



NIGP- Utah Chapter

Inside This Issue:

- Chapter President's Message
- Utah Chapter News
- Upcoming Meeting Dates
- Classroom Corner
- Special Notes/Announcements
- Speaker Biographies

NIGP- Utah Chapter Officers:

President: Polly Alles

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Past President: Jennifer Salts, CPPB

Board of Directors:

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Lori Peterson, CPPO, CPM

Jason Steinmann

Chapter President's Message

Dear NIGP Utah Chapter Members:

First, I hope you are enjoying the spirit of the Holiday and relaxing with family or friends! I want to thank you for your confidence in my presidency and promise to make sure that each meeting you will feel like you have gained some new or deeper knowledge in our procurement world. It is amazing to network with people like you. Our procurement world is like no other!

Please feel free to encourage or bring other procurement professionals and your directors to our meetings. They can come as a sideline listener or they are welcome to speak and offer their experience to the chapter. We encourage your knowledge, experience and challenges that you face in procurement that we may be able to help brainstorm ideas for you to take back to work.

We have an exciting start to our new year by having a BYU Professor of Supply Management speaking at our first meeting in January 2016. You don't want to miss him speak! We are having Brian Miller of the Larry H. Miller family speak at our March meeting! So stay tuned!

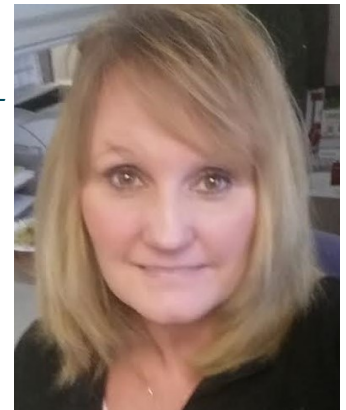
Please note the following dates for our 2016 chapter meetings. Meetings will continue to be held at the Canyons School District Professional Development Center. Dates are the 2th Tuesday of the month unless otherwise indicated: (you get professional development time for all meetings you attend!)

January 12
March 22 (4th Tuesday)
May 17 (3rd Tuesday)
September 13
November 8

Don't forget that NIGP National Forum 2017 is in Salt Lake City- We want to show them how great Utah is! We need your help, so please contact Randi Ruff (University of Utah) and volunteer today!

Please nominate a Buyer or Manager who you feel should be recognized for Manager or Buyer of the year for 2015. Please have nominations in by February 1, 2016.

Finally, I wish health and happiness for everyone in the New Year 2016. Thank you for taking the time out of your day to be part of NIGP!



Polly Alles- President

Polly Alles, President- NIGP Utah Chapter



"I am still determined to be cheerful and happy, in whatever situation I may be; for I have also learned from experience that the greater part of our happiness or misery depends upon our dispositions, and not upon our circumstances."

-Martha Washington

Utah Chapter News

NIGP NATIONAL has made several online courses available. For more information on these courses, visit www.nigp.org , or email customer-care@nigp.org

Basics of Business Math Business Communication– Written Communication
Fundamentals of Business Management Leading High-Performance Teams
Negotiating Skills– Influence and Persuasion Project Management
Time Management Fundamentals

VOLUNTEER to serve on a chapter committee! If you are interested, please contact the committee chairperson listed below:

Committee Chairpersons

Honors & Awards: Joan Tuttle (Davis SD) jtuttle@dsdmail.net
Financial: Adrian Ruger (State Purchasing) aruger@utah.gov
Historian: Skip Foster (Granite SD) safoster@graniteschools.org
Membership: Jerilyn Midthun (SL City) jerilyn.midthun@slcgov.com
Marketing/Public Relations: Glendon Mitchell (UofU) gmitchell@purchasing.utah.edu
Education: Jason Steinmann (Granite SD) jjsteinmann@graniteschools.org
Nominating: Limher Montoya (UofU) limher.montoya@purchasing.utah.edu

Upcoming Meeting Dates

MEETING LOCATION: All chapter meetings will be held at the Canyons School District Professional Development Center , 9361 South 300 East, Sandy. Meetings will be held 9:00 am – 12:00 pm.

