

## BUYWORDS NEWSLETTER

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D. Kukarola, Editor



[www.ganigp.org](http://www.ganigp.org)

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#### Board of Directors

##### President

Ara White, CPPB  
404 371 2614

##### Vice President

Tammy John, CPPB  
706 312 7211

##### Treasurer

Deirdre Johnson, CPPO  
404 463 2306

##### Secretary

Doreen Eidmann  
478 621 6576

##### Past President

Rhonda Bollen, CPPB  
706 236 2489

##### Membership

Debra B. Brewer, Esq.,  
CPPO  
404 371 6395

##### Conference & Program

Patrick Elaine Ross  
404 848 5918

##### Grants, Awards & Scholarships

Gayle Porster, CBBP  
404 656 6131

##### Expo Chair

Donna Kindon, CPPO,  
CPPB, GCPA  
404 327 6854

##### Historian

Melisa Clark  
770 473 5480

##### Public Relations

Donna Kukarola  
770 888 8872

# CONGRATULATIONS!

## GA NIGP OFFICERS!

The following were elected at the December 1, 2012 meeting and their term will begin January 1, 2013. Please welcome them and thank them for their service.

Tammy John, CPPB – President

Debra Brewer, Esq., CPPO – Vice President

Lisa Mehalko, CPPO, CPPB – Treasurer

Doreen Eidmann – Secretary

## AWARD WINNERS!

2012 Manager of the Year - Deirdre Johnson, C.P.M., CPPO, CPPB

2012 Outstanding Service Award - Donna Kindon, CPPO, CPPB, GCPA

& Congrats again!  
& Congrats again!

## New Year's Resolutions



Each New Year brings the opportunity for fresh beginnings and 2013 is no exception. This New Year begins with your new Board taking the helm and planning the changes we proposed to the membership several months ago. The third weekend in January will find your 2013 Officers and Committee Chairpersons together for three days with a full agenda of items to accomplish. Not only will we spend this time planning the next two years, we will use this time getting to know one another. My goal for our new Board is to begin forming relationships that will lend themselves to cooperation, fresh ideas, and new friendships.

Our agenda will include adopting committee budgets, planning a two year calendar of events, exploring expanded uses of our website, revising the Chapter's Operating Guide to better fit the newly adopted Bylaws, reviewing the requirements for NIGP Chapter of the Year, and much more. Within the next few months, you will see more information on the chapter website including surveys, expanded photo galleries, a calendar of events, agendas for committee meetings, and response forms for Board and Committee Chairpersons.

Thank you to all who have expressed a desire to become more involved in our chapter. I am excited about the many new faces on the Board and the endless possibilities of what the next year has to offer. Please remember that I am interested in receiving your input and am open to any and all ideas from our members. We may not be able to implement all of them, but we are certainly available to receive and review them. I am YOUR President and am here to follow your lead in the direction you want for OUR chapter.

Happy Holidays to all,  
Tammy John  
GANIGP 2013 President Elect



March 26-27, 2013 Exposition will soon be here! Please check the website ([www.ganigp.org](http://www.ganigp.org)) to get all the details – and mark your calendar to attend. Remember this event is the funding source for Awards, Grants & Scholarships



Hello GA NIGP Members:

I would like to take this opportunity to wish you all Happy Holidays as we wind down the year. It has been a pleasure to serve you for the 10 months of 2012 as your Secretary and I look forward to serving you all for the 2013-2014 years. I want to wish Ara White, President a Happy Retirement. I would like to thank Deirdre Johnson for being our Treasurer and wish her luck on her endeavors. I want to welcome Debra Brewer and Lisa Mehalko to our Board and look forward to working with them. I also want to say Congratulations to Tammy John, President Elect.

I want to thank all our Committee Chairs for everything they do and they are: Donna Kukarola, Public Relations as she updates the website on a constant basis. Gayle Porster, Awards, Scholarships & Grants, as she constantly is trying to help the members with assistance. Debra Brewer, Membership, for her keeping the roster updated. Melisa Clark, Historian, for handling the storage facility and uploading our archives. Patrick Elaine Ross, Conference, Program & Education, for arranging the conference and banquet. Donna Kindon, Expo for her bringing funds in to help with the above expenses that are needed for the Chapter and Rhonda Bollen, Past Presidency Council for her keeping the Board aware of past history.

Doreen Eidmann, Secretary 2012  
Georgia Chapter of NIGP, Inc.



### Delivering Good Customer Service

I have never heard anyone come out and say "I really deliver lousy customer service" and yet we all know people who do. Delivering good customer service needs to be more than a catch-phrase or a slogan for you and your organization. You need to develop a strategy on ways to be a good servant---do's and don'ts. It takes planning and reinforcement. Set up goals to meet or exceed your customer service expectations--and then monitor them. For example, if your goal is to return all calls and/or emails within twenty-four hours (which is one of mine), monitor how you are meeting that goal. If you are having problems doing so, perhaps you are scheduling your time to return phone calls or emails the wrong time of day and you need to adjust that time schedule rather than fail to meet the goal. Try to remember something specific about the particular customer that you can relate back--to individualize the interaction. And work to be proactive--if you anticipate a problem, get with the customer before he or she contacts you. Focus on customer service when hiring and when promoting from within. How? One way is to ask customer service related questions as part of the interview process--such as "tell me of a time when you provided over-the-top customer service" and/or "tell me of a time when you did not provide as good customer service as you would have liked--and why" and then follow that last one with "what did you learn from that" or "what would you do differently now". A key to good and memorable customer service is how you recover--from a mistake or a problem. Think in advance of ways to "make it up" to a customer that has been somehow wrongly. And finally, remember that internal customer service is critical. When you provide good customer service to co-workers, other internal departments and team mates, you enable them to better serve others.

Gayle Porster

# What is your role?

I'm not asking the question about life but about Procurement! For the past few years the perception of Procurement has been changing, meaning people are understanding the value of it -- we're moving out of that "order taker" perception and into being a strategic partner with our departments and vendors. WOW – that is powerful stuff! And if it worked like that all the time it would be grand, but sometimes it just isn't so, and we can be the ones doing the damage.

Don't know about the rest of you but there are days that this is still a struggle – still get the call, "need you to order this, here's the vendor and price", and still struggle with trying to explain (politely☺) what our roles are and how we can better serve them. Some folks "get it" – but I think it does us all a disservice when that Procurement Agent/Buyer says okay and just places the order – with no questions, suggestions, etc. Thus taking us back to order taker. I get that it can be hard to advise some one that's not what our role is – especially if that someone is a director/manager of a department, or even the County Manager! But that is exactly what are roles are, to educate, explain why we do what we do, and that we're here to make it easier for them to do their jobs well. To keep them in compliance with ever changing laws, to ensure that they are really getting that best value, and to support them. In continuing to do this we do become that strategic partner – the one that is called for advise, brought into the planning stages, and is a valued member of the decision making process.

So does your department, or you personally, act as a strategic partner? Or an order taker?

Donna H. Kukarola, CPPB  
Public Relations Chair, GANIGP

On a personal note – Happy 2013!! I've enjoyed working with you all while I've been on the Board as a Chair, first Awards/Scholarships/Grants and then Public Relations. Best wishes to each & every one of you.



## Promote Membership!

Check the website, [www.ganigp.org](http://www.ganigp.org), often for up-dates

