

Intro ([00:00:05](#)):

It's time for supply chain. Now broadcasting live from the supply chain capital of the country. Atlanta, Georgia heard around the world. Supply chain. Now spotlights the best in all things. Supply chain, the people, the technologies, the best practices and the critical issues of the day. And now here are your hosts. Hey, good

Scott Luton ([00:00:32](#)):

Afternoon. Kelly Barner, Scott Luton with you here on supply chain. Now, Kelly, how are you doing?

Kelly Barner ([00:00:38](#)):

I am doing good, Scott. Thank you so much for everybody who has braved this very first episode, we just don't know what's going to happen over the next hour. We'll use you, but I don't.

Scott Luton ([00:00:47](#)):

Well, you know, Kelly, I wish we had recorded our pre-show conversation. We had a good time speaking with our featured guests, which we're going to introduce here momentarily, but, but equally as exciting, this Dow P for procurement has been a series in the works for awhile. It's been really neat to collaborate with you and the buyers meeting point community for so long, and then kind of re-invent that collaboration to really tackle one of the hottest topics in global business, right? Kelly,

Kelly Barner ([00:01:13](#)):

Absolutely. And especially right now, you know, we're just at the start of a new year where, you know, everybody else thinks about it as just supply chain, but there are some pre procurement specific considerations things we've learned over the last year. The timing really couldn't be better for us to getting this show off the ground.

Scott Luton ([00:01:31](#)):

Excellent point. And that's the, that's the newest, the newest t-shirt idea. That's just supply chain. That's just supply chain. I like that Kelly. It's, it's an exciting time to be in the profession of, of end-to-end global supply chain and certainly in procurement. So look forward to that. So to our listeners, we're going to say hello to a few folks here momentarily. Uh, Dow P for procurement is presented jointly, uh, by our friends at buyers meeting point as well as supply chain now. And you can tune in every third, Tuesday of the month throughout 2021 at 12 noon Eastern time. And Kelly, if you could, before we bring in our guests, before we say hello to a few folks, what give us a couple of bullet points of what folks can expect to hear, hear about as part of this new series.

Kelly Barner ([00:02:15](#)):

So I think if I had to think about two things that we're really going to be focusing on throughout the year one is the fact that we're looking at procurement, of course, but in the context of supply chain. And I think it's different when you say, okay, like you said, here's, here's the other t-shirt idea. It's just procurement. You know, nobody wants to hear that. But when you think about procurement as a cousin of a partner to a subset of supply chain, however, it happens to be in the conversation, you do tend to see it differently. And I think the other thing that we're going to focus on is that procurement has truly over the last few years become a craft, right? It's a practice we're putting a lot of investment into a lot of education into it is a far cry from the tactical buying of old. So we're really going to explore that starting

with our two fabulous guests today, but every single month as we go through the year, we're going to look at that a little differently.

Scott Luton ([00:03:08](#)):

Excellent. Will said, Kelly, what a great way to tee up this session, uh, as we are about to enter the Twilight zone.

Kelly Barner ([00:03:20](#)):

Yeah,

Scott Luton ([00:03:21](#)):

Well I think, you know, uh, kidding aside, I do believe the procurement profession and what it means today is a bit misunderstood. And then maybe we can touch on that more here today, but got a great conversation, teed up, really excited about continuing our partnership together. Let's say look to a few folks. One of our favorite parts of these live streams are our community show up each and every time and they bring it. Kelly, just like you they'll bring,

Kelly Barner ([00:03:44](#)):

I would expect nothing less from the supply chain. Now audience

Scott Luton ([00:03:48](#)):

Pray, teak, hope. This finds you well, looking forward to your comments and commentary here today, Peter Peter, I'll tell you, you you've been, uh, uh, really appreciate your, what you've shared through these and on social. So keep it coming. Our dear friend and Arizona, Rhonda, great to have you and keep the, uh, keep the live stream and the podcast programming coming really enjoyed that. Nickeel great to have you via LinkedIn. Of course, Anna Little sneak peek from the green room. Hello, Anna, looking forward to your commentary one. Great to have you here via LinkedIn. Thanks so much for joining us. Uh, Hawaiian. Great to have you also via LinkedIn Daria. Hey, new year new series. Exciting. I agree. I'm a little bit partial, but I'm totally clean Amanda or as usual at the helm, making sure we're, we're keeping things moving as we should. The doctor is in the house.

Kelly Barner ([00:04:40](#)):

Kelly. Right? Thank you, Chris.

Scott Luton ([00:04:43](#)):

Chris Barnes, the supply chain doctor. He's looking forward to seeing what Anna shares here today. All right. So no further ado. We've got a ton of stuff to work through here today. I want to welcome in Keller. You ready? I am so ready. Well, you know, I skipped right over our programming though. Hey, really quick. If you enjoy this live stream, be sure to check out supply chain. Now, wherever you get your podcasts, be sure to check out art of procurement, which Kelly and Phil. It was a great job there. You can get any, any of those wherever you get your podcasts and subscribe for free money back guarantee. If you're unhappy. That's right. All right. With no further ado, let's bring in our featured guests here today. Anna McGovern, chief supply chain officer with food bank for New York city and Kathy Fulton, executive director of the American logistics aid network. Hey, Hey, good morning, Kathy. And Anna, how are you doing

Kelly Barner ([00:05:38](#)):

Good morning guys. Looking forward to being with you.

Scott Luton ([00:05:41](#)):

We are too. And Kelly, this is, this is interesting. We've been after Anna for a while and the pandemic threw us off and the busiest just industry being busy, kind of threw us off. It's great to have Anna finally join us. Yes it is. And Cathy is a repeat guest and she's been with us a couple of times. We're big fans of what her and her team were doing it at, uh, Allen, uh, such a needed a noble mission there. So it's great to have you both and looking forward to diving right in.

Anna McGovern ([00:06:08](#)):

All right, let's go.

Scott Luton ([00:06:11](#)):

And we are releasing the pre-show conversation as its separate podcast. So stay tuned.

Anna McGovern ([00:06:17](#)):

Oh good. Yeah, we promise it's not about supply chain, as I say.

Scott Luton ([00:06:23](#)):

Yeah. A little bit of weather, a little bit of bird TV. All right. So let's, let's have a little fun before we get into the craft of procurement and the craft of the supply chain profession and talk leadership a bit. Let's have a little fun. I know you both a little bit better. So Anna, I want to start with you. We're going to take you through our, not so much lightning round and we're going to start with, you know, if you've had time kind of in quarantine and semi quarantine probably have all been watching a little too much TV. We've certainly watched several of our favorite movies over and over here in the Luton household. But what's a, what's a go-to movie for you, Anna.

