

Laws of Negotiating

Professional Development Meeting

Joint Meeting with ISM

Wednesday, November 1, 2017

Joe Rice will speak on the Ten Laws of Negotiating. Be sure to attend to hear about these key points:

- Know Your Leverage – When and How to Use It
- The Opening Minutes are Critical – So Watch Your Words Carefully
- Re-Target the Negotiation on Your Agenda
- Aim High Enough to Give Yourself Room to Move
- Get the Seller's Entire Shopping List Before Trading Anything
- Make the First Concession Incrementally Small
- Give Each Concession its Highest Psychological Value
- Look for Trade-offs that have High Value to the Supplier but Low Cost to Your Company
- Tough on the Issues – But Gracious With People
- Plus more power-packed guidelines



About the Speaker:

Joe Rice, C.P.M., Trainer
Benedict Negotiating Seminars, Inc.

During the last 24 years, Joe Rice has taught BNS' *How to Deal With Back Door Selling* workshop to over 3000 people at such companies as Medtronic, Lockheed Martin, GM University, Allison Transmission, Sherwin Williams, Constellation Energy, Smuckers, Ingersoll-Rand, Southern California Edison and Publix Supermarkets (where he served as Director of Indirect Procurement).

Mr. Rice has over 32 years in the purchasing arena, starting as an equipment buyer and working his way up to the director level of one of the largest supermarket chains in the country. He has also served as a project and program manager.

That background has served Joe well as he has conducted BNS' *Real World Negotiating™* Seminar at such companies as Honeywell, Lockheed Martin, Delphi Automotive, General Motors, Federal Mogul, Edward Jones, Royal Caribbean Cruise Lines, Freescale and Arizona Chemical.

With a Bachelor's degree in the Social Sciences, a Masters in Organizational Management and a lifetime C.P.M. certification, Joe brings a wealth of education and "hands on" knowledge to the training of negotiating skills. Joe owns TJ Consulting of Lakeland, Inc., specializing in delivery of real world skills to buyers, sellers and technical professionals.

PDM Event Information

Date: Wednesday, November 1, 2017

Location: Salvatore's Italian Gardens, 6461 Transit Road, Depew, NY 14043

Time: 5:00-6:00 pm.....Registration, Cash Bar, Networking
 6:00-8:15 pm.....Dinner, Presentation & Announcements

Cost: \$30 Members & Guests; \$20.00 Full-Time Students, Members not in the Workforce or Retired

Entree Choices: 1) Prime Rib of Beef; 2) Chicken Parmesan; 3) Classic Lasagna/Vegetarian

Register: Online at www.apics-buffalo.org or call APICS at PPM OffiCenter (716) 648-0972

Notes: Reservations requested by 10/30 but may be accepted later pending space availability.

Cancellation Policy: Please call APICS at (716) 648-0972 by 2:00 p.m. of the day prior to the scheduled event to notify us of any changes or cancellations. Cancellations after this time are subject to billing if a replacement cannot be found.



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Welcome to fall and the realization that daylight is something we will soon be missing. Looking backwards a bit, our October PDM featuring Pete Woodin was a great time and helped to give us a perspective that many of us don't always have a chance to see regarding the IT world. It's always a great opportunity to hear a little bit from functional areas outside of the Supply chain and how they tie into our world.

As I mentioned in my last update, October was the National APICS conference in San Antonio, TX. For those that attended, it was an incredible event; incredible speakers and an opportunity to see and do all the great things that Texas has to offer. From a personal note, this was my first conference and I only wish I had more time to spend listening and learning from the great knowledge being shared.

While the conference had some extraordinary presentations and content, one area that really stuck out to me was keynote speaker Derreck Kayongo, Founder of the global soap project (link below). His message was complex with hints of simplicity. I won't attempt to paraphrase the things he has had to go through or the obstacles that were overcome, but something that really had an impact to me was the power of simplicity through some of the methods he employed. Mr Kayongo was a very engaging speaker which was no small part of his success, but the concepts he leveraged really boiled it down to "what's in it for me" for everyone involved.

The example came through his story regarding how the soap project was hatched. There were big challenges to overcome and a variety of obstacles to tackle. What was particularly interesting was how he overcame them. He looked at the problem, reviewed what was important to the other side and offered a solution that was mutually beneficial. He did the little things, he listened, he heard people and he had conversations to come to an agreement. Why is this important? In this age of never ending technology, streamlining and ever more complex algorithms to solve problems and put together recommendations, it reminded us that sometimes just picking up the phone is the best option. Sometimes the simplest answer can be the best one. Something I have tried to take back with me.

Now looking forward, we have an early PDM in November featuring a long time friend of the APICS chapter, Joe Rice talking about the laws of negotiation and how to leverage skills and concepts to improve how we handle this critical area of our lives and careers.

