



Services Group
“Where Services Come Together”

“Rules of Management”

*For the Services Group
Institute for Supply Management[™]
Special Interest Groups/Forums*

Reviewed
August 2010

**RULES OF MANAGEMENT OF THE SERVICES GROUP
OF THE INSTITUTE FOR SUPPLY MANAGEMENT™ (ISM)**

ARTICLE I: SERVICES GROUP

SECTION 1. SERVICES GROUP

The name of this organization shall be known as the **Services Group**, deriving its existence and authority from the ISM Policies. The **Services Group** Leadership Council will be referred to as Leadership Council throughout this document.

ARTICLE II: OBJECTIVES AND POLICIES

SECTION 1. OBJECTIVES

- (a) To provide the opportunity to discuss and exchange information and knowledge on a cooperative basis, through one body, having responsibility and/or interest for the supply management of services related procurement.
- (b) To study, evaluate and impart knowledge of supply management problems related to the sourcing of services.
- (c) To promote programs which will aid in the education and development of the **Services Group** members.
- (d) To assist in the preparation of reports, studies or statistics of general interest and value to all **Services Group** members.
- (e) To work in conjunction with the ISM Continuing Education Program to encourage and assist in the professional development of its members.
- (f) To strive by all legitimate means to advance the supply management field.
- (g) To foster and promote ethical supply management practices.
- (h) To engage in any other activity which may be authorized either by ISM policies or the ISM Bylaws, which is consistent with and in direct furtherance of the foregoing objectives of the **Services Group**.
- (i) To comply at all times with all existing laws, including antitrust laws, in accordance with the ISM Policy Guide for Antitrust Compliance.

SECTION 2 POLICIES

- (a) No **Services Group** member shall enter into or attempt to enter into any understanding, agreement, plan or arrangement, written or oral, formal or informal, express or implied, with any competitor in regard to prices, division of markets or customers, terms and conditions of sale, bids (requests for bids or refusal to bid), production or distribution of products or other competitive practices.

- (b) No substantial part of the activities of the **Services Group** shall consist of attempting to influence legislation in any form, at any level of government, nor shall the **Services Group**, directly or indirectly, participate in or interview in any political campaign on behalf of or in opposition to any candidate or public office.
- (c) Encourage and support the publication of impartial and unbiased periodic market reports in such areas as price trends, availability, forecasts and general services related procurement information of interest to supply management personnel.
- (d) To work with the services supply community in a manner that is consistent with these objectives and policies.
- (e) To discourage the acceptance or solicitation of entertainment, loans, gifts or special consideration by any supplier. Friendship and close relations are necessary between supply professional and seller, but this should be a two-way proposition, in which a supply professional has a very definite responsibility. ISM Standards of Conduct will be observed at all times.
- (f) In the event of the dissolution of the **Services Group**, its assets will be controlled directly by ISM.
- (g) To remain consistent with current policies and procedures of ISM.

ARTICLE III: MEMBERSHIP

SECTION 1. QUALIFICATIONS

Those persons who perform the usual and customary duties involved in sourcing of services or are interested in becoming involved, are eligible for membership.

SECTION 2. MEMBERSHIP

Members shall qualify, as set forth in Article III - Section 1 above and in addition may be members of the Institute for Supply Management™. They shall have the privilege of voting and serving on the Leadership Council.

SECTION 3. APPLICATION FOR MEMBERSHIP

Application for membership shall be submitted to the Director of Membership.

ARTICLE IV: FEES

SECTION 1. MEMBERS

Membership in the **Services Group** does not require any fees from members. Individuals' membership in the Institute for Supply Management™ and dues paid thereto entitle them to the privileges of membership in the **Services Group**. Non-ISM members are also eligible to join the **Services Group**.

