

**NOVEMBER 2011**

<b>NAPM-DENVER CALENDAR</b>				
<u>NOVEMBER 12</u> NAPM-Denver <a href="#">CPSM/CSM Review: Exam 3: Leadership in Supply Management</a> 8:00 AM to 5:00 PM, Renaissance Denver Hotel	<u>NOVEMBER 17</u> Dinner Meeting Renaissance Denver Hotel 5:30 (Seminars) 6:45 (Dinner) <a href="#">DINNER RESERVATION FORM</a>	<u>DECEMBER 3</u> <a href="#">NAPM-Denver CPSM/CSM Bridge Review</a> 8:00 AM to 5:00 PM, Renaissance Denver Hotel	<u>DECEMBER</u> NO DINNER MEETING HAPPY HOLIDAYS	<u>JANUARY 19</u> Dinner Meeting Renaissance Denver Hotel 5:30 (Seminars) 6:45 (Dinner)

**DINNER MEETING – NOVEMBER 17 (6:45 P.M.)**

**Anne McCurty Presents: Who Are All These People?**

**Networking: Organizing a System to Maximize Your Network**



We’ve all heard the saying, “It’s not **what** you know but **who** you know.” But how do we best harness one of our most valuable assets--our connections? Good networking skills are critical to career success. Personal relationships add an extra edge in business; people do business with those they know and trust.

Productivity Consultant, Professional Organizer, Efficiency Expert, and Change Management Advocate, **Anne McCurty**, joins NAPM-Denver to share her organizational strategies for maximizing your networking contacts. Anne will teach you how to create a system to help you *Connect, Follow-Up* and *Keep in Touch* with your networks to create more mutually beneficial relationships. It’s a quick and easy way to have fun and get business done. As a business owner herself, Anne understands the challenges today’s business owners face and brings solutions to those challenges into the workplace. Anne has shown organizations how to prepare employees for high productivity by helping them streamline their business functions in a systematic and repeatable way.

Anne graduated from Katharine Gibbs School, Boston, Massachusetts, in 1981 and the University of Phoenix with a Bachelor of Science in Information Systems in 2002. After years in the corporate world working with Merrill Lynch, MetLife, Encoda Systems, Message Media (aka Double Click) and Neiman Marcus she started her own corporate consulting business, Strategize & Organize, in 2002. She was nominated for Small Business Person of the Year by the Colorado Women’s Chamber of Commerce. She is a member of the National Speaker’s Association, National Association of Professional Organizers and former President of the Colorado chapter of National Association of Professional Organizers. Anne resides in the greater Denver area, is single and enjoys the urban lifestyle.

To learn more about Anne visit [www.AnneMcCurty.com](http://www.AnneMcCurty.com)

## PRE-DINNER SEMINARS (5:30 P.M.)

Service Purchasing - Speaker - Bob Forshay

Creating Competitive Advantages through TCO Methodologies; Speaker - Kha Lee

## BUSINESS CONDITIONS SURVEY

*By Rogers Coke, CPSM, C.P.M.*

The local Denver **Manufacturing** economic index decreased slower in September with an index of 42.3. The August index was 29.8. The Production index for September was 40. The Denver Manufacturing PMI compares to the Institute for Supply Management's (ISM) PMI of 51.6 percent, an increase of 1 percentage point when compared to August's reading of 50.6 percent.

The overall Price Index of the Denver Manufacturing Survey increased slower with an index of 60 in September. Prices increased in all sectors except Components where they remained unchanged. The Lead Time Index increased at a slower rate with an index of 55 in September. Lead Times increased in the MRO and Raw Materials sectors and registered 50 in all other sectors. The Raw Materials Inventory Index decreased and the Finished Goods Inventory Index remained unchanged in September.

September's Employment Index increased with an index of 60. The Availability of Skilled Workers Index increased and the Availability of Unskilled Workers Index decreased in September. Supplier performance in our Denver survey improved in the MRO and Computers sectors and remained unchanged in all other sectors.

The local Denver **Non-Manufacturing** economy decreased slightly faster with an index of 45 in September. The Denver Non-Manufacturing PMI in August was 45.8. The Production Index in September was 45.5. The Denver Non-Manufacturing Index compares to the Institute for Supply Management's (ISM) Non-Manufacturing NMI (Non-Manufacturing Index) of 53 percent, indicating continued growth in the non-manufacturing sector for the 22nd consecutive month.

