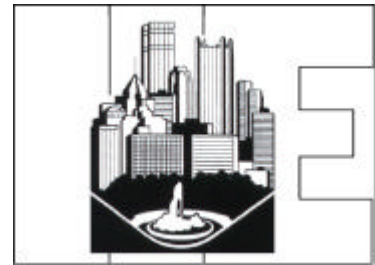


# The Pittsburgh Sampler

A Newsletter Publication of the Pittsburgh Chapter of the  
*Institute of Industrial Engineers*

FEBRUARY 2001



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## **IIE FEBRUARY 2001 MEETING**

**WHAT:** 5-S Methodology: Change and Improve Work Environments

Presented by Jeff Arnold, Senior Consultant,  
H. B. Maynard and Company, Inc.

**WHEN:** Tues., Feb. 13

**WHERE:** Holiday Inn Greentree

**TIME:** 6:00 pm – Registration

6:30 pm – Dinner

7:00 pm -- Presentation

**DINNER:** Dinner will be served at the Holiday Inn

**COST:** \$25 for dinner buffet and program

\$ 5 for program only

To make reservations, please contact Joe Kikta at 412.236.6193,  
or kikta.js@mellon.com.

**REMEMBER: YOUR RESERVATION IS YOUR COMMITMENT!**

### **DIRECTIONS TO HOLIDAY INN GREENTREE**

Get to 279N/S – Parkway West

**From Airport/South** -- Exit 4, Greentree Road at light turn left. Stay in left lane. At first light turn left onto Mansfield Avenue. At second light, turn right onto Holiday Drive, Hotel is on left hand side up the hill.

**North/East/West** -- Take Exit 4 Greentree/Crafton. Vier to the left. Turn left onto Mansfield Avenue at stop sign. At second light, turn right onto Holiday Drive, Hotel is on left hand side up the hill.

## **FEBRUARY 2001 PROGRAM**

The February meeting is a great opportunity to learn about the 5-S methodology. 5-S is a strategy for creating a clean, uncluttered, safe, orderly environment and establishing the disciplined routines necessary to maintain it. The term 5-S originally comes from the first letter of the 5 Japanese words used to describe the approach. In the English translation they can be expressed as:

- Sort & Remove
- Shine & Inspect
- Set Locations & Visual Cues
- System-a-tize
- Stay the Course

These 5 tactics are simple to understand and universally applicable. They can be implemented by one individual or by an entire organization. 5-S is as effective in an office as it is in manufacturing, in the home as it is in the workplace.

While the primary purpose of 5-S is to change the workplace, it has much further reaching effects. Individuals involved in 5-S gain skills in organization, a better attention to detail, and a clearer understanding of what is necessary to do their work. The work itself is improved through more efficient layout and access to tools and materials. Even the image of the organization is enhanced in the eyes of visitors and customers. 5-S is powerful because it involves everyone and creates a tone of enthusiasm. It builds an appreciation for a disciplined approach and a desire for continued improvement.

5-S is considered by many to be a foundation for other improvement efforts. The uncluttered and organized work environment allows for a smooth flow of work, and the discipline practiced by employees carries over into new routines and practices. In this session you will be given an overview of the concept and the benefits it provides to individuals and organizations.

### **The Presenter:**

Jeff Arnold is a Senior Consultant at H. B. Maynard and Company, Inc. He works with companies to implement solutions to improve productivity and eliminate waste. As an industrial engineering consultant for Maynard, he has worked with companies in the manufacturing, automotive, distribution, retail grocery, utility, aerospace, and fiber-optic industries. Most recently, he led the implementation of 5-S across multiple Tyco Electronics facilities (formerly AMP) in central Pennsylvania.

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Mr. Arnold graduated from Grove City College with a B.S. in Engineering Management. He is actively involved in the Pittsburgh Chapter of IIE and currently serves on the Membership Committee. He spoke last year at the IIE Regional Student Conference and has authored a chapter in the Fifth Edition of the Industrial Engineering Handbook, published by McGraw-Hill, which is planned for release in early 2001.

### MEMBERSHIP STATUS REPORT

There are currently 174 members in the Pittsburgh Chapter of IIE. Listed below are new members to our Chapter:

Tom Pryke works for FedEx Ground as a Service Engineer. This was Tom's first job out of college and he hopes that being a member of IIE will help him stay current on topics in the field of industrial engineering, as well as meet and discuss topics with other industrial engineers.

Matthew Berardi works for FedEx Ground in Pittsburgh. He is a Senior Technology Manager.