Anna McGovern ([00:06:56](#)):

Well, you know, that's, that's funny that you mentioned TV and the pandemic. I didn't watch anything, you know, up until the pandemic. And now I'm an addict to Hulu and Netflix and everything else. But honestly the one that I always come back to is just one of my all time favorites and that's the princess bride. Oh, it doesn't get any better than that. It doesn't. That is my absolute favorite. I've gotten my kids into it. You know, we sit there and you know, it's like, my name is Inigo Montoya. You killed my father prepare to die. So we that's, that's probably one of the all-time best movies that I, I always feel good about.

Scott Luton ([00:07:37](#)):

I love it. I'm with you. That's a great move. We share that with our kids not too long ago. Hey, quick couple of quick comments, Sylvia, Judy says grit and Hillary Sylvia girls raised in the South new acronym for me, Sylvia. And by the way, one of the things we were talking about and appreciate was the setup. And Rhonda says she's loving all these home set ups, visually fun, and now she's looking forward to listening. So Hey folks take notice of what,

Anna McGovern ([00:08:05](#)):

All right.

Scott Luton ([00:08:05](#)):

So Kathy, same question to you. Simple question. The hard hitting news here. What's, what's been one of your favorite movies.

Kathy Fulton ([00:08:11](#)):

So I, uh, had a little bit of shock on my face when Anna said that because that's absolutely my favorite movie as well, princess bride, and I'll, I'll, I'll go one further with it and you go Montoya comment. Um, and I've told everybody several times over the past year that everybody knows what supply chain now is, what supply chain is now. They don't have to spell it, but I'm not sure that they really know what it means. So, you know, you can take the Inigo Montoya quote, you know, you killed my father, prepare to die, but you know, you know, you keep saying that word. I don't think you, I think that means what you think that's right.

Scott Luton ([00:08:51](#)):

I think you make a great point in, in a variety of different levels, uh, Kathy, because the lingo of supply chain and truly understanding what that is, it can be such a barrier between organizations and between different sectors, certainly as between the military and the private sector. We've seen that be a big challenge, but I love that lessons you can learn from princess bride

Anna McGovern ([00:09:12](#)):

In lessons. Right.

Scott Luton ([00:09:14](#)):

All right. So let's move to a second question. So both of y'all, so Anna, I know you're in New York city and Kathy, I want to say you're down in Florida. That's right, right. Jeff, let's stay with you. What part of Florida are you in? And what's your favorite part about where you live?

Kathy Fulton ([00:09:29](#)):

I, I live in central Florida, so close to Disney. Um, but that is not my favorite thing about, uh, about where I live. I think my favorite thing about where I live is that the high temperature for Ana today is my low temperature when I woke up this morning. So this time of year, the weather is absolutely gorgeous. And that's, I would have to say that that's a very positive thing right now.

Scott Luton ([00:09:54](#)):

Love that Florida, such a beautiful state. All right. Same question for you, Anna, up in New York city, one of the iconic cities of the world. What's your favorite part?

Anna McGovern ([00:10:04](#)):

Uh, well, I mean, you either love New York or you hate it. I actually work in New York, but I live in Connecticut and that's where I am today. I'm actually in the home office in Connecticut. But the great thing about being in Connecticut is, you know, first of all, you get to enjoy the four seasons and we are considered part of new England, but we're so close to New York city that I can work in New York city. And, you know, you get households that are, you know, husband against wife, brother against brother,

you know? So in this household, this is who we cheer for. You will have their, you know, red Sox against the Yankees, you know, within the household. So I mean, Kelly knows what I'm talking about. I'm sure. But yes, what I love, uh, I just love the new England weather, but then again, the hustle and the bustle of the city, you know, there's nothing more resilient than New York city it's gets kicked all the time, but it keeps rising. It gets back up. So,

Scott Luton ([00:11:05](#)):

And, uh, I, I love that and, and I can't agree with you more, but the Yankees did ruin much of the nineties for me as a brand, but that's okay. Hey, I'm just jealous. I'm just jealous and you'll feel bad if you don't get asked another question.

Anna McGovern ([00:11:21](#)):

Yeah.

Scott Luton ([00:11:25](#)):

Hey, baseball, pitchers and catchers are going to be reporting just a few weeks out. So I want the shortest off season, sir.

Anna McGovern ([00:11:32](#)):

I was going to say, I drove, we have the Detroit, I live in Lakeland or around there. And so we have the Detroit tigers. I drove by the stadium the other day and you can see the, the activity starting to pick up. So very exciting.

Scott Luton ([00:11:45](#)):

I hope Springs eternal always make a couple of comments here really quick for our past Baton. You Kelly naive. Uh, great to have you here via LinkedIn Mervin. Hello is busy watching Tom's podcast. Hey Marvin, that's a great one. Hope this finds you well, where you are in Ireland. Rob is tuned in via YouTube. I want to say we had, let's see, we had a nice comment from Catherine McCleary loves seeing strong women and procurement being represented today. I agree with you, Catherine. See, Peter was charming in, on some of the favorite things. Love Outlander. Season five was just releasing all 12 episodes. Princess bride is back in the house. Michael Schubert. I love that. Let's see here, Bob big show. Bob Bova is with us Connecticut, born and raised. Great to have you here with us. Bob Murray Hearst is with us great seafood and can have a lot of fans. And then finally, Gary Smith, who's an up in your neck of the woods and a great, the great Eric Smith, but the pizza in New York city. I agree with Gary. All right. So Kelly, where are we going next?

Kelly Barner ([00:12:53](#)):

So I think we're gonna pivot from movies and pizza and baseball fights. Cause we don't want to have to take this conversation outside that wouldn't be a good precedent to set. And, and let's talk a little bit about how you got to where you are. So I know you have a lot of executive corporate experience and you're currently with the food bank for New York, but you've also got an independent consulting practice. How did you end up making that transition from working traditional corporate to striking out on your own and in opening your own consulting practice?

Anna McGovern ([00:13:20](#)):

Yeah, it's, it's one of these things where, you know, I've known from a very early start in my career to follow the opportunities as they get presented. Right? So I went from a big corporate, you know, I spent, I grew up working for Unilever for almost 23 years. I spent at this point, you know, 30 plus years, I've spent half of it in, in procurement and strategic procurement, the other half in, you know, in planning and logistics and in manufacturing. So I've, I've really done all the lanes of the supply chain highway. And it really is an end to end, you know, point of view that you need to have when you're a practitioner, whether you're in procurement or whether you're in other parts of the supply chain, you really need to look at it from order to cash and from source to pay it.

