

The Pittsburgh Sampler

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

FEBRUARY 2004

www.ie.pitt.edu/IIE/



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IIE FEBRUARY MEETING

What: Bethlehem Haven Women's Shelter & IIE Pittsburgh -- Process Improvement Initiative

IIE Pittsburgh and University of Pittsburgh IE students have been working with Bethlehem Haven Women's Shelter to analyze and improve processes. Join this interesting meeting to hear a case study in process improvement in a service environment, as well as to learn about this worthwhile organization and IIE's local community-service work.

When: Wednesday, February 11, 2004

Where: Bethlehem Haven, Fifth Avenue Commons, 905 Watson Street, Pittsburgh
(Just off Fifth Avenue across from Chatham Center, Downtown)

Time: Registration 5:45pm, Program at 6pm (approximately 1 hour)

Cost: \$5 for IIE Pittsburgh Members, \$10 for non-members

Dinner: Ruddy Duck, order from the menu

RSVP: By Friday Feb 6 (space is limited). For reservations contact: kikta.js@mellon.com or 412.236.6193. **As always, your reservation is your commitment.**

FEBRUARY 2004 PROGRAM

Our February program will be a unique one, as we will visit one of Pittsburgh's most worthwhile community-service organizations, and learn about how IE techniques and methodologies can be applied there.

Bethlehem Haven has provided shelter to homeless women for more than 20 years. Two years ago BH expanded its mission to offer a range of medical, social, educational and job training services for both homeless women and men in a new facility called Fifth Avenue Commons.

In recent months, the IIE Pittsburgh Chapter (led by Community Affairs Chair Pat Kelly Lee) and U. Pittsburgh IE students have been working on projects with BH, including process mapping, analysis, and recommending/implementing process improvements.

We will be hosted by BH program director Donna Sorce and her staff, and will learn about this great non-profit organization, as well as hear about the beneficial Process Improvement

projects that Industrial Engineers are helping to implement at Bethlehem Haven.

Join us for this interesting program!

Directions to Bethlehem Haven: The administrative offices of Bethlehem Haven are located on the 2nd floor of the Fifth Avenue Commons building at 905 Watson Street. Watson Street is directly between Fifth and Forbes Avenues in downtown Pittsburgh.

The building is between the Chatham Center Parking Garage and Fisher Hall of Duquesne University (formerly Fisher Scientific). If you are driving, you can go on Forbes Avenue, turn left on Boyd Street, and turn right on to Watson Street.

Metered parking is available on the street in the direct vicinity of the shelter along with additional parking lots. For a detailed map, go to the Bethlehem Haven web site: www.bethlehemhaven.org

PRESIDENT'S MESSAGE

Greetings! Thanks to all of you who attended the January program which was a panel discussion on the current 'Job Market and Opportunities in Industrial Engineering'. I hope you found the discussion as interesting as I did. I hope to see and talk with even more of you at the February program (see page 1 for details).

Leadership Team Update

I hope the New Year is keeping you as busy as it is our IIE Leadership Team! On January 15 our Leadership Team held its monthly meeting to review our plans, objectives, and progress with each officer and committee chairperson. We also spent a significant amount of time reviewing criteria for our Chapter Activity Report (CAR), which is due February 15.

The CAR is a means of assessing our Chapter's health, and helps us plan improvements. As IE's, we know that 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 track and trend their progress. It is also the basis for the Chapter Recognition Program. In upcoming newsletters, the 'CAR Report' section will review plans within each of the CAR categories. This month's CAR Report (see page 4) contains a summary description of each section of the CAR.

The team also spent some time reviewing and voting on our chapter's Constitution and Bylaws, which can be found on our website at <http://www.ie.pitt.edu/IIE>. We then began plans to prepare for National Engineers' Week (February 20, 21) at Carnegie Science Center (details later in this newsletter). I am hoping many of you will take part in this exciting event – and bring your families too! It always proves to be a fantastic learning experience.