ARTICLE V: ORGANIZATION

- (a) The **Services Group** shall be governed by Leadership Council consisting of no less than eight (8) elected members. The **Services Group** officers shall be members of the Institute for Supply Management™ and shall be elected by vote of the **Services Group** members. The election shall take place during the ISM Services Conference. The term of office is for approximately two years commencing on the last day of the calendar year.
- (b) The Leadership Council shall manage and control the business of this **Services Group** and shall make all appropriations from its funds, but shall not have power to make the **Services Group** liable for any debt or debts to an amount which shall exceed the sum of cash in the hands of the ISM Treasurer and not otherwise appropriated. The appropriation is accomplished through approval of an annual budget at a Leadership Council planning meeting. Special appropriations can be made by the Leadership Council and the Chairperson provided expenses are within the expected expenditures of the annual budget.
- (c) The function and specific duties of the Chairperson, Vice Chairperson, and the Directors are defined in job descriptions below:

The Chairperson is responsible to the membership for the administration of all affairs of the **Services Group** in accordance with its Objectives and Policies and for providing leadership in the development of policy organization and progress toward achievement of goals. He or she shall appoint leaders of major committees not specified herein.

The Vice Chairperson is responsible to the Leadership Council and the administration of all Directors and shall perform such duties as may be assigned from time to time by the Chairperson. In the event of the temporary inability of the Chairperson to perform the duties of his or her office resulting from illness, absence or any other cause, the Vice Chairperson shall perform all the duties of the office of Chairperson until such time as the incumbent is able to resume the duties of the office.

The Director of Technology is responsible for the **Services Group's** website, communicating information electronically to members, and updating the information on the ISM Groups/Forums website.

The Director of Communications is responsible for developing the **Services Group's** two newsletters and other articles that promote awareness of work undertaken by the **Services Group**.

The Director of Finance is responsible to the **Services Group** Leadership Council for maintaining accurate financial records of **Services Group** activities and for the submission of annual budget in cooperation with Chairperson and Vice Chairperson.

The Director of Marketing is responsible for developing and implementing the marketing plan and activities that focus on promoting the mission and goals of the **Services Group**.

The Director of Membership is responsible for maintaining an accurate membership directory, in conjunction with the records kept by ISM. This Director will also contact all new members to welcome them into the **Services Group**. The Director will hold a member orientation at annual membership meeting. The Director will interact, through a retention program, with any members that may be considering leaving the **Services Group**.

The Director of University Relations will interact with universities (professors and students) that have supply management programs. This Director will recommend student scholarships and sponsor attendance for students and professors to the **Services Group** Conference.

The Director of Educational Opportunities will maintain an active interest in keeping members aware of educational opportunities offered by the **Services Group** or the supply management field in general. This Director will concentrate efforts, along with ISM personnel, on developing dynamic and rewarding conferences and programs for our members.

- (d) The Leadership Council or the Chairperson may, from time to time, create various sub-committees to serve the needs of the organization. The powers, duties, terms of office, titles and method of appointment of representatives to these sub-committees and working **Services Group** shall be as determined by the Leadership Council or the Chairperson.
- (e) The Chairperson shall be Chief Executive Officer, Chairperson of the Leadership Council and a non-voting member of all committees; and shall exercise a general supervision over the interest and welfare of the **Services Group**. If there is a tie vote among the Leadership Council, the Chairperson may cast the tie-breaking vote. He or she shall appoint and discharge committees and perform all other duties ordinarily incident to the office of the Chairperson of the **Services Group**.
- (f) Any officer may be removed from office for good reason by a three-fourths (3/4) vote of the Leadership Council.
- (g) A majority of the members of the Leadership Council shall constitute a quorum for the transaction of business at any meeting.

ARTICLE VI: ELECTIONS

- (a) The election of Officers shall occur during the Annual ISM Services Conference in even numbered years and shall be by majority of votes cast by members present.
- (b) The Chairperson shall, 90 days prior to the Annual Meeting at the Annual ISM Services Conference, appoint a Nominating Committee consisting of three current members of the Leadership Council.

Prospective nominees for Chairperson and Vice Chairperson shall have been an active member of the Leadership Council for at least three years and shall affirm willingness and ability to accept the responsibilities of office if elected. Nominees shall have been a member of ISM for at least five years, attended at least two Annual International Supply Management Conference of the Institute for Supply Management™ and attended at least two ISM Services Conferences (attendance of at least three conferences of either the ISM International or the **Services Group** Conferences must have been in the past three years).