Alan Connor works as a Management Consultant with Medrad, Inc. in Indiana.

Severn McMurtry works for FedEx Ground in Pittsburgh.

Vicky Menand is a Project Manager at St. Clair Hospital. Her previous position was with Peterson Consulting, LLC. Here is what she hopes to get out of her membership into IIE: "Since I have not been in a traditional IE role in many years (since college!), I would like to re-familiarize myself with IE solutions, especially as they pertain to healthcare".

Donna Towner is a student member of IIE. She is a senior, IE major, at the University of Pittsburgh.

We would like to welcome Tom, Matt, Alan, Severn, Vicky, Donna, and all of the other new members to the organization.

If you know other industrial engineers or people working in an industrial engineering capacity, encourage them to come to one of our upcoming meetings and join IIE. Membership forms are available at IIE's home page <http://www.iienet.org> or you can contact Angela Konop at (412) 859-2678.

Note: If your contact information changes (i.e. address, company, phone number, e-mail address), please contact IIE National. Their phone number is (770) 449-0460. Once you contact IIE National, your address change should be reflected on our next mailing list, which is received from IIE National each month.

### PRESIDENT'S MESSAGE

I would like to welcome everyone back to a new, exciting year for the Pittsburgh IIE Chapter. Over the past few years our Chapter has made many significant improvements and I want to thank everyone who has gotten involved and volunteered their time and energy. Many of us belong to IIE in order to network with other successful professionals in our discipline. Others want to sharpen their skills and learn how local companies are integrating industrial engineering into their businesses. Whatever the reason, our local organization provides a lot of value to our members. I encourage everyone to take advantage of our Chapter's resources.

On January 18th the Chapter Officers, Directors and Committee Members met to review last year and discuss our objectives for the second half of our Program year. We all committed to begin working on several exciting projects. The officers are going to be working with each Committee (Programs, Membership, Communication and Community Affairs) to begin establishing and documenting their specific operating procedures. As IE's we know how this will not only improve how we operate as a Chapter, but also reduce the learning curve for the future leadership group. This will be the foundation for future success and growth of our local organization. If you have any improvement suggestions or questions concerning the Chapter, please feel free to contact me.

As we enter 2001, I would challenge all of you to think about how we can further improve our organization. Please forward me any suggestions for how we might improve the Chapter, and together we can all make a positive impact.

I would like to remind everyone that both a hard copy and an electronic version of the IIE Sampler Newsletter are available. Many of you may have received the IIE Chapter Job Bank emails that I sent out over the summer. For those of you who have not, I am hoping you can forward me your email address (send a message to [drabeneck@hbmaynard.com](mailto:drabeneck@hbmaynard.com)) so I can add you to the electronic mailing list.

I look forward to working with you to grow our Chapter and I hope to meet you this year at one of our programs.

Sincerely,

Doug Rabeneck  
Pittsburgh IIE Chapter  
President





**Jeff Peretin**

**Vice President and CAR Coordinator**

I would like to take the opportunity to provide you with an overview of the Chapter Activities Report (CAR).

The CAR is the main reporting tool used by national to measure its senior chapters. The ultimate reason for measurement is to evaluate and improve a product or process. The intent of the CAR is to provide a simple measurement system for chapters to see improvement trends and to track their progress. It is also the basis for awards in the Chapter Recognition Program, providing visibility so that chapters' accomplishments can be recognized and rewarded. As many of you will remember, our chapter received the Silver award in 1999. We will be filing our application for 2000 early in February.

The Chapter Operations Board's goal in developing the CAR was to create a simple process that is helpful, not burdensome. The following ten measures resulted from this goal.

1. Chapter Plans and Operations
  - 1.1. Chapter Management
  - 1.2. Financial Management
2. Chapter Programs
  - 2.1. Program Quality
  - 2.2. Program Attendance
    - 2.2.1. Chapter Member Attendance
    - 2.2.2. Non-Chapter Member Attendance
3. Member Communications and Membership Growth
  - 3.1. Communication with Members
    - 3.1.1. Chapter Newsletter
    - 3.1.2. Other Communications
  - 3.2. Membership Growth/Retention
    - 3.2.1. Membership Growth
    - 3.2.2. First Year Membership Growth
4. Community Affairs and Student Outreach
  - 4.1. Community Affairs Participation
  - 4.2. Student Outreach/Support
    - 4.2.1. University Region Conference Support
    - 4.2.2. Other Student Outreach
    - 4.2.3. Student Scholarship Support
5. Member/Chapter and Institute Service and Support
  - 5.1. Member/Chapter Service & Support
  - 5.2. Institute Support

Over the course of this next year, we will examine each of the measurement categories in the hopes that the membership will come up with new ideas for improving our score. Remember, the success of a chapter ultimately resides with its membership!