Our Chapter's Strategic Plan

In the last newsletter I shared with you our chapter's Vision and Mission. Our chapter also has a Strategic Plan which highlights our Strategic Initiatives and Tactical Objectives in the following areas:

- Organization / Leadership
- Membership
- Financial

- Educational / Programs
- Marketing / Communication
- The Practice of I.E.
- Chapter Planning
- Community

Membership

In the coming Leadership Team meetings, our officers and committee chairs will focus on our initiatives and objectives within each of the areas listed above. For example, in the Membership category, we will be working on initiatives including:

- defining the needs of the membership
- developing mentor relationships
- developing a plan to ensure that 50% of all I.E.'s in the Pittsburgh area are members
- defining the value proposition for senior and student members to join, be active, and belong
- developing data collection mechanisms to identify/profile the I.E. population in the area

I can assure you that the Leadership Team is committed to serving its members. The Membership Committee is working on tactical objectives to understand membership needs and expectations, welcome new members, interview exiting members, and increase membership. The team realizes that the more we understand the expectations of our membership the better we will be able to serve them. Membership is just one example, but I thought it would give you some insight into what your Leadership Team is working on so that you can get the most from your IIE membership.

Each month in our newsletter I will share some insight with you regarding our chapter happenings and upcoming events. If you have questions or comments, please send them to myself or the appropriate committee chair. I would be happy to discuss your thoughts and ideas at any time – you can contact me directly at jarnold@hbmaynard.com.

See you at the February program!

Jeff Arnold

COMMUNITY AFFAIRS

Call for Volunteers for National Engineer's Week

This year National Engineer's Week will be held at the Carnegie Science Center on February 20 and 21. This event is fun to do and allows us to personally introduce students to the field of Industrial Engineering. Last year we showed the students how the OSHA Manual Lifting equation could be applied to their heavy backpacks. This is what brings engineering to life for a child.

Please contact Bobbi Ferguson at Bobbi.Ferguson@emd.curtisswright.com or 724-275-5155 to volunteer for this year's event. When you sign up for a 3-hour shift, you have the rest of the day to explore the exhibits at no charge.

For more information: <http://carnegiesciencecenter.org/events/engineers/info.htm>



Bring your family and friends down to the Carnegie Science Center for a day of fun and education. The regional engineering firms will be demonstrating all of the different types of engineering disciplines in an interactive activity designed to interest children and adults.

Come see the Institute of Industrial Engineers demonstrate the ergonomic limitations of the human body using a typical backpack that your child would carry.

MEMBERSHIP REPORT

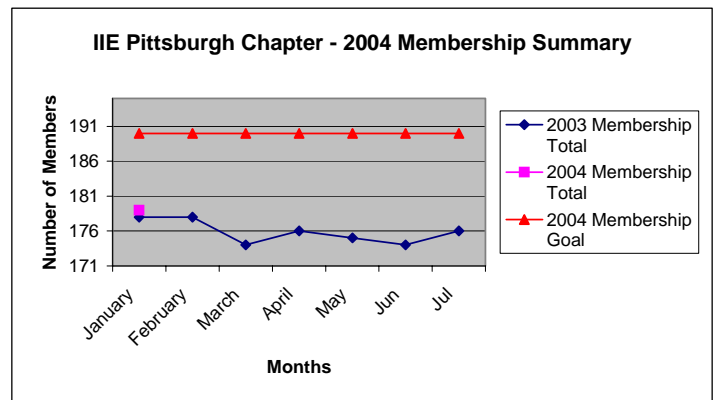
The membership committee continues to look for new ideas to find potential members in 2004. If you know other industrial engineers or people working in an industrial engineering capacity, encourage them to come to one of our upcoming meetings and join IIE. Membership forms are available at <http://www.iienet.org> or you can contact Mike Harris at (412) 859-2303.

The Pittsburgh chapter can also apply for grants to improve membership through programs, speakers, or student chapter involvement. If you have any ideas about improving membership, please contact Mike Harris.

Chapter Activity

This year the chapter will be striving to have 190 members by December 31, 2004. The membership total for the Pittsburgh Chapter is at 179 members. The membership activity for December included: (January's number have not arrived yet but we're hopeful for an increase!)

- 0 new members
- 0 transfers in
- 1 transfers out
- 0 reinstated
- 9 dropped



Contact Information

Note: If your contact information changes (i.e. address, company, phone number, e-mail address), please contact IIE National at (770) 449-0460 or 1-800-494-0460. Your address change should be reflected on our next mailing list.



NATIONAL ENGINEERS WEEK
FEBRUARY 20-21, 2004

For Information 412.237.3400
CarnegieScienceCenter.org

\$2 OFF general admission to
CARNEGIE SCIENCE CENTER

Receive \$2.00 off General Admission.
Includes Exhibits, Planetarium, Submarine & UPMC SportsWorks.
Limit four (4) per coupon. Tickets subject to availability.
Coupon must be redeemed to receive discount. Valid February 20-21, 2004.



