



ALASKAN PURCHASER

www.napmalaska.org



January 2015

Written In Stone

By: Jan Miller

On a business trip to Japan, several purchasing executives from an American company were presented with cameras as a gesture of goodwill. To avoid embarrassing their Japanese hosts, the purchasers accepted the cameras, returning them to the American arm of the Japanese company once the group was back on U.S. soil. An executive relates this story as an example of how the business practice of accepting a gift in order to respect the goodwill gesture of an international supplier can conflict with a company's ethical practices of not accepting gifts.

This example also reveals cultural values in today's global environment: the perfectly ethical practice of gift giving in Japanese culture. Clearly, accepted or sound business practices and ethical practices are not identical in every context -- especially when crossing cultural and regional boundaries. Within the discussion circles, people offer understanding between ethics and sound business practices.

"In my opinion, a business practice is a process or group of processes that occur between a purchaser and supplier or a service provider and a client," explains W. Jack Wagner, C.P.M., procurement manager of strategic resources and analysis at BellSouth Telecommunications in Atlanta, Georgia. The issuance of a purchase order is an example Wagner cites of a business practice. The people involved in processing the purchase order establish the ethical impact on the business practice.

Interested Parties

However, just having an ethics policy in writing doesn't guarantee that your employees will apply ethical business practices. The consensus is that management has to provide the proper example as well as enforce the written code.

"The one individual that has to be involved is the chairman of the board. This is a task that really cannot be delegated downward," says University of Alabama's Crown. From that point, she says, you want to bring people in from all levels in order to get a fair representation and a variety of perspectives. The process should be relaxed enough so that people who are not on the development committee can offer suggestions. "The code of conduct should also permeate throughout the organization. If this doesn't happen, what's communicated to employees is that the code is not something of value," says Crown.

From Wagner's point of view, it's critical that purchasing have a hand in creating a code of conduct. "If the purchaser-supplier relationship isn't the first area people think of when discussing ethics," he says, "then it's the second. It is for this reason that it's essential for purchasing to be involved in the development of an ethics policy." Human resources and the corporate ombudsman (if the organization has one) should also be involved in developing the code of conduct. Wagner says a growing number of companies now have ombudsmen whose function is to champion ethical behavior and personal responsibility. "Many companies use that person as a secure line to report some misconduct or infraction," he explains.

THURSDAY 8 JANUARY 2015

**NAPM-ALASKA
PRO D MEETING**

See Page 6 For More Information

TIME: 5:30 p.m. Networking / 6:00 p.m.

Cost \$28.00* Includes Dinner.

VISA and MasterCard Accepted

No-Shows Billed

**Location: Coast International Inn,
3450 Aviation Avenue. Anchorage Alaska**

RESERVATIONS REQUIRED

Contact- Pamela Iverson

email: napmprod@gmail.com

no later than 5 P.M. on Wednesday 1/7/2015

Ethics Compared

Unethical practices, such as fraud and abuse, cost U.S. organizations more than \$400 billion annually, according to the Association of Certified Fraud Examiners' recent Report to the Nation on Occupational Fraud and Abuse. However, studies have shown that a corporate code of conduct will encourage ethical behavior among employees. Following are two different codes of conduct, one from the purchasing perspective and one from the sales perspective. NAPM's Principles and Standards of Purchasing Practice: Loyalty To Your Organization- Justice To Those With Whom You Deal- Faith In Your Profession. From these principles are derived the NAPM standards of purchasing practice.

1. Avoid the intent and appearance of unethical or compromising practice in relationships, actions, and communication.
2. Demonstrate loyalty to the employer by diligently following the lawful instructions of the employer, using reasonable care and only authority granted.
3. Refrain from any private business or professional activity that would create a conflict between personal interests and the interests of the employer.
4. Refrain from soliciting or accepting money, loans, credits, or prejudicial discounts, and the acceptance of gifts, entertainment, favors, or services from present or potential suppliers that might influence, or appear to influence, purchasing decisions.
5. Handle confidential or proprietary information belonging to employers or suppliers with due care and proper consideration of ethical and legal ramifications and governmental regulations.
6. Promote positive supplier relationships through courtesy and impartiality in all phases of the purchasing cycle.
7. Refrain from reciprocal agreements that restrain competition.
8. Know and obey the letter and spirit of laws governing the purchasing function and remain alert to the legal ramifications of purchasing decisions.
9. Encourage all segments of society to participate by demonstrating support for small, disadvantaged, and minority-owned businesses.
10. Discourage purchasing's involvement in employer sponsored programs of personal purchases that are not business related.
11. Enhance the proficiency and stature of the purchasing profession by acquiring and maintaining current technical knowledge and the highest standards of ethical behavior.
12. Conduct international purchasing in accordance with the laws, customs, and practices of foreign countries, consistent with U.S. laws, your organization policies, and these Ethical Standards and Guidelines.