#### Definition of Terms

Chapter Year = Term of office of the chapter's officers (varies by chapter)

Program Year = Months in which the chapter conducts regular activities newsletters, meetings, etc.). Generally, considered to be September through May, but does vary between chapters.

Fiscal Year = April 1 through March 31. Also called the Tax Year. Standard for all chapters.

CAR Year = January 1 through December 31 (also called the Calendar Year). Standard for all chapters.

Note: The CAR year is based on the calendar year, with a deadline of February of the following year. This deadline allows the CAR forms to be judged in time to recognize the chapters' accomplishments during the Honors & Awards ceremony at the Annual Conference each May.

#### NEXT MONTH'S MEETING

##### PNC Park Tour !!!

The March 8<sup>th</sup> meeting will be a tour of the new home of the Pittsburgh Pirates, PNC Park. This state-of-the-art facility is set to open in late March, and we will have a "sneak peak" and behind-the-scenes tour from the Pirates' project team. We will view the design features and discuss the project management and coordination efforts of the last two years. **The Pirates have limited the size of the tour group, so make your reservation early! The tour will begin at 5pm sharp on Thursday, March 8<sup>th</sup>.** Contact Joe Kikta for reservations at [kikta.js@mellon.com](mailto:kikta.js@mellon.com), or 412-236-6193.



## IIE IN THE COMMUNITY

### Engineers Week – February 16 & 17 Call for Volunteers

There is a small core group of IE's who have found a fun way to spend quality time with young people. They volunteer for National Engineer's Week and put in a few hours of community service at the IIE booth telling children what IE's do. Then they wander through the Carnegie Science Center to see the new exhibits and visit other engineering booths. The free t-shirt that is given to all volunteers is their pass to explore all the general exhibit space. The core group is willing to share this entertaining experience with others who volunteer to help at the IIE booth, but you have to contact John Connors before February 15th. The email address is [jconnors@hbmaynard.com](mailto:jconnors@hbmaynard.com).



### RI/SME Student Robotic Engineering Challenge 2001 April 7-8, 2001 Robert Morris College

Do you like to watch the sumo robot challenge on Jay Leno? Well, there is a local version of this type of competition right here in Pittsburgh. The SME Student Robotic Challenge is held at Robert Morris College and there are all kinds of robots at the competition. There are robots that can "see" their way through a maze, select components and manufacture a custom part, or battle it out with sheer power to push an opponent robot out of the sumo ring. If you are interested in participating as a judge or facilitator for this competition on April 7-8, 2001, contact Kathy Carter at 313-336-7065 by Feb. 1.

## MEMBERSHIP DEVELOPMENT OPPORTUNITIES

### SIMULATION SOLUTIONS CONFERENCE

The Simulation Solutions Conference encapsulates the best of the simulation tools and techniques available today with track topics that focus on the use of simulation in industry and research, as well as simulation skills and practices. Entering its third year, the Simulation Solutions Conference is known for attracting first rate presenters who are not only experts in the industry, but also hands-on simulation practitioners.



#### Experience ...

- Four pre-conference workshops
- Three exciting featured presenters
- 85 educational sessions with over 160 presenters
- Top simulation products and services in the Vendor Marketplace
- Powerful networking opportunities

#### Discover ...

- Fresh insight into your simulation challenges
- A motivational learning environment
- Methods to enhance your skills from expert simulation practitioners
- Ideas to take back to the office and implement

#### Conference Tracks

- Simulation Skills
- Manufacturing
- Health Care
- Transportation and Distribution
- Business Processes
- Service Industry
- Supply Chain and Material handling
- Infomercial

#### Conference Dates and Location

March 18, 2001 Pre-Conference Workshops  
March 19-21, 2001 Conference

The Westin Westminster  
Denver, Colorado

For more information or to register visit [www.simsol.org](http://www.simsol.org).

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## PRODUCTIVITY SERIES 2001 SEMINARS

### Multi-date seminar series in metro Atlanta targets productivity and quality improvement

NORCROSS, GA (December 14, 2000) – Industrial engineers and productivity professionals can learn how to improve operations, reduce costs, and increase quality at six upcoming seminars sponsored by the Institute of Industrial Engineers (IIE). IIE will host the seminars at its metropolitan Atlanta headquarters.