One of the four Carnegie Museums of Pittsburgh

RECAP OF LAST MONTH'S MEETING

On **Tuesday, January 20th**, twenty-six members, non-members, and students gathered at the University of Pittsburgh School of Engineering to hear four panelists discuss and answer questions about the current job market and opportunities in Industrial Engineering.

We started with a little networking and a light dinner of sandwiches and potato salad from Schlotzsky's Deli in Oakland. The cookies were delicious! We then moved into the Kresge Conference Room to begin the program. President Jeff Arnold kicked off the meeting and introduced the new 2004 officers and committee members that were in attendance.

Karen Bursic, Programs Chair, then introduced the panelists. They included: Nick Davic, Consulting Manager at H.B. Maynard; Chris Frankovic, Assistant Director of the Cooperative Education program at the School of Engineering, University of Pittsburgh; Dawn Mantich, Human Resources Administrator at H.B. Maynard; and Sam Shodi, Manager of Supply Chain at H.J. Heinz. Each of them had a different perspective on the topic and presented some very useful information throughout the discussion that followed.

Topics covered in the discussion that evening included:

- What should be emphasized on a resume (based on the position being sought as well as the candidate's experience level)
- Who to approach in an organization
- What the current job market is like and what types of industries are hiring
- Salary ranges for IEs
- The importance of co-op and other experiences
- Making use of your alma mater's career services and placement offices
- Opportunities to use IE skills at non-profit organizations
- Job titles that require IE skills
- The importance of a successful career path
- Being honest about gaps in your employment history (due to unemployment, health issues, etc.)
- Significance of transferable skills that companies look for (such as problem solving, leadership, teamwork, and interpersonal skills as well as flexibility)
- When and where to start your job search
- The importance of networking

It was a very informative evening and quite a bit of positive feedback was received about the program. Thanks to all who attended and participated!

CHAPTER ACTIVITY REPORT

Written by Mary Loera

As members of IIE, we all share a common goal – having the best possible chapter. For those of you that are not aware, IIE uses the Chapter Activity Report (CAR) as a means to evaluate each chapter. The intent of the CAR is to provide a simple measurement system for chapters to see improvement trends and to track their progress. The CAR year runs from January 1 to December 31 of each year. Participating chapters must submit their CAR forms to IIE National in mid-February each year for evaluation. Our chapter will be submitting its CAR form in early February for this past year. We will keep you posted on our results.

In order to provide a better understanding of the CAR, I will be highlighting its various sections in the coming months. Here is an overview of the components of the CAR:

1. Chapter Plans and Operations – This section focuses on the planning and management of the chapter.
2. Chapter Programs – This section attempts to measure how well a chapter is serving its local members via chapter programs such as networking meetings and plant tours.

3. Membership Communications, Growth, and Retention – This section focuses on how well the chapter communicates with and retains its members.
4. Student Outreach Activities and Community Affairs – This section measures how well the chapter serves its surrounding communities. It also measures the chapter's efforts towards educating students about the IE profession.
5. Member/Chapter and Institute Service & Support – This section focuses on the chapter's support of its members in regards to leadership training, workshops and seminars, to name a few. Additionally, this measures our membership's support of IIE National. Members can support IIE National, for example, by attending the IIE National conference or publishing articles in [Solutions](#).

Next month, I will highlight the Chapter Plans and Operations section of the CAR. I would also strongly encourage everyone to become more involved in our chapter. It is a great way to grow professionally and personally. You won't regret it!

NEXT MONTH'S MEETING

What: Our March IIE meeting will be a joint meeting with the Pittsburgh Chapter of the Society of Manufacturing Engineers. It is going to be held at Robert Morris University in Moon Township, which offers a degree program in Manufacturing Engineering. RMU has created a Learning Center for the students and faculty to learn the details of manufacturing and logistics in a life-like setting.

Date: March 4, 2004

Time: The meeting will begin with an introduction and light refreshments courtesy of Dean Omurtag. There is no charge for attendance at this meeting.

6:00 Introductions at the Sewell Center, Pennsylvania Suite, Second Floor.

6:10 Welcome to RMU by Dr. Bill Omurtag, Dean of the School of Science, Engineering, Mathematics, and Nursing.

