

The Pittsburgh Sampler

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

MARCH 2005

www.ie.pitt.edu/IIE/



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**INSTITUTE OF INDUSTRIAL
ENGINEERS**

Pittsburgh Chapter
Area 1, District 5, Number 3

Eight Parkway Center
Pittsburgh, PA 15220

Pittsburgh Chapter website:
www.ie.pitt.edu/IIE

National IIE website:
www.iienet.org

IIE MARCH MEETING

Topic: Applying TPS in a Wide Range of Industries

Date: Wednesday, March 30, 2005

Speakers: Christina Dixon, Vickie Pisowicz and Mark Schmidhofer, MD
Founders of True North Institute, Inc.

Time: Registration 5:45 PM, Speakers at 6:00 PM
Plan to join us for dinner at Atria's in PNC Park at 7:30 PM after the presentation. (Dinner is not included in the cost of the program.)

Location: True North Institute, Inc.
12 Federal St.
1 North Shore Center, Suite 320
Pittsburgh, PA 15212
(Use the Isabella St. entrance to the building after 5 PM)

Directions: Visit <http://pittsburgh.pirates.mlb.com> for directions to PNC Park.
1 North Shore Center is directly across the street from PNC Park on Federal St. after you have crossed the Roberto Clemente Bridge. The North Shore Parking Garage is available two blocks from 1 North Shore on General Robinson St. Parking is \$3 for evening hours after 5 PM.

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

RSVP: By Monday, March 28 to Amy McHenry
amchenry@hbmaynard.com or 412-921-2400 ext. 231
As always, your reservation is your commitment.

MARCH PROGRAM

This program will focus on the application of the principles of the Toyota Production System (TPS) in a variety of community organizations. These organizations include large and small businesses, hospitals and non-profits. True North Institute, Inc. (TNII) will share the results and findings of these applications through the use of case studies and a question and answer session.

Over the past half century, Toyota Corporation has led its industry in quality and value while providing a safe and respectful environment for every employee. These outstanding results have attracted interest from companies around the world hoping to

replicate Toyota's success, but only a few have been able to approach its achievement. Research has shown that only organizations that are able to apply the principles underlying the Toyota Production System (TPS) to their own work ever approach Toyota's results.

The principles of TPS can be applied successfully in many businesses, and they can be of extraordinary benefit to organizations working in other sectors too.

(Cont'd. on page 2)



PRESIDENT'S MESSAGE

Written by Jeff Arnold, President

Greetings! First I would like to thank all of you who attended the February program on Implementing Best Methods. I hope you enjoyed the session and took away some useful information and tools. I also hope you will consider joining us for the March program at the True North Institute; it promises to be informative and exciting!

Platinum Sampler!

I am pleased to inform you that our newsletter, the Pittsburgh Sampler, has received the Platinum Newsletter Award from IIE National. This is an extremely difficult award level to achieve, so please congratulate all newsletter contributors and editors. We put a great deal of work into our monthly newsletter, which is our key communication vehicle to our members. I hope you find it valuable, and if you have any newsletter suggestions, please forward those to Jacki Szymanski, our Communications Chairperson.

Succession Planning

In our last newsletter I introduced you to the individuals listed on the last page of this newsletter, the IIE Pittsburgh Chapter Board of Directors, Leadership Team, and Committee Members. I wanted to inform you that Board of Directors has put a plan in place with Kjell Zandin to more formally shape our chapter's succession planning. This strategic plan will focus on the life cycle of a Pittsburgh Chapter member, from IE practitioner to Board Chairperson. The plan will take 6 months to put together and Kjell and a team of past Pittsburgh Chapter Presidents will complete the plan. I will provide further updates on this as it is completed.

Until next time, enjoy our award winning newsletter, and I hope to see you at the March program!

If you have any questions about getting more involved on one of the teams listed at the end of this newsletter, please contact me directly at jarnold@hbmaynard.com.

MARCH 2005 PROGRAM, CONT'D.

True North Institute, Inc. was created to facilitate this application with the intent of improving the outcomes and effectiveness of all of its customers, and the belief that if a critical mass of diverse organizations become involved in TPS implementation, a region can be changed in ways previously unimagined.

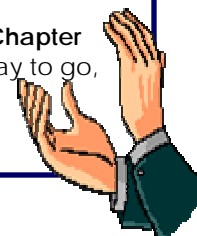
True North provides limited business consulting for carefully selected clients, as well as TPS University, a unique, in-depth introduction to TPS principles for organization leaders. The Institute is also partnering with agencies in healthcare and the non-profit sector to create models of implementation that can inspire similar organizations to adopt TPS principles. As the Institute

expands, it will provide a needed forum for organizations to share their learning about how to best implement TPS principles in a variety of sectors.