Tuesday, January 12, 2016: *Supplier Performance Management*
Simon Greathead- BYU

Controlled Management Systems
Polly Alles- UofU

Tuesday, March 22, 2016: *Topic TBD*
Brian Miller, Larry H. Miller Group

Classroom Corner

Marketing the Value of Procurement (From Government Procurement, Aug/Sept 2015)

By Tammy Rimes

Day in and day out, government employees provide important services that touch more lives than most private companies could ever dream of. Unfortunately, the image of procurement is not always good. In the eyes of many of our customers, we are the department that gets in the way, slows them down, or creates roadblocks by saying 'no' to their requests. We sometimes assume that by following public procurement rules and regulations that we are doing a good job for the organization. However, that places process above service. Here's a new way of thinking- what if they were not required to use our services? In other words, if your customers had a choice, would they choose you?

That's a tough question. You may answer, "Well, they don't have a choice and have to go through purchasing." While that's true, does that mean we shouldn't try harder, create value and start treating our customers more like clients? To change our

customer's image of procurement, we have to actively market our value and establish an elevated view of customer service.

Gimme Three Steps, Mister...

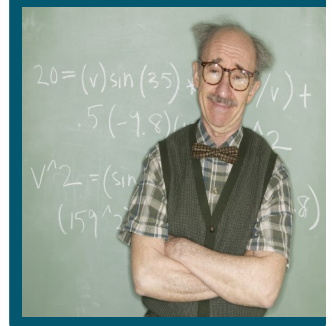
San Diego County, Calif.'s Department of Purchasing & Contracting (DPC) recently undertook such an effort beginning what it refers to as its "Journey to World-Class Procurement" about two years ago. Taking over a department that already had a solid reputation and sound contracting principles, the new director, Jack Pellegrino, wished to take his team to higher levels of performance and customer service by establishing the lofty goal of "Delivering World Class Procurement Services." DPC began referring to its internal department by the private industry terms of "customers" and "clients," and the organization began focusing their efforts on their specific needs and priorities. First, Pellegrino realigned his organization by assigning both contracting and purchasing staff as members of the same procurement teams in order to provide a full range of expertise and experience. Then, all his major customer department were listed with specific procure-

ment teams assigned to each. This organization chart was an important visual image to highlight that DPC's procurement teams should be ultimately focused on their internal customers' needs and priorities.

As part of a three-step implementation, DPC began by assessing its customers' needs, along with their current view of procurement's performance in the categories of knowledge, responsiveness, flexibility and ability to get the job done. This first step was accomplished through a series of executive interviews with the customer departments. Then, DPC surveyed its internal departments, and the anonymous responses provided direct feedback that illuminated several areas that needed definite improvement. As a final step, Pellegrino assessed his procurement teams' skill sets by reviewing each member's qualifications, experience, depth of knowledge and areas of interest. He assigned staff best suited to support each customer department. Matching the right buyer or contracting officer with the needs of the customer, is not often (cont.)

"To change our customer's image of procurement, we have to actively market our value and establish an elevated view of customer service."

-Tammy Rimes



Classroom Corner (continued)

Attempted in the public procurement world. In other words, Pellegrino looked at his customers' expertise needs and the people involved on both sides of that table, and he made staff assignments to create better matches between contracting officers and clients. Most importantly, to ensure that this support remains world-class, DPC repeats this process by annually surveying its customers, assessing its own performance and adjusting the procurement organization as necessary to continually improve...

Centralizing Your Efforts

For example, public safety is a customer with high expectations, with first responders who put their lives on the line to serve the public. As such, procurement's rules and policies are not always appreciated by police and fire departments, who need to obtain equipment and supplies quickly with certain specifications. After years of a decentralized procurement process throughout Plano, Texas, Diane Palmer-Boeck, chief purchasing officer, discovered the city was not leveraging its total spend for best value contracting, and many department positions were handling purchasing duties but not necessarily trained in purchasing rules and regulations. The city began a process to centralize its purchasing activities to solve many of the identified issues. Palmer-Boeck took a unique centralization approach by placing a dedicated purchasing professional within the fire department to solely support its needs and

requests while adhering to centralized purchasing guidelines...

