



**institute for
supply management**

ISM—New York, Inc.

Competitive Edge

The official newsletter of ISM-New York, Inc.

Volume XXX

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ISM-New York's Mission Statement

ISM-New York provides purchasing and supply leadership through best-in-class educational programs, benchmarking and information exchange, promoting the highest level of professionalism to enable competitive advantage.

ISM - NY Regular Monthly Meeting

New York Hilton Hotel

1335 Avenue of the Americas at 53rd Street

Tuesday, May 25, 2010

- 4:30 P.M. Pre-Dinner Forum
Concourse B - Lower Level
- 5:30 P.M. Reception and
- 6:00 P.M. Main Program (See below)
Election and Installation of Officers
Award Presentations
Concourse A - Lower Level
- 7:00 P.M. Dinner

LOOKING AHEAD

Next Meeting: September, 2010

Check www.ismny.org for program details

HAVE A GREAT SUMMER!

PRESIDENT'S MESSAGE

We live in a dynamic world. The Dow drops nearly 1,000 points in an hour, the US is facing the worst environmental disaster since the Exxon Valdez oil spill and the European union is being stress tested with the funding package for Greece. What does it mean for supply management professionals? It means that sourcing organizations will be asked to continue playing a major role in the management of third party suppliers and in delivering cost savings as the economic conditions slowly improve. There are many interdependencies in the global economic machine and we need to stay informed whether it's outsourcing a major service agreement or managing the governance of your company's sustainability program.



Our two presenters on May 25th will provide timely advice to address these pressing issues. Doug LaPasta, Chief Executive Officer from eVendor Check will describe best practices in the supplier selection process in the Pre-Dinner forum. In the Dinner presentation, Jim Horrigan, Director from PricewaterhouseCoopers will explain his Indirect Sourcing Total Cost modeling program.

As we approach the end of the ISM-NY 2009-10 program, please join me as we elect and install our Officers and Directors as well as present the J.H. Leonard award and the Davis-Kassa scholarship. Special thanks to Joe Rosenthal and Wendy Lamont for their years of service and commitment to the Board and ISM-NY.

I would also like to thank Bill Drewes and the Supplier Diversity Committee and Ernst & Young for hosting the ISM-NY Supplier Diversity EXPO which was held on April 15th. Each year the bar is raised higher and I'm sure the event next year will be even better than this one.

Lastly, I attended the ISM conference in San Diego two weeks ago and was impressed at the participation of members across the country, the sizable number of exhibitors and the content of the presenters. The conference next year is in Orlando and I encourage everyone to think about attending as this is a terrific opportunity to expand your knowledge and be on top of the rapidly changing issues regardless how many years you have worked in supply management.

Joe Robertson
Joseph Robertson

DINNER PROGRAM OVERVIEW AND SPEAKER PROFILE

Indirect Sourcing Total Cost Modeling By Jim Horrigan



Companies are realizing the importance of total cost procurement modeling. An error in a model can lead to a very costly mistake with a supplier decision. In this session, we will discuss how to identify and capture the key cost elements, ways to benchmark costs and several different analytical approaches to use when modeling sourcing or outsourcing scenarios.

Jim Horrigan is a Director in the PricewaterhouseCoopers (PwC) Strategy & Operations practice and has over thirteen years of experience advising manufacturing, distribution, mining, and private equity companies with a focus on sourcing and supply chain. Prior to joining PwC, Mr. Horrigan

Continued on Page 2

Dinner Program, continued

a Senior Director at Alaris Consulting, a boutique supply chain consulting firm that was acquired by PwC in 2009. He has led engagements that have sourced over 75 different indirect and direct spend categories. Mr. Horrigan has an MBA from the University of South Florida and a BA in Economics from the University at Buffalo. He is also a board member of the Supply Chain Global Management Academy at Indiana University's Kelley School of Business.

DAVIS - KASSA SCHOLARSHIP WINNER

ISM-New York is pleased to announce the award of the Davis-Kassa Scholarship to Lauren Buchbauer, daughter of our member, Paul Buchbauer.

Lauren has just graduated with a B.S. in Adolescent Education / Physics from St. John's University in Queens. She was recognized for outstanding academic achievement and community service by both Phi Eta Sigma and Kappa Delta Pi, two national honor societies for students. She has completed many observation hours helping out at local city schools, tutored in the Vocational Education program at the Family & Children's Association in Hempstead, and was a student teacher at Bethpage High School teaching AP and Honors Physics. She is greatly looking forward to a career in teaching and will be attending Hofstra University this upcoming semester for an M.A. in Science Education.

