PRESIDENT’S MESSAGE – OCTOBER 2012

The end of the year is coming fast. Halloween is near, Thanksgiving next, Christmas, and then the New Year. We have one more dinner meeting for 2012 and then onto 2013. Keep checking our website for all updates at: www.ismggr.org.

Dr. Steven Melnyk, who is always entertaining and enlightening, will be our speaker for November as we hold the annual joint meeting with APICS, CSCMP, and the WMWTA.

A Blue Print for Action

There is a real sea change taking place now – a transition from the tactical to the strategic supply chain – from a supply chain that is strategically decoupled/price driven to a supply chain that is strategically coupled/value driven. While we have identified critical elements to this sea change, what is lacking is a unified structure that facilitates this transition. This presentation lays out such a structure and path. It identifies the key elements of this framework (the critical customer, the value proposition, system capabilities). It describes the process – one that begins by identifying the critical outcome, the important outcomes, and necessary outcomes (in the 1-2-3 ratio). Once the critical outcome is identified, the framework focuses on ascertaining those attributes that are associated with this outcome. These attributes are restated into conditions necessary to support these attributes, tasks, and finally metrics. As the presentation will show, the result is a process that ensures that the supply chain is designed to support the strategic outcomes desired by top management. This process is illustrated by examples taken from practice.

1/8 PDM: Dr. David Frayer, MSU Broad School - Operations and Supply Chain Management “Supplier Relationship Management” @ DeVos Center GVSU

2/6 Hockey Night with ISM GGR (GR Griffins)

2/7 Affiliate Webcast: “Purchasing IT: Understanding Sales Techniques and Negotiation Strategies”

2/12 Seminar: 8:00 AM - 4:30 PM “Winning the Negotiation Mind Game: Using Sales Psychology and Persuasion Techniques to Out-Negotiate Sales People” Alan Ovson @ GVSU Bicycle Factory

PDM: Alan Ovson “How to Deal with Changing World without Pulling your Hair Out!” @ GVSU DeVos Center

www.ismggr.org to register for events

Hockey Night will be a social night where ISM GGR will provide up to (2) two complimentary tickets per member. Additional tickets at our group rate will be available for other friends and family that may want to attend with you.

Note: The registration for the affiliate webcast on February 7, 2013 will be sent to you by ISM, and you must register with them. When you respond to their email survey, they will issue the CEH’s. Remember, the affiliate webcasts are only available to affiliate members.

Each month, we are featuring one of our board and committee members. In November, it will be Kris Busman. Please read more about Kris on: www.ismggr.org.

And finally, remember that you must fill out the survey to obtain your CEH hours. I understand that some people had problems making comments on the food and service portion of the survey. Corrections have been made to correct those glitches, and it should work properly next month. Thanks for telling us. We can only do things better with your help.

Thomas Cole, C.P.M.
President
ISM Greater Grand Rapids
tcole4133@hotmail.com
October Survey

Although the meal and speaker comments did not come through this time, we hope we have all of it corrected for the November meeting.

Topics mentioned for future programs by order of popularity are:

Best Practices
Negotiations
Leadership
Cost Savings (Tie)
Management and Talent (Tie)
Risk Management (Tie)
Lean Supply Chain
Logistics
Partnerships/Consortiums (Tie)
Service Procurement (Tie)
International Currency
3rd/4th Party Warehousing

If we schedule a late afternoon, i.e. 3:00 PM - 5:30 PM, seminar with a buffet after and then continue to 7:30 PM or 8:00 PM as our March or April dinner meeting would you be interested and/or would you attend? Please e-mail me with your response at tcole413@hotmail.com.

1. Would be interested
2. Would attend
3. Like the idea of the format.

Thank you,

Thomas Cole, C.P.M.
President
JOB SKILLS

“Improve Your Job Chances With These Studies” was an article that appeared in USAWeekend.com

I read this article recently and found it interesting that the recommendation to improve your job search including the following: that in addition to your degree studies, that there were several other areas of study that would better your employment changes. And one should avail themselves of classes that include: Information Systems; Business-to-Business Sales; and Supply Chain Management. The article went on to say, “This field (Supply Chain) is growing because it combines purchasing, logistics, and operations to ensure the flow of a company’s work from raw materials to product delivery.” - Jeff Wuoria, USA Weekend.