Anna McGovern ([00:14:09](#)):

There's no other way to deliver the value of more strategically. So how I pivoted the opportunity presented itself, and I started doing some advisory work and I would follow that, you know, my, my procurement background, I've specialized in personal care and home care, quite a bit, a lot of packaging work, a lot of, uh, you know, chemicals and ingredients work that I've done. And then people had problems and I had potential solutions to their problems. And especially during COVID, you know, the, the question started a lot more frequently. I went, I went into beauty for a couple of years, Unilever. And then when, uh, you know, I transitioned from that, honestly, the people were scared to hire. It's almost like we were we're paralyzed, you know, and, and pulling the trigger. If people had open roles that didn't fill them. And so people still had problems to be solved.

Anna McGovern ([00:15:09](#)):

And I was getting calls from my network and I said, you know, I think, I think it's time to pull the trigger full-time on this thing. And honestly, yeah, honestly, that's how I transitioned to the food bank after that. But, you know, going to nonprofit, trying to solve the problems of food and security, I finally feel that I've come full circle. I'm finally living my best life and my best purpose. And so I can bring 30 years of supply chain training and experience to try and solve problems because really here failure means that if, if we don't deliver, somebody goes to bed hungry at night and that's all the motivation we need to succeed. Quite frankly,

Kelly Barner ([00:15:49](#)):

Regardless of what sector you happen to work in, being someone that is used as a problem solver. I mean, there's all different kinds of problems, right? And it, it goes from route of the kind of packaging we need all the way down to, like you said, somebody might go to bed hungry tonight and being somebody that can solve both of those is amazing. Um, but being regarded as a problem solver, that's probably the greatest compliment that, that anybody can get vanilla.

Anna McGovern ([00:16:13](#)):

I would agree vanilla Kelly, for sure.

Kelly Barner ([00:16:17](#)):

Yeah. He definitely would. Otherwise you end up with your projects hated and dated and we cannot have that. So Kathy,

Kelly Barner ([00:16:26](#)):

Over to you really quick. And so I'm going to ask you about how you ended up in nonprofit, but one terminology thing you could help me with first is nonprofit and not for profit. Are they interchangeable are the different things is non-profit, that's like the appropriate word to use. Do you have a preference?

Kathy Fulton ([00:16:45](#)):

Yeah, I see them use interchangeably. I can't answer the semantics question for you though. Or, you know, honestly, um, let me grab the dictionary. Anime may have a weigh in on that, but, um, I, I guess maybe one may be a legal term in that you've received your non-top, you know, your certificate of, you know, uh, nonprofit from the IRS. I don't know, honestly. Um, but you asked about like, how did I, how did I get here? And, you know, I never had the advantage like Anna did of working for a truly big company, worked for a mid-size now growing logistics services, organizations, saddle Creek logistics center that they, that you've talked to some of their folks before as well. Um, and kind of got voluntold mean. There was a, you know, I was working in it. There was a project that, uh, you know, Alan American logistics aid network needed help with. And my boss said, Hey, you need to assign somebody to do this. And I, someone and they, they failed at it. And, you know, to, to Anna's point, I recognize the importance of the work that was being done. I didn't want those people going to bed hungry or the disaster survivors to not get what they needed. And so, you know, I jumped in and, you know, I guess it's almost 12, 13 years later, you know, I'm still here. Um, and having a lot of fun doing what I'm doing. So,

Kelly Barner ([00:18:16](#)):

Which is always good for how well things go, right, Scott. I mean, if you love what you're doing, there's nothing else that's going to drive you to perform more than that.

Scott Luton ([00:18:24](#)):

Yeah. Great point, Kelly. And especially if you can love what you're doing and help. So many people like both Kathy and Anna are doing, it's gotta be rewarding journey. And so really quick, I know we're going to pivot over and talk about the craft, but really quick for you, Kelly. I want to say we get this question a lot and I want to offer Prabhu just a couple of quick pointers, probably ask about, please got people like me who are in the initial stage of supply chain management. We get this question, each lab stream, just a couple of quick tips, probably first off, really invest in your network, really use LinkedIn and connect with folks so that you can, you can see what supply chain thought leaders and practitioners are talking about and sharing so much great content there. Number two, check out the associations.

Scott Luton ([00:19:05](#)):

There's a ton of global supply chain associations, where you can not only connect with a great network, but connect with, with thought leadership and even invest in yourself and, and gain certifications. And then thirdly, there's a ton of free training. MIT is one organization, just one of many, that's offering some great courses again, that you can add to your, your body at your, your understanding of how global supply chain works. And it'll help you move up, you know, along in your journey. So hopefully that helps Prabhu. That was that's very practical from my experience. And of course you'll pick up probably some additional thoughts as we wander our way through this conversation here. All right. And then, uh, one other Larry is with us here today. Larry, great to have you, uh, really enjoyed all of the content you're putting on LinkedIn for sure. And procurement and otherwise. All right. So Kelly, where are we going next?

Kelly Barner ([00:19:56](#)):

No, we go to the craft. So we've, we've talked about the fact, this is actually very unique. I think that we have to non-profit procurement and or supply chain leaders with us. And so you've talked a little bit about how each of you got to where you are, but whether Kathy, you said you worked for a mid-sized organization and obviously Unilever is enormous. Let's talk a little bit, starting with you, Kathy, about what you see as the differences and the similarities between a corporate environment regardless of size and a non-profit investor.

Kathy Fulton ([00:20:31](#)):

Yeah. So, you know, the similarity, is there still a customer to be served, right? You're you are still focused on providing a product or a service or something to a customer. You know, I got called out on something this morning in an email because I had, I had mentioned, you know, doing the, the network design and, and all of that. And, and, uh, my partner said to me, you're getting about the customer. You have to design for the customer first. So really that focus on the customer, focus on a service or a product I think is the same, regardless, you know, the stakes are different. Um, whether someone's getting a widget delivered to them is a whole lot different than like Anna said, if someone's getting, getting to eat at night, but, you know, similarities are there, differences are the pace. You know, our, our work is primarily focused around disaster response, getting things answered and moved out quickly, you know, and the stakes, you know, I think those are two of the primary differences. You know, when you look at all of the metrics that we have across, across all of the disciplines within supply chain, you know, speed, uh, cost, you know, all of those things, there is definitely a distinct difference between if you're doing it for profit or you're doing it, you know, from a nonprofit perspective.

Kelly Barner ([00:21:53](#)):

And we talked about the fact that you're doing it from the heart, right? Like, especially in corporate people have not necessarily chosen to, to join procurement. One of my favorite ways of putting that this actually comes from a trust Dominic. And so he'll have money in their book that they wrote the procurement game plan. They said that procurement is like the Island of misfit toys before they're enough to red nose reindeer. And it's where you send people, if you don't ever want to see them

Kathy Fulton ([00:22:17](#)):

Again. So, I

Kelly Barner ([00:22:19](#)):

Mean, that's the procurement of old. I like to think about it as, but, but the part that you bring to work that you're doing when it's humanitarian non-profit disaster response, that really must change everyone's motivation and drive to go above and beyond.