Sales and Marketing Executives International Sales and Marketing Creed Your pledge of high standards in serving your company, its customers, and free enterprise.

1. I hereby acknowledge my accountability to the organization for which I work and to society as a whole to improve sales knowledge and practice and to adhere to the highest professional standards in my work and personal relationships.
2. My concept of selling includes as its basic principle the sovereignty of all consumers in the marketplace and the necessity for mutual benefit to both buyer and seller in all transactions.
3. I shall personally maintain the highest standards of ethical and professional conduct in all my business relationships with customers, suppliers, colleagues, competitors, governmental agencies, and the public.
4. I pledge to protect, support, and promote the principles of consumer choice, competition, and innovation enterprise, consistent with relevant legislative public policy standards.
5. I shall not knowingly participate in actions, agreements, or marketing policies or practices which may be detrimental to customers, competitors, or established community social or economic policies.
6. I shall strive to ensure that products and services are distributed through such channels and by such methods as will tend to optimize the distributive process by offering maximum customer value and service as minimum cost while providing fair and equitable compensation for all parties.
7. I shall support efforts to increase productivity or reduce costs of production or marketing through standardization or other methods, provided these methods do not stifle innovation or creativity.
8. I believe prices should reflect true value in use of the product or service to the customer, including the pricing of goods and services transferred among operating organizations worldwide.
9. I acknowledge that providing the best economic and social product value consistent with cost.
10. I pledge my efforts to assure that all marketing research, advertising, and presentation of products, services, or concepts are done clearly, truthfully, and in good taste so as not to mislead or offend customers. I further pledge to assure that all these activities are conducted in accordance with the highest standards of each profession and generally accepted principles of fair competition.
11. I pledge to cooperate fully in furthering the efforts of all institutions, media, professional associations, and other organizations to publicize this creed as widely as possible throughout the world.

PRESIDENT MARIANNE BECKHAM

Wow! It's 2015 and like the Energizer Bunny we "just keep going". My hope for all of us is to "just keep going" no matter what challenges life throws our way. Doing it with a smile makes it FUN!

Last month my message focused on six strategies for dealing with toxic people in our professional as well as personal lives. Thank you to those who reached out expressing appreciation and validation of the message. Here are the final seven strategies detailed in "How Successful People Handle Toxic People" by Dr. Travis Bradberry, coauthor of Emotional Intelligence 2.0 and President at TalentSmart.

6. Focus on Solutions, Not Problems—Where is your focus? Is it on how to improve your circumstances and promote positive attitudes and behaviors, or is it on the problems? Fixating on problems prolongs negative emotions and increases stress. The same applies to focusing on the toxic people and how crazy they are making you. Spending precious energy and abdicating power to them resolves nothing. Deciding what you are going to do about how they affect you restores your power and helps maintain a healthy emotional state. Take back control and focus on the solution.

7. Remember—Go ahead and forgive those causing you grief, but remember the lesson and stop giving them yet another chance to derail your success. Recognize they must own their mistakes and avoid getting bogged down too. Protect yourself from future harm and let go quickly.

8. Ditch the Negative Self-Talk—One of the best professors I ever had in college preached the concept of positive self-talk. At the time I didn't truly embrace her message but experience over the years has shown me the wisdom of it. Like a sponge absorbs liquid, so do we sometimes absorb the negativity of others. It's natural to feel bad about being mistreated; we all do from time to time. Self-talk can either move us past the negativity or intensify it. If we don't pull up out of the negative spiral, our emotions and performance suffer. Negative self-talk is defeating, wholly unnecessary, and counterproductive. Ditch it!

9. Hold the Caffeine—Adrenaline, the drug of choice for overachievers and stressaholics. It's the substance that gives us the ability to work longer, do more, fight the bad-guys, or run for the hills. The old "fight or flight" response is basic to our survival. It's very useful when defending life and liberty, but not so much when encountering the Poison People in the break room. Treat yourself to a glass of water instead.

10. Sleep on It—Losing sleep and worrying increases the stress and renders you less effective. Plus, a good night's sleep helps you to be happier, more creative, and more capable of handling and dealing effectively with these stressors. The brain needs the downtime, needs to recharge (just like your cell phone), and will process all the data tossing out the garbage and keeping the good memories. Sleep deprivation raises stress hormone levels with or without external stress. Studies show that sleep deprivation is as much a factor for traffic fatalities as drunk driving. You'd never attempt to deal with the toxic people drunk so don't do it without sufficient sleep.