The scholarship is named in honor of former Executive Directors of ISM-New York who served with distinction. **Robert Davis** served from 1957 to 1978 and **Abate Kassa**, assisted by his wife **Waka**, served from 1981 to 2000. The award consists of a \$4,000 cash prize, as well as a one year membership in ISM and ISM-New York. Please join us at our May 25th dinner meeting to congratulate Lauren and her family.

J.H. LEONARD AWARD

The 2010 J.H. Leonard Award, will be given to a regular member of ISM-NY who has rendered distinguished service to the Association in one or more of the following areas:

- ◆ Participation in scheduled meetings, forums or other activities of the Association;
- ◆ Service to the Board of Directors or a committee;
- ◆ Contributions to *Competitive Edge*;
- ◆ Other contributions to the growth, development or professional stature of the profession and ISM-NY.

Leonard Award Nominating Committee members are not eligible.

Past recipients of the Leonard Award since 1964 are:

D. Gibson	E. Krech	J. Snedeker	D. Lyons
G. Baker	A. Repko	J. Schultz	C. Adams
R. Rhett	G. Fordyce	R. Morse	L. Norris
R. Logler	R. Davis	D. Murphy	J. Batura
W. Heubach	G. Coiley	R. Logler	J. McSherry
W. Mansfield	E. Handler	W. McCormick	S. Sheffield
M. Sinnott	A. Pedalino	P. Kay	J. Conner
A. Kassa	P. O'Reilly	J. Maer	M. Carrara
T. Lawlor	P. Oppenheimer	B. Caffrey	C. Coffey
W. Kassa	S. Waxman	L. Tognan	M. Goloven
S. Fischer	S. Vitale	P. Buchbauer	C. Hessick
J. Kelly	J. Martin		

Be sure to attend the May 25 dinner meeting to congratulate this year's Leonard Award winner.

ELECTION AND INSTALLATION OF OFFICERS AND DIRECTORS

The following officers and directors will be elected and installed at the Annual Meeting of the Membership on May 25, 2010 at the New York Hilton Hotel.

President (1 year):

Stephen Fischer, C.P.M.; Colgate-Palmolive

First Vice President (1 year):

Kenneth Going, Jr.; MF Global Holdings

Second Vice President (1 year):

Laura Grana, C.P.M.; Morgan Stanley

Treasurer (1 year):

Dennis Garcia; Skadden, Arps, Slate, Meagher & Flom LLP

Director for National Affairs (1 year):

Joseph Robertson, C.P.M.; Morgan Stanley

Director (3 years):

Director of Facilities Management Sourcing Group:

Gary Smith, CPIM, CSCP; New York City Housing Authority

Director (3 years):

Director of Membership:

William Drewes, Esq.; Law Offices of William H. Drewes

Continuing Board Members:

Director: Professional & Outsourcing Services Sourcing Group

Keith Hines; PricewaterhouseCoopers

Director: Marketing, Travel and H.R. Sourcing Group

William Hatzichristos; New York Mets

Director: Technology & Telecom. Sourcing Group:

James Martin

Director: Consumer Related Products & Services Sourcing Group

Mashaal Ahmadieh; Pfizer

Award Presentations:

Outstanding Service Awards, including the J.H. Leonard Award, will be presented to individuals who have demonstrated dedicated service to ISM-New York and/or the profession.

CONTACT INFORMATION CHANGES

This is the last issue of *Competitive Edge* until September. Please contact the ISM-New York office in the event of any changes to your e-mail or mailing address or other contact information.

ISM-New York and ISM empathize with those members who have lost their jobs. To show our support, we can arrange to waive your membership dues for two consecutive six-month periods. We can also waive membership dues for those in active military service. Please advise the ISM-New York office by calling (516)466-9822 or by sending an e-mail to poppenheimer@ismny.org if either of these circumstances applies to you.

MEMBERSHIP CARDS

The Institute for Supply Management (ISM) is no longer issuing membership cards annually to members. However, you can print your own card by going on the Members Only page of the ISM website, www.ism.ws, and clicking on "Print Membership Card." Your membership number will be automatically generated onto a card that you can print out.

