's Corner***



### ***Changes.....***

Dear Members,

“In a chronically leaking boat, energy devoted to changing vessels is more productive than energy devoted to patching leaks.” - *Warren Buffett*

Our new year has begun and one thing we know is that change is necessary for improvement. As we have said time and time again, we need to focus on delivering value to our members. In order to do that, we need to understand what our members expect and want. We need to listen and fully understand the needs of our members. We need to then do something about it.

Last year, we did a survey of the members to understand what interests and topics are most valuable. This gave some insight, but not enough. This year, we are spending personal time with members and their respective organizations to really listen. Common themes have been around meeting topic selection, location of the meetings, and ‘what’s in it for me’ (what is the real value). This has helped us to make some necessary changes and hopefully we can deliver to *your* expectations.

On November 13, there is a special event to be held at the Darden Headquarters. Jim Lawrence, SVP, Chief Supply Chain Officer, will be speaking with the following topic: “Supply Chain Strategies to Manage Food Spend in a Dynamic and Challenging Global Marketplace”. We have heard over and over that our members are having challenges with managing Food and Beverage spend...and we know that the industry landscape in Central Florida is primarily Hospitality. Therefore, we listened and expect to have a great night with a great turnout! We plan to do more events like this throughout the rest of the year – relevant topics, new locations, and more.

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In addition to meeting our members' expectations, we also need help from our members. Did you know that volunteering to either be a Board member or to help on any of the events / committees is a way to not only participate within ISM Central Florida, but it also to gain CEH's toward your certification? Now you do! We currently have open Board positions, but we will also have opportunities to help on other events. If you're interested, reach out to a Board member and we will accept your interest with open arms!

We will end 2012 with a Networking Event on December 5 which will be held at BB Kings at The Pointe Orlando. This is a great opportunity to get to know other members and make connections. Whether you are expanding your network, looking for qualified supply management professionals to add to your organization, in search of your next career move, or just need to get out for an evening with other supply management professionals, this is a prime opportunity to do so. Read much more below about what has been going on within ISM-CF and what is still to come.

I look forward to seeing each and every one of you throughout this year.

Respectfully,

*Traci L Nichols*, C.P.M.

President

[pres@ism-cf.org](mailto:pres@ism-cf.org)

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***"There are no constraints on the human mind,  
no walls around the human spirit,  
no barriers to our progress  
except those we  
ourselves erect."***

*~Ronald Regan*



## **Professional Development and Networking Event**

**Tuesday, November 13, 2012**

Networking begins at 5:30, Dinner is served at 6:30 p.m.  
Darden Headquarters, 1000 Darden Center Dr., Orlando, Florida 32837

### **"Supply Chain Strategies to Manage Food Spend in a Dynamic and Challenging Global Marketplace"**

**Speaker: Jim Lawrence**, SVP, Chief Supply Chain Officer, Darden Restaurants



Jim Lawrence is Senior Vice President, Chief Supply Chain Officer for Darden. In this position, Jim leads Darden's Supply Chain department which is responsible for all sourcing, logistics, and quality assurance efforts for all of its brands. Jim's team of Supply Chain professionals manages over \$3 billion in capital and food product expenditures on an annual basis. The supply team sources over 30 million cases of product from 1,500 suppliers in 35 countries around the world.

Previously, Jim was Senior Vice President, Purchasing for the company, where he led the Food Purchasing team in the sourcing of over \$2 billion annually. He also held the role of SVP, Supply Management and Purchasing and VP, Supply Management whereby he directed the efforts of Darden's distribution partners (Darden Direct Distribution, MBM, Maines, Sygma, and Neate Roller), Smallwares Resupply Operations, Capital Equipment Logistics, Building Services for Darden's Support Center Campus, and all Seafood Distribution Functions. He also managed the design and development of the Restaurant Support Center Campus, which opened in 2009.

Jim joined Darden in 1995 as Manager of Transportation, and less than two years later was promoted to Director of Seafood Inventory Management and Distribution. He then became Director of Restaurant Distribution Services, where he successfully managed transportation costs related to delivering products to Darden's restaurants, effectively managed seafood inventory levels for Red Lobster and the company's other brands, and led the company's conversion to a new distribution network supplier. In October 2000, Lawrence was promoted to Vice President, Supply Management.

Before joining Darden, Jim held numerous sales and distribution positions with Mobil Corporation and RJR Nabisco, Inc. He holds a Bachelor of Business Administration in Marketing from the University of Georgia and holds a Masters of Business Administration from the Crummer Graduate School of Business at Rollins College.

