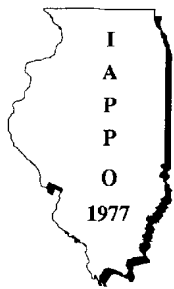


News and Views

**A Publication of the Illinois Association of
Public Procurement Officials, Inc.**

Chapter of the National Institute of Governmental Purchasing, Inc.



PRESIDENT'S MESSAGE Summer, 2008

By Catherine Link, CPPB

Summer is finally here. After a long and cold winter, we finally get our reward. As I write this president's message, my

heart is heavy. Our memberships in Iowa and in Southern Illinois have suffered tremendously with the flooding in June. Our members from Cedar Rapids are experiencing never before seen amounts of water that have left the city with very little dry area. Please send notes of encouragement to any of those that you know have been affected by the flooding. Please keep them in your prayers. On a personal note, also when you are praying or meditating, please keep Anita Juarez in mind. Anita is my buyer here at McHenry County and has just begun to become very active in IAPPO. Anita has been diagnosed with a serious form of breast cancer. Anita is a 26 year old single mom of 3 year old, Christopher. There are a lot of four letter words that I could use to describe this turn of events, but I will focus on only one—HOPE.

So to Anita and anyone else out there that cancer has touched, we support you and stand beside you on this journey.

ELECTIONS--IAPPO will be holding an election of Board Members for two spots at the Fall Conference. Please watch your email for further information regarding this. If you would like to be on the ballot, please let me know and I will give your name to the Nomination Committee.

NIGP Forum—I hope to have exciting information to share with you when I return from the Charlotte Forum.

And finally, enjoy your summer. Before we know it, the signs of winter will be upon us, cool crisp mornings, afternoon darkness, the searching for road salt, you know, all the joys of the season for us to experience. I leave you with the article listed below to help with those joys.

RELIEVING STRESS: MIND OVER MUSCLE

By DANIEL GOLEMAN AND TARA BENNETT-GOLEMAN; THEY ARE CO-AUTHORS OF "THE RELAXED BODY BOOK."

Published: September 28, 1986

YOU ARE SITTING AT YOUR DESK finishing an important report. You have been working on it for two months, and it is due in 30 minutes. You feel that you need at least another week to finish. Your boss is screaming in the next office; he is already in a foul mood. "This is it," you say to yourself, "I can't take it anymore. I'll run away and live in Tahiti. Or maybe I'll just look for another job."

As you sit frozen at your desk, strange aches and pains creep up on you. Your head is pounding, you have a crick in your neck, your jaw and face feel stiff, your shoulders are cramped and tense. Your body is in gridlock.

Muscle problems like these brew in a zone of the body with the shoulders at its base and the forehead at its peak - the tension triangle. Muscles in this area react dramatically to psychological pressure: the

brow furrows, the jaw clenches, the neck tightens and the shoulders rise.

When muscles tighten from severe stress - the kind that makes your heart race, your skin perspire and your mouth dry up - they are part of a primitive physiological reflex that puts the body on guard for danger. Being prepared to spring at an enemy or retreat to safety no doubt did well for our earliest progenitors. But fight or flight is a less-than-elegant response to the psychological wars waged in the workplace.

"People in tense, sedentary jobs are particularly prone to a chronic shortening of the muscles," said Steven Wolf, associate professor in the department of physical and rehabilitative medicine at Emory University School of Medicine in Atlanta.

"Without even realizing it, they hold their bodies in a tense, alert pose day after day," said Mr. Wolf, who is both a physical therapist and a neurophysiologist. "The buildup continues each day as the tensions repeat. As time goes on, their neck and shoulder muscles get shorter and shorter."

All of the muscles in the tension triangle are particularly vulnerable to pressure. Corrugator muscles, the ones that knit the brow into a frown, tighten in response to emotional tension. A study done at Massachusetts General Hospital in Boston shows that depressed people have chronically tensed corrugators, even when they do not look as if they are frowning. Tension in the corrugators, along with the nearby frontalis muscle, is such a good gauge of muscle tension throughout the body that forehead muscles are used in biofeedback training to monitor overall tension. As the muscles throughout the body relax, tension also drains from the forehead muscles.