Thomas Cole, C.P.M.
President ISM GGR

ISM AFFILIATE WEBCAST
October 12, 2012

Here is the presentation from the ISM Affiliate Webcast on October 12, 2012. Had you attended you would have received 1 CEH hour. There are three more planned with the next one due on February 7, 2013. Just another benefit of being an affiliate member. (Continued on the next 18 pages).
Generations in the Workplace:
The Power of Four

Presented by Jennifer Anglehart
October 11, 2012
Manager, Editor
Inside Supply Management®
Institute for Supply Management™

John serves as the editor of *Inside Supply Management®*, the flagship publication of the Institute for Supply Management™ and the authoritative resource for supply management executives in companies of all sectors, shapes and sizes.

John has worked in the publishing industry for more than 15 years — both in newspapers and trade publications. He began his career at ISM in 1999 as a senior writer, and was promoted to the role of editor. John holds his degree in English from the University of Northern Iowa.
Prior to joining B/E Aerospace, Ms. Anglehart worked as the Manager of Organizational Effectiveness for MeadWestvaco (MWV). She has also worked as a Learning & Development Consultant in several industries including oil and gas, pharmaceutical, and financial services. In 2008 & 2009, MWV was nominated for the R. Gene Richter Award based on the accomplishments and merits of their Learning and Development program for their Global Supply Chain operations.

Ms. Anglehart earned a BS in Communications and Business Administration from the State University of New York College at Brockport and has recently earned a Masters in Human Resources Management from the University of Richmond.
Objectives

- Provide an overview of the characteristics and influences of each of the four generations.

- Increase understanding of the workplace styles and characteristics of each generation.

- To heighten awareness of the generalized differences among generations in order to decrease misunderstandings and conflict.

- Learn to leverage the advantages that the diversity of four generations brings to the workplace.
What makes up a Generation?

- Defined by age boundaries – a range of birth years
- Formed by the environment experienced in the formative years of its members
- Shares similar values and attitudes
- Not all members experience the same traits
### The Power of Four

<table>
<thead>
<tr>
<th>Generation</th>
<th>Born</th>
<th>Age Today</th>
<th>Percentage of Workforce</th>
</tr>
</thead>
<tbody>
<tr>
<td>Traditionalists / Matures</td>
<td>1922 – 1945</td>
<td>65+</td>
<td>2%</td>
</tr>
<tr>
<td>Baby Boomers</td>
<td>1946 – 1964</td>
<td>Late 40’s to Early 60’s</td>
<td>48%</td>
</tr>
<tr>
<td>Generation X</td>
<td>1965 – 1980</td>
<td>Early 30’s to Mid 40’s</td>
<td>28%</td>
</tr>
<tr>
<td>Generation Y / Millennials</td>
<td>1981 – 2000</td>
<td>Tweens to Late 20’s</td>
<td>22%</td>
</tr>
</tbody>
</table>
Which of the four generations makes up the majority of the work force at your organization?

- Traditionalists
- Baby Boomers
- Generation X
- Millennials
The Traditionalists: 1922 - 1945
The Baby Boomers: 1946 - 1964
Generation X: 1965 - 1980
## Workplace Characteristics

<table>
<thead>
<tr>
<th></th>
<th>Traditionalists</th>
<th>Boomers</th>
<th>Generation X</th>
<th>Millennials</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Work Ethic and Values</strong></td>
<td>• Hard work</td>
<td>• Workaholics</td>
<td>• Self-reliance</td>
<td>• Multitasking</td>
</tr>
<tr>
<td></td>
<td>• Respect authority</td>
<td>• Work efficiently</td>
<td>• Want structure and direction</td>
<td>• Tenacity</td>
</tr>
<tr>
<td></td>
<td>• Duty before fun</td>
<td>• Crusading causes</td>
<td>• Skeptical</td>
<td>• Entrepreneurial</td>
</tr>
<tr>
<td></td>
<td>• Adhere to rules</td>
<td>• Personal fulfillment</td>
<td>• Questions authority</td>
<td>• Tolerant</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Desire quality</td>
<td></td>
<td>• Goal oriented</td>
</tr>
<tr>
<td><strong>Work Is…</strong></td>
<td>• An obligation</td>
<td>• An exciting adventure</td>
<td>• A difficult challenge</td>
<td>• A means to an end</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• A contract</td>
<td>• Fulfillment</td>
</tr>
<tr>
<td><strong>Leadership Style</strong></td>
<td>• Directive</td>
<td>• Consensual</td>
<td>• Everyone is the same</td>
<td>Hypothesis:</td>
</tr>
<tr>
<td></td>
<td>• Command and Control</td>
<td>• Collegial</td>
<td>• Challenge others</td>
<td>• Greater emphasis on teamwork</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Asks why</td>
<td>• Strong use of technology</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>• Sensitivity to needs for work/life balance</td>
</tr>
<tr>
<td><strong>Interactive Style</strong></td>
<td>• Individual</td>
<td>• Team player</td>
<td>• Entrepreneurial</td>
<td>• Participative</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Loves to have meetings</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>How they Communicate</strong></td>
<td>• Formal</td>
<td>• In person</td>
<td>• Direct</td>
<td>• E-mail</td>
</tr>
<tr>
<td></td>
<td>• Memo</td>
<td></td>
<td>• Immediate</td>
<td>• Instant messaging</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>• Text messaging</td>
</tr>
</tbody>
</table>

