

The Pittsburgh Sampler

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

APRIL 2004

www.ie.pitt.edu/IIE/



IN THIS ISSUE...

April Meeting	1
President's Message	2
Chapter Activity Report	2
Recap of Last Month's Meeting	3
Community Affairs	3
Membership Report	4
Treasurer's Report	5
Job Bank	5
Chapter Directors and Officers	7
2004 Schedule of Events	8

IIE APRIL MEETING

- What:** IIE Pittsburgh Chapter 2nd Annual Networking Night
- Date:** Tuesday, April 13, 2004
- Time:** Registration and Dinner 6:00 PM
Networking Activities 6:30 PM
- Location:** Inspiration Point
Located in the upper Strip District, Lower Lawrenceville,
5 miles from the Strip center
Additional information about Inspiration Point can be found on the website:
www.inspiration-point.com
- Cost:** \$15 Senior Chapter Members, \$20 Non Members, \$5 Students
The cost includes dinner and drinks and all networking activities.
Senior Chapter Members may sponsor a student if they wish.
- Reservations:** By Friday, April 9th to Karen Bursic;
kbursic@engr.pitt.edu; (412) 624-9837
As always, your reservation is your commitment.

APRIL 2004 PROGRAM

Our April program will be our "second annual" Networking Night. When asked, "What is the most important benefit that IIE provides its members?" the most common answer is "Networking, Networking, Networking!" This is a great opportunity to do just that! So come meet and greet many of your fellow IEs, join in on some fun networking activities, enjoy good food and drink, and learn more about what other IEs are up to! Who knows, you might come away with a fabulous opportunity to advance your career!

Directions:

From Downtown Pittsburgh

Liberty Avenue through The Strip District, left on 32nd Street, right on Penn Avenue. Bear Left at Penn-Butler split onto Butler Street. Continue past 36th Street to 3613 Butler Street on left.

From the North

Take Route 28 South, take the 40th Street Bridge, right on Butler Street. Continue to past

37th Street to 3613 Butler Street on right.

From the West / From the Fort Pitt Tunnel /Airport

Go through Fort Pitt Tunnel. Prepare to yield to the left as you leave tunnel and cross Fort Pitt Bridge. Follow signs for 279 North. Take 28 North (right past PNC Park). Take 40th Street Bridge (left exit), right on Butler Street (1st right). Continue to past 37th Street to 3613 Butler Street on right.

From the Liberty Tunnels

Follow 579 North to 28 North. Take 40th Street Bridge (left exit), right on Butler Street (1st right). Continue to past 37th Street to 3613 Butler Street on right.

Inspiration Point has a blue front and sits between Arsenal and Old Lace and Gribbon Real Estate and across from St. Augustine Church. Parking is free on either side of the street.

PRESIDENT'S MESSAGE

Greetings! Thanks to all of you who attended the February program at Bethlehem Haven. I hope you found it informative and thought-provoking. I hope to see and talk with more of you at the March 4 program at Robert Morris University Learning Factory.

Resolutions

Well, it's that time of year, the end of February and early March. That can only mean one thing – time to drop those New Year's resolutions. Okay, so maybe you've slipped away from your resolutions to go to the gym 3 nights per week, or spend more time reading to your children, or you haven't been focusing on eating right. Well, the good news is it's time to get back on track with all your resolutions, particularly the one to "stay involved in my local IIE chapter"!

The Leadership Team met on February 24 to continue to review our plans, objectives, and progress with each officer and committee chair-person. The team spent a significant amount of time reviewing upcoming programs, with the intention of making sure we are providing good programs for our members.

Networking

I really encourage each of you to attend the next program. For those of you just out of college, think of it as a 'mixer'

between IIE and SME. The two groups will meet to network, role play, discuss lean manufacturing, etc. It promises to be an evening of fun and learning. Please consider attending! Also, the April 13th program is entitled "Networking Night" and will be held at Inspiration Point (details to follow). If networking is on your list of resolutions, here are two fantastic opportunities!

I look forward to seeing all of you at the March and April programs, and encourage you to stick to your resolutions!

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 March program!