Founders Christina Dixon, Vickie Pisowicz, and Mark Schmidhofer bring a wealth of experience to the Institute. They have applied TPS principles at Alcoa Corporation, Giant Eagle and Pittsburgh Area hospitals, and worked in for-profit and non-profit organizations in industry, healthcare and education. They are closely connected with the most advanced practitioners of TPS, and they hold advanced degrees in business, medicine and education.

CONGRATULATIONS, ROMAN!

Let's give a round of applause to **Roman Hlutkowsky of FedEx Ground (and a longtime Pittsburgh Chapter Director)**, the new Senior Vice President at Large (Industry) of the 2005-2006 IIE Board of Directors. Way to go, Roman! Good luck in your new position!



DID YOU KNOW...?

Written by Karen Bursic, Board Member

You may be eligible for "Senior Member" status in IIE. No, this doesn't mean you have to be retired or over the age of 65!

Check out

<http://www.iienet.org/public/articles/details.cfm?id=241> for all the details on membership types and annual dues. The dues for "Senior Members" are the same as those for "Members". You will also find a direct link from this site to the *simple form you need to complete to become a Senior Member*.

Here's the lowdown on membership grades straight from IIE's web page:

MEMBERS (annual dues-\$125) are entitled to vote in Institute elections and may hold all IIE offices except the Board of Trustees.

SENIOR MEMBERS (annual dues-\$125) are entitled to vote in Institute elections and may hold an IIE office. The requirements for senior member status vary according to one's educational degrees and years in the profession.

RETIRED MEMBERS (annual dues-\$62.50) status is awarded upon application once a member has reached 60 years of age, has paid dues for 25 consecutive years, and is fully

retired from any professional position. Contact IIE at cs@iienet.org to see if you are eligible.

LIFE MEMBERS (annual dues-free) status is awarded upon application if a member's age and continuous years of membership for which dues were paid equal 100. Contact IIE at cs@iienet.org to see if you are eligible.

STUDENT MEMBERS--US & International (annual dues-\$20) are entitled to vote within chapters, societies, divisions, and interest groups and may hold any chapter, society, division, and interest group office, except the most senior office of that group.

FIRST- and SECOND-YEAR GRADUATE MEMBERS (annual dues-\$62.50 and \$95.00) Student members become eligible for a graduated dues increase in the first two years following graduation. Membership dues are \$62.50 for the first year after graduation and \$95 the second year.

There's also an "International Member" grade and dual memberships are available for members of the Society of Manufacturing Engineers, SAVE International, or the Logistics Institute.

Why not take advantage of the "Senior Member" status today?

You belong to your professional society because your career is important to you.

You want to continue your education because lifelong learning and professional development are important to you.

You need an advanced degree from a program with a great reputation...then you need



The Industrial Engineering Masters Program at the University of Pittsburgh

- *Engineering Management*
- *Information Systems*
- *New Product Development and Manufacturing*
- *Operations Research*

Earn your advanced degree from a nationally ranked program that is **flexible** and led by highly-respected faculty members who will help you prepare to be a **leader** in your industry.

Evening courses. Personal attention. Apply Now!

To further inquire about our program, please call (412) 624-9830 or check out <http://www.engr.pitt.edu/industrial>



RECAP OF THE FEBRUARY MEETING

Written by Amy McHenry, Programs Chair

Jeff Arnold and several consultants from H. B. Maynard and Company, Inc. presented a workshop on Best Methods for our February program. The session took place at Maynard despite a harrowing winter wonderland outside! Jeff began the program by defining that the focus of the workshop would be on the actual operations that occur when producing a product or providing a service rather than the handoffs between operations.

Jeff briefly covered the topic of process flow charting so that it was obvious where best methods studies should focus: the operations. The purpose for the evening was to maximize the efficiency of the value added operation work. Jeff introduced the method comparison technique and used a very universal example – traveling to the airport. He completed a process flow chart for two separate methods and highlighted the major differences and improvements. By taking a simple, easy-to-understand example, it was easy to see how the same concept of method comparison could apply in real-life job situations.

Jeff introduced the Operations Analysis form, which serves as a guide for the method analyst to focus efforts more accurately. There are 12 topics addressed on the form that the analyst could use to get to the root of why a job is done in a certain way. Jeff explained each topic and allowed

the group to test their skills by participating in a simulation.

The simulation portrayed a company that produced widgets. Various stations were set up around the room where Maynard consultants were performing different production jobs. The program participants visited each station, asked the operator some questions to learn more about the method and then recorded their findings in a method log. Of course there were several variables that kept the simulation from being too simple... plenty of quality problems, a bad union environment and lack of direction and understanding from the 'employees.' The simulation was a lot of fun and allowed for plenty of Best Methods application.