PRE-DINNER FORUM - 4:30 - 5:30 P.M.

Topic: Managing Supplier Risk and Opportunity
Speaker: Doug G. LaPasta, Chief Executive Officer
Sponsor: eVendor Check

Proper supplier selection is a more important function than ever. It is directly tied to profitability and other top executives' enterprise concerns. An effective process is critical to the success of the business. Any system that saves time, money and effort should be explored in order to proactively manage supply chain risk, since there is a constant demand to efficiently contract or expand suppliers as needed.

We will explore current supplier acquisition best practices and show how purchasing professionals can reduce the probability of potentially catastrophic supplier choices. The presentation will also provide an overview of the new ISM partnership with eVendor Check that provides a major new value added service for members to mitigate supplier risk.

Douglas G. LaPasta is Chairman & Chief Executive Officer of eVendor Check, Inc. Before founding eVendor Check, Mr. LaPasta founded Skill Survey, which became operational in 2004. He invented and patented web-based reference checks, and built Skill Survey's client base to over twenty-five active clients. Mr. LaPasta founded eVendor Check in 2008 and remains an active board member of Skill Survey. He was also Founder and Managing Partner of Stonehill Consultants, Director of Organizational Consulting with Reliance Consulting Group, Director of Corporate Management Education and Training for Citicorp and Vice President of Organizational Research and Consultation, Inc. He served as a Director of Reliance Bancorp from 1983 to 2000. He holds a BA from Lafayette College and has done postgraduate work at New York University, The New School University and Columbia University.

ISM-NEW YORK THANKS...

...the educational exhibitors that participated in the Twenty-Seventh Annual ISM-New York Conference in March: cSubs, JVKellyGroup, Panduit, Printellect, and Zycus. They will be recognized at the May 25 meeting.

CPSM

ISM-New York is holding review seminars for the Certified Professional in Supply Management (CPSM) credential. Reviews and/or exams do not have to be taken in chronological order. The Exam 3 Review will be held on June 7. For those of you who have a C.P.M. and a four-year college degree, the CPSM Bridge Exam Review seminar will be held on June 15 and 16. For more information or to register, please contact the ISM-New York office by calling (516)466-9822 or by sending an e-mail to poppenheimer@ismny.org. Additional information is also available on <http://www.ism.ws/certification/>

REPORT ON BUSINESS - April 30, 2010

NEW YORK CITY ECONOMIC FOCUS: *Humming Along*

New York City business activity maintained a rapid rate of expansion in April according to the survey taken by the Institute for Supply Management-New York (ISM-NY).

The Current Business Conditions index rose to 62.2 in April from 60.6 in March, marking the eighth straight month above the 60 level. There is only one other stretch in the history of the ISM-NY Report on Business when the Current Business Conditions index expanded this strong for this long – April 1999 to March 2000.

Future optimism remained bright, just not as blinding as in recent months. The Six-Month Outlook index fell to 75.9 in April from 88.2 in March.

Purchasing and supply executives cranked up the volume of spending to a level not seen since November 2006. The Quantity of Purchases index vaulted to 72.1 in April from 61.3 in March.

Firms are hiring at the quickest pace since at least November 2007. The Employment index advanced to 61.8 in April from 55.1 in March.

Input prices rose for the first time since the financial crisis intensified in September 2008. The Prices Paid index increased to 52.9 in April from 42.3 in March.

Working capital shortages were again the biggest business impediment. Weather is no longer an issue as in the prior two months.

	April	March	February
Skilled labor shortage	9%	10%	7%
Unskilled labor shortage	0%	3%	0%
Working capital shortage	24%	10%	17%
Raw material shortage	3%	4%	13%
Security concerns	3%	13%	7%
Abnormal weather	3%	15%	20%
"Other" difficulties	15%	13%	17%
No difficulties	24%	17%	27%

April's Question of the Month: In terms of employment, your organization is in what mode?

Hiring, Hiring Freeze or Layoff?

	Apr. 10	Apr. '09	Apr. 08
Hiring	53%	31%	60%
Hiring Freeze	32%	65%	46%
Layoff	16%	35%	26%

(Numbers do not add to 100% due to multiple responses)

There has been a clear shift toward restocking labor relative to last year.