February 14-16: Fundamentals of Industrial Engineering

February 21-23: Six Sigma Greenbelt Training

February 26-27: Activity Based Costing for Strategy and Operations Improvement

March 26-27: Introduction to Lean Manufacturing Concepts

March 28-29: Project Management Basics

April 5-8: Principles and Practice of Engineering (P.E.) Examination Seminar

"As businesses strive to remain competitive, one of the critical factors to success is a highly-trained staff with a working knowledge of analysis tools and best-practice approaches to management," said Bill Gibbs, IIE seminar meeting planner. "We are pleased to foster a learning environment in which industrial engineers and productivity professionals gain access to essential information and tools. Through IIE's Productivity Series 2001 seminars, attendees receive training in their target areas from nationally recognized and talented instructors."

IIE recruits expert leaders to share insight and provide valuable training with Productivity Series 2001. The IIE seminar faculty features respected members of the academic community and professionals who are recognized for their outstanding accomplishments in the business world. These leaders call upon on hands-on experience from such organizations as General Motors, Lockheed Martin, Deloitte & Touche, the University of Clemson, and Southern Polytechnic State University to challenge attendees to adopt proven methods for productivity improvement.

For more information, contact Lisa Zaken, Director of Member Recruitment and Product Promotion, 25 Technology Park, Norcross, GA 30092. Telephone 770-449-0461, ext. 111, Fax 770-263-8532, e-mail [lzaken@iienet.org](mailto:lzaken@iienet.org), [www.iienet.org](http://www.iienet.org).

### General Session Speakers to Deliver Insight at IIE Annual Conference

NORCROSS, GA (January 3, 2001) – Attendees of the IIE Annual Conference will gain fresh ideas and practical solutions as industry leaders take the stage to impart wisdom and words of experience. IIE's roster of respected general session speakers is the cornerstone of the "Industrial Engineering Event of the Year," which will be held May 20-23, 2001 at the Hotel Inter-Continental in Dallas, Texas.

*Kathleen A. Regan, Burlington Northern Santa Fe (BNSF)*

As vice president, eBusiness Development, Kathleen Regan leads the charge to provide support to BNSF's marketing groups for products and research through such avenues as electronic business and commerce services, industrial development and the Mexico business unit. She received a B.S. degree in Industrial Engineering from the University of Missouri - Columbia in 1987 and an M.B.A. degree from the University of Kansas City in 1992. Ms. Regan will speak during the general session on Monday, May 21, 2001.

*Thomas J. Usher, USX Corporation*

Thomas J. Usher is chairman of the board and chief executive officer of USX Corporation, a major producer of energy and metal products. Before becoming CEO of USX, Mr. Usher served as director of corporate strategic planning, executive vice president engineering and research, and vice president-heavy products. He is chairman of the U.S. Korea-Business Council, vice-chairman of the International Iron and Steel Institute and Director of the Executive and Policy Committee of the American Petroleum Institute. Mr. Usher holds a B.S. degree in industrial engineering, an M.S. degree in operational research and a Ph.D. in systems engineering from the University of Pittsburgh. Mr. Usher will speak on Tuesday, May 22, 2001.

The IIE Annual Conference features dual forums devoted to industrial engineering research and solutions. The event will appeal to industrial engineers; consultants; directors and managers of engineering, manufacturing, quality, production technology, supply chain, process development, and operations; management engineers; manufacturing engineers; project engineers; quality engineers; process engineers; operations managers; plant managers; senior-level executives; and project managers.

For more information, visit the official conference Web site, [www.iienet.org](http://www.iienet.org), or contact Lisa Zaken, Director of Marketing, 770-449-0461, ext. 111, e-mail [lzaken@iienet.org](mailto:lzaken@iienet.org).



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**Interview with Mark A. Ousnamer,  
author of *OFE&M: The Only Acronym You'll Ever Need*  
as published in *Business & Finance Books Journal***

***What central idea does your book advocate?***

There are so many philosophies out there – TQM, Quality Circles, and all the rest – but basically what I'm saying is simply take what you know and apply it. Find areas that need improvement and work on them, but don't panic. And don't ever feel you don't know enough about what you're doing so that you get lulled into inaction. Taking action, making mistakes, correcting them, and going on, is much better than running around saying, "I need a guru! I need to know more!"

***What is the number one way business professionals will benefit from OFE&M?***

They will be able to be more effective in achieving their goals. This book is a sanctification to use the knowledge they already have.

***Why do you refer to your book OFE&M as a "story"?***

It's told in the first person. As a consultant, and before that, I've really learned from personal experience. So I present my ideas in the tradition of storytellers, to make the insights more interesting.