The masseter and the temporalis are muscles that close the jaw as it chews and bites. Among the strongest in the body, they also react to mental stress by tightening. Many people clench their teeth when tense and are unaware that they are doing it. Some grind their teeth in their sleep. AMONG THE MOST PAINFUL muscle knots from office tension are those in the trapezius, the large band of muscle that fans out from the base of the skull, down the neck, to the spine and shoulder blades. The trapezius helps the neck support the head, which weighs about 10 pounds. Leaning forward while working at a desk puts a particular strain on the trapezius, as well as on the sternomastoid muscles that run down the nape and along the sides of the neck.

Headaches and a stiff neck are the most common symptoms of problems in the tension triangle. Tense muscles in the jaw and neck cause headaches by constricting blood flow to the head and scalp. And a stiff neck is usually the product of tightness in the trapezius muscle; the knot that stiffens the neck may actually be in the shoulders or back.

These muscle tension symptoms can be caused by emotional turmoil. Fear, anger and frustration register in the body's muscles, and the ones in the tension triangle are quite sensitive to these emotions. Researchers have found, for example, that in the first two or three seconds of emotional upset, the muscles around the eyes, mouth and jaw almost always tighten.

While emotion-bound muscle tension has long been familiar to clinicians, a new wave of muscle tension problems plagues people in the modern office, caused in part by the computer revolution. In the past, many jobs demanded that one get up and move around - to retrieve a file, talk to a colleague, consult

a chart. Now, the computer terminal has consolidated all those movements in one place. The resulting lack of movement has made the workstation a breeding ground for muscle tension.

Congratulations to new CPPB's— Sheila A. Chernis, CPPB, --State of Illinois Procurement; Renee O. Milton CPPB, Victoria Santiago CPPB, and Sonji S Ward, CPPB-all from City of Chicago

IAPPO would like to officially recognize members of the organization who have recently completed all qualifications to earn their CPPB designations:

If you see Sheila, Renee or Sonji, or any of the other new CPPBs, be sure to give them hearty congratulations!!

IAPPO 2008 Reverse Vendor Fair

The 2008 IAPPO Reverse Vendor Fair will be held on Wednesday, September 17, 2008 at the **Holiday Inn Express Palatine**, 1550 East Dundee Road, Palatine, IL 60074. For more information, please visit the IAPPO website at www.iappo.org or contact the RVF Chairperson, Marcia Amos, CPPB, at 630-271-4134 or mamos@villageoflisle.org

**IAPPO 2008 Fall Conference
MARK YOUR CALENDARS**

The IAPPO 2008 Fall Conference will be held on **September 18 & 19, 2008, at the Holiday Inn Express Palatine, 1550 East Dundee Road Palatine, IL 60074**. The hotel has provided a block of rooms for \$97 plus 6% tax for a King Sleeping Room. Please reference IAPPO when you call for reservations at 847-934-4900.

The \$85 members' registration fee includes all seminars, conference materials, and meals.

There will be interesting topics and exciting speakers for this conference. More details will follow at a later date. In addition, please check the

IAPPO website at www.iappo.org for more information.

**MEMBER SPOTLIGHT
Features members of IAPPO and what you may or may not know about them**

This issue features: **Marcia Amos, CPPB & Gilbert Rabin, C.P.M., CPPB, CPP**

Full Name: *Marcia Elaine Amos*

Education: *Bachelor of Science-Business Administration*

Employed by: *Village of Lisle*

How long: *1 year*

Hobbies: *Shopping for high end articles at discount pricing*

Favorite Color: *Purple*

Favorite Food: *Pasta with Shrimp*

Favorite Song: *Never Could Have Made It by Marvin Sapp*

Favorite Animal: *Not an animal lover*

Favorite Sports Team: *Do not have one*

Words of Wisdom: *“Aim for success, not perfection. Never give up your right to be wrong, because then you will lose the ability to learn new things and move forward with your life.” Dr. David M. Burns*