Source: [http://www.fdu.edu/newspubs/magazine/05ws/generations.htm](http://www.fdu.edu/newspubs/magazine/05ws/generations.htm) and [www.shrm.org](http://www.shrm.org)
## Workplace Characteristics

<table>
<thead>
<tr>
<th></th>
<th>Traditionalists</th>
<th>Boomers</th>
<th>Generation X</th>
<th>Millennials</th>
</tr>
</thead>
</table>
| **Feedback and Rewards**  | • No news is good news  
• Satisfaction in a job well done | • Don’t appreciate it  
• Money  
• Title recognition | • Sorry to interrupt, but how am I doing?  
• Freedom is the best reward | • Whenever I want it, at the push of a button  
• Meaningful work |
| **Messages that Motivate**| • Your experience is respected  
• You are valued  
• You are needed | • Do it your way  
• Forget the rules | • You will work with other bright, creative people | |
| **Education & Technology**| • On-the-job training is valued; formal education is not required  
• Automation simplifies life | • A bachelor’s degree is needed in order to attain a good job  
• First generation to be inundated by personal gadgets and electronic devices | • College is a birthright  
• Technology skills are a must for all  
• Ability to do work faster; mobility is desirable | • College is a birthright  
• The world is at your fingertips  
• Good technical resources and devices are a must |
| **Work and Family Life**  | • Ne’er the twain shall meet  
• Work to live | • Striving for work/life balance | • Work/life balance | |
| **Time at Work**          | • Work ethic defined by the punch of the clock | • Visibility is the key  
• What does it matter when I work, as long as I get the job done? | • Is it five o’clock – I have another life to get to | |

Source: [http://www.fdu.edu/newspubs/magazine/05ws/generations.htm](http://www.fdu.edu/newspubs/magazine/05ws/generations.htm) and [www.shrm.org](http://www.shrm.org)
The Keys to Overcoming Differences…

• **Understanding** – the more we understand others’ point of view and allow for differences, the better we can communicate

• **Acceptance** – We should try to accept all individuals as having worth, even if we don’t always agree with one another

• **Forgiveness** – To keep the lines of communication open, it is imperative that we learn to forgive one another
Valuing the Diversity of the Generations

Each of us has our own unique characteristics. But, it is our differences that make our lives together interesting and rewarding. Everyone has something to contribute. We all need to remember to accept others for who they are and look for the best that they have to offer. That is what valuing diversity is all about!
Final Thoughts…

“I care about our young people, and I wish them great success, because they are our Hope for the Future, and some day, when my generation retires, they will have to pay us trillions of dollars in social security”

-Dave Barry, American Writer & Humorist (Baby Boomer)

“Our generation has an incredible amount of realism, yet at the same time it loves to complain and not really change. Because, if it does change, then it won't have anything to complain about.”

-Tori Amos, Singer/Songwriter (Generation X)
Questions and Answers

Q&A
Frequently Asked Questions

- Attendees of today’s event will receive an email from ISM within ten working days with a secured link to:
  
  Your **Continuing Education Hour certificate**. CEHs are awarded to attendees who participated for at least 50 minutes of the seminar.

  - **Note:** You must be logged-into ISM’s Web site for these secured links to work.

- The archived interactive recording of today’s event will be available within 14 business days on ISM’s Web site