***You say your book counters the prevailing wisdom that " a guru with a proper technique is what it takes to survive, as long as the technique is appropriately incomprehensible." What do you mean?***

A lot of consultants will talk your ear off as to how to solve problems, without actually solving them. They have "the patter" down – the "patter" being the things a magician says to keep you from noticing what's really going on. In business schools, students often have no idea what the professor is talking about, but they think, "Wow! He must know what he is talking about because it sounds really cool." And that has carried over to business, where ideas can be rejected because they seem too simple.

***Tell us what you mean when you say we "spend inordinate amounts of time and money chasing knowledge...when we already have all the tools we need."***

Companies will pay huge fees – anywhere from \$800 to \$2,500 for seminars, for example – to hear people who are offering sleight of hand and smoke and mirrors. They deal in all this verbiage, yet to 99 percent of the people hearing them, it means nothing. So I work with people to get them to use what they already know, and then build on that. That's what works.

***What should be the role of creativity in management?***

Creativity is gone. Business has become cookie-cutter. Everyone is trying to do the same thing, to implement some theory, while they ignore their own personality, their own background, their own experience. But canned theories of management do not work. You've got to be creative. You've got to say, "This is what I've got to work with and I'll find the best way to apply it."

***What do you hope managers ultimately will gain from your book?***  
I want them to say, "Hey, I can take control of my career and the way things swirl around me. I can do better with what I've already got."

– Mark A. Ousnamer was interviewed by writer David Carew.

*OFE&M: The Only Acronym You'll Ever Need* (\$25, hardcover, ISBN 0-89806-175-X), by Mark A. Ousnamer, is available from Engineering & Management Press (EMP), Norcross, GA, 770/449-0460. EMP is a division of the Institute of Industrial Engineers (IIE).

## **JOB BANK**

The purpose of the job bank is to match qualified IIE professionals with available jobs. In the past several years, we have been successful in placing IIE members with employers.

**If you or your company are looking for new employees**, send a description of the position you wish to fill to the address below. We will publish your position in our monthly newsletter. Please try to limit your descriptions to 50 words or less and include a phone number, address, fax number, and e-mail so interested parties can contact you directly.

### **H. B. MAYNARD AND COMPANY, INC.**

#### **INSTRUCTOR**

H. B. Maynard and Company, a Pittsburgh-based engineering consulting firm, is looking for an Instructor to conduct training for client organizations. Successful candidates will have 1 - 5 years of experience in adult education or training, and will possess excellent presentation and interpersonal skills. Experience or interest in manufacturing related processes a plus. Position requires 50% travel. A bachelor's degree or equivalent experience in adult education, business or technical training required.

#### **CONSULTANT**

Maynard consultants are innovative problem solvers with excellent communication skills. They apply industrial engineering techniques to help our clients solve a wide variety of problems in many different industries. They specialize in lean manufacturing, operations improvement, compensation systems, engineered work study and continuous improvement. B.S. Degree in Industrial Engineering or related technical degree required. 80% travel is also required.

#### **INFORMATION DEVELOPER**

The Knowledge Center Team is looking for an Information Developer to research, outline and write documentation and online help, plans and assists in the development of instructional design and multi-media documents. A bachelor's degree or equivalent experience in technical writing or related field required, as well as 2-5 years of related experience.

Anyone interested in these positions should email resumes to [hr@hbmaynard.com](mailto:hr@hbmaynard.com) or fax resumes to 412.921.4575.

H. B. Maynard and Company, Inc.  
8 Parkway Center  
Pittsburgh, PA 15220.

H. B. Maynard and Company, Inc. is an Equal Opportunity Employer.

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**INSTITUTE OF  
INDUSTRIAL ENGINEERS**

**Pittsburgh Chapter  
Area I, District 5  
Number 3**

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Eight Parkway Center  
Suite 400  
Pittsburgh, PA 15220



**2000 - 2001 SCHEDULE OF EVENTS**

September 13 ..... "Behind the Scenes" -  
Pittsburgh Zoo & Aquarium Tour  
October 17 ..... U. of Pitt Student Night  
November 8 ..... Tour at Medrad, Inc.  
December 6 ..... Pittsburgh Penguins vs. Boston  
January ..... Chapter Leadership Meeting  
February 13 ..... 5-S Workplace Improvement Overview  
March 8 ..... PNC Park Tour  
April ..... Tour of Industrial Scientific  
May ..... Tour of Mellon Financial Corp. Ops. Ctr.

