

NIGP- Utah Chapter

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NIGP- Utah Chapter Of- ficers:

President: Adrian Ruger,
C.P.M.

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Ward

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C.P.M.

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Procurement News

Procurement News

March 2012

Chapter President's Message

Dear Colleagues:

It is now March, 2012. Seems like just yesterday we were welcoming in the new year. As time marches on we continue to experience changes that affect our jobs. Recent legislative activity, the continuing volatility in the market, and the current economic issues in our state and country are but a few of the things that effect change in the purchasing environment. It's nice to know that most of the guiding principles and practices relative to the art of procurement remain unchanged and can help anchor us in our work ethic and performance.

I remember when procurement was considered a second-class job with second class employees. I started many years ago in an environment where buyers were considered a "necessary evil" so to speak; a road-block to hurdle in order to move forward. In more recent times however, procurement has been recognized as a critical function and it continues to get increased attention as government entities and corporations seek to control or reduce budget expenditures. We can do ourselves no better service than to sell how we perform to others, both by what we say and by how we perform. To that end, one of the most important tools we can have in our possession is effective communication skills.

Educating our "internal" customers on what we do, how we do it and more importantly, why we do it is just as important as actually doing it. Understanding helps bridge the natural communication gap that often exists between procurement and other departments. We are better prepared to perform at a high level when we fully understand what our customer needs and when our customer understands the process. We should encourage our customers to get us involved during the planning stage. Early involvement provides for timely communication and helps resolve potential problems before they occur. It promotes mutual respect, a productive process and a professional working relationship.

Training in this area is available from various sources, and the internet is a great source for obtaining ideas and suggestions on how to communicate effectively. One of the principles I recall was from Steven R. Covey who said we should "**seek first to understand, then to be understood.**" Another concept comes from David J. Groves, who talks about "**clean language,**" which is really nothing more than asking questions in a non-offensive way. While questions are always necessary, when we ask correctly worded questions, we put the customer at ease. With clean language we can actually help the customer recognize that he or she needs to improve the requisition or statement of work, even though we didn't come right out and say that.

It is also helpful to be prepared before making the phone call. By writing down the things we need from the customer before we call, we are better prepared to obtain the necessary information, and we can communicate in a relaxed and patient manner, not having to stay focused every minute on what we need. We are able to obtain information in two ways; one from general questions and the other from the overall conversation itself.

I hope you will find this information helpful as you strive to be effective in your jobs, and I look forward to seeing you all at our next Chapter Meeting on March 21, 2012.

Sincerely,
Adrian Ruger

President, NIGP Utah Chapter



Adrian Ruger- President



Utah Chapter News

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

CONGRATULATIONS to Mike Rigby, UT State Office of Education, for recently receiving his CPPB certification!

CONGRATULATIONS to our recent recipients of 2011 Chapter Awards: Kay Healey- Manager of the Year; Philip Johnson and Daniel Reisner- Buyers of the Year (both awarded posthumously); Greg Maynard- President’s Award (awarded in November).

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

Committee Chairpersons

Honors & Awards: Trever Ward (UDOT) tward@utah.gov

Financial: Garret Johnston (State Procurement) gkjohnston@utah.gov

Historian: Jessyca Newman (State Procurement) jnewman@utah.gov

Membership: Debbie Smith (Granite SD) dsmith@graniteschools.org

Marketing/Public Relations: Glendon Mitchell (SL County) gmitchell@slco.org

Education: Mike Smith (UofU) msmith@purchasing.utah.edu

Nominating: Jared Gardner (Granite SD) jbgardner@graniteschools.org

“We make a living by what we get, we make a life by what we give.”

-Sir Winston Churchill

Upcoming Meeting Dates

(All meetings are held at 9:00 AM at the SL County Building, room S1007 [2100 S. State] unless otherwise posted. PUBLIC PARKING is available in the parking structure if outside lots are full.)

WEDNESDAY March 21, 2012:

Protecting your most important asset... YOU
James Phillips- UDOT

(Please note the date change to our usual schedule)

Tuesday, May 15, 2012:

Topic and Speakers TBD

Classroom Corner

What's in a Name?

By Michael Bevis- (from govpro.com, see link: Read more: http://govpro.com/resource_center/procurement_prof/clients-customers-stakeholders-201110-11/#ixzz1n9dQqHhf)

More than you might think, and using the right words consistently promotes professionalism

"A rose by any other name would smell as sweet." Maybe, but if we renamed a rose "skunk," how many of us would venture to that part of the garden for a sniff? Why? Because the word "skunk" carries preconceived meaning. As procurement professionals, we are constantly tending to the growth of our profession. It is critical that, as part of this effort, we use the right words to describe the people we work with. If we don't, the words we choose may carry unintended meanings. Three simple words effectively define those with whom and for whom we work: "clients," "customers" and "stakeholders." These words define unique groups with different needs and expectations.

Clients

Our using departments are our clients. They should be able to rely on us for market expertise, transactional competence and an understanding of what they are trying to accomplish with any procurement. Often

when we try to satisfy these needs, we are confronted with resistance and claims that we should be helping and not getting in the way. Procurement operations are re-engineered by misguided consultants who look at operating departments as our "customers" and focus on customer satisfaction as a measure of our success. This is a significant misconception of the relationship between the using departments and the procurement professional; it turns roses into skunks. Using Departments are not our customers, they are our clients.

