



April 2004

**April 14, 2004
Workshop & Dinner Meeting**

4:00 p.m. Workshop
Customer Service Customers Expect...

5:30 Networking

6:00 p.m. Dinner Meeting
Leading & Building a
Customer-Focused Organization

Workshop /Dinner Meeting Speaker:

Joan M. Hebert, MBA, MS
Hebert Performance Training

LeMoyne Manor, Liverpool NY

*Please respond via telephone or email
Phone 457-7121*

Joan Hebert is principal of **Hebert Performance Training** (est. in 1997), which specializes in management development, customer service, sales, organizational development, and communication training. She trains and consults for corporate clients and frequently offers public seminars and speaking engagements.

Joan's background includes 16 years with AT&T, having held positions as a Management Instructor/Consultant and Assistant Marketing Director, as well as supervisory, operations and public relations positions. As a #1 nationally rated AT&T Master Instructor, she received numerous AT&T Regional Training Awards. She has trained throughout the U.S. for AT&T and Lucent Technologies. She is a "certified" Zenger Miller (Achieve Global) instructor.

Joan holds an MBA and an MS in Organizational Communication and is a member of several professional and civic organizations.

Workshop topic: Customer Service Customers Expect....

Superior customer service is often the major reason consumers choose to do business with an organization. Treating customers with respect, and serving them in a knowledgeable manner, helps create a reputation for being "easy to do business with". In contrast, poor service can tarnish an image. Learn through this "fun" filled session to "wow" customers and keep them for life!

Dinner meeting topic: Leading & Building a Customer-focused Organization

Beyond setting an example of how to treat customers, leaders must support their teams by creating a customer-focused organization. Learn the components of building a customer-focused culture (creating customer service "standards", open communication, creating feedback mechanisms, improving internal service, rewarding customer-focused action, creating customer friendly policies, coaching employees...)

Message from the President

David G. Duprey C.P.M.

Hi All,

Well, we are into Spring, so says the calendar and we have just two more meetings. I would like to mention my appreciation to the board and chair persons for the fine job they have done. They have all worked hard and stepped up to the challenges of being a volunteer and a leader in the organization.

This month's meeting will be the vote for next year's board positions. Some of those nominated are moving from an appointed chair position to a voting board member. It goes to show once you get involved the call to service grows. Thanks to those who have accepted this challenge. We are continuing to look for others who would like to do the same. I want to mention that the dues billing for 2004-2005 will be coming out shortly.

Due to an increase of \$10 from ISM national to us, we are forced to pass along this increase to our membership. There has been no increase in our affiliate dues for a number of years and we continue to work within the budget we propose each year from dues.

I want to wish everyone a happy and safe Easter weekend. I look forward to seeing a large crowd for the April 14th workshop and dinner. Take care and God Bless.

Dave

NAPM GREATER SYRACUSE 2004-2005 NOMINATIONS

BOARD NOMINATIONS:

<u>POSITION</u>	<u>NOMINEE</u>	<u>TERM</u>
PRESIDENT	Chris Sheldon, C.P.M.	1 Year
1 ST VICE PRESIDENT	Nelson Hardie	1 Year
2 ND VICE PRESIDENT	Eric Mark	1 Year
TREASURER	David Duprey, C.P.M.	2 Years
EXECUTIVE SECRETARY	Joe Kinn	2 Years
DIRECTOR OF NAT'L AFFAIRS	David Duprey, C.P.M.	1 Year
DIRECTOR FOR TWO YEARS	Maria Falcone	2 Years
DIRECTOR FOR TWO YEARS	Sherrie Pappas	2 Years
DIRECTOR FOR ONE YEAR	Mark Matticio	1 Year
DIRECTOR FOR ONE YEAR	Doug Isbell	1 Year

COMMITTEE NOMINATIONS:

<u>COMMITTEE</u>	<u>APPOINTEE(S)</u>	<u>TERM</u>
ADVISORY	Don Lawless, CPPB	1 Year
CERTIFICATION	Annette Morris, C.P.M.	1 Year
PROGRAM	Doug Isbell & Mark Matticio	1 Year
SCHOLARSHIP	Maria Falcone & Karin Dromgoole	1 Year
CLAMBAKE	Maria Falcone & Eric Mark	1 Year
MEMBERSHIP	Don Lawless & Susan Dittly	1 Year
PROFESSIONAL DEVELOPMENT	Doug Isbell & Mark Matticio	1 Year
RECEPTION	Sherrie Pappas	1 Year
BUYER/SELLER TRADE SHOW	Karin Dromgoole & Cathy Adamitis	1 Year
WEBSITE	Joe Kinn	1 Year
PUBLIC RELATIONS	Eric Mark	

NAPM GREATER SYRACUSE, INC.
March 2004 Workshop & Dinner Meeting

Dr. Jack Cook, Speaker

At the March workshop, Jack Cook explained Lean Purchasing and how to systematically identify and eliminate waste (all non-value added activities) through continuous improvement.



During the dinner meeting, Jack talked about the Value Stream Mapping Purchasing Process. Both the workshop and dinner meeting were very informative. We received great feedback from the participants.



To view Jack Cook's PowerPoint presentation on Lean Purchasing, go to the website: <http://www.sizzlingsolutions.com/LeanPurchasing/>

User ID: NAPM

Password: seminar

Watch the website

. . . .an educational survey will be out on the web sometime this month.

An email will be sent to members when it is available



Dave Goss, the lucky 50/50 winner at the March meeting.

THINK CLAMBAKE!

Thursday, July 22, 2004

2003-04 ISM SATELLITE SEMINAR SERIES

Thursday, June 10, 2004

Improving Your Role with Effective Project Management

Business success often is the reward for effective project management. Superior project management methodology lays the groundwork for smooth navigation through each project phase. This program will explore the necessary skill sets, essential steps, and helpful techniques to enable you to incorporate project management into your job and meet challenges you may encounter along the project management highway.

*As information becomes available before each broadcast date,
program outlines and panel's information will be posted on ISM's Web site at www.ism.ws.*

2003 - 2004 SATELLITE SEMINAR SERIES ENTRY FORM

IMPROVING YOUR ROLE WITH EFFECTIVE PROJECT MANAGEMENT - June 10, 2004 _____

Seminars will be held at Onondaga Community College, Whitney Bldg., Rm. 301A, Syracuse, NY 13215

9:30 AM - 2:30 PM, Morning coffee & lunch will be provided

Each Seminar is \$125; 2-4 seminars are \$100 each

VISA/MasterCard accepted - call the NAPM office for information.

Mail completed entry form and check to:

NAPM Greater Syracuse Office, 108 Metropolitan Park Drive, Liverpool, NY 13088.

Any questions can be addressed to the office at 315-457-7121 or e-mail douglas.isbell@empireblue.com

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your bank statement, not NAPM**

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