Jeff Arnold

CHAPTER ACTIVITY REPORT

Written by Mary Loera

Last month, I promised to highlight the Chapter Plans and Operations section of the CAR. This portion of the CAR focuses on the planning and management of the chapter. Three metrics are taken to measure a chapter's success:

1. Timely submission of a strategic plan.
2. Quality of the strategic plan.
3. Number of board meetings.

Chapters must develop plans not only for the short term but also for the long term. The purpose of these plans is to communicate the chapter's objectives to its members so that they can contribute to the achievement of the objectives. A high quality strategic plan should contain the following:

- Strategic objectives & related action plans (2-5 years out)
- Tactical objectives & related action plans (upcoming year)

- Financial projections
- A chapter calendar of key dates
- The chapter program schedule for the year
- An assessment of chapter performance relative to the previous year's plan

When developing the chapter's strategic plan, the chapter's Board of Directors must ensure that the plans are setting challenging yet realistic goals. They must also be sure their plans match the needs and desires of the IE community they serve.

The Pittsburgh Chapter's Board of Directors has been busy this year planning for our chapter's future. Our board members include Angela Konop, Roman Hlutkowsky, Bobbi Ferguson, Joe Kikta, and Don Ziegler. We appreciate their efforts in guiding our chapter and planning for our future.

If anyone has any suggestions on how we can improve our chapter, please don't hesitate to contact a board member or any of the chapter officers. We are always happy to hear from our members!

RECAP OF LAST MONTH'S MEETING

In February, the IIE Pittsburgh Chapter meeting was held at Bethlehem Haven in downtown Pittsburgh. Bethlehem Haven is a non-profit organization that provides emergency shelter and other critical programs to 52 homeless women in Pittsburgh nightly. Other programs include recovery assistance, transitional housing, life skills, job training, family reunification and health/wellness care, including psychiatric services.

As part of our IIE Community Affairs Initiative, The University of Pittsburgh School of Industrial Engineering students and faculty, Toolkit LLC and the Senior Chapter Members teamed up to utilize their industrial engineering skills to help Bethlehem Haven implement process improvements. The goal of our IIE Community Affairs committee is to promote the profession of industrial engineering while contributing to the community.

Dona Sorce, Program Director at Bethlehem Haven, started off the meeting by giving a background on the organization including showing a recently produced video, which was informative and touching. Pat Kelly Lee, President of Toolkit LLC & IIE Community Affairs Coordinator, presented information they found in initial brainstorming and process mapping sessions with the staff of Bethlehem Haven. Bryan Norman, Associate Professor of Industrial Engineering at the University of Pittsburgh, and Erin Gross, Graduate Student at the School of Industrial Engineering University of Pittsburgh, then presented the specific improvement projects the team has worked on.

The chore assignment process was the first process improvement worked on. A rotating "carnival wheel" was developed as a way to communicate and make chore assignments. Some limitations were the inflexibility of the wheel to accommodate physical limitations and schedules of the people doing the chores. The carnival wheel then evolved in to a more flexible magnet board to be used for chore assignments. This solution is currently being implemented in the emergency shelter program.

Future projects include visual work instructions for chores, 5S of the work areas, development of an incentive program for the clients and streamlining the client intake process.

This project effort was featured in the February 6, 2004 edition of the Pittsburgh Business Times. As a result of this press, our Community Affairs Chair has received three additional inquiries from other non-profit agencies serving our community.

If you would like to volunteer your time and skills to this worthwhile mission, contact Pat Kelly Lee of Toolkit LLC (PKL@ToolkitLLC.com) or Erin Gross of the University of Pittsburgh (412-855-9813 or eagst28@pitt.edu).

COMMUNITY AFFAIRS

IIE Participates in National Engineers' Week

Upholding a Pittsburgh IIE Chapter tradition, our professional chapter and the University of Pittsburgh student chapter members hosted an exhibit for National Engineers' Week. The event was held at the Carnegie Science Center on February 20 and 21, 2004. Volunteers at the booth demonstrated bar coding technology as well as ergonomic principles involved in carrying a backpack. The event provided a venue to introduce children to the world of engineering.

We had an overwhelming number of volunteers this year to work at the exhibit (14 professional members and 18 students)! It was a truly rewarding experience to volunteer. Thank you to everyone who participated. Hopefully, some of the children who



checked out our exhibit will become future Industrial Engineers.

If you have never participated in this event, please consider getting involved next year. It was refreshing to see children have fun and learn something at the same time.