ISM's Non-Manufacturing Business Activity Index in September registered 57.1 percent, an increase of 1.5 percentage points when compared to the 55.6 percent registered in August.

(ISM publishes the national NMI and the Business Activity/Production Non-Manufacturing Index.)

The overall Price Index of the Denver Non-Manufacturing Survey registered 51.9 in September. Prices increased in the Capital Goods and Components sectors, decreased in the Computers sector and remained unchanged in the MRO, Raw Materials and Services sectors. The Lead Time Index was 54.1 in September. Lead times increased in the Capital Goods and Raw Materials sectors, remained unchanged in the MRO, Components and Services sectors and decreased in the Computers sector.

The New Orders Index decreased with an index of 40 in September. The Raw Materials Inventory and the Finished Goods Inventory Indices decreased in September.

The Employment Index increased with an index of 55 in September. The Availability of Skilled Workers and the Availability of Unskilled Workers Indices increased in September.

Go to [www.ism.ws](http://www.ism.ws) for the complete ISM report.

## CONGRATULATIONS TO....

### New CPSM

Kelly Hunter , CPSM - EchoStar Technologies

## Welcome New Members

Andre Alves - Colorado State University  
Eric Berlinberg - Colorado State University  
Ben Borque - Colorado State University  
Tim Carlson - Colorado State University  
Kenny Cochrane - Colorado State University  
Emily Damrell - Colorado State University  
Preston Davis - Colorado State University  
Ann Freeland  
Kyle Fritch - Colorado State University  
Corey Harman - Colorado State University  
Katie Hartnig - Colorado State University  
Cole Heslop - Colorado State University  
Andrew Hurd - Colorado State University  
Qu Jiang - Colorado State University  
Kevin Keegan - Colorado State University  
Patricia Kerkhoff  
Danny Lansky - Colorado State University

Luke Leins - Colorado State University  
Chris Millard - Colorado State University  
Jordan Miller - Colorado State University  
Charlene Montoya - Colorado State University  
Tyler Nelson - Colorado State University  
James Paris - Colorado State University  
Whitney D Patterson - Sanjel USA  
Josh Perry - Colorado State University  
Megan Plourde - Colorado State University  
Ryan Reed-Baum - Colorado State University  
Nick Reynoso - Colorado State University  
PJ Schofield - Colorado State University  
Scott E Thalacker - Level 3 Communications  
Katie Towery - Colorado State University  
Thomas Van Wyk - Colorado State University  
Aaron Wall - Colorado State University  
Beth Ann Walters - Colorado State University

## COMMITTEE OF THE MONTH: WEBSITE

The Website Committee maintains NAPM-Denver's web site, [www.napmdenver.org](http://www.napmdenver.org), keeping it up to date. Duties include making sure information is current, links are correct, and the look of the site is pleasing. The committee members keep up-to-date on technology changes. NAPM-Denver members may register on line for seminars and classes offered by NAPM-Denver. Dreamweaver is the software used to maintain the site.

If you are interested in helping with this committee, or have questions, contact the chair:

Rogers Coke, CPSM, C.P.M.  
Webmaster/Business Surveys Committee  
Tele: (303) 444-1924  
Email: [rogerscoke@napmdenver.org](mailto:rogerscoke@napmdenver.org)

## SPEAKERS NEEDED FOR PRE-DINNER SEMINARS

Are you knowledgeable about a subject in the field of Supply Chain Management? The NAPM-Denver Pre-Dinner Seminar Committee is looking for members to share their knowledge of supply chain management in a one-hour pre-dinner seminar. If you are available to speak or lead a discussion, please contact [Dorothy\\_cohen@q.com](mailto:Dorothy_cohen@q.com).

## CONTACT INFORMATION

Has your contact information changed?

If so, please e-mail your new information to the NAPM-Denver office [carol@napmdenver.org](mailto:carol@napmdenver.org).