Prospective nominees for Director positions shall have been active **Services Group** members as demonstrated by attending at least one ISM Services Conference or Annual International Supply Management Conference of the Institute for Supply Management™ in the past three years and shall affirm willingness and ability to accept the responsibilities of office if elected. Nominees shall have been a member of ISM for at least three years.

The Nominating Committee shall submit the names of the nominees for Officers to the current Chairperson to be announced at the above noted Annual Meeting. The Chairperson will ask for any additional nominees for Officers from the floor.

- (c) The election or confirmation of Officers will immediately follow the report of the Nominating Committee and the new Officers shall officially take office at the first day of the calendar year immediately following the election.
- (d) In the event of a vacancy occurring during a term of an Officer, such vacancy shall be filled by appointment of the Chairperson with the approval of the Leadership Council.

ARTICLE VII: MEETINGS

SECTION 1. FREQUENCY

- (a) The **Services Group** financial year is from September 1st to August 31st and the Officer terms are based on the calendar year. There will be two meetings of the membership of the **Services Group** for the transaction of such business as may come before it. These meetings shall be conducted during the Annual International Supply Management Conference of the Institute for Supply Management™ and the Annual ISM Services Conference.

- (b) Special Membership meetings may be called, with the approval of the Leadership Council, at the discretion of the Chairperson or upon the written request of five (5) members of the **Services Group**.
- (c) The Leadership Council shall meet on a monthly basis.

SECTION 2. PROCEDURES

- (a) A membership meeting will be called to order by the Chairperson of the **Services Group** and shall be certified by the Director of Finance or the Vice Chairperson at the beginning of any business meeting.
- (b) The order of business shall be:
 - Reports of Officers
 - Reports of Committees
 - Election of Officers (when appropriate)
 - Unfinished Business
 - New Business
 - Announcements
 - Adjournment
- (c) Promptly following, the Vice Chairperson will submit the minutes to the Chairperson for approval. Upon approval, the Vice Chairperson will distribute copy of the minutes to all members of the Leadership Council and will send a copy to the ISM **Services Group** Staff Contact.
- (d) Questions of procedure shall be determined under Robert's Rules of Order when not in conflict with these Rules of Management.

ARTICLE VIII: FINANCES

- (a) The Director of Finance of the **Services Group** is required to prepare an annual budget covering expected operating costs for the coming year (September 1st to August 31st). This budget must be submitted to ISM Headquarters by deadline designated each year for review by the Finance Committee and subsequent review by the Leadership Council at its August conference call meeting.
- (b) The **Services Group** is required to prepare a balance sheet and statement of income and expenses as indicated in Appendix A of the Policy Guide for ISM Special Interest Groups/Forums, as well as, a business plan describing the planned **Services Group** activities in support of the budget submitted.
- (c) All **Services Group** funds will be held by the Institute for Supply Management™.
- (d) ISM is exempt from the Federal Income Tax under Section 501(c)3 of the Internal Revenue Code as a nonprofit educational association. Accordingly, it is not necessary for our **Services Group** to obtain a separate tax exemption. Further, we are not required to file a separate Form 990 as this information will be

consolidated with the information for all Special Interest Groups/Forums and will be filed directly by ISM.

- (e) Detailed instructions for fulfilling all financial responsibilities to ISM are included in the job description for Director of Finance.

ARTICLE IX: AMENDMENTS

- (a) These Operating Rules may be amended at any annual or special meeting of the **Services Group**, by an affirmative vote of two-thirds (2/3) of the membership in attendance, provided the proposed amendment shall have been submitted in writing to the membership at least thirty (30) days prior to such meeting by the members desiring the amendment, the Leadership Council or the Chairperson, as the case may be.
- (b) Before any amendment may be submitted for voting at a meeting, submission must be made by mail or by e-mail or by other electronic means. This submission must also have received the approval of the Leadership Council or a majority thereof (minimum of four members). It must also have been submitted and approved by ISM staff.
- (c) Suggestions for amendments should be submitted, in writing, to the Chairperson of the **Services Group** for approval at the next Leadership Council meeting.