MEMBERSHIP REPORT

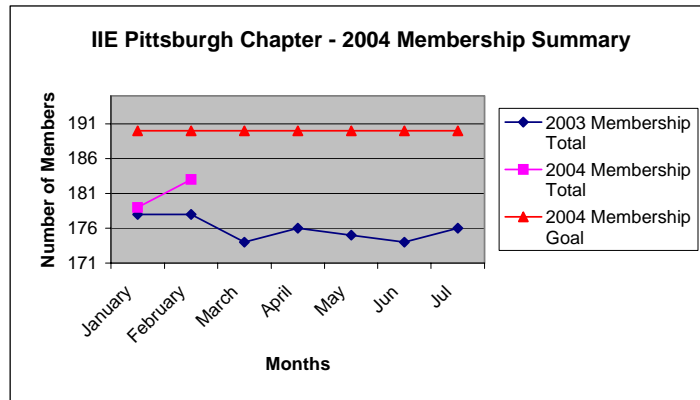
The membership committee continues to look for new ideas to find potential members in 2004. If you know other industrial engineers or people working in an industrial engineering capacity, encourage them to come to one of our upcoming meetings and join IIE. Membership forms are available at <http://www.iienet.org> 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 183 members. The membership activity for February included:

- 3 new members
- 0 transfers in
- 1 transfers out
- 6 reinstated
- 4 dropped



Contact Information

For 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. As always, Membership forms are available at <http://www.iienet.org>.

Extra, Extra, Read All About It!

Our IIE Pittsburgh Chapter earned a spot in the February 6, 2004 print edition of the Pittsburgh Business Times. The article, written by Maria Guzzo was titled "Industrial Engineers Help Women's Shelter Become More Efficient" and centered on our volunteer efforts at Bethlehem Haven Women's Shelter. To read the entire article, please go to:



<http://pittsburgh.bizjournals.com/pittsburgh/stories/2004/02/09/story7.html>

TREASURER'S REPORT

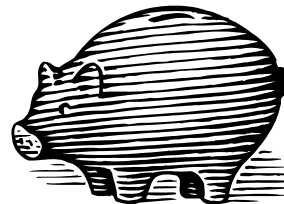
	<u>INCOME</u>	<u>EXPENSES</u>
1. DUES INCOME	\$ 1,867.75	XXX
2. INTEREST INCOME	8.66	XXX
3. CONTRIBUTIONS RECEIVED (A)	-	XXX
4. CONFERENCES (B)	-	300.00
5. MONTHLY MEETINGS	2,540.41	2,772.40
6. NEWSLETTERS (B)	-	1,489.06
7. MISCELLANEOUS (B)(C)	500.00	-
8. CONTRIBUTIONS AND GRANTS PAID	XXX	287.00
9. PUBLICATIONS/NEWSLETTERS	XXX	1,169.74
10. PROGRAMS/MEETINGS	XXX	800.82
11. STUDENT DEVELOPMENT (E)	XXX	500.00
12. COMMUNITY SERVICES	XXX	-
13. MEMBER SERVICES	XXX	285.00
14. OFFICERS & CHAPTER MEETINGS	XXX	28.47
15. CHAPTER OPERATIONS SUPPLIES	XXX	48.00
16. MISCELLANEOUS (C)	XXX	-
17. TOTAL	\$ 4,916.82	\$ 7,680.49
ENTER: 18. NET WORTH 4/01/02		\$ 6,511.62
ADD 4/01/02-3/31/03 INCOME		\$ 4,916.82
SUBTOTAL	\$ 11,428.44	
LESS 4/01/02-3/31/03 EXPENSES		\$ (7,680.49)
NET WORTH 3/31/03		\$ 3,747.95
19. STATEMENT OF NET WORTH		
ENTER: PETTY CASH ACCOUNT BALANCE	\$ -	
ENTER: CHECKING ACCOUNT BALANCE	\$ 1,010.54	
ENTER: SAVINGS ACCOUNT BALANCE	\$ 2,737.41	
TOTAL *	\$ 3,747.95	

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



You can also advertise your job openings on the Pittsburgh IIE Chapter website:

<http://www.ie.pitt.edu/IIE/jobs.html>

JOB BANK CONT'D.

Looking for an Outstanding Job?

Begin your search at IIE's new Career Center, which offers all the features you need. Posting your resume is free, for as long as you want. Your resume remains anonymous while employers view it. Only when you give permission will your resume contact information be revealed. You can carefully select the jobs that most interest you by narrowing your search criteria by job function, industry, and location. By creating a Job Agent, new jobs that match your search criteria will be e-mailed to you for your convenience.

Your free "My Career" account will let you store job openings, resumes, cover letters, and more. Manage your job search online and with ease.

What are you waiting for? Give your career the boost it needs and go to: www.iienet.org/careercenter.

Are you an employer looking for top-notch employees? We have your needs covered, too. Go to www.iienet.org/careercenter and see all the services IIE's Career Center has to offer you!