In closing, I would like to spend a bit of time around on communication. Each month we send out newsletters, employ surveys and make every attempt to utilize social media. Our hope of course is that this provides the flexibility that our members need to stay current. My question to "you" is what else can we do to help us get our message out and provide meaningful contact. Please contact myself or any member of the board to let us know.

<http://www.apics.org/apics-for-individuals/apics-magazine-home/magazine-detail-page/2017/09/06/from-soap-to-hope>

Yours in APICS,

Albert Testa, CPIM
 President, APICS Buffalo Chapter

Student Chapter Reports



Program Evaluation

PDM Wed., Oct. 11, 2017
Topic: "7x24 Exchange" with
Pete Woodin, Sr. Electrical
Sales Engineer, T.P. Woodside,
Inc. at Salvatore's



1=poor; 2=below avg; 3=avg; 4=above avg; 5=excellent

Response Average Results:

- 1) Speaker clear & easily understood: 4.4
- 2) The material content was clear & understandable: 4.4
- 3) The program topic was interesting & informative: 4.0
- 4) The questions/answers were direct & to the point: 4.2
- 5) The speaker was knowledgeable: 4.8
- 6) How likely are you to promote APICS & its offerings?: 4.6
- 7) Food & facilities satisfactory: 4.6

Comments:

- ♦ Require Salvatore's to provide microphone and request speakers use it.

Suggested Topics:

- ♦ How to Improve Supplier On-Time Delivery

Respondents –

APICS Members: 80%; Non-Members: 20%

University at Buffalo Chapter

We have concluded our executive board election and have added some very talented individuals to our team. The certification information session we held provided students with great clarity on the various certification requirements, where to receive them, and their importance. We are currently planning facility tours with two local companies so our members can see what they have learned in the classroom put into action. One of our current members also attended the APICS conference in San Antonio and plans to participate in the upcoming case competition. We are continuing to fill up our calendar with events and speakers who can help our students navigate their path into the supply chain and operations workplace.

Submitted by:
Alexander Lesins, UB Supply Chain Club Secretary
alesins@buffalo.edu

Canisius College Chapter

This month, the Canisius College Chapter of APICS toured Moog, Inc., where our president, Megan Murray, is currently interning. We were able to experience firsthand many of the processes and procedures that we learned in our Management Operations course. If you are interested in working with Canisius Students, please feel free to email me at murray57@canisius.edu. We are always looking for new learning opportunities within the Buffalo Community.

Submitted by:
Kayleigh Murray, APICS Club Secretary
murray57@my.canisius.edu

Mentor a Student;

Shape the Future



Join the APICS Mentor Program

- Provide guidance to a future supply chain professional (Canisius or UB student)
- Build your own leadership and effective communication skills
- Preview future candidates for positions at your company
- Get student rate for Top Management Night
- Program runs October - June

Interested? Contact Melissa Ruggiero
Student Chapter Chair
mrugg@buffalo.edu, 716-645-3232

Integrity's Invisible Influence

Good leaders build an atmosphere of trust.



I carefully filled the cake cone from the frozen custard machine, pushing it up at just the right moment to create a perfect ball; then as I shut off the machine, I pulled the cone away with a circular motion to give it the company's signature curl on top. It was beautiful, and I was proud of the way it looked, knowing that my customer would be happy.

As I turned away from the machine, I heard, "What the hell is that?"

It was the franchise owner. Baffled, I asked, "What do you mean?"

Snatching the cone from my hand, he replied, "This is too much ice cream; they only get six ounces." (NOTE: This was not a corporate policy, but his own.)

With a large kitchen knife, he cut off the ice cream down to the top of the cone, and let it drop into the overflow pan which would later be recycled back into machine. He then turned the handle to refill the cone with a skinny shaft of ice cream. After which he put it on a scale and said, "See, six ounces."

It looked pathetic, and nothing like the mouth-watering posters hanging all over the restaurant. Pointing to one of them, I protested, "But, mine looked just like the pictures."

"I don't care what the picture looks like, this is the amount we serve!"

Again arguing, from my 15 year old understanding of business, "But, isn't that false advertising?"

"Just do what I say!"

"Yes sir," I acquiesced. I made the cones as he said, and as I expected, customers complained.

It was my first job, which I was thrilled to have, and I was trying hard to do everything just right. In turn, I learned many good job skills which have served me well. It paid \$1.15 an hour. Minimum wage at the time was \$1.60 an hour. When I asked the owner why he didn't pay minimum wage, he replied, "Restaurants are allowed to pay less than minimum wage."

