



Council of Supply Chain
Management Professionals

Educating and Connecting the World's Supply Chain Professionals.™

MEET A MEMBER



Pamela Ruebusch

Education:

Wilfrid Laurier University, Bachelor of Arts
(Political Science)

Company/Title:

TSI Group/Chief Executive Officer

When and why did you join CSCMP?

I joined CSCMP in 1996 soon after I started TSI Group in 1990. I joined because the association offers for many opportunities for networking, learning and growth. As an executive recruiter who works with a range of clients in the supply chain, transportation and logistics sectors, it's been invaluable for me to increase my knowledge of our industry.

What advice do you have for new CSCMP members on how they can maximize their membership value? What membership benefit do you find most valuable?

Take advantage of all the association offers and find ways to participate as a speaker, writer, volunteer or attendee. Go to the events and networking opportunities. Read Supply Chain Quarterly to increase your knowledge of what's happening in our industry. Reach out to fellow members, in your own chapter and outside your region. Find some time to grab lunch, coffee or a phone call with other members to gather insights. It's vital when you're early in your career but it's applicable throughout your career – be like a sponge and never stop learning and CSCMP offers so many ways to increase your knowledge.

What has been the most impactful connection you have made through CSCMP membership?

The connections I have made with other members. Members within and outside your region are so gracious with their time and open to sharing connections and knowledge.

How did you get into supply chain management/logistics?

I think I was always meant to work in the supply chain industry. My father, Rick Ruebusch, ran an independent freight brokerage company from 1975 – 1985. In those days, American and Canadian trucks weren't allowed to cross the border. Acting as a liaison between American and Canadian trucking companies, my dad helped facilitate cross-border shipments. I loved hearing his stories and seeing his passion for what he did rubbed off on me. Starting my own company in supply chain felt like going into the family business.

Describe your job in a tweet (i.e. 140 characters or less)

I work with leading companies across North America to secure the best talent for them to drive their business forward.

What are your top three job responsibilities?

Leading my team, client relations and business development. I lead a team of incredibly smart, dedicated and talented women. I often say we operate as one brain delivering hiring solutions to our clients. I love working closely with our team on senior searches and finding ways to uncover new opportunities for our clients. As a small, boutique firm, maintaining our leadership in supply chain recruitment involves juggling a lot of balls. I love the challenge and the variety.

What is the biggest challenge you face on the job, and how are you managing it?

As a small business owner and entrepreneur, I wear many hats and sometimes it can be a challenge to juggle them all. Luckily, I have a great team and a fantastic administration and finance manager Elizabeth Galli, who has been with me for 20 years. Elizabeth keeps our office humming.

What technologies, trends, or disruptive forces do you see having the biggest impact on supply chains?

There are so many. Climate change, fluctuating trade regulations, increasingly demanding customers, automation, artificial intelligence and blockchain technology. We're seeing more disruptive and catastrophic weather patterns putting intense pressure on supply chain delivery. It's challenging for the industry to adapt while still meeting customer demands for even faster service. And AI and blockchain are disrupting all industries, not just ours. I think we're just at the beginning stages of how these two powerful technologies will impact our industry.

If you were to start a company from scratch, what values would you build it on?

I can't imagine doing anything else but if I were to start a company from scratch, it would be based on the same values that TSI Group is built on = personalized, ethical service, a sense of accountability, and a commitment to delivering the best talent for their organization.

What are you proudest of?

TSI Group just celebrated our 30th year in business in February 2020. I started the company in February 1990 when I was only 25. I'm most proud that a small, boutique firm like ours can still compete with the bigger players in the executive search field. It reinforces that our business models and personalized service continues to work by delivering real results for our clients.

If you could interview anyone, who would it be and why?

Railroad visionary Hunter Harrison. A four-time CEO, he led the turnaround of Illinois Central Railroad, CN, CP and CSX. A brash and controversial leader, you can't argue with his results. I just finished reading a biography about him by journalist Howard Green – *Railroader: The Unfiltered Genius and Controversy of Four-time CEO Hunter Harrison*. It's a fascinating book, incredibly well-researched and well-written. I'd love to relive those stories with Hunter and find out what drove him to achieve what he did. Even though he's passed on, his legacy is still impacting the rail industry.

What was your childhood dream job?

My dream job was to become a professional figure skater and perform in "The Ice Follies". Growing up figure skating, it was my whole world and it seemed so glamorous.

When you retire, what will be the first adventure you take, or what will be the first thing you will do for which you may not otherwise have had the time?

I would love to live in Paris, France for three months and immerse myself in the language.

Write your own question and answer! What have we not asked that would be interesting for other CSCMP members to learn about you?

What's the biggest obstacle you have overcome in your career and how did you do it? When I made the decision to buy out my business partner in 2005. It was a difficult time but I knew the right thing to do. And with the right support, I got through it and never looked back.

What piece of advice would you give your younger self? In the beginning, we tended to "chase revenue" but I have learned throughout the years that aligning with the right clients is what really brings success.