As procurement professionals, we possess specialized knowledge and experience, as our certifications show. We are subject to a code of ethics under which we apply our knowledge for the benefit of those we serve. We are professionals. Professionals have clients, not customers. The individuals and groups we support, on whose behalf we develop specifications and negotiate contracts, are not our customers. They deserve the full measure of our professionalism, to be treated as and called our clients.

Our clients rely on our professional judgment to guide them, to help them get what they need, and to provide them a process that both protects them from accusations of wrongdoing and complies

With the applicable enabling legislation. Our clients are the operating departments, the users. They are the individuals and groups that deliver services to the public. We provide our clients expert knowledge and advice to help them solve problems with innovative solutions that facilitate the delivery of service to the public.

Customers

Customers, unlike clients, are always right. And we do, indeed, have customers. They are our constituents, the people who have selected the creators of our enabling legislation: our legislature and our executives. They expect two fundamental things from procurement professionals; first, a transparent and fair process; and second, the efficient, effective delivery of goods and services. Our customers (through our elected officials) have enabled us to do our jobs, and when acting through the legitimate legislative process, our customers are always right. We have an obligation, both individually and as a profession, to meet or exceed our customers' expectations, to ensure legislative decisions are fully informed, and to advocate for the principles we hold dear. In the

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- Michael Bevis

end, while we may disagree with an enactment – be it a local preference, a set-aside program or simply a budgetary choice we dislike – we have no choice but to support the legislation and implement their desires.

Stakeholders

Stakeholders are others who are invested in the process: our vendors, the markets and market participants we work with, the special interest groups we support and the press, among others. Stakeholders demand a transparent and accessible process as well as an transactional competence that will facilitate the delivery of goods and services. They depend on our skills as translators and writers. We must translate our clients' needs into a process that provides an open market forum

while giving stakeholders the tools to compete fairly so they can provide the best solutions for our clients. My intent in this article is to plant a seed and challenge us all as professionals to choose our words carefully and consistently. We must understand that our choice of words shapes other people's views of who we are and what we do. Professional associations and academics need to incorporate the proper language into their training materials and their everyday usage. Certification organizations need to ensure the correct language is part of the testing and verification processes. Individuals need to be ambassadors, using the terms consistently and frequently and taking the time to explain their choice of words when given the opportunity. Each of us can plant the seed of a common understanding of the procurement professional's contribution

To our organizations, a contribution critical to the continued growth and health of our communities, which reap the benefits of our efforts. For each of us, the individual professional, the message is simple and direct: We must cultivate the roses in our own backyards. Let's get out and talk to our clients about how we can enhance their ability to serve our customers. Let's talk to our stakeholders about how they can participate in the process and support our clients in the delivery of service to our customers. Most importantly, let's talk to our customers about the contributions we make to the communities we serve. *About the author: Michael Bevis, JD, CPPO, CPSM, C.P.M., PMP, is chief procurement officer for the City of Naperville, Ill.*

March is Purchasing Month!!!



Special Notes / Announcements

Please Note:

Our next chapter meeting will be WEDNESDAY, March 21, 2012. See you there! (Please note the day change- this meeting only)



Special Notes / Announcements (cont).

One-Time Change for March Chapter Meeting

Our next chapter meeting will be **WEDNESDAY, March 21, 2012** at the SL County Building, room S1007 [2100 S. State] at 9:00 AM.

This is a one-time change for the March meeting only. There was a scheduling conflict with the room on Tuesday, requiring us to change the day of this meeting.

We hope to see you all there on **Wednesday**, March 21st!

Irish Proverb/Toast: "As you slide down the banisters of life, may the splinters never point the wrong way."

Upcoming NIGP Webinars

(\$75 for Members/\$105 for Non-Members. Register at www.nigp.org)

Thursday, Mar 1, 2012:	<i>What's in the Fine Print and Why: Part 3- Standard P.O. Terms and Conditions for Construction</i>
Thursday, Mar 8, 2012:	<i>From Good to Great: The On-Going Journey of Purchasing Card Solutions</i>
Thursday, Mar 15, 2012:	<i>Life Cycle Costing- Principles and Applications</i>
Thursday, Apr 12, 2012:	<i>Turning a Good Contract into a Good Project</i>
Thursday, Apr 26, 2012:	<i>Developing a Buying Plan and Using Analysis Methods</i>

(On-Demand Webinar Recordings are also available for purchase 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)

James Phillips, CPPB, APP, CPM – Employee Development, UDOT

Jim Phillips currently directs the instructional design, training and leadership development for the Motor Carrier Division of the State of Utah's Department of Transportation. He develops, writes and records training materials delivered in both in the classroom as well as through technology as e-learning.

In a former life he was a purchasing professional for more than thirty years. His experience came from both the Public and Private arenas. He worked for a major worldwide organization, a small food and hospitality operation as well as two government agencies.

Jim has the unusual distinction of having worked both sides of the buying/selling table. For several years he worked in Retail as well as Industrial Sales.

Jim served as the Immediate Past President of the ISM affiliate, NAPM-Utah, as well as President, Vice President, Member of the Board of Directors, the Employment Chair, as a member of Professional Development Committee and the Marketing Chair. He was associated with NAPM-Utah for more than 20 years and has achieved a Lifetime Certified Purchasing Manager. He holds the APP and CPM certifications for this organization.

Additionally, as a charter member of NIGP-Utah, Jim helped organize the local chapter and holds a CPPB accreditation. He was invited to present several sourcing and supply management topics at international conferences.

If you'd like to contact Mr. Phillips, he can be reached at work at 801.965.4015, on his cell phone at 801.230.8331, at home at 801.967.2228 or via e-mail at jamesphillips@utah.gov .