Kathy Fulton ([00:22:33](#)):

And it, it really, it really truly does Kelly. I mean, you know, people w like I said, we work in disaster so people can tend to focus on the bad parts of that. You know, uh, we, we have dashboards that show how many people have died because of the pandemic. But I get to see our organization gets to see the good that comes about because of it. We get to see the organizations like Anna's, who are out there serving others who get to see the businesses who have raised their hand and said, Hey, we have a resource, or we have an asset, or, or we have a product that can help. And here, we're going to give it to the folks who can really use it. So I think that, like you said, the heart, the passion that comes along with it, I hope that supply chain and procurement professionals are passionate about their jobs, because

ultimately we are all trying to, you know, live together on this planet, you know, but there's just something a little more special about being able to, to serve others. You know, yesterday was MLK day. Uh, we have, you know, the, the national day of service on to recognize Dr. King, I'm one of those fortunate people that gets to serve 365 a year. So

Anna McGovern ([00:23:46](#)):

Very, very grateful to have that opportunity

Kelly Barner ([00:23:51](#)):

And to approach your work with gratitude. I mean, that's, that's also a powerful perspective.

Anna McGovern ([00:23:56](#)):

You have to, you have to be grateful for, you know, when, when my daughter was little, she, she told people that mom begged for a living, you know, you're always asking people for something, right. Um, but it is that gratitude. And just living with an abundance mentality rather than a scarcity mentality. And that's what gets you, gets you through, you know, things go crazy around us all the time. But if you are focused on the positive, if you're focused on, you know, the good that other people are doing, and you just remember that this is, you know, this is the long game. I think that all of those things really are very special about nonprofit work versus for-profit work.

Kelly Barner ([00:24:40](#)):

Those are, those are incredible thoughts. And, you know, we're seeing some of the comments come in from the audience and there's even folks within our listening audience right now, whose lives have been positively impacted by nonprofits. So 100% agree with you, abundance mindset, bringing the heart to your work, and a same question to you going from an enormous global corporation, obviously through, and then you talked about working for some, you know, the beauty business unit, right. Kind of narrowing things down packaging. What do you see as the similarities and differences between corporate and nonprofit?

Anna McGovern ([00:25:13](#)):

Well, to echo what Kathy says, you know, it is a service oriented business. So customer service is customer service. The, the interesting thing is that, um, you know, the, the pace that Kathy talked about, you know, we we'd like to in supply chain, think about, you know, forecasting and planning and this map when a disaster hits and that goes out the window, or you'll get, you'll get a call, you know, with USDA, you know, saying I've got 15 truckloads of, you know, grapes and oranges, do you want to take them in? And, you know, you need to be able to dispatch them within a week because they're going to go pass best by date or whatever. I mean, you just have to be able to react. And you don't, you don't say no, because you want to take that in so that you can get it to the right place.

Anna McGovern ([00:26:03](#)):

So the pace is significantly different. And, and the one thing that I will tell you is, you know, you can always teach supply chain. You can always teach procurement. You can always teach, you know, forecasting and planning. What you can't teach is heart and commitment and dedication. And, uh, the people that work in nonprofits are doing this because they are committed to a, cause it really is a purpose driven environment. Not to say that you can't be purpose-driven in corporate. There is just a different set of dynamics that I'm really enjoying. And you do get up every single day feeling that sense

of enormous purpose. Kathy put it perfectly. It's not like we get a couple of community days where we can go and volunteer. We're doing this every single day. And, and just the, that can do attitude. So the pandemic shut everything down.

Anna McGovern ([00:26:58](#)):

We, we lost our volunteers. Companies couldn't take in volunteers or, or so, but just being able to go where the need was. Okay. So we can't distribute food through normal channels. We're just going to erect a big tent in Yankee stadium. And we're going to hand out bags of food to families who need them. So just that being able to react and move on a dime that kind of agility doesn't always exist in big corporate environments. That's the big difference that I've seen so far, but other than that, the supply chain is the same, same principles. You still have to get from point A to point B at the lowest cost and the, you know, the quickest amount of time. So that part is exactly the same,

Scott Luton ([00:27:43](#)):

Love that. So we've got a ton of comments. I want to share just a few from our community, but really quick, Anna stole a press release from, uh, the food bank for New York city's website. And at least early December, uh, since the pandemic started 77 million meals to new Yorkers in need, what an incredible

Anna McGovern ([00:28:01](#)):

Much higher than that, it's much higher than that at this point. So it is a tremendous amount of it's a tremendous need out there. It's eyeopening.

Scott Luton ([00:28:12](#)):

Well, I appreciate what again, I can't say it enough. I love what you and your respective teams are doing it. It's wonderful to see the supply chain and procurement professions be highlighted in all sectors. And, um, we're going to have to add a couple of hours today show I think so. Let me, let me share a couple of comments here. Victoria is from, uh, tuna via Dublin via LinkedIn. Great to have you here. Sylvia disagrees a bit with earlier comment. She sees, uh, she's got a lot of empathy and passion in the pro for-profit logistic side, which I completely get that completely get that let's see here. Uh, Rhonda mentions that she was at local disaster responder for the American red cross wonderful people, huge heart. Gary agreed with something Kathy shared earlier, regardless of whether you're in the public or private sector, it's all about the customer we need to, we need to, uh, stencil that on our right shoulders.

Scott Luton ([00:29:06](#)):

I believe everyone Neil said begging for a living. Really the begging is part of our negotiations, right? Peter says, procurement is about changing how we have always done things and finding value in hard to spot opportunities. Excellent point there. And then finally, uh, let's see here, Peter also says he's got to disagree with something that Kevin said earlier. It's all about the collaboration because the customer is not always right. Interesting point counterpoint there. All right, good stuff. We got to leave it there for now. Let's get back talking about the craft. So this has been an interesting, this word, the craft, I think it started with the conversation, at least from our end, it started, I picked up on the conversation Greg had with a member of a supply chain tech platform. And it really, the more I thought about it, it's such a great word to use about procurement or supply chain or really, you know, logistics, you name it because there's so much a mixture of formal education, but everything you pick up along the way that allows you to add this seasoning here and that seasoning there, but what also denotes maybe too many is when

you think of craft, you think of may at least I think of something slowing down to make sure you get it all right.

Scott Luton ([00:30:20](#)):

Anything but speed, Kathleen, we'll start with you here. What is one thing when it comes to procurement or supply chain or you name it that you really wish you could slow down and get it right? So that we could move faster. Maybe the bigger picture.