11. Support Systems are Critical—Can you recognize the weaknesses in your approach to dealing with these Poisonous Persons? Oftentimes we're too close to the situation to see it clearly. Seek the insight and assistance from your support group when you need it. Usually they can see a solution you don't since they're not as emotionally invested. Their objectivity shines new light on the issue giving you a different perspective.

12. Blend It—Now put all this together. You will be tested by touchy interactions with toxic people. Our brains are similar to plastic allowing it to mold and change as we practice new behaviors, helping us to get up after we fall, and learning from our mistakes. Train your brain to access these stress-relieving techniques and implement them in daily life, especially when The Toxic People are knocking on the door, or, just barging in.

I hope these techniques on handling toxic people in your life are helpful to you in the coming year.

Come join me and other positive professionals at our next Pro-D Meeting at The Coast International Inn in Anchorage on January 8. Networking begins at 5:30 p.m. with the program by Dr. Al Bolea shortly after dinner. Perhaps you'll create a new support system and together we'll "just keep going."

And finally, in order to serve the membership better, we are interested in your feedback and invite you to participate in a survey from Survey Monkey. Of course all responses will be completely anonymous. The survey will only take 5 minutes of your time and will cover various topics related to the affiliate. Please watch for a Survey Monkey link via email from NAPM-AK within the next month.

Respectfully,
Marianne Beckham, President

2014/2015 Officers

President

Marianne Beckham
Alyeska Pipeline Service Company
Phone (907) 787-8015
E-Mail: Marianne.beckham@alyeska-pipeline.com

Past President

Marlys Hagen, C.P.M.
State of Alaska, Department of Natural Resources
Phone (907) 269-8666
Email: marlys.hagen@alaska.gov

Vice President

Jule Magee
Alyeska Pipeline Service Company
Phone (907) 787-8915
E-Mail: jule.magee@alyeska-pipeline.com

Secretary

Jared Rennie
Alyeska Pipeline Service Company
Phone (907) 787-8796
Email: Jared.Rennie@alyeska-pipeline.com

Treasurer

Pamela Iverson
Cook Inlet Housing Authority
Phone (907) 793-3064
Email: piverson@cookinlethousing.org

Director of Education

Ben Milam, CPPM, C.P.M.
Alaska Native Tribal Health Consortium
Phone (907) 729-2972
Email: whiskers@mtaonline.net

Director of Membership

Ward Wells, C.P.M.
University of Alaska Anchorage
Phone (907) 786-6504
email: flatheadward@yahoo.com

Director of Communications

Angie Middleton
Arctic Slope Regional Corp.
Phone (907) 339-6862
Email: amiddleton@asrc.com

Director at Large

Suzanne M. Collier
Alaska Native Tribal Health Consortium
(907) 729-2967
E-Mail: smcollier@anthc.org
Carol Geiger C.P.M.
Providence Health & Services
Phone (907) 212-6339
E-Mail: Carol.geiger@providence.org
Mary Beth Overturf
University of Alaska Anchorage
(907) 786-6508
E-Mail: overturf@uaa.alaska.edu
Roxanne Peter
Alyeska Pipeline Service Company
(907) 787-8024
E-Mail: Roxanne.peter@alyeska-pipeline.com

PAST PRESIDENT

MARLYS HAGEN, CPM, CPPB, CPPO

Happy New Year!

Northwest Purchasing Education Council

The NPEC board will be having a meeting in January, so I'll have more information for next month. Please get next year's conference on your planning calendar. The conference will be held in the Portland-Vancouver area but will be hosted by NAPM-Spokane. The dates are October 26-28, 2015, so save these dates on your calendars and put in your budget requests. We are now working on a host for the 2016 conference.

DIRECTOR OF MEMBERSHIP WARD W. WELLS, CPM

Final Notice for Membership Renewal!!

All membership renewals MUST be submitted ASAP for this next year. The deadline for submittal to ISM is upon us and we still have several who have not paid their membership renewal. If you are in this category, please contact Pam Iverson at the email address listed below.

The NAPM Alaska website makes renewal even easier. Timely receipt of your renewal is very important to help maintain our programs and roster. Payments made by credit card can be made online through our website.

Please select "Current Member Renewal". The annual renewal amount is \$160.00. If you have questions, please contact our Treasurer, Pam Iverson, via e-mail at napmprod@gmail.com

All credit card payments will be made through NAPM Alaska's PayPal account. Please keep a copy of your PayPal receipt as confirmation of payment for your records. Your assistance with this is most appreciated.

Hope to see you all at the Pro-D meeting next month. Please contact me at flatheadward@yahoo.com if you require a current membership application.