6:20 Introduction to the Center for Applied Research and Engineering Services by Mr. Jay Guha, Director. RMU is interested in partnering with local companies on difficult engineering problems.

6:30 A full discussion of **Lean Manufacturing** by Dr. James Brecker, Consultant

8:00 Depart for the Learning Factory

8:10 Tour of the Learning Factory by Dr. Winston Erevelles, Associate Dean-SEMS and Mr Jay Guha, Director of RMU CARES

8:30 Adjourn

Place: Robert Morris University
6001 University Boulevard
Moon Township, PA 15108

Reservations: By March 1 to Karen Bursic,
kbursic@engr.pitt.edu; (412) 624-9837

Parking: Go to www.rmu.edu for a map of campus. Enter the university and make a right at the first stop sign. Park in this area. This is directly across from the Sewell Center. Go to the second floor for the meeting room.

Directions:

From the North: Take I-79 south to Exit 66, Sewickley/Emsworth. Follow Route 65 toward Sewickley. At the third light, turn left and cross the Sewickley Bridge. At the end of the bridge, turn right and follow the Orange Belt 1.5 miles to the second light. Turn left into RMU.

From the South: Take I-79 north to the Airport Route 22/30 West Exit. Follow Route 22/30 to Route 60 north. Take Exit 3, Business Route 60, and go three miles to the second light. Turn right on University Boulevard and follow 1.5 miles to the fourth light. Turn right into RMU.

From the East: Take the PA Turnpike or I-80 to I-79 south. Follow directions from the north.

From the West: Follow the Pennsylvania Turnpike to Exit 1-A. Follow Route 60 South (50-cent toll) for 24 miles to Exit 8, 60 Business-Moon (there is an RMU sign at this exit). Proceed four miles; turn left onto University Boulevard; it is approximately 1.5 miles to the University entrance on right.

From Monroeville: Take Route 376 to downtown Pittsburgh and follow signs to Fort Pitt Bridge. Proceed across Fort Pitt Bridge into Fort Pitt Tunnels and onto 279 West. Continue by following directions from downtown Pittsburgh.

From Downtown Pittsburgh: Take 279 West toward Pittsburgh International Airport. You will proceed on Route 22/30 West which will become Route 60. Proceed to Exit 3, Business Route 60. Turn right at the second traffic light which is a major intersection at University Boulevard. Follow to the fourth traffic light, approximately 1.5 miles. The University entrance is on the right.

From Pittsburgh International Airport: Take Airport Exit to Route 60 North (Moon-Beaver). Follow to Exit 8 (Business 60, Flaugherty/Moon). After stop sign, make a second right turn onto Business 60 South (Moon). Follow for two miles, making a left turn at the third traffic light onto University Boulevard. Follow to fourth traffic light, approximately 1.5 miles. The University entrance is on the right.

As always, your reservation is your commitment.

CHAPTER DIRECTORS AND OFFICERS

POSITION	NAME	COMPANY	PHONE		EMAIL
Board	Angela Konop	FedEx Ground	412.859.2678	w	angela.konop@fedex.com
				c	
Board	Roman Hlutkowsky	FedEx Ground	412.262.6021	w	roman.hlutkowsky@fedex.com
				c	
Board	Bobbi Ferguson	Curtiss-Wright EMD	724.275.5155	w	bobbi.ferguson@emd.curtisswright.com
				c	
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			412.889.1444	c	
Board (1st Year)	Don Ziegler			w	zieglerd@genco.com
				c	
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				c	
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Programs	Suzanne Moses	FedEx Ground	412.859.2325	w	suzanne.moses@fedex.com
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			412.303.8201	c	
Membership Chair	Mike Harris	FedEx Ground	412.859.2303	w	meharris@fedex.com
				c	
Student Relations Chair	Bryan Norman	University of Pittsburgh	(412) 624-9841	w	banorman@engr.pitt.edu
Communications Chair	Pat Premick	H. B. Maynard & Co., Inc.	412.921.2400 x133	w	ppremick@hbmaynard.com
			412.901.5487	c	
Web Master	Jay Rajgopal	University of Pittsburgh	412.624.9840	w	rajgopal@pitt.edu
Community Affairs Chair	Pat Kelly Lee	Executive Toolkit	412.519.5409	w	pkli@toolkitllc.com
				c	

IMPORTANT ELECTION REMINDER! Polls close at midnight EST on February 4, 2004 so act now!!