Kathy Fulton ([00:30:35](#)):

Yeah. And I, one of your guests hit it on the head when they said collaboration for us, we don't have time. Once a disaster occurs to really build strong partnerships. And that's so key to everything that we do is knowing who has the resources who needs the resources. I wish that I had infinite amount of time to really explore those partnerships, explore that collaborative nature of everything that we do. It's in the collaboration that the magic happens. Um, and so when we're getting those partnerships right, when we're getting, you know, just the, the, the conversations around it, when we're building that community, things go better. We, you know, think may have been in our pre-conversation or even earlier talking about resilience in New York and New York city being a very resilient community. You know, it is because people are willing to put aside their differences is a, because they're willing to Yankees or red Sox, but I'm willing to have difficult conversations. Um, and that's the piece that I wish, you know, we just had time to expand on is let's look at our commonalities, you know, uh, let's, let's figure out how we can serve everyone's interest, how we can get, you know, the things to people who need them. So,

Scott Luton ([00:32:02](#)):

Yeah. Well, one thing I think about when you shared there that you can't build those relationships right, when you need them is one of my favorite quotes from Chris Barnes. Who's who's in the community and it comes from Harvey Mackay who wrote this great book, great title, dig your well before you're thirsty and longly that has stuck with me for so long, right? Because it is about, I think the long game as you put it, Kathy, it's not about the here and now. And that's what really makes for successful effective collaboration, at least in my book.

Kathy Fulton ([00:32:29](#)):

Yeah. I'll just add one thing to that. Scott is, you know, the, uh, dig your well before you need it. We also say, you know, plans, useless planning

Anna McGovern ([00:32:40](#)):

Is essential, which is an, you know, an old Eisenhower quote or attributed to him, but it really has to do with not just the relationships, not just a, you know, a formal structure, but that comfort with one another to, to know, Hey, you know, if I, if I need a procurement professional, I know that I can call Kelly. And I knew that I can call Ana, you know, it's knowing capabilities. So that, so that in the heat of the moment, when you have to make those quick decisions, when you don't have time to slow down, you've already built your toolkit. You've dug your well, you've created those.

Scott Luton ([00:33:15](#)):

I love that. And it's like the little pig that, that uses bricks, right? He is ready for whatever comes. All right. I'll tell you. It's interesting where we're drawing analogies from here today, Anna, same question. What would you like to slow down? So you really get it right. And heal faster in the bigger picture,

Anna McGovern ([00:33:34](#)):

Right? So, you know, it's, it's really important to, to really assess the situation you just need to assess. What is the problem, make sure that you understand what the various options are. And honestly, it really is about the network, whether you're in corporate supply chain and corporate procurement, whether you're a not profit, non-for-profit, it really is about knowing where to go for information. Okay. I always said, you know, I'm smart enough to know I'm not that smart. And one of my key strengths, my super power is I know who to go to, to ask a question and get an answer, right? So it really is about knowing who to turn to, to get the information and then tapping into those that can get you that answer. So if you stop long enough and slow down to understand what the real question is, because sometimes it's not the first question you ask. Sometimes you have to ask why five times before you can get to the real root cause of the real problem statement you're trying to solve. So what is the real problem? And then figure out what you need to do again, understand the true root cause of the issue you're trying to solve. I would say that's what I'd like to see people slow down to, to figure out because that'll solve a lot of issues down the road.

Scott Luton ([00:34:58](#)):

Yeah. Anna was so well-spoken and now, now you've reminded me what I forgotten to share to a clad internship type class I had on my, my notes, five weeks in such a beautiful, simple lesson life lesson learned. So thank you for pointing out my deficiencies, Anna, what I forgot to share. Let's let's talk about, and I'll stick with you for a minute because we talked about pre-show, we're all too close to things, you know, regardless of where you are, what your role is, we can all be way too close to things. Even when we think we're being strategic, there's something right up under our nose, right? So Anna, as, as a change agent, as a consultant, but also as a chief supply chain officer, you know, what stands out to you when we talk about getting too close and, and is there, is there a certain recurring problem or what what's general observation about people in PR practitioners getting too close to issues?

Anna McGovern ([00:35:49](#)):

And I think this applies generically across the board, whether you're working in food banking or disaster relief, or, you know, big corporate anywhere for me, the, the thing that I've realized is when people get too close, they can't see the forest through the trees. Sometimes you just have to climb up into that helicopter and hover to see where the fire is, because if you're so busy putting out one fire, the rest of the forest could be burning down and you don't know it. What, what I also find out is that, you know, people don't bring in, especially since we're dialing P for procurement, it doesn't have to be invented here, right? So the supplier is a tremendous source of innovation creation, bring in the supplier at the early onset, bring them in, in that early ideation phase so that you don't come up with something that's, you know, really glitzy and beautiful.

Anna McGovern ([00:36:44](#)):

But then you find out later on down the road that it's not fit for manufacturer or fit for purpose. So you can't execute it. It really helps speed to market. When you can incorporate your supplier partners, all of them early on in the process and, you know, final highlight, you know, back going back 30 years of a supply chain career, whether I was in procurement or not every single one of my career, highlights

included a supplier, solving a problem and helping us reach success. So this is, this is I think the advice I would give in terms of getting too close to it, sometimes you just have to go and bring the outside and, you know, that's, you know, it's just step back. What are others doing? You can bring in a supplier if you're trying to create a new soap, you know, or a new bodywash, you know, a supplier who's, uh, like a Dao as an example, uh, you know, they, they supply water filtration, they supply paint coatings. There are supplying so many other industries pharmaceuticals and so on. You can borrow from other industries. And that's the beauty of bringing the outside in. Yep.

Scott Luton ([00:37:56](#)):

Excellent. So much there, we got to keep driving. There's so much there and he just shared, I'd love to dive deeper on, we've got some questions from audience Kelly. I know we're going to, we're going to kind of take it in a different direction, uh, with what lies ahead in just a moment. Let me share a couple of things based on what we're hearing, both from Kathy and from Anna Peter shares that he had an urgent startup a couple of years ago, flying to Japan out of Montreal. He made one call to a trusted supplier and we had it up and running with competitive pricing in less than four weeks. And I think that really illustrates a couple of points you both are making, but that there's trust investing in those trusted proactively, and then bringing them in to your point, Anna. So that they're part of the problem solving part of the conversation. You know, if they're not part of the conversation, they're part of you, they've got no idea what you're, what you're trying to tackle, right. And how they can help

Kelly Barner ([00:38:49](#)):

To Sylvia's point from earlier, that's a commercial situation where the suppliers working with heart on behalf of your organization. So absolutely an example of that

Scott Luton ([00:38:59](#)):

Excellent point, Rhonda is trying not to be reactive. She says, blinders on say some days we can, boot can probably all relate to that where you've got to put blinders on, at least for a portion of the day. We've got a couple of questions here that we'll try to circle back to. If we get a chance to assess let's, let's stop. Let's pick back up on the conversation here at this point. CA Kelly, cause we wanna, we wanna talk about 20, 21.