As a supply chain leader within the foodservice industry, Jim has served on numerous boards and has been a frequent speaker and academic instructor, most notably with the Cornell School of Hotel Administration at Cornell University. In addition, Jim has been a contributor for several textbooks such as Marketing: Real People, Real Choices, Fifth Edition and Principles of Operations Management, Seventh Edition.

Jim is a member of the Board of Overseer's for the Crummer School of Business at Rollins College. He is a past executive board member of the Orlando Festival of Orchestras and a past board member of Second Harvest Food Bank of Central Florida.

**REGISTER NOW at: [www.ism-cf.org](http://www.ism-cf.org)**



## Certification Exam Reviews

To help you successfully pass the certification exams, ISM-CF is providing review classes for Certified Professional Supply Manager (CPSM) and Certified Supply Manager (CSM) certification exams.

The CPSM/CSM Exam Reviews will be held on the following dates:

November 3, 2012	CPSM/CSM Review Bridge Exam
January 5, 2013	CPSM/CSM Review Exam One
March 2, 2013	CPSM/CSM Review Exam Two
May 4, 2013	CPSM/CSM Review Exam Three

Ed Wainwright, C.P.M., APP will be instructing the class using the ISM training materials. Ed has taught ISM-CF's C.P.M. review classes from 1985 until 2006. Ed attended the ISM Course Training in May 2011 and taught the CPSM Bridge Review and the three Exam Reviews in 2012, the classes provided excellent knowledge and resources to the attendees.

The reviews will be held at the OUC Gardenia Facility training room located at 3800 Gardenia Ave, Orlando, FL 32839, from 8:00am to 5:00pm. The cost per review is \$50.00 for ISM-CF members, \$75 for other ISM members and \$100.00 for non-members.

Individuals taking the class should purchase the CPSM Study Guide and the CPSM Diagnostic Exam. The materials used during the review class are also an excellent guide for individual study after the class.

Registration will soon be available at [www.ism-cf.org](http://www.ism-cf.org). If you have any questions, please contact Ed Wainwright at (407) 348-2489 or [ed\\_wainwright@hotmail.com](mailto:ed_wainwright@hotmail.com).

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### Certification Update

Don't miss out. CPSM Bridge Exams and C.P.M. Lifetime certifications are only available for a limited time.

The deadline to register for the CPSM Bridge Exam is December 31, 2014. The last day to take the CPSM Bridge Exam is December 31, 2015.

On November 3, 2012 we will have our annual Bridge Exam Review. Each participant will need to buy (or borrow) their own CPSM Exam Study Guide and CPSM Bridge Exam Diagnostic Test (print version). Please note this is the only CPSM Bridge Exam Review currently being offered. Exams 1, 2, and 3 will be offered in January, March, and May.

December 31, 2014 is the deadline to apply for Lifetime C.P.M. Certification. If you have 18 years of experience and a current C.P.M. certification, you can apply for the lifetime certificate. If you are between renewals you can use the following table to pro-rate the number of needed CEHs (continuing education hours).

Years Since Current CEHs Needed for Certification Began Lifetime C.P.M.:

1 year or less	21 CEHs
1 but less than 2 years	35 CEHs
2 but less than 3 years	56 CEHs
3 but less than 4 years	70 CEHs
4 but less than 5 years	84 CEHs

For more information, go to the Certification section at: [www.ism.ws](http://www.ism.ws)

## Networking Event – B.B. King’s Blues Club

Join us on Wednesday, December 5 for a fun and productive evening of networking with your fellow supply management professionals. The event will be held at the B.B. King’s Blues Club located at Pointe Orlando. More details coming soon.



# Networking





## Did You Know?

As an ISM member, you have access to the largest purchasing and supply management library!

### *What is the Online InfoCenter?*

The Online InfoCenter is a fast and easy way to find information on supply management and purchasing-related topics. You can get the information you need – when you need it, and right at your fingertips!