If you haven't already done so please remember to cast your vote to elect the 2004-2005 IIE Board of Trustees. Doug Rabeneck from our chapter is running for Region 1 Vice President (a position formerly held by both Kim Needy and Pat Kelly Lee) and we would encourage you to consider voting for him. The balloting is all taking place online this year so if you still need to vote please follow the link below.

<https://www.directvote.net/iie2004/LOGIN.ASP>

EVENTS TO ATTEND

The 120th Annual Banquet of the Engineers' Society of Western Pennsylvania to Carry on a Tradition of Awards and Recognition

On Wednesday, February 25, 2004, the Engineers' Society of Western Pennsylvania (ESWP) will host its 120th Annual Banquet at the Sheraton Station Square in Pittsburgh's South Side. The gala will feature guest speaker, Bill Hillgrove of WTAE-TV Sports and the presentation of the Society's annual awards. The year's highest award to be presented is the William Metcalf Award – so named for the founding president of the ESWP. This prestigious award honors lifetime achievement for significant contributions to engineering in fields normally associated with Western Pennsylvania such as steel, aluminum, power, coal, electrical equipment, chemical, glass, construction, etc.

The 2004 Metcalf will be awarded to Allen Biehler, Secretary of the Pennsylvania Department of Transportation. Mr. Biehler has played an instrumental role in the development of the region's transportation infrastructure over the past 34 years. Before Mr. Biehler was appointed Secretary of PENNDOT, he was a vice president at DMJM+Harris, where he was responsible for managing the North Shore Light Rail Transit Connector project and the Strategic Visioning Study in Pittsburgh. Mr. Biehler served as the Director of Planning, Engineering and Construction, and Director of Planning and Business Development during his 17- year career at the Port Authority of Allegheny County. Mr. Biehler also worked for 12 years in city and county government in Pittsburgh on highway and aviation planning. He took part in planning for the new landside terminal at Pittsburgh International Airport, and he had an active role in implementing a light rail subway in downtown Pittsburgh.

Mr. Biehler served as the Director of Planning, Engineering and Construction, and Director of Planning and Business Development during his 17- year career at the Port Authority of Allegheny County. Mr. Biehler also worked for 12 years in city and county government in Pittsburgh on highway and aviation planning. He took part in planning for the new landside terminal at Pittsburgh International Airport, and he had an active role in implementing a light rail subway in downtown Pittsburgh. Mr. Biehler has also served on committees of the Transportation Research Board, the American Public Transportation Association and the University of Pittsburgh. He has also written articles for national transportation professional journals and was awarded a Distinguished Alumnus Award from the University of Pittsburgh in 1997.

The Engineers' Society of Western Pennsylvania will also present the "Project of the Year" and "Engineer of the Year" Awards at the 120th Annual Banquet. Notable past recipients of the "Engineer of the Year" award include Thomas Kennedy, Project Executive, Sports & Exhibition Authority of Pittsburgh and Allegheny County, and Anthony M. DiGioia III, M.D., Centers for Medial Robotics and Computer Assisted Surgery, UPMC Shadyside Hospital; Chief, Division of Orthopedic Surgery, Western Pennsylvania Hospital.

The ESWP 120th Annual Banquet is open to all members of the engineering community. Individual seating is available as well as corporate tables of ten. The evening's festivities will commence with a social hour beginning at 6:00PM — dinner will follow at 7:00PM. For pricing information, please contact the society at 412-261-0710 ext. 13, eswp@eswp.com or visit the web site at www.eswp.com/eswp/annual_banquet.htm.

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. Please send all descriptions to:

Pat Premick
H. B. Maynard and Company, Inc.
Eight Parkway Center
Pittsburgh, PA 15220
Phone: 412.921.2400 ext. 133
ppremick@hbmaynard.com

**INSTITUTE OF
INDUSTRIAL ENGINEERS**

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



Eight Parkway Center
Suite 400
Pittsburgh, PA 15220

Pittsburgh Chapter IIE Website – www.ie.pitt.edu/IIE

National IIE Website – www.iienet.org

2004 Schedule of Events

January 20	Job Market & Opportunities in IIE – Panel Discussion
February 11	Bethlehem Haven Women's Shelter & IIE Pittsburgh Process Improvement Initiative
March 4	Discussion of Lean Manufacturing/Tour of RMU Learning Factory
April 13	Networking Night