Kelly Barner ([00:39:23](#)):

We do. And, and I think for those of us that have been in supply chain for a long time, that didn't like discover the supply chain existed because there was no toilet paper. We think about it as something we focused on efficiency, we focus on streamlining, we focus on visibility and I think all the work that we've done in those areas has really been around optimizing on certain factors. So if you think about all of the things that are now on certain and all of the things that sort of our existing systems are pinned to, you know, we assume we know demand, we assume we know timeframes. We assume we know where we can get supplies and services. Kathy, how are you guys and the team at Allen rethinking how you optimize, what you optimize on, what you feel like you still have some amount of certainty around and where you trying to build in some, some flexibility to get through 20, 21.

Kathy Fulton ([00:40:17](#)):

Yeah. There's, there's no certainty in, in disasters. Um, you know, the, the only thing that happened exactly, that's the only certain thing is that that we're going to have them. So really, you know, we were very fortunate to be able to, to bring on a couple of part-time staff at, towards the end of last year,

people who actually have logistics and supply chain in their background rather than, you know, me with the it, um, kind of vision. And so it's really nice to, to be able to now go back and say, okay, uh, what a crazy year, we've just been through? How, what worked really well, what didn't. So how do we, how do we take the lessons from 2020 and move them ahead to 2021 and beyond again, with a customer focus so that we know that nourishment and hydration and medical care is reaching, reaching the people who need it, but it's really about learning those lessons is it's looking at the historical while recognizing that our partners that we work with on the commercial side have just appended everything about their processes in 2020. And so being able to, you know, take advantage of the, the, uh, the changes that they've made, the advances that they've made,

Kelly Barner ([00:41:34](#)):

Um, to really serve and support our community and Anna, what do you think on that same point? What do you feel like? You know, I mean, I'll say no. What do you feel like, you know, what is likely, what are you at this point trying to optimize on and sort of, where are the variables that you have working in your situation at the food bank for New York?

Anna McGovern ([00:41:52](#)):

So I think I'll answer that both from a food banking perspective, as well as a, um, everyday consumer perspective, because I think they're, they're two separate things though. The one thing that we've learned is that when disaster hits, there are new people, there are new customers or clients that discover that discover the resource is there. And so you never get back to the baseline. So if your baseline is, you know, call it 80 million meals and now because of a disaster or because of Harvey or hurricane pandemic, all of a sudden your new baseline is let's call it 120. You will not get back to 80, right? So you have to prepare for a new baseline. It's not going to be one 20, but it's not going to be 80. So maybe you anchor on a forecast plan, you know, that, that pins you at a hundred.

Anna McGovern ([00:42:45](#)):

I think that's what you have to be aware of and what do you need to do to accommodate additional people, right. And how do you get to where the need really is? Okay. So we're trying to serve the five boroughs. All of our sister food banks are trying to serve their community, and we all know this, but I think on a corporate level, this has shaken up everything we know about supply chain, right? So for the last two decades, plus 20, 25 years, we've been all about low cost supply chains, low cost, low cost, low cost as buyers. We've been about leveraging and increasing our buying power, uh, bigger suppliers, fewer suppliers, you know, consolidate, consolidate, and suddenly all of a sudden supply security is, is really the ticket. It's no longer about low costs. It's about supply security. So it's about how do I secure a supply, pay more, you know, but potentially sacrifice my margin, but keep myself on shelf, right?

Anna McGovern ([00:43:49](#)):

And then react and pivot. So, you know, react, pivot, agility, you know, speed to market. All of these terms are now part of the vernacular. And it really is about supplier diversification, right? It's about supplier capacity, right. And capability for them to react. So that's, that's a new thing going on. Right. And of course, you know, it's appended the supply chain, you know, King Arthur flour for example, had a 600% spike in your hands. Right. And so they had to quickly pivot from 50 pound bags of industrial flour that was no longer needed because restaurants are not open and suddenly everybody's baking bread at home.

Kathy Fulton ([00:44:32](#)):

Right. So they needed to pivot to five and 10 pound bags. So that's the sort of thing it's like, how do you pivot quickly? And then how do you secure the supply by going to more? And now this gets you the foot in the door. So if you are a midsize or a small supplier who can only dream of getting into a Procter and gamble, or maybe a, you know, a Pfizer or any other big conglomerate, suddenly you've got an opportunity to get your foot in the door because you can respond. And then how do you respond? It's all about the customer, listening and understanding what is that need. And then being able to react with speed to fulfill that need.

Scott Luton ([00:45:10](#)):

Excellent. If I can interject just for a second Ana so much good stuff there, doctor aware of cat, uh, we're Academy. I apologize. I'm mispronouncing that. I think annual, just speaking to some of those things that change, especially as a result of the pandemic. So this is an excellent question though, because we're going to that part of the silver lining I would argue, and there's good news. If you really look for it, there's a ton of heartburn and loss and, and we all familiar with what the pandemic has done, but there are several linings because it is going to make, you know, the resilience word came up earlier. We like to think about it in terms of, of just how fragile you are. Cause it kind of changes that conversation, but there's going to be so many great learnings that provide that surety of supply Ana that you're speaking to and, and it's gonna make it, you know, it's going to make us a lot stronger. So excellent question. And we'll try to touch on that more, uh, Dr. Workout, thanks for joining us CRB and LinkedIn. All right. So, so I think Kelly picking back up, I think we're posing 20, 21, the Kathy as well, right?

Kelly Barner ([00:46:07](#)):

Yeah. So we would talk a little bit about what Cathy was going to do to, to re optimize. So let me sort of ask you my, my last question, Kathy, Nana, and then, and then I know we're going to hear a little bit about the work going on at Allen semi lightning round. Kathy, is there a solid line between procurement and supply chain? Is it a blurry line? Do we need to blur a line there by, by smudging it up a little bit? How do you, for folks that are maybe supply chain people tuning in here or procurement people that have followed me over to supply chain now, where do you see the line between procurement supply chain?

Kathy Fulton ([00:46:38](#)):

You have to be really good friends. Um,

Kelly Barner ([00:46:43](#)):

You know,

Kathy Fulton ([00:46:44](#)):

As much as I'm not a supply chain person, I'm even less a procurement person. So I'm, I'm really enjoying how much this has made me how, you know, the past year has made me think about the importance of getting the supply base, right. Get, you know, doing it the right way. So you've got to be joined at the hip. You know, I, I saw some research that I think Scott posted or someone posted earlier today about, you know, the rise of procurement officers climbing up the ranks. And, you know, I think that that's so important. You can't serve your customers. If you, if it's not there, right. There was a, there I'd seen a quote in someone's warehouse one time that said, you know, the customer is always, or something

Anna McGovern ([00:47:30](#)):

Like that. Customer comes first and we've already seen that come by the comments that they're not focused on the customer, but you really have to focus on the supplier without, you know, without procurement, without the right suppliers. You can't, you can't get anything to your customers for us. That's super important, you know, for Anna and the food bank for New York city is.