The Voice of the Customer

The issue of customer service and support for client departments travels across all municipalities—large and small. As the largest city in the nation, New York City has a huge customer base with competing needs and resources. The former chief acquisition officer, Sergio Paneque, wanted the Office of Citywide Purchasing to become a "value center" where they build a reputation on finding solutions for their clients' issues. Paneque discovered that the available city-wide procurement contracts were overly prescriptive and limited to mostly commodities, with only \$800 million of the city's \$9 billion negotiable spend going through those established contracts.

With the support from the Office of Contract Services, Paneque and his team incorporated the "voice of the customer" into their strategic initiatives. While not losing sight of cost or economies of scale, Paneque still recognized that the needs of the sanitation dept. were very different from police or parks departments. His procurement team strived to be more proactive in understanding these departmental differences. They created more flexible scopes and multi-award contracts with menu-style offerings...

Improving Procurement's Image

Recognizing that our customers are the

Reason that we are in business is an important baseline for procurement. Here are three key marketing efforts that can also help procurement improve its image:

1. *Be Specific:* If your contract negotiations saved money, don't just tell your customer department that you saved them money. Give specifics... Being specific leaves a better, lasting impression.
2. *Accentuate the Positive:* We each have our own, different personal strengths as procurement professionals. Make that strength your "sweet spot." Become the best person in that one activity and become known for it... So, you can choose to be good at a lot of tasks, or you can work hard at becoming world-class in one or two activities that will make all the difference for your department's reputation.
3. *Actively Market Your Accomplishments:* Procurement folks know how to buy, but we need to learn how to sell too, as in selling our reputation and value... Don't be a spectator at meetings. Be an active participant. Ask to be part of a big project, and work like crazy to demonstrate how procurement is a vital member of the team. Procurement's role is a supporting one, but it is okay to "toot your own horn" when the opportunity arises.
4. *Tammy Rimes, MPA, Procurement Consultant (Full Article at Govpro.com)*

Special Notes/Announcements

Please Note:

**Our next chapter meeting will be Tuesday, January 12, 2016.
See you there!**



Special Notes / Announcements (cont).

Volunteers Needed!

Salt Lake City will be hosting the NIGP 2017 Annual Forum, and we need many volunteers to help make this event a success! Please consider volunteering time on one of our Forum committees. It is a great way to network, and to show NIGP National how great Utah is!

Please contact Randi Ruff if you would like to help: rruff@purchasing.utah.edu

HAPPY HOLIDAYS!

We hope you all have a wonderful and safe holiday! We appreciate your support of our NIGP- Utah Chapter, and look forward to meeting and volunteering with you this coming year.

Buyer and Manager of the Year Nominations

Start considering your managers and co-workers for our upcoming Buyer and Manager of the Year awards! Nomination forms are attached to the newsletter email, and are due February 1, 2016.

Please help us recognize the great work provided by our fellow procurement professionals!

Upcoming NIGP Webinars

(Complimentary for Members/\$195 for Non-Members. Register at www.nigp.org)

Wednesday, Jan 13, 2016:

Wrangling the P3: The Best Practices for Public Private Partnerships

(On-Demand Webinar Recordings are also available for free download to Institute members in the NIGP Online Store)

For newsletter submissions or comments, please contact Tonya Hodges, Newsletter Editor:

Phone:: 801-578-8261 ; Email: tonya.hodges@slcschools.org

Speaker Biographies (Selected)

Simon Greathead, BYU International Business and Supply Chain Professor

Born and raised in Lancaster, England. Served in the Utah, Provo (LDS) Mission (1997-99). Undergraduate at BYU in Business Management (2003). Work assignments in the USA, UK, Ireland, and Holland. MBA (2008) at Henley Business School in England. 2008 began teaching adjunct classes at BYU, International Marketing, International Business and Global Supply Chain and Operations. Hired full-time academic year 2011-2012 to teach International Business, Global Supply Chain, and Operation Management.

Four great kids, twins Luke and Chloe (7), Logan (4) and Lexie (3).

Wonderful and supportive wife, Brooke. Married 15 years. Enjoy reading British history and anything related to people and places. Follows England and BYU Rugby.