Membership in ISM and NAPM Alaska really does make a difference to Alaska's Procurement professionals.

DIRECTOR OF EDUCATION BEN MILAM, CPPM, C.P.M.

We have had a few folks express their disappointment over our lack of a Christmas party this year. To the member who said, "I had already bought a great gift", please accept our apologies. We did discuss this at our last Board meeting and I suspect we will reconsider for next year. To those that came to the December meeting, I can only say "That's politics." Clearly Dave Harbour is passionate about Alaska energy, electric to Oil and everything in between.

Dave believes every citizen must get involved in the political decisions relative to those resources. Unfortunately some of those decisions are so complicated it is extremely difficult for the average citizen to understand. Thankfully there are folks like Dave who have the time and knowledge to decipher some of that into plain English that we can understand. . Granted some political decisions have far reaching effects into our professional and our personal lives, but everyone must make their own decision on whether to get involved and to what level.

PRO-D MEETING AND DINNER; JANUARY 8, 2014, "LEADERSHIP AND INTEGRITY".

As a seminar leader on leadership and as a past large company executive, our speaker, Al Bolea, is uniquely qualified to address these topics. Whether you are a beginning buyer or a seasoned manager, these are topics/traits that can either make or break your career. Hope to see you there. We meet at 5:30 p.m. at the Coast International Inn near the airport.

About Our Speaker Al Bolea



Al Bolea is the founder and architect of the *Applied Leadership Seminars*. He is the former CEO/GM of Dubai Petroleum and a retired BP executive. His industry career spans 40 years, including assignments in the US, UK and Middle East. One-third of his career was in the coal mining industry with the balance in the upstream oil and gas sectors. He has worked at nearly every level within industry: chairman, president, CEO, business unit leader, strategist, operator, financial analyst, planner, and hourly worker. He holds degrees from the University of Pittsburgh, Robert Morris University, and INSEAD, Paris. He's been an intermittent leadership expert for the U.S. Department of Energy and an in-resident CEO at the University of Houston. He's currently the Distinguished Visiting Professor of Leadership at the University of Alaska, guest leadership lecturer at the University of Houston, and a non-executive director of the Alaska Gas Pipeline Development Corporation.



CPSM CERTIFICATION BOOT CAMP

Schedule your test now! You spent a lot of money on training. Don't let it go to waste.

CPSM CERTIFICATION BOOT CAMP #2

Mark your calendar! We now have a second CPSM Certification Boot Camp scheduled for August 13, 14 & 15. See attached flyer.

LAST DAY TO REGISTER FOR CPSM BRIDGE EX-AM

was December 31, 2014. It's too late now to register, but for those that did you have one year from the date you registered to complete the bridge exam. Don't wait until the last minute. Make sure you have time to reschedule just in case you are not successful on the first try. You must complete testing within one year you have left.

SPRING SEMINAR FOR MARCH 5 & 6, 2015, "PERSONAL AND LEADERSHIP SKILLS PRO- CUREMENT PROFESSIONALS NEED TO KNOW"

I have been organizing seminars for NAPM a long time and David Rabiner was my first sold out session. David is a great speaker, knowledgeable and funny. I guarantee you will not be bored for this two day seminar. See attached flyer.

"BEING A MEMBER OF A SUPPLY CHAIN COM- MUNITY IS CRITICAL TO YOUR CAREER

Why? Because connecting to peers, access to information, careers development, industry knowledge, certification opportunities, and career education are essential to your professional development."

I borrowed this paragraph from the Council of Supply Chain Management Professionals (CSCMP), another great Supply Chain organization. I borrowed it because it states simple facts

That are just as applicable to NAPM Alaska. Some say our economy will decline as a result of low oil prices. If that happens, supply chain positions will be eliminated. Is your resume up to date; does it show continuing education and dedication to the profession; are you competitive?

Hope to see you at the next meeting.

Ben

January 2015



**National Association of Purchasing
Management - Alaska Inc.**
PO Box 93047
Anchorage, AK 99509-3047
www.napmalaska.org

WHAT'S HAPPENING!

**THURSDAY,
8 JANUARY 2015**

**PRO-D MEETING
"LEADERSHIP AND
INTEGRITY"**

**COAST INTERNATIONAL INN
ANCHORAGE, ALASKA**

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The Alaskan Purchaser is published monthly (September to May) by NAPM-Alaska, Inc., an educational organization committed to providing purchasing and material management practitioners the opportunity to enhance their professional skills and knowledge. If you have an item you would like to contribute to the newsletter, please contact:

Angie Middleton, Director of Communications
Phone (907) 339-6862
email: amiddleton@asrc.com