CALENDAR OF EVENTS

ISM-NY 2009-2010 OFFICERS, DIRECTORS and COMMITTEE CHAIRPERSONS

DATE PROGRAMS AND SEMINARS

2010

January 19	ISM-New York Dinner Meeting
January 21	Print Buying Essentials
January 28	Cost-Price Analysis and Total Cost Concepts
February 4	Human Capital Services Procurement Strategies
February 8	CPSM Exam Two Review
February 9	ISM-New York Dinner Meeting
February 11	Satellite Sem. – Talent and Career Management
February 25	Purchasing of Services
March 2-4	Fundamentals of Purchasing Management
March 11	Purchasing Negotiations
March 18	Marketing and Advertising Sourcing Strategies
NEW March 26	27th Annual ISM - New York Conference
April 8	Buying Travel Related Services-Strategies for Savings
April 20	ISM-New York Breakfast Meeting
April 22	Supplier Diversity - A Purchasing Perspective
April 22	Satellite Sem.– Logistics, Inventory & Distribution
April 25-28	95th ISM International Purchasing Conference
May 6	Legal Aspects of Technology & Software Acquisitions
May 13	Facilities Mgmt. & Construction Services Sourcing
May 25	ISM-New York Dinner Meeting
June 3	Supplier Relations, Ethics & Social Responsibility
June 7	CPSM Exam Three Review
June 15 & 16	CPSM Bridge Exam Review

BOARD OF DIRECTORS

President	Joseph Robertson, C.P.M.	(212)537-1116
	joseph.robertson@morganstanley.com	
1st V.P.	Stephen Fischer, C.P.M.	(212)310-2570
	stephen_fischer@colpal.com	
2nd V.P.	Kenneth Going	(212)589-6576
	kgoing@mfglobal.com	
Treasurer	Dennis Garcia	(212)735-3895
	dennis.garcia@skadden.com	
Director of	Joseph. H. Rosenthal	(917)449-2777
Nat'l Affairs	jhrosenthal@yahoo.com	
Director of	Wendy Lamont, C.P.M.	(877)202-9323
Membership	wendy.lamont@us.ibm.com	
Executive	Peter Oppenheimer, C.P.M.	(516)466-9822
Director	poppenheimer@ismny.org	
	<u>Sourcing Group Directors</u>	
	Consumer Goods & Services Sourcing Group – Mash Ahmadieh	
	mashaal.ahmadieh@pfizer.com	(212)733-1272
	Facilities Management Sourcing Group - Laura Grana, C.P.M.	
	laura.grana@morganstanley.com	(212)537-2093
	Marketing, Travel and H.R. Sourcing Group - Bill Hatzichristos	
	whatz@nymets.com	(718)803-4099
	Professional & Outsourcing Services SG - Keith Hines	
	keith.e.hines@us.pwc.com	(646)471-2171
	Technology & Telecomm. Sourcing Group - Jim Martin	
	jamesemartin@yahoo.com	(646)205-0205

COMMITTEE CHAIRS

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Development	poppenheimer@ismny.org	
Business	Jonathan Basile	(212)538-1436
Survey Chair	jonathan.basile@credit-suisse.com	
Co-Chair	John Popolizio, C.P.M.	(201)352-2952
	john.popolizio@ubs.com	
"Green"	Debbie Jaslow Shatz, CFM	(212)617-3898
Chair	dshatz@bloomberg.net	
Supplier	Carl Hessick	(212)465-5498
Diversity	hessick@pbworld.com	
Co-Chairs	William Drewes, J.D.	(212)228-0402
	poiboync@earthlink.net	

Visit our website:

www.ismny.org

For the latest information about
your affiliate's
Meetings, Seminars, Conferences
and Job Opportunities

NOTE: ISM-New York is not responsible for attendees' personal belongings lost at its meetings.

Registration Deadline: May 21st.

Phone (516) 466-9822
Fax (516) 466-4141
E-mail: poppenheimer@ismny.org

ISM-New York
69 Susquehanna Avenue
Great Neck, NY 11021

Please register me for the May 25 Meeting.
 I will attend the dinner meeting.

Check enclosed \$40/member
\$80/non-ISM-NY member
 Paid in advance - included with membership

I have a special request for: ___fish___vegetarian substitute meal. Will pay at the door

Name _____ E-mail: _____

Organization _____ Phone() _____

I will bring with me as guest(s) _____

In the event you cannot attend after you have registered, please call to cancel as soon as possible.