I later learned that restaurants are allowed to pay tipped employees less than minimum wage; I wasn't earning any

tips - no one was. A fellow employee told me, "He pays us less because we aren't 16 years old, and he knows we can't complain because you have to be 16 to be eligible to work." I didn't know if that was true or not; it didn't matter, I was just happy to have a real job.

Six months later, I was offered a job where a friend of mine was working for \$2.50 an hour, so I took it. When I gave my two-week resignation notice to my boss, he offered me the job of Assistant Manager for \$1.60 an hour. I turned him down and explained why; he said he wouldn't match my new wage.

On my last night, the owner was leaving for the day as I was beginning my shift. He turned to the manager and said, "Don't let Wilson work the cash register. It's his last night, I don't want him robbing the till."

Hearing that really hurt; but after he left, the manager said to me, "You can work the cash register tonight. I know you won't steal. Besides, when it gets busy I won't have time to stop and ring up your customers." That made me feel better.

That ice cream franchise was open less than five years. I wasn't surprised when it went out of business. The owner cut too many corners. He wasn't honest with his customers or his staff. Nevertheless, I was sad to see it go because I love the product line, and it was the closest one to my house.

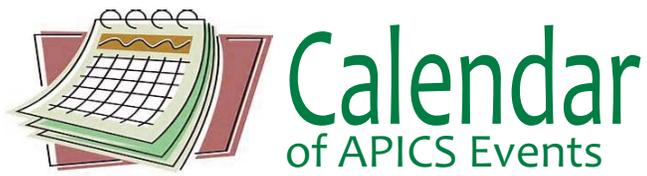
Employees don't want to feel taken advantage of by their employer, or that they are being squeezed for all they've got. A leader must be generous to build trust; if not with money, then with appreciation for the workers' efforts and concern for their needs and interests.

When a leader builds an atmosphere of trust, he or she will reap incredible rewards. Studies have shown that when employees know that everyone's interest is being served, they work faster, more efficiently, and make better decisions. The opposite is true as well. When a culture of distrust exists, every effort slows down creating a hidden cost to doing business.

Trustworthy leaders exercise accountability in everything they do by giving clear directions; dealing with problems immediately; delivering on promises; being transparent about company challenges as well as goals; and showing respect to both customers and staff.

Give yourself a raise - become a trustworthy leader.

Robert Evans Wilson, Jr. is an author, humorist/speaker and innovation consultant. He works with companies that want to be more competitive and with people who want to think like innovators. Robert is the author of ...and Never Coming Back, a psychological thriller-novel about a motion picture director; The Annoying Ghost Kid, a humorous children's book about dealing with a bully; and the inspirational book: Wisdom in the Weirdest Places. For more information on Robert, please visit www.jumpstartyourmeeting.com.



Welcome New Members

- Donna McGrew, CPIM, CSCP, CLTD, Secretary

PDM - Professional Development Meeting

**Joint meeting with ISM-Buffalo*

Wednesday, November 1, 2017

Place: Salvatore's Italian Gardens

Speaker: Joe Rice

Topic: "Laws of Negotiations"

Holiday Party

Wednesday, December 6, 2017

Place: Salvatore's Italian Gardens

Parkside Brass Band

Professional Members:

David Michaels

Jessica Tsai

Cody Reed

Eve Kosten

Ashley Huertas

Jared Denis

Linh Nguyen

Ryan Gibbons

Jessica Tsai

Shrinivas Ambadasrao

Phatale

Christopher Suarez

Jaclyn Shapiro

Max Winterburn

Ramnath Kamath Rajesh

Gopal Kamath

Courtney Weir

Rachel Whalen

Kayleigh Murray

Student Associates:

Patrick Dorsey

Srinivas Tangirala

Mitchell Feneziani

Raquiata Bah

Brandon Michael

Stan Wier

Jordyn Smith

Sarah Kaiser

Jaleo Wilkes

Si Maung

Kalyn Compeau

APICS
Buffalo Chapter

Plan to join us
Wednesday, December 6th
5:30 to 8:30 pm
Salvatore's Italian Gardens
6461 Transit Rd, Depew 14043
Food, music, and entertainment;
Fun and Giveaways for all!

like us on
facebook

APICS
Buffalo Chapter

For updates on PDM meetings, educational offerings, and networking opportunities.

Join in the Fun!

December 6th is the Buffalo Chapter APICS shindig! We are looking for volunteers for our annual event of networking and celebrating. If you would like to help, please reach out to us.

- Your Party Planners, Kim Frew and Barb Walters

Members are encouraged to make a donation to put under the tree!



Mission Statement:

To be the number one resource for Operations and Supply Chain Management education in WNY.

Vision Statement:

To develop leaders and inspire individuals and organizations to pursue excellence through lifelong learning and career advancement in the field of Operations and Supply Chain Management.