



Service Procurement: Maximizing Value

May 8 and 9, 2019

Two full days of instruction!

Speaker: Merle Roberts, CPSM, C.P.M.

This exciting program focuses on strategies and tools for maximizing effectiveness in the procurement of services. The program includes an overview of the evolution of the service procurement process, similarities and differences between services and materials, special issues related to service providers, service quality and service supplier performance measurement, service outsourcing and insourcing, guidelines for developing statements of work and common statement of work errors, and the use of checklists to improve effectiveness in dealing with services.

Where: Anchorage Coast International Inn (Near the Airport)

When: May 8 & 9, 2019, 8:00 a.m. - 4:30 p.m. (both days)

Cost: \$465 NAPM members; \$515 non-members
Lunch and snack included both days

Seminar cost includes attendance at ISM-AK Pro-D meeting with a special presentation, "Professionalism", Thursday evening 5/9/2019, 5:30pm



About the Instructor, Merle Roberts, CPSM, C.P.M.

Merle W. Roberts, CPSM, C.P.M. is an internationally recognized speaker and seminar leader. He has presented over 1000 full-day seminars on a variety of supply management topics ranging from "Fundamentals of Purchasing" to "CPSM Exam Preparation". He has delivered programs in 34 states in the U.S., three provinces in Canada, Mexico City, Mexico and Beijing, China. Mr. Roberts is the Founder and President of Perpetual Frontiers - a management consulting firm specializing in business process improvement and professional development training for the supply management profession. He earned his Bachelor of Science Degree in Management at Pepperdine University in Malibu, CA and has over twenty-five years of experience in Purchasing & Supply Management. He has received recognition and awards over the years for his outstanding work in the area of professional development – including being recognized in 1993 as one of the "Top Nine Purchasing Professionals in America" by *Electronic Buyers' News*.

Submit Registrations or Questions to : ismAKtraining@gmail.com
Or ISM-Alaska, Inc., Attn: Director of Education, P.O. Box 93047, Anchorage, AK 99509-3047



Registration Form

**Service Procurement:
Maximizing Value
May 8 & 9, 2019**

Address below will be used for mailing certificate of completion.

Member ISM or ISM-Alaska ____ Yes ____ No

Name: _____ Company: _____

Address: _____ City/State/Zip: _____

Telephone: _____ Fax: _____

Email: _____

Method of Payment:

\$465 Member \$515 Non Member

Please check if you plan to attend the evening Pro-D session (cost is included above)

Check: (please attach) Purchase Order: Number _____ (please attach copy)

Credit card: ISM-Alaska accepts Visa and Master Card. You will receive an invoice from PayPal for payment (You do not need to be a PayPal member or use a PayPal account when making payment).

SIGNATURE: _____

3 persons on the same funding document get member price

This course will qualify for fourteen (14) hours of continuing education credit
Including State of Alaska Procurement Officer Certification.

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