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WINTER-SPRING 2010 ISM-NEW YORK SEMINARS

January 21 - Print Buying Essentials

Key Printing Industry Trends -
Economic; Market; Technology; Application
Printing Methods - Offset; Sheet fed; Web; Flexo; Screen
On Demand & Digital Printing; Inkjet; Electro photographic
Substrates; Inks; Coatings; Binding; Finishing; Fulfillment
Qualifying and Selecting Print Service Providers
RFIs; RFQs; RFPs; Printing Specifications
Methods for Submitting Jobs
Preflighting; Proofs; Plant Visits; Press Approvals
Sources for Creating Value
E-Procurement and Outsourcing Solutions
Costing and Pricing Strategies
Printing and Graphics Software; Working With A Designer
Savings Opportunities; Best Practices; Sustainable/Green
Additional Resources - Major associations; Publications

January 28 - Cost-Price & Total Cost Concepts

Cost Analysis Candidates, Cost vs. Price Analysis
Basic Cost Concepts, Elements of Cost
Cost Analysis Tools, Cost Analysis Worksheet
Cost Analysis in the Services Sector
Total Cost of Ownership, Identifying Cost Drivers
Analyzing Price Increase Proposals
Cost Analysis In Reverse Technique
Price Adjustment Formulas
Currency Exchange Fluctuation Formulas

February 4 - Human Capital Services Procurement Strategies

Changing Business Environment
Internal HR Services Purchasing and HR Challenges
Human Resources Service Providers
Evolving Human Resources Services Market
Politics of Purchasing H.R. Services
Insource or Outsource?
Employee Benefits and Benefit Services
Innovative HR Procurement Strategies
Best Practices
Vendor Assessment; Contract Negotiations
Measuring Success

February 8 - CPSM Exam Two Review

February 25 - Purchasing of Services

Defining Service Contracting; Buying Nontraditional Svcs.
Planning the Purchase; Developing the Statement of Work
Evaluating Offers; Service Contracts; Monitoring Performance

March 2 - 4 - Fundamentals of Purch. Mgmt. (3 Days)

The Power of Purchasing; The Role of Purchasing
The Procurement Process
Methods of Procurement
Supplier Management
Contract Law
Contract Negotiation
Value Analysis; Purchasing of Services
Inventory Management; Performance Measures
Professional Certification

March 11 - Purchasing Negotiations -Includes Practice Neg.

Win-Win, Win-Lose and the Negotiator's Dilemma
Claiming Value; Negotiating with Sole Sources
Dealing with Difficult Tactics; Negotiating Skills; Creating Value;
Stages of Negotiation; Coming to an Agreement

March 18 - Marketing & Advertising Sourcing Strategies

The Marketing Communications Landscape
Agency Economics; What Motivates Agencies?
What Motivates Your Marketing Colleagues?
Differences in Buying Marketing/Advertising vs. Other Services
How to Negotiate with Agencies; Scopes of Work; T's & C's
How to Conduct an Agency Review; Evaluations & Assessments
Managing Multiple Agencies

April 8 - Buying Travel Related Services

Business Trips - A Philosophical Perspective
Agency Configuration Options - Is On-Site Necessary?; Funding
Travel and Entertainment Policy Creation
Ethics and Responsibility for Travel Decisions
Surviving a Sarbanes-Oxley (SOX) Audit; Ensuring Compliance
Selling Use of Self-Booking Tools Internally
Optimizing Airline, Hotel and Car Rental Negotiations
How to Perform a Site Inspection; Benchmarking Pitfalls
Creating a Revenue Generating Corp. Card Program

April 22 - Supplier Diversity - A Purchasing Perspective

Why Supplier Diversity?; Characteristics of a Successful Program
Implementing and Managing a Program; Designing a Budget
Communication Strategies and Methods
Benchmarking - How, When and Who; Second Tier Sourcing
Components of a Strategic Plan; Sourcing Diverse Suppliers
Mentoring Diverse Suppliers; Professional Services Issues
Small Business Development

May 6 - Legal Aspects of Tech. & Software Purchasing

License of Software vs. Purchase of Goods/Services
Laws Governing Technology & Software Agreements
Intellectual Property Rights
Issues in Software License, Develop. & Hardware Agreements
Trial & Test Agreements; Shrink-Wrap & Click-Wrap Agreements
Laws in Electronic Commerce