Full Name: *Gilbert Rabin*

Education: *Bachelor degree in Business*

Employed by: *Chicago Public Schools*

How long: *Over 7 years*

Hobbies: *Watching too much Cable TV, Walking, Grant Park concerts*

Favorite Color: *Blue*

Favorite Food: *Deep dish Pizza, hot dogs, ice cream (not necessarily in that order)*

Favorite Song: *Chicago—My Kind of Town*

Favorite Animal: *Dog-Labrador Retriever, Alaskan Malamute*

Favorite Sports Team: *Chicago Cubs (Next World Series Champions!)*

Words of Wisdom: **PERSISTENCE**—*“Nothing in the world can take the place of persistence. Talent will not; nothing is more common than unsuccessful men with talent. Genius will not; unrewarded genius is almost a proverb. Education will not; the world is full of educated derelicts. Persistence and determination alone are omnipotent.”*

<h3>NIGP Educational Corner</h3>

NIGP Annual Forum and Products Exposition Information



Online Registration to the 63rd Annual Forum and Products Exposition is now available.

When is the Forum?
July 26-30, 2008

Where?
Charlotte, North Carolina

Who should attend?

Anyone involved in the purchasing of goods and services for the public sector.

How can I register?

Delegate Registration--You can register online by using your NIGP PIN and password and receive an immediate confirmation. A print/fax form is also available as an alternative option.

Housing Registration

New this year – NIGP has enhanced its housing registration process. You will be able to reserve housing online directly with the hotel of your choice! No waiting for confirmation on your assigned hotel! Limited blocks are available at each hotel so [reserve your room today!](#)

Why should you attend?

The NIGP Annual Forum and Products Exposition is the largest North American educational conference **exclusively** for individuals in Public Purchasing! This is a once-a-year opportunity to engage in professional development and to discover new products and services in the Products Expo. Get your share of new ideas, innovative techniques and network with your peers to find out what they are doing to meet the demands placed on them by their customers and constituencies.

Questions?

Call 1-800-FOR-NIGP x227 or x242 or email us at forum@nigp.org

Specifications

The US standard railroad gauge (distance between the rails) is 4 feet, 8.5 inches. That's an exceedingly odd number.

Why was that gauge used? Because that's the way they built them in England, and English expatriates built the US railroads

Why did the English build them like that? Because the first rail lines were built by the same people who built the pre-railroad tramways, and that's the gauge they used.

Why did 'they' use that gauge then? Because the people who built the tramways used the same jigs and tools that they used for building wagons, which used that wheel spacing.

Why did the wagons have that particular odd wheel spacing? Well, if they tried to use any other spacing, the wagon wheels would break on some of the old, long distance roads in England, because that's the spacing of the wheel ruts.

So who built those old rutted roads? Imperial Rome built the first long distance roads in Europe (and England) for their legions. The roads have been used ever since.

And the ruts in the roads? Roman war chariots formed the initial ruts, which everyone else had to match for fear of destroying their wagon wheels. Since the chariots were made for Imperial Rome, they were all alike in the matter of wheel spacing. Therefore the United States standard railroad gauge of 4 feet, 8.5 inches is derived from the original specifications for an Imperial Roman war chariot. Bureaucracies live forever!

So the next time you are handed a Specification/ Procedure/ Process and wonder 'What horse's ass came up with it?' you may be exactly right.

Imperial Roman army chariots were made just wide enough to accommodate the rear ends of two war horses. (Two horses' asses.) Now, the twist to the story:

When you see a Space Shuttle sitting on its launch pad, there are two big booster rockets attached to the sides of the main fuel tank. These are solid rocket boosters, or SRBs. The SRBs are made by Thiokol at their factory in Utah. The engineers who designed the SRBs would have preferred to make them a bit fatter, but the SRBs had to be shipped by train from the factory to the launch site. The railroad line from the factory happens to run through a tunnel in the mountains, and the SRBs had to fit through that tunnel. The tunnel is slightly wider than the railroad track, and the railroad track, as you now know, is about as wide as two horses' behinds.

So, a major Space Shuttle design feature of what is arguably the world's most advanced

transportation system was determined over two thousand years ago by the width of a horse's ass.