<b>2011-2012 NAPM-DENVER OFFICERS</b>			
<b>President</b>	Kelly Mickelson, C.P.M.	Adams County School District 50	(303) 428-3535
<b>Past President</b>	Jim Branaugh, C.P.M.	Tri-State G&T	(303) 254-3111
<b>President Elect</b>	Wendy Albrecht, C.P.M.	Sounds True	(303) 665-3151
<b>Executive Director</b>	Carol Coke	NAPM-Denver, Inc.	(303) 444-7056
<b>Treasurer</b>	Fred Lehn	Jacobs Engineering	(303) 462-7530
<b>Secretary</b>	William Gertz, CPSM		(970) 282-9005
<b>2-Year Director</b>	Debbie Rowe, C.P.M.	Raytheon Polar Services	(720) 568-2220
<b>2-Year Director</b>	Kirk Dombrowski		(303) 277-7867
<b>1-Year Director</b>	Myrna Corsentino, C.P.M.	United Foam	(303) 892-1106
<b>1-Year Director</b>	Kristina Gulish	Johns Manville	(720) 345-7184

<b>2011-2012 NAPM-DENVER COMMITTEE CHAIRS</b>			
<b>Arrangements</b>	Fred Lehn	Jacobs Engineering	(303) 462-7530
<b>Educational Resources</b>	MP Parthasarathy, PhD	U. of Colorado at Denver	(303) 315-8445
<b>Membership</b>	Ginger Young, C.P.M.	ProBuild	(303) 335-1264
<b>Newsletter</b>	Deb Egan, C.P.M.	CenturyLink	(303) 308-5141
<b>Pre-Dinner Seminars</b>	Dorothy Cohen		(303) 494-0458
<b>Professional Development</b>	Susan Kellar, C.P.M.	IHS	(303) 397-2297
<b>Programs</b>	Wendy Albrecht, C.P.M.	Sounds True	(303) 665-3151
<b>Webmaster/Business Survey</b>	Rogers Coke, CPSM, C.P.M.		(303) 444-1924
<b>Public Relations/Marketing</b>	Wendy Albrecht, C.P.M.	Sounds True	(303) 665-3151

Visit our website at [www.napmdenver.org](http://www.napmdenver.org)

### Minimizing Interruptions

*by Anne McGurty*

People like to socialize. In the work environment socialization ends up derailing our day – more like an interruption. These interruptions have been described as one of the biggest time-wasters in the workplace! Can you believe that the average person in an office is interrupted almost **six times an hour** – all day long. And in a customer service role, it is even more often. Think of it: six times an hour!

Interruptions are costly. In fact, unnecessary interruptions consume about 28 percent of the knowledge worker's day, which translates to 28 billion lost hours to companies in the United States alone. At an average cost per hour of \$21 that costs U.S. companies \$588 billion per annum.

Let's face it, interruptions are part of our life today. Email, drop-in visitors, texts, you name it – they're part of our life as well as our job. If we look at them in that way, we'll get less frustrated or irritated when they occur and in a better position to stay in control of the situation.

#### **Take Control**

The most useful way to reduce interruptions is to check in with yourself and assess who or what interrupts you during work. Create a log and identify who interrupted you, when they interrupted, how long it lasted, and what was the nature of the interruption. When you have this information together, your analysis will provide valuable data for you to determine key solutions to change how you handle interruptions.

Even though interruptions are inevitable and especially in a customer service position, we don't need to be at the mercy of whatever interruptions occur. We may not be able to control everything, but we probably can control more than we realize. If we plan interruptions into our day and allow for it in our schedule, we'll be on our way to developing a strategy for handling these distractions that are most frequent.

Here are a few techniques you can do to minimize time spent on interruptions:

1. Consider priorities. Keep in mind that some interruptions are important but most are merely routine. Processes to handle routine interruptions will cut back on time spent.
2. Keep visits short.
3. Keep the discussion focused and on track.
4. Meet outside of your office.
5. Stand up as drop in visitors enter you office. People are less inclined to extend visits while both parties are standing.
6. Go see them. When you're the visitor, it's easier to control the length of the visit.
7. Use routine appointments. Group together items and discuss and handle them all in one visit at a specific time.

8. Provide all information required. Just because someone doesn't ask, doesn't mean they know everything. By providing all information upfront, you minimize repeat interruptions.
9. An open door or if you are always at your desk, doesn't mean you are always available. Consider modifying your access time by establishing a regular quiet time. Make sure to post this policy so people don't come looking for you.

Managing interruptions can feel a little difficult at first as many of us are afraid to offend people. Most people are not as easily offended as we might believe. I heard an expression once, *“say what you mean, and mean what you say, but don't say it mean”*. If your day is not moving along with ease and flow, remember to check in with yourself and assess the interruptions. When you know who and what is causing your interruptions, you can make simple changes to handle your response and routines.

© 2010. Anne McGurty. *Strategize and Organize* [www.StrategizeandOrganize.com](http://www.StrategizeandOrganize.com)