



SERVICE SUCCESS:

*The Art & Science of
Purchasing Management*

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Purchasing Management

Production Planning

Statement of Work

Equipment

Quality Control

Forecasting

Contract Services

Mergers

Cost Estimating

Product Returns

Audits

MRP

EDI
Total Cost of Ownership

Purchase Orders

Price Analysis

Clients & Suppliers

ROI

Code Compliance

Ownership

Leasing vs. Buying

Negotiations

Budgets

Inventory

Asset Management

Product Specs

SERVICE SUCCESS:

The Art & Science of Purchasing Management

- ◆ FOCUS
- ◆ ALIGNMENT
- ◆ INTENTIONALITY
- ◆ ACHIEVEMENT



SERVICE SUCCESS:

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FOCUS

- ◆ Stewardship
- ◆ Service
- ◆ Systems
- ◆ Savvy



SERVICE SUCCESS:

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FOCUS

Stewardship

- ◆ People
- ◆ Material Resources
- ◆ Financial and Physical Assets
- ◆ Integrity and Ethical Compass



SERVICE SUCCESS:

The Art & Science of Purchasing Management **FOCUS**

Service

- ◆ To Individuals
- ◆ To Customers & Clients
- ◆ To Organizations



SERVICE SUCCESS:

The Art & Science of Purchasing Management **FOCUS**

Satisfaction by customers with the services performed

Efficient service provided in a timely manner

Reliable service that the customer can count on

Value in the services performed

Integrity in their work and relationship with others

Commitment to their customers with professional services and results

Excellence as the only standard of doing business

Source: Facilities Management, Rondeau, Brown, and Lapidés, Wiley & Sons



SERVICE SUCCESS:

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FOCUS

Systems

- ◆ Software/Purchasing Management Systems
- ◆ E-Requisitions
- ◆ Support Equipment
- ◆ Meta-Systems – systems mindset or the big picture



SERVICE SUCCESS:

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FOCUS

Savvy

- ◆ Market Knowledge
- ◆ Regulatory Compliance
- ◆ Ethically Bound

SERVICE SUCCESS:

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ALIGNMENT



- ◆ Strategy
- ◆ Synergy
- ◆ Synchronization

SERVICE SUCCESS:

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ALIGNMENT



Strategy

- ◆ Define: What you want to do.
- ◆ Refine: What you could do.
- ◆ Pursue: What you will do.

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ALIGNMENT



Synergy

- ◆ Integration of Knowledge
- ◆ Integration of Resources
- ◆ Integration of People

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ALIGNMENT



Synchronization

- ◆ Integrate (*unity of corporate thought-removal of silos*)
- ◆ Balance
- ◆ Alignment (*directional*)



SERVICE SUCCESS:

The Art & Science of Purchasing Management **INTENTIONALITY**

- ◆ Strength Assessment
- ◆ Stringent Qualities



SERVICE SUCCESS:

The Art & Science of Purchasing Management **INTENTIONALITY**

Strength Assessment

- ◆ Review (Self-Assessment)



SERVICE SUCCESS:

The Art & Science of Purchasing Management **INTENTIONALITY**

Stringent Qualities

- ◆ Tenacity
- ◆ Determination
- ◆ Discipline

SERVICE SUCCESS:

The Art & Science of Purchasing Management

ACHIEVEMENT



- ◆ Singular aim; multi-faceted approach
- ◆ Success—attainable and Elusive

SERVICE SUCCESS:

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ACHIEVEMENT



Singular aim; multi-faceted approach

- ◆ Congratulations

SERVICE SUCCESS:

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ACHIEVEMENT



Success—attainable and Elusive

- ◆ **Champions today, new season tomorrow**

To achieve the next success....

- **FOCUS**
- **ALIGNMENT**
- **INTENTIONALITY**
- **ACHIEVEMENT**

SERVICE SUCCESS:

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Closing Thoughts...





SERVICE SUCCESS:

The Art & Science of Purchasing Management



Closing Thoughts...





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Closing Thoughts...





SERVICE SUCCESS:

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Who is packing your parachute?

Are you packing someone's parachute

Remember....



...You Make a Difference!