### *How do I find information? What information is available?*

- See the results of the **ISM 2012 Salary Survey**. See how your salary compares with the salary of your supply management colleagues. Members can view the [detailed report](#). Non-Members view the [brief summary](#) or [purchase the full report](#) for \$199.
- Check our [Frequently Asked Questions](#) document for answers to some of the most common purchasing and supply-management needs. We've provided resources and links to get you the answers you need!
- Search ISM's [Articles Database](#), which offers free online access to ISM publications including *Inside Supply Management*<sup>™</sup>, the *Journal of Supply Chain Management*, and *ISM InfoEdge*. This expansive collection of articles and research is searchable by keyword.
- Access online topic-specific [Resource Guides](#) — which are FREE to members. If you need information on a specific topic, these "packets of information" are an excellent resource. Each Resource Guide offers ISM articles as well as lists of other relevant articles, publications, and research.
- Can't find what you're looking for through an online search? ISM's customer service team can help guide your online search. Contact them at [custsvc@ism.ws](mailto:custsvc@ism.ws) or call 480/752-6276 option 8.
- Search ISM's [Bid Specifications Database](#) if you need to draft a bid-specification document for your community but don't want to start from scratch. We have compiled thousands of statements of work (SOW), requests for quote (RFQ), requests for proposal (RFP), contracts, and invitation to bid documents from organizations across the country. You are sure to find sample documents to meet your needs in our database!.
- [ISM Glossary of Key Supply Management Terms](#) provides a collection of current terminology used in the supply management community. You can browse the terms alphabetically or by keyword. The *Glossary* includes terms from the private, public, and various industry sectors, and from a wide variety of sources.
- For some interesting reading and valuable reference material to stay on top of the dynamic developments in supply management, check out ISM's [Business Book List](#). The books on ISM's Business Book List have been reviewed by a team of supply management professionals and academic reviewers, and have been found to be relevant to supply managers and their functions. New books are added to the list quarterly. Some of the books on this list are available for purchase through ISM. Others may be obtained by contacting the publisher or your local bookstore.
- Access the [Discussion Forums](#) to submit your questions to other ISM members. Forum participants share ideas and best practices with each other.
- Search through [other supply management related sites](#) for more information.
- Access the [Principles and Standards of Ethical Supply Management Conduct with Accompanying Guidelines](#). In 2008, the Guidelines were reviewed and updated to refine content and be more sensitive to international language and address sustainability and social responsibility in a more complete way. From this site, you can also download the complete [Principles and Standards](#) booklet in PDF format.

*All of these resources can be found at: [www.ism.ws](http://www.ism.ws)*

## Volunteer Opportunities for ISM's 98th Annual International Conference and Educational Exhibit

**Volunteer Dates:** April 27-May 1, 2013

**Location:** Grapevine, TX (Dallas)



**Volunteer Registration is now open** to be a volunteer in support of ISM's 98th Annual International Conference coming to Dallas/Ft Worth April 2013.

As a volunteer, you will be a key element in the success of continuing the tradition of leading Supply Management with inspiring viewpoints and breakthrough results at the conference.

Volunteers are needed on a daily basis as hall monitors, room monitors, hospitality and information and other logistical areas.

Volunteering benefits not only include networking with industry and professional peers from around the globe, but having access to the onsite workshops and exhibit hall at *no cost!* (Conference registration fees are waived for volunteers.) You will receive Continuing Education Hours (CEH) credit as well.

Volunteers who are selected will receive daily registrations to work their shifts and attend workshops as their schedules permit. The intent is to utilize as many local volunteers as possible. Preference will go to those who are able to volunteer for the entire conference.

Registration will close in late fall or when requirement needs are filled. The selection process begins shortly thereafter. As more logistics information regarding the conference becomes available that information determines the number of volunteers needed as well as when they are needed.

Confirmation notification of your selection as a Volunteer will be sent via email only. Those not selected will be also notified via email.

*To register, go to: [www.ism.ws](http://www.ism.ws)*

**Thank you** for your interest in ISM's Annual International Conference scheduled April 28-May 1, 2013 in Grapevine, TX.



## Renew Today

ISM will soon be mailing invoices for 2013 membership. Invoices are due by December 31 allowing you to remain an active member and continue to receive the many benefits of being an ISM member.

### ***20+ Reasons to Continue Membership***

#### ***Inside Supply Management®***

ISM's magazine contains thought-provoking discussions and information on those topics most relevant to today's forward-thinking, strategic supply managers. Published exclusively for ISM members.

#### **Manufacturing and Non-Manufacturing ISM Report On Business® (ROB)**

ISM's monthly survey of purchasing statistics is the first of its kind. It's considered by many economists to be the most reliable, near-term economic barometer available today.

#### **Unlimited Access to ISM's Website**

Unlock the possibilities of this valuable resource. Members can search an extensive database of supply management information, take part in professional forums, contact affiliates or other related organizations, and learn about ISM's assortment of educational products and services. Members also have access to:

**The Online Career Center** — search a database of employment listings from across the country, post your résumé for organizations to see, search for the perfect employee, or take advantage of other career-enhancing tools. New features added often.

**The ISM Online InfoCenter** — without a doubt, the largest purchasing and supply management library around. Check frequently — new information is added all of the time.