And you thought being a horse's ass wasn't important? Ancient horse's asses control almost everything...and CURRENT Horses Asses are controlling everything else!!

- Author Unknown

ARTICLE SUBMITTED BY:
JOAN MORANGE, CPPB
COUNTY OF DUPAGE

Legislative Committee Review by Larry Widmer, CPPB & Rick Hughes, CPA JD, Co-Chairs

Exciting information will be reported to the membership at the FALL IAPPO Conference in Arlington Heights!!!

Ethics Corner – by Marcia Amos, CPPB, C.P.M., Village of Lisle

Ethical Policy

Ethical practices are a necessary component of each agency. Purchasing along with management has the responsibility of educating staff on ethical practices and behavior. Once the Ethical Policy has been established, these policies must be communicated in order for them to be enforced.

Following are a few things agencies can do to increase the awareness of the importance of ethical practices:

- **Publicize Your Standards.** Provide information in writing stating what the standards are.
- **Provide Training on Ethics Requirements.** Provide formal training on how they are expected to support the agency's ethics standards.
- **React Ethically to Critical Events.** Ethical standards are most vulnerable in

times of crisis. It is during a crisis that leaders must conform to the highest ethical standards. It is also the time when there is the greatest temptation to cut corners and when the impact of their decisions and actions on those they lead is the greatest.

- **Demonstrate Concern.** If leaders care and demonstrate a concern for ethics, so will those that they lead.

Knowing what the Ethical Policy states can only help when faced with making a questionable decision. They question to ask yourself is “did I do what was right?”

Purchasing Events from July to September, 2008

JULY

26-30 NIGP Forum
Charlotte, NC

AUGUST

SEPTEMBER

17 IAPPO Reverse Vendor Fair
Palatine, IL

18 & 19 IAPPO Fall Conference
Palatine, IL

26 MAPP Round Table
Location: TBD
(Check MAPP Website)

Articles of Interest

Greener Choices

Are you interested in finding out about “green” products and how to become more environmentally conscious? Well, then you can log on to free information presented by

GreenerChoices.org, a Web site launched this past April by *Consumer Reports*.

The Web site presents earth-friendly products in several categories, including electronics, appliances, home and garden, automobiles and food. By accessing the site, consumers can find out how to incorporate environmental and health issues into product purchases, uses, recycling, and disposal.

A “green rating” section on the site ranks products according to their energy requirements, water usage, and fuel efficiency. Consumers will also find tools such as energy calculators, rebate information, food label meanings, and online links to access information about local environmental services.

For a direct link to the Web site, visit:

<http://www.eco-labels.org/greenconsumers/home.cfm>

Featured Article

Top Ten Tips for Conserving Fuel

With the average price of gasoline hovering around \$3 per gallon nationally, many consumers are feeling the pinch each time they reach for the pump. In a new survey by Cambridge Consumer Credit Index, 56 percent of Americans say increased gasoline prices are a "major concern" for their household budgets, and 53 percent will be forced to make sacrifices by cutting back on other spending.

As with any financial challenge, this is an opportunity for credit unions to assist their members with solutions that are simple ... but often overlooked. For instance, normal vehicle maintenance and paying attention to driving styles can help improve fuel efficiency as much as 30 percent.

The automotive experts at Enterprise Car Sales, a division of Enterprise Rent-A-Car, offer the following Top 10 tips for conserving fuel that credit unions can pass along to members:

Get the lead (foot) out - Not only is driving faster than the posted speed limit dangerous, it burns gas faster. Increasing highway cruising speed from 55 mph to 75 mph increases fuel consumption by about 20 percent. So slowing down not only improves safety, it decreases trips to the pump ... and into the wallet or pocketbook.

Kill two (or three or four) birds with one stone - Consolidating trips and errands to cut down on driving time, can eliminate hundreds of miles - and dozens of gallons of gas. Combine trips to the dry cleaners, bank, gym, grocery store, etc., in one trip.

