

Services Group

“Where Services come together”

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Message from Peter E. O'Reilly, DPS, C.P.M. Chairperson ISM Services Group

While the name of our organizations may differ, from Supply Chain to Purchasing to Strategic Sourcing to Procurement, or some other title, what bonds all of us together is the need to improve the way we buy services. As services continue to expand in terms of scope and importance to the bottom line, we are constantly searching for best practices. One of the key ways I know of accomplishing this goal is through networking. The Services Group offers the purchasing professional excellent networking opportunities. We welcome you to not only become a member, but to take an active role in the leadership of the Services Group.

Peter O'Reilly
Chair—Services Group

Join the ISM Services Group at our Semi-Annual Membership Meeting in Philadelphia. It will be held on Monday, April 26, 2004 at 4:30 PM—Philadelphia Marriott Room 307. During the meeting a drawing will be held for a fully paid registration to the ISM Services Group Conference in December 2004 in Scottsdale. A networking reception (cocktails & appetizers) will follow the annual meeting, so be sure to join us. This is



another excellent networking opportunity offered by your ISM Services Group.

The ISM Services Group will be holding its 5th Annual Services Conference this year on Thursday and Friday, December 2nd and 3rd. The conference will be returning to the Scottsdale Marriott at McDowell Mountains located in scenic Scottsdale, Arizona.

This is a great opportunity to network and hear lessons learned and best practices from leaders in a wide array of industries such as financial services and telecommunications industries. Theresa Metty, from Motorola, will be our featured speaker. There will also be a panel discussion featuring senior executives from the leading purchasing-related software firms speaking on where they expect e-procurement to take us in the near future.

So be sure to mark your calendar and watch for further details, or simply check our website at www.ismservicesgroup.org.

Services Group's Recommendations: Workshop Sessions



The Leadership Council of the Services Group is recommending the following workshop sessions for its members to participate in at the 2004 International Supply Management Conference, April 25-28, 2004 in Philadelphia:

Session AE - Sunday 2:45 pm - 3:45 pm

The Evolution of Contract Writing

Session BB - Sunday 4:05 pm - 5:05 pm

KPIs: Measuring Indirect Material Suppliers and Service Providers

Session CI - Monday 9:20 am - 10:20 am

Attaining a World-Class Supply Management Organization Through Strategic Initiatives

Session DH - Monday 10:40 am - 11:40 am

Contracting for Services: A Practical Review of the Contracting Process

Session EH - Monday 2:00 pm - 3:00 pm

Delivering World-Class Service

Session FH - Monday 3:20 pm - 4:20 pm

A Key and a Kite: Removing Complexity Through Simple Innovation

Session GJ - Tuesday 10:20 am - 11:20 am

Strategic Contracting

Session GE - Tuesday 10:20 am - 11:20 am

Challenges of Complexity in Global Manufacturing: Insights to Effective Supply Chain Management, Growth and Profitability

Session HG - Tuesday 2:30 pm - 3:30 pm

Supplier Evaluations: Best Practices and Creating or Improving Your Own Evaluation

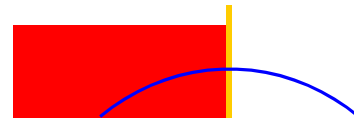
Session ID - Tuesday 3:50 pm - 4:50 pm

Leveraging Strategic Alliances

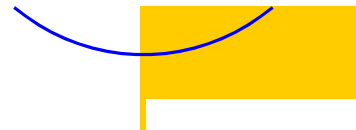
Session JB - Wednesday 8:00 am - 9:00 am

Which Form of Supply Chain Management Will Work Best for You?

ISM Services Group Semi-Annual Membership Meeting, Monday at 4:30 pm to 5:30 pm



Join the ISM Services Group at our Semi-Annual Membership Meeting in Philadelphia—Monday at 4:30 in Room 307 - Marriott.



2003 Services Conference Review

Building off its momentum from 2002, the ISM Services Group held another outstanding conference in 2003. On December 4th, more than 165 people gathered in Scottsdale, Arizona for a 1-1/2 day program that focused on key issues pertaining to the purchasing of services in today's global economy and business climate. The attendees, representing a 30% increase over last year's attendance, gave high marks to the conference as the average rating they gave the presentations was a score of 4.14 on a scale of 1 to 5. At the conclusion of the conference, more than 93% of the attendees also acknowledged that they would recommend the conference to others, and many of them also said that they intend to return next year.

You can find the presentations given by the speakers at the 2003 Services Conference on the Services Group's Website: <http://ismservicesgroup.org/>