#### **Supply Management Advocate**

No one understands better than ISM how supply management affects the bottom line, and no one promotes the profession like ISM. As a member you have access to ISM's printed and electronic materials which can help you do this within your organizational infrastructure as well. Let us help you communicate your value-added contributions to senior management.

#### **CPSM®, CSM™ and CPSD™ Programs**

ISM offers credentialing programs that are known throughout the world. Obtaining your certification demonstrates to your current or future employer that you are serious about the profession.

#### **Certified Professional in Supply Management® (CPSM®)**

The Certified Professional in Supply Management® (CPSM®) designation was launched in 2008. It is the credential that surpasses the demands of the international marketplace with multi-faceted skills in areas such as finance, supplier relationship management, organizational global strategy and risk compliance.

#### **Certified in Supply Management™ (CSM™)**

The Certified in Supply Management™ (CSM™) was established in November 2011. The CSM™ targets supply management practitioners who aim to demonstrate their broad-based knowledge in all major components of supply management, regardless of whether they have a college degree. The CSM™ tests the same ISM supply management Body of Knowledge as the CPSM®.

#### **Certified Professional in Supplier Diversity™ (CPSD™)**

The CPSD™ (Certified Professional in Supplier Diversity™) is a professional designation for supply professionals who demonstrate knowledge, skills and expertise in supplier diversity. CPSD™ is also for business professionals with responsibility for strategic diversity initiatives. This professional designation demonstrates to your employer, your colleagues, your suppliers and even your customers that you are serious about helping your organization and diverse suppliers succeed.

ISM Professional Credentials are designed for those working in any of the major private, public, or non-profit work sectors. As a member you'll receive substantial discounts on study materials, testing and other related fees.



## Affiliate Benefits

Gain valuable contacts within your community and keep current on the issues that affect you. Regular membership includes membership in the Central Florida affiliate.

### [Annual International Supply Management Conference and Educational Exhibit](#)

Network with more than 2,000 peers at the only international conference devoted exclusively to purchasing and supply management. Examine emerging trends and challenges during comprehensive workshops conducted by your peers. The conference attracts distinguished keynote speakers to discuss current national and international issues and features several sessions highlighted by prominent corporate leaders. Members receive significant savings on registration fees.

### [Professional Groups and Forums](#)

Gain a deeper understanding of your area of expertise and develop valuable connections when you join an ISM Group or Forum. Select from a wide variety of interest areas including services, materials management, health care and hospitality.

## Member Benefit Programs

As an ISM member you'll have access to an ever-expanding set of benefit programs, in most cases providing discounts on unique, helpful products and services beyond what can be found elsewhere.

**Commodity Tracking via Propurchaser.com** — Easy-to-use tools and data to prepare for negotiations and strike better deals. ISM members are entitled to a [60-day trial membership](#), and savings if they decide to join.

**Supply Chain Council (SCC)** — ISM members receive access to SCC's SCORmark<sup>®</sup> supply chain benchmarking database and receive member rates for SCOR Framework and Project workshops. The [Supply Chain Operations Reference model](#) (SCOR), the supply chain management community's most widely accepted framework for evaluating and comparing supply chain activities and performance. Members may access the SCOR frameworks, benchmarking, training, certification, research and networking.

**Book Reviews via The Business Source** — concise summaries of popular business books delivered to your in-box each month. Learn best practices and powerful insights from leading thinkers such as Stephen Covey, Malcolm Gladwell and Jack Welch. Members receive a subscription to the Business Source for [70% off](#) the retail price.

**Supplier Selection and Risk Assessment Tool.** eVendorCheck.com helps you choose the best suppliers and thoroughly risk-assess current suppliers. eVC saves you time, money and effort by checking supplier references via confidential questionnaires. Detailed reports allow you to assess suppliers on critical performance dimensions. [FREE TRIAL](#) and a 10% discount to ISM members.

**[Purchasing & Supply Sourcing Guide](#)** - an online vendor search designed specifically for supply management industry professionals. The Guide enables professionals to conveniently perform targeted searches for industry-related products and services using either a user-defined keyword search, or an alphabetized category and sub-category directory search.

### [ISM Knowledge Center](#)

The ISM Knowledge Center provides a number of supply management classes which you can take online, at your own pace. Covering topics from cost price analysis to supplier management, the ISM Knowledge Center is a terrific way to sharpen your skills. ISM members receive a discount on registration fees. Even better, selected courses are available for free. Test one out today.

### [Seminar Discounts](#)

Enhance your professional development and job performance when you enroll in one of ISM's many seminars held throughout the country each year. Experienced instructors, thought-provoking sessions, and numerous topics are just some of the reasons these programs often fill up quickly. And don't forget — members save hundreds with each registration.