Kelly Barner ([00:47:49](#)):

Yeah, no, that's so true. And Kathy, you could not have said that any better if you were in procurement and supply chain, so perfect answer and a same to you. What do you think about the lack thereof or, or line between procurement and supply chain?

Anna McGovern ([00:48:03](#)):

So, so look, it's not really a blurred line. It really is about the value chain. We are business managers, right? So in fact, I have an article that I wrote for LinkedIn. Uh, not that long ago where I was arguing, the CPO should be reporting to the CEO. Most of the time supply chains, you know, you've got, CPO's reporting to the chief supply chain officer, but when you think about our spends 50% of everything we cut a check for is not necessarily supply chain. You look at marketing spends, you look at it, spend HR spend you've got significant value. Okay. So you can't, I mean, the supply chain is defined this plan source make and deliver and return. So it is part of the supply chain. There's no question, but I'd like to think of it as we're all part of the value chain, delivering value suppliers grow the top line.

Anna McGovern ([00:48:57](#)):

It's not about cost savings, just growing the bottom line. So they need to work hand in hand. Okay. But I, I think we've seen the rise of procurement with a seat at the table at the board, and they've earned that, right? Because procurement professionals and the skills that are required, it's about negotiation. It's about being a financial wizard. It's about knowing legal and compliance. It's about being a coach and a mentor to your suppliers. There's such an inherent business requirement. Now the skill set has expanded and they're both equally important and they both deserve to report to the CEO of any enterprise. So that's the way I look at it. It's, it's really not about, is it blurred? It's part of the overall value chain.

Scott Luton ([00:49:43](#)):

Well, as we knew this question, the segment of the is generating a lot of comments and they came from the community. But Anna, a lot of it is, is saying hallelujah to your point, uh, especially with the CPO reporting directly to the CEO and Cathy back on what you shared really quick. That was a great article from supply chain dive, which one are our favorite publications. It ranked all the, the growth of the various relatively new C-level relatively new C-level positions. Chief diversity officer was number one far and away, which, which didn't surprise me. That's great to see really, frankly, especially with those that really get it right and invest in that. But the chief procurement officer was 11th on the list. And that really surprised me, but you know, what's in a name right. As long, as long as they really get procurement strategy. Right. And they really can, can integrate that into the overall supply chain organization. And to your point, Anna is represented in the C-suite right. That's, that's some of the important things. It'd be great if we keep seeing the proliferation of chief procurement officer, but we got to move up those rankings don't we Kelly. Yes, we do.

Speaker 6 ([00:50:49](#)):

Absolutely. We do. And get to that CEO. Right.

Scott Luton ([00:50:56](#)):

We're going to talk next about, uh, well, Kathy, I want to make sure we talk about lawn, you know, blurring the line. Anything else to add to the conversation. I appreciate, you know, I love the transparency. Uh, you know, you got a strong IT background. I'm sure you've been learning for years from drinking water from the fire hydrant, as the saying goes, when it comes to logistics and procurement supply chain. Anything else to add about the blurring of lines, especially from a, a technology guru?

Kathy Fulton ([00:51:21](#)):

Yeah. Well, I wouldn't even say I'm a technology guru anymore that there was a long time ago,

Speaker 6 ([00:51:26](#)):

But yeah.

Kathy Fulton ([00:51:28](#)):

I mean, we have to be specialists, but also generalists. We have to understand, I mean, the collaboration has to happen, not just external to our organizations, but internally as well, we have to understand, like Anna said the whole value chain and our role in it.

Scott Luton ([00:51:45](#)):

Yeah. Great point there. I want to share a couple of quick comments, Kelly, if I can, before we, we make sure folks know a couple of big things that the Allen group is up to and then we're right up against the time limit here. Gary says it continues to amaze me that procurement and supply chain see themselves as different. They are two sides of the same coin. Gary says it needs to be a single organization in most organizations, public or private good stuff there from Gary. I think I shared this earlier. Catherine says you nailed it, Anna. We've got a bunch of t-shirts ready to go here. Peter says, see, year long storage has had what was called. Well, I guess he had an interest interview too long, a story to add here, but suffice it to say that was precisely what I promoted all into one all into the CEO. I guess he's, he's referencing an organization that did report into the CEO. Okay. Good stuff. There to comments are fast and furious. All right. So as we wrap here, starting to wrap here, Kathy really quick. I know Alan, both, both organizations represented here ton of big initiatives, helping a ton of people. What's what's currently, what's the big project at Allen that, that really has got your team's attention right now. Catholic.

Kathy Fulton ([00:52:55](#)):

Yeah. Well like most people just really paying close attention to the vaccine supply chain and figuring out, you know, we have no official role in supporting all of that. Um, because of the way that it's, you know, it's set up, but really helping our business partners have access to information about that. I think that there are real opportunities for businesses to participate in vaccination efforts with their, with our staff, always have supply chain,

Anna McGovern ([00:53:26](#)):

Uh, intelligence center up with, with map the map on weather activities, um, and COVID related activities. And then, you know, one of the great things that has happened just, you know, in the past

couple of days getting to meet Anna, she and I are gonna sit down and have a conversation about, you know, we all, we work with food banks already, but are there things that we can be doing collaboratively? So yeah, always,

Scott Luton ([00:53:50](#)):

I love that. That's great to hear. Y'all got to report back and let us know.

Anna McGovern ([00:53:55](#)):

Yes. Maybe you could watch the movie together and then you start talking about the supply chain food based on

Scott Luton ([00:54:04](#)):

Quick, Anna, just really quick. I know that there's, there's no shortage of things that, that your organization is doing. Is there one thing in particular that you really have enjoyed being a part of or helping plan or execute?

Anna McGovern ([00:54:16](#)):

Yeah. It's, it's really how to manage the inflow of product, right? So we've got, you know, 45% more food that we need to get out to our clients. And, uh, you know, honestly it's about building that resiliency in our supply chain. I've got some key open roles, you know, in logistics and transportation and inventory management. So please link up with me, we're hiring and we're growing, you know, we're growing based on a need. So even president elect Biden is, is allocating more money towards food banks, as I'm sure Kathy knows as part of rescue America package. And, uh, you know, we're, we're preparing and gearing up for that. So, so it's, it's been quite a ride I've really enjoyed it so far.