May 13 - Facilities Management & Construction Services

Sourcing Process & Tools - RFPs; Vendor Selection; Due
Diligence; eSourcing & Auctions; Contracts; Sarbanes-Oxley
Operational Services. - Mechanical; Electrical; Plumbing;
Elevators; Relocations; Movers; I.T. Moves; Janitorial; Waste.
Energy & Environmental Design; Environmental Sustainability
Construction - Project Management.; Architectural; Engineering
Construction Management Strategy; Equipment Acquisition

June 3 -Supplier Relations, Ethics & Social Responsibility

Ethics Defined; Supplier Relations; Changing Relationships
Policies - Ethics; Social Responsibility; Principles and Standards
Ethics Statements; Acceptable/Unacceptable Behavior
Putting Ethics Into Practice; Hypotheticals; Case Studies

June 7 - CPSM Exam Three Review

June 15 & 16 - CPSM Bridge Exam Review (2 Days)

Please review the ISM-New York Professional Development Catalog
on www.ismny.org for complete seminar outlines or call 516-466-9822

All public seminars are also available for on-site presentations.

OVER

REGISTRATION INFORMATION

FOUR EASY WAYS TO REGISTER:

Tel. (516) 466-9822

Fax (516) 466-4141

E-mail: poppenheimer@ismny.org

By Mail: ISM-New York, 69 Susquehanna Avenue, Great Neck, NY 11021-3819

TO REGISTER: Please complete and return this registration form. Registrations must be made in advance and are subject to confirmation.

REGISTRATION FEE: The full fee as designated for each program is payable in advance and includes cost of meeting materials, break refreshments, and a light lunch. Tuition fees will be reduced by 10% for a company team of 3 or more registrants attending the same seminar. Please make checks payable to ISM-New York.

	Member	Non-member		Member	Non-member
1-day seminar	\$395	\$ 495	CPSM Review Seminar	\$395/day	\$495/day
2-day seminar	\$790	\$ 990	CPSM Bridge Review	\$790	\$990
3-day seminar	\$1,195	\$1,495	Satellite Seminar	No charge	\$65

NON-MEMBERS of ISM-New York but members of other ISM affiliates or APICS are welcome to attend ISM-New York educational programs at member rates, subject to presentation of proof of membership.

EDUCATION CENTERS: ISM-New York's Seminars are held at Pfizer, 150 East 42nd Street, New York City, from 9:00 A.M. to 5:00 P.M. ISM-New York holds its annual Symposium and Conference as well as regular monthly dinner meetings at the New York Hilton, 1335 Avenue of the Americas, 53rd Street, New York City. ISM Satellite Seminars are held at the City of New York Citywide Training Center, 2 Washington Street, Room 1980, New York City.

CANCELLATIONS AND REFUNDS: Confirmed registrations can be cancelled and tuition refunded, less a \$75 administrative fee, if cancellations are received no later than seven days prior to the event. Registrants that have been confirmed (and not cancelled on time) but are unable to attend an event are liable for the entire fee. Registrants who fail to appear are not entitled to a refund. Substitutions may be made at any time.

HOTEL ACCOMMODATIONS: ISM-New York does not arrange hotel reservations. Please make your hotel reservations directly.

REGISTRATION FORM - *You may photocopy this form for additional registrations*

Please register me for _____ that will be held on (date) _____

Name (Please print) _____ Title _____

Organization _____

Address _____ City _____ State _____ Zip _____

Phone () _____ Fax () _____

E-Mail (Please print) _____

METHOD OF PAYMENT:

ISM-NY Fed. ID# 13-5329830

_____ Check is enclosed \$ _____ P.O. Number _____ Send Invoice _____

Credit/Procurement Card: _____ VISA _____ MasterCard _____ American Express

Card # _____ Expiration Date: _____

Amount to be charged \$ _____

Cardholder Signature _____

CHECK APPROPRIATE BOX(ES): ___ Member ___ Non-Member ___ Confirming phone registration
___ Send membership application ___ Call to discuss On-Site Seminars

Education is the key to professionalism. Don't delay, register today!

All seminars are available for On-Site presentation at your facility
To discuss On-Site Seminars contact Peter Oppenheimer, C.P.M., Executive Director, ISM-New York
516-466-9822 or e-mail: poppenheimer@ismny.org