Also available — satellite seminars, broadcast to participating organizations. Addressing different supply management issues and offered several times throughout the year, satellite seminars are live alternatives that allow you to interact with speakers and peers without leaving your city.

### **Professional Development Resources**

ISM offers a wide variety of products to help complete your supply management information library. Our books and other self-study products will broaden your knowledge and sharpen your skills. Topics include, but are not limited to, global sourcing, supply management, negotiations, legal issues, and leadership. All ISM members receive discounts on professional development resources.

### **eNewsletters**

Important supply management or membership-related content delivered directly to your in-box.

***eSide Supply Management*** — a bimonthly e-publication featuring career advice, research results, international business tips for when you travel, social responsibility case studies, negotiating strategies and more — exclusively for ISM members.

***Member's Edge*** — helpful reminders and information of special interest to ISM members, including new benefits, networking opportunities, educational offerings, and more. Distributed periodically throughout the year.

### **Volunteer Opportunities**

Hone your interpersonal skills and leadership abilities while serving your profession. Participate in key projects at your affiliate, serve as an affiliate officer, contribute to an ISM Group or Forum, or serve on an ISM committee — such as the ISM Business Survey Committee — and get into the action.

### **Recognition**

Being active in your profession speaks volumes to coworkers, colleagues, customers and others you interact with every day. For those taking it to the next level — ISM honors members for outstanding performance in the categories of Education/Learning, Innovation/Creativity, Leadership, Marketing/Communicating and Volunteerism.

### **Industry Research**

View ISM's annual Salary Survey and see how you compare to others in the industry. The full report available free to ISM members — a \$199 value.

### ***Glossary of Key Supply Management Terms***

A valuable tool for supply professionals, academics, researchers and students, the fourth edition of the Glossary includes information from all disciplines within supply management. Available to members through the ISM website.

### ***New Member Benefit*** — **Certificate Frame Program**

These high-quality, hardwood frames are specifically designed for ISM certificates. Display your achievement within minutes after receiving in the mail. Just pop it in and hang it in your home or office. Special rates for ISM members.

### **CAPS Research**

ISM members can receive supply management-related research studies and benchmarks free from CAPS Research, the only global not-for-profit research center in supply management. Learn more about CAPS Research and how they can be of service to you.



### ***GOT NEWS?***

Please send newsletter articles,  
announcements and news releases to  
**David Billingsley at: [comm. @ism-cf.org](mailto:comm.@ism-cf.org)**



## Member Spotlight



In each newsletter, we will be “spotlighting” a member. Our spotlight now shines on **Tonja Voyles**. We are excited to have Tonja as a member. Enjoy and hopefully you will learn something new about Tonja.

Name and Nickname: Tonja or TJ

Place of employment and title, and/or past employment/experiences: I've been employed by the City of Orlando for 21 years. I started as a Clerical Specialist for the Facilities Management Bureau and worked my way up through 7 positions to get where I am today as a Purchasing Agent III. I've worked at Facilities Management, Fleet Management and Purchasing during my 21 year career at the City.

Certifications: A.P.P. and C.P.M.

Education: I have an A.A. degree and have taken many courses towards a bachelor's degree in Legal Studies for contracting.

Activity in Organizations/ISM: I've been a member of (NAPM) ISM-CF since 2001 and have attended a few dinners, classes and seminars, and several reverse trade shows for NIGP and NAPM/ISM. I've also done quite a bit of volunteer work over the years such as painting houses for the elderly, back to school fairs for low income children, Habitat for Humanity, Special Olympics, Make a Wish Foundations and have rescued/re-homed numerous homeless dogs and cats.

Hobbies/Interests: Gardening, bird/squirrel watching from my back porch, animals, pets and spending time with family and friends.

Tell us something about yourself that no one else may know about you: I rode in a hot air balloon with Michael Jackson and Emmanuel Lewis in the 80's.

### Seeking Spotlight Candidates

*If you know of someone that would be a good “spotlight” candidate, please have them answer the following questions and email it to David Billingsley at [comm.@ism-cf.org](mailto:comm.@ism-cf.org). The “spotlight” candidate can be YOU! This is an opportunity for all members to get to know their fellow members a little better, especially with the last question. We have a lot of talented and professional members.*

#### SPOTLIGHT QUESTIONS:

1. *Name and Nickname*
2. *Place of employment and title, and/or past employment/experiences*
3. *Certifications*
4. *Education*
5. *Activity in Organizations/ISM*
6. *Hobby/Interests*
7. *Tell us something about yourself that no one else may know about you.*