Clean up the car - Everyone tends to tote a few extra items in their vehicle. Take some time to empty the trunk, clean out the back seat and remove the luggage rack. The lighter the vehicle, the better the fuel efficiency.

Check the weather - Driving in heavy rain causes the engine to work overtime. And on warm days, try not to use the air conditioner on side streets and short trips. Using the air conditioner on a hot summer day can increase fuel consumption by more than 20 percent in city driving.

Go shopping - As the gas tank hits the halfway mark, begin observing area prices. Another option is to check the Internet; there are a number of Web sites that report local gas prices. Check out www.gasbuddy.com or www.gaspricewatch.com for a free look at the best deals. Then, when it is time to fill up, pick the cheapest local station. Driving a significant distance will end up costing more in the long run.

Ease up - "Jack-rabbit" starts and hard braking can increase fuel consumption by as much as 40 percent. Easing into starts and stops is easier on the vehicle and safer for everyone on the road.

Idle no more - In both summer and winter, idling wastes fuel. If you are going to stop for more than 10 seconds, except in traffic, turn off the engine.

Pump it up - Check tire pressure at least once a month. Under-inflated tires can cause increased rolling resistance and increase fuel consumption by as much as 6 percent.

Hit the books - Check the owner's manual regarding the vehicle's fuel requirements. Premium, high-octane fuels don't guarantee better performance. In fact, such fuels don't provide any greater fuel efficiency. Many automobiles are designed to use regular low-octane fuel. If your vehicle doesn't require premium or mid-grade fuel, buy the cheaper regular unleaded.

Think little - The most assured method of downsizing the fuel bill is to use a smaller or more fuel-efficient vehicle. If your family owns more than one automobile, choose the smaller one to run errands or make the daily commute.

Measuring Up-Performance Management 101

Many view public procurement as a separate beast from purchasing in the private arena, as they should. The common distinguishing factor is "doing as the laws have established" vs. "doing anything the law does not disallow". This is a frequent delineation between the approaches, in theory, and summarizes quite well.

Most public procurement is what would be labeled in the private sector as, "indirect procurement." Indirect procurement is defined as non-production related procurement; typically MRO, contractual services or capital goods or services (as opposed to direct procurement, which typically involves the purchase of raw goods or production materials). Government entities are not typically centers of manufacturing or commercial production and usually are categorized as indirect procurement domains.

In this respect both private and public procurement share several value-adding subsidies:

- Quality, ensuring the grade of product or service meets the demands of the organization;
- Supply flow-the value of a continuous supply source is invaluable.
- Value-the reduction of total cost should be a focus. This may include intrinsic facets such as acquisition, distribution, warehousing, and contract management.
- Time-in the private sector this specifically reflects the frame of reference for getting an item into production. Procurement has a responsibility to get all materials and supplies necessary for this process. Additionally, in the public and private sector this is a reference to getting items needed for MRO in a timely manner. Timeliness is a reflection of good supply chain management.
- Service-as purchasing of commodities moves more to a JIT environment this becomes decreasingly materials management's role and more of the purveyors' responsibility.

Public procurement has inherent issues that are unique to the sector, unlike the private segment. Bureaucracy is a primary complication, frequently resulting in time delays and funding impediments.

It remains paramount for the purchasing entity to enhance their value as a component of any organization, whether this is public or private setting. Management can make it a goal to train staff to its fullest, seek professional certifications or cross train all staff to make the process as seamless as possible. However, in taking a page from the private sector, the public purchasing professional must seek innovation in the processes themselves.

Before the move to improvement can be initiated, an office must first know where they are. In other words, where do your shortcomings lie and how can we make these deficiencies disappear?

Many corporations in the private sector have installed a program called six-sigma. The premise of this plan is to try to reduce the number of 'errors' to less than 3.4 per million. These 'errors' may include delayed delivery, faulty products or an unhappy customer. In six-sigma the entire process of improvement lies in measurement and analysis. This is not an attempt, by any means, to train you in the six-sigma philosophy. The entire process would take months, or years, of training and use of consultants. Nevertheless, six-sigma has some facets that can be simply incorporated into the existing processes and can result in enhanced performance. The entire practice begins with measurement. If something is to be improved upon how do you know when you are there? We can work from anecdotal information but due to its subjective nature, it is not reliable. Every one of the aforementioned value-adding subsidies can be measured and analyzed to seek better results.