Scott Luton ([00:55:02](#)):

I bet. And I love, I love, um, you know, the, the continued onboarding of supply chain experts, leaders, practitioners been there, done that into, you know, sectors outside of the, maybe the main thrust of, of, of traditional supply chain at that, if that makes sense. So I love it. Uh, bring so much to organization and there, and unfortunately there is such a great need. So Anna really appreciate what you do now, Anna and Kathy, I know we've got your LinkedIn profiles in the show notes, right? So folks hopefully can connect with you that way. We've got your organizational websites there as well, so that, uh, folks y'all can find that via LinkedIn YouTube or to Facebook notes and a house, can folks connect with you directly?

Anna McGovern ([00:55:46](#)):

Yeah, they can. They can find me@amcgovernatfoodbanknyc.org and they can connect with me on LinkedIn. I do check LinkedIn regularly, so happy to connect.

Scott Luton ([00:55:58](#)):

Perfect. Thanks so much, Anna. Same question to you, Kathy. What's the easiest way for folks to connect with you?

Anna McGovern ([00:56:03](#)):

Uh, it, you know, we, we get a lot of requests or a lot of offers to, of support and our website, Allan aid.org is the absolute best way to find me, find our organization, um, help us help others.

Scott Luton ([00:56:15](#)):

Well put there. And, and I think that goes to both of your organizations. I love that. Uh, well, we're big fans of you both do here. Thanks so much for taking an hour out. Uh, Kelly, what a, what a rock and roll conversation. It was tough to keep up and I'm used to this Kelly.

Kelly Barner ([00:56:31](#)):

I know. Oh my gosh. I love the fact that we've connected you guys. I think that's probably my, my biggest sort of glowing takeaway from having both of you on not only together, but for the first episode. I'm thrilled about that.

Scott Luton ([00:56:42](#)):

Yeah. Agreed. Agreed. All right. Well big, thanks to Anna McGovern. Chief supply chain officer with food bank for New York city and Kathy Fulton executive director with the American logistics aid network. We hope to reconnect with you soon. Thanks so much. All right. Thank you. Isn't that? Well, we have a little, little a glitch, the control room there. Kelly, you never know with live streams as well, but we can handle it. That's right. Well, what a outstanding conversation with Anna and Kathy, I've got, I don't know about you, but I've got my 17 pages and then some of notes. So you share first though, what? What's a couple of really key things that both Anna and Kathy shared before we wrap up here.

Kelly Barner ([00:57:24](#)):

Yeah. So I think in terms of what Kathy shared, I love this idea that everybody has a customer that needs to be served. And I think that's important because we all have to understand who the customer is or who the, all the different groups are. But I also think it's an important reminder that in nonprofit, you have to think about the people depending on you and utilizing your services as customers or the effort truthfully will fail. And from Anna, I love this thought of before you get down to the business of solving, make sure you're looking at the right problem, explore it. Ask why 10, 15 times, if you have to, but really focus in on the core problem, not a symptom so that all of your investments in solving that issue will go

Scott Luton ([00:58:06](#)):

Where you need them to go. Agreed. And you will, if you want to be the most popular meeting person in the meeting, make sure you ask why 10 to 15 times, right.

Kelly Barner ([00:58:15](#)):

That's ever, especially when you're getting to the end of the meeting. People love that.

Scott Luton ([00:58:19](#)):

Of course I'm kidding. But that five, that five, why is such a powerful approach to getting that root cause. And, and you know, there's a great scene in the movie Moneyball, since we're talking baseball earlier, Kelly, have you seen Moneyball? Brad? I know of it, but I'm not seeing it. Oh, Kelly, you gotta check it out. It's a one, there's a wonderful, that's my to-do list. Yes. There's a wonderful in this, in this Metro [inaudible], uh, metrification moment, we're in, it's a great testimony to a different way of leading a very traditional industry, which is baseball, right? And there's a moment where Brad Pitt, who

is GM of the Oakland athletics and he's playing Billy Bean. He's got all of his key brilliant minds around the table and he's like, what problem are we trying to solve? And, and all of them, all the answers come back and they're not the problem.

Scott Luton ([00:59:07](#)):

And it's such a great scene. So universally relevant. So check out Moneyball to our community members. Y'all make sure you check that out. I have so many great notes. Uh, you know, I level rapped on with, uh, Kathy and Anna, you know, help us help others. That's what they're both doing. Gosh, Anna, the supplier diversification, the course of five whys, bringing ideas outside in that has been a mantra here in recent weeks. Bring those suppliers in early. Don't wait, listen to them. Yeah, don't wait till the last minute. When, when you're, when things are burning down, you know, get out and hit, get out ahead and see and see how we can avoid even going down certain paths. And I think Kathy talked about it and they both spoke to it. That design for customer and the customer is a huge part. You just mentioned listening, you know, listening to your suppliers, but also listening to your customers and really not fooling yourself with what, what both asks what both communities are telling you. So I had a great time. I think Kelly, I might've gotten caught up with where we're going here next because I was between the act of community. We had a lot of comments there and try and take some of my keynotes down so I could share this was a wonderful, wonderful starting point for our Dao P for procurement series. Right.

Kelly Barner ([01:00:26](#)):

I absolutely agree. And, and I was thrilled to, I love seeing all the comments. I love the fact that I know a bunch of the folks that have joined us. I'm grateful obviously to Anna and Kathy for giving us their hour, but I'm also grateful to everybody in the audience that did the same it's monthly. So you got to do it again in four weeks.

Scott Luton ([01:00:42](#)):

That's right. Wait to that end, check us out. Third, Tuesday of each month, 12 noon, Eastern time, all things procurement, especially with a lot from the C-suite, which is wonderful. Wonderful, great to see procurement and supply chain represented in the C-suite long time coming. And it's great to see a lot more and more and more of it. So Kelly Barner, a pleasure. Let's make sure folks can connect with you before we sign off here.

Kelly Barner ([01:01:09](#)):

Definitely LinkedIn, you can either visit buyer's meeting point.com or just simply Kelly Barner on LinkedIn. And if you see a lot of red you'll know that,

Scott Luton ([01:01:17](#)):

Uh, the new theme and background here. Well, Hey everybody, thanks so much for joining us. Huge. Thanks to Kathy Fulton and Anna McGovern, man, what that's set a high bar as we kick off this series, but stay tuned. We're working on some, uh, some additional great guests that you're going to want to not miss as part of this dial P for procurement series big thanks to Kelly Barner and the buyer's meeting point team. Be sure to check out art of procurement to do a lot of, I think they celebrated their 300th episode a month or two back. So wonderful stuff there from our team to yours as always, especially here on the heels of, of Dr. Martin Luther King Jr day. Uh, we had a special time these last couple of days, really reconnecting and reacquainting ourselves with Dr. King's incredible journey and, and Coretta Scott King's incredible role as well in all of the wonderful work that that family has done in the civil

rights movement. But Hey, on that note, do good. Give forward, be the change that's needed And we'll see you next time here on supply chain. Now. Thanks everybody.

Intro ([01:02:26](#)):

Uh,