Position: Vice President, Process Engineering located in Dallas or San Francisco

A client who delivers integrated business support services to healthcare providers, enabling them to reduce costs and improve operational performance, is looking for candidates to head up a newly created function within their organization.

This client is looking for someone who can build a new department to provide industrial engineering expertise to help put the organization and process infrastructure in place to help manage high growth. A number of departments within the company have initiated projects to streamline, standardize, automate, and create performance measurement systems for their business units. These departments include contracting, customer service, sales and account implementation services. Each of these business units has assigned one or more individuals to work on these initiatives. Some groups are setting goals to show measurable productivity improvements in 2004. The role of the new Process Engineering group is to work with each of these groups to provide guidance, insight, and specific expertise in process methodologies and measurements. Business units will be responsible for the ROI of their individual projects.

While specific healthcare supply-chain knowledge is not required, the candidate should have a solid understanding of primary business functions and ideally have experience with business process design and measurement projects.

Successful candidates should also possess a degree in Industrial Engineering and have 5-7 years experience in business process simulation and design.

This position will require relocation to Dallas or San Francisco. Our client offers a very competitive compensation package including a base salary, bonus potential, generous stock options, great benefits and relocation.

For more information, please contact:

Hollie Krantz
MedNex (www.mednex.com)
7515 Greenville Avenue, Suite 901
Dallas, TX 75231
214-691-2000 Ext 101
214-691-2605 Fax
888-847-6613 Toll Free

Position: Management Engineer, University of Pennsylvania Health System

Reference Code: 274408
Company: University of Pennsylvania Health System
Job Locations: Philadelphia, PA, US
Date Posted: 1/12/04
Type of Job: Full-Time

Distinguish Yourself

At the University of Pennsylvania Medical Center of the University of Pennsylvania Health System, our mission is clear...to meet medical challenges head on with the finest healthcare team, environment, and technology in the nation. Join us for a unique career experience.

Management Engineer

As a Management Engineer for the Clinical Practices of the University of Pennsylvania (CPUP) you will provide project support to all areas of CPUP Planning & Practice Support, including management and coordination of diverse projects and activities and complete assigned analyses and reports. Data analysis, work process redesign, project implementation support, benchmarking data resources, software technology administration, database design and maintenance, web development, design and maintenance are some of the services that this position will be requested to provide.

The qualified candidate must possess a Bachelor of Arts or Science in Industrial Engineering, Operations Analysis, or Business and a minimum of 2 years experience in a healthcare environment.

In return, we offer an excellent salary and benefits package, including prepaid tuition. Interested candidates may apply on-line at: www.pennhealth.com/jobs.

Be Someone Special. Be a PENN Professional.

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	
Board (1st Year)	Joe Kikta	Mellon Financial Corp.	412.236.6193	w	kikta.js@mellon.com
			412.889.1444	c	
Board (1st Year)	Don Ziegler			w	zieglerd@genco.com
				c	
President	Jeff Arnold	H. B. Maynard & Co., Inc.	412.921.2400 x245	w	jarnold@hbmaynard.com
			412.973.1748	c	
Vice President	Mary Loera	PPG	412.434.3353	w	loera@ppg.com
			412.818.3032	c	
Secretary	Amy McHenry	H. B. Maynard & Co., Inc.	412.921.2400 x231	w	amchenry@hbmaynard.com
			412.352.2431	c	
Treasurer	Jennifer Palmiero	FedEx Ground	412.859.2836	w	jennifer.palmiero@fedex.com
				c	
Programs Chair	Karen Bursic	University of Pittsburgh	412.624.9837	w	kbursic@engr.pitt.edu
				c	
Programs	Doug Rabeneck	H. B. Maynard & Co., Inc.	412.921.2400 x146	w	drabeneck@hbmaynard.com
			412.999.9728	c	
Programs	Suzanne Moses	FedEx Ground	412.859.2325	w	suzanne.moses@fedex.com
Programs	Joe Kikta	Mellon Financial Corp.	412.236.6193	w	kikta.js@mellon.com
			412.889.1444	c	
Programs	Barb Grabowski	Alcoa	412.553.2229	w	barbara.grabowski@alcoa.com
			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	pk1@toolkitllc.com
				c	

CONGRATULATIONS, DOUG!

Let's give a round of applause to **Doug Rabeneck**, the new Region 1 Vice President of the 2004-2005 IIE Board of Trustees. Way to go, Doug!
Good luck in your new position.



**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
May 27	Joel Haight, the Penn State University, “Root Cause Analysis”
June – TBD	Pirates Game