Most entities focus on the quality of the commodity or service. There are means to report faulty product, track inept vendors and register discrepancies with contract conditions. Databases are easy to create, maintain and use to perform these functions. Penalties may include prohibition of a vendor or monetary penalties. Everyone should be familiar with the importance of documenting problems objectively before pursuing retribution or penalty.

Time in the public sector is usually tied to terms of a contract; delivery, installation and up-time are three examples of measurable parameters of time. As stated earlier, timeliness is a reflection of good supply chain management. There exist many vendor sources that maintain warehouses and distribution networks for equipment or commodity resources. The issue of timeliness in the public sector is a bigger point of discord as it relates to the internal progression of a purchasing transaction. Many times several weeks pass from the point of the requisition being initiated by the end-user until an actual IFB or RFP can be presented. And in nearly all

entities it is several more weeks until the actual contract is signed. Add to that two to six-weeks for delivery and timeliness becomes a colossal concern. While the process and time for these steps can be easily measured it takes a concerted effort to streamline these methods and typically requires the involvement, and commitment, of many non-procurement bodies. One implementation in public sector purchasing which speeds a great many purchases is the p-card. This eliminates protracted central approvals and reduces time except for those procurements requiring a traditional IFB/RFP process.

Continuity of supply, or supply flow, is related to contract terms and, if the contract specifications are worded sufficiently, the possibility of recourse will be easily enforceable when issues arise. In addition to having reliable supply sources it is vital to have avenues to pursue out of the ordinary purchase requests. If my regular vendor does not have the specific make/model/part number being requested by my end user, in a particular geographic area, then I must have the means to locate the item. This may be accomplished via the internet, a network of vendor resources or even the yellow pages.

Measurement of the service aspect of the procurement process is multi-faceted. Internal service reflects the procurement office's facilitation of the procurement process. Is there a simple, easily-understood way to request a purchase? Are the purchasing staff members easy to communicate with? How is your timeliness? NIGP, and others, have a web-based (and some are free) survey ready to roll out to your users to enable measurement of the processes that you presently have in place. This compiled feedback then allows you the opportunity to view other's thoughts of how your office is performing and then modify the methodology as appropriate. Knowing what your end-users think of your product is indispensable information. Regular surveys allow continual improvement. External service relates to how purchasing's overall relationship

is with the vendor and how well you have vendors following up on glitches in delivery or problems with product quality. A recent experience had a purchasing officer notified of a problem with a quantity of product and the vendor not only researched the solution promptly but had replacement product out within 24 hours, statewide. Any worse reaction would have resulted in down time in an essential human services office. How long would your list be of vendors who would go to great lengths for you to locate a bizarre item for a one-time purchase or who would resolve a dilemma with their product, within 24 hours?

Undeniably the processes are very different from the private to public world. But, there are also many similarities. One underlying one that we should embrace is the desire to improve ourselves. Public procurement has tacit processes with which those in the private sector never have to deal. As managers we can easily address those uncomplicated issues in our shop e.g. reducing overtime or improving recordkeeping; the low hanging fruit, as some describe. Other, deeper issues may need addressed in your office as well. Six-sigma, or one of the other performance management approaches, may be one to introduce in your organization. It allows you to define, measure, analyze, improve and control variables to enhance your processes.

Article Submitted by: *Steve Farris, CPPB*
Assistant Purchasing Manager
State of Illinois Healthcare & Family Services

NEWS TO KNOW:

FUTURE NEWSLETTER ARTICLES

Please submit any articles for the next newsletter by September 15, 2008. You may submit articles to Catherine Link via email at

celink@co.mchenry.il.us

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CHANGES IN MEMBERSHIP

If you have anything that changes your membership, such as address, email, phone number, etc., please email Joan Morange, Secretary, at

jmorange@dupageco.org

This way we make sure you are receiving all IAPPO correspondence in a timely fashion. Thank you!