Jeff concluded the evening by reviewing how to put a method log into practice and how to monitor the benefits of a Best Methods effort. He also explained that a Pareto analysis should be completed before the effort gets underway so that the work of the analyst is focused in the right area.

One person commented that "aside from the obvious benefit of interactive learning, the exercise helped to develop camaraderie among participants." The IIE Pittsburgh Chapter wants to thank Jeff Arnold, Amy Bucheli, Lauren Horstman, Mark Lukehart, Sean Stuber and Jacki Szymanski for an excellent workshop!



CHAPTER ACTIVITY REPORT

Written by Donna Degenhardt, Vice President

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: timely submission of a strategic plan, quality of the strategic plan and the 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
- 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: Don Ziegler, Joe Kikta, Mark Coffey, Karen Bursic, and Mary Loera. 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!

IIE PITTSBURGH JOB BANK

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 [IIE's Career Center](#) and see all the services IIE's Career Center has to offer!

MANUFACTURING ENGINEER

Industrial Scientific Corporation is a dynamic and growing Pittsburgh-based company and a world leader in the manufacturing of gas monitoring product, seeking a top-notch Manufacturing Engineer.

Specific focus is on those activities related to new product development including serving as a Manufacturing Engineering representative on New Product Development Teams; providing insights and guidance to the design engineering teams on the best methods to manufacture parts to achieve high quality at the lowest cost; facilitating manufacturing activities related to DFSS (Design for Six Sigma) including DFMA, Gage R&R, Value Engineering, Process FMEA and Capability Analysis; evaluation and procurement of fixtures and equipment for new products with emphasis on cost justification and mistake-proofing; work cell design using Lean Manufacturing; cost estimation; and developing and coordinating Pilot Run Plans.

Qualifications include a B.S. Degree in Manufacturing, Mechanical or Industrial Engineering and at least five years' experience with the following manufacturing processes: molding, machining, stamping, forming, casting, turning. Six Sigma Black Belt or Green Belt preferred. PCB manufacturing experience is a plus. Best Qualified candidates will be contacted.

Please submit your resume to:
Industrial Scientific Corporation
Human Resources Department
1001 Oakdale Road
Oakdale, PA 15071
jobs@indsci.com

Please visit www.indsci.com for additional details. Equal Opportunity Employer.

IIE PITTSBURGH JOB BANK INFORMATION REQUEST

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:

Jacki Szymanski
H. B. Maynard and Company, Inc.
Eight Parkway Center
Pittsburgh, PA 15220
Phone: 412.921.2400 ext. 136
jszymanski@hbmaynard.com



You can also advertise your job openings on the Pittsburgh IIE Chapter website: <http://www.ie.pitt.edu/IIE/jobs.html>



MEMBERSHIP REPORT

Written by Errol Restelli, Membership Chair

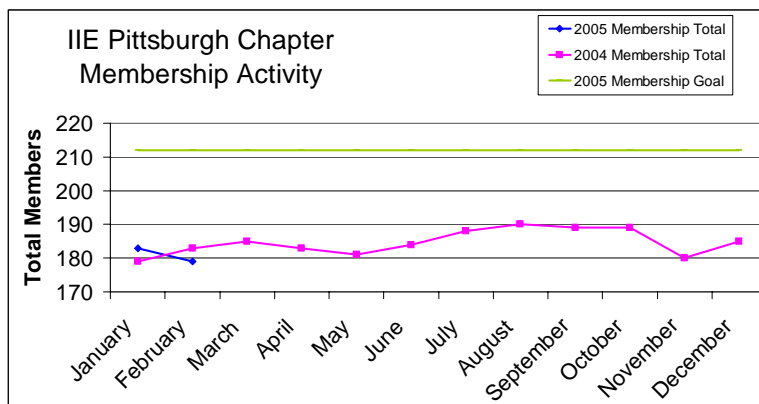
The membership committee has begun its tactical strategies to retain and bring in new members. Each month we will discuss a few of these strategies. But first, meet the team and the companies they come from:

Lindsay Hollowood	U.P.S.
Jon Huesdash	H. B. Maynard & Co., Inc.
Jim Kinter	Curtiss Wright EMD
Nathan Osborne	H. B. Maynard & Co., Inc.
John Petrachonis	H. B. Maynard & Co., Inc.
Errol Restelli	H. B. Maynard & Co., Inc.

One tactic we have implemented is to proactively send emails to members who will be expiring within the next two months. Each month, the membership committee receives a list of those members that are about to expire. We proactively send an email to those members with a convenient link where they can renew their membership.

If you are expiring soon, you will be hearing from one of the above members via email or a phone call.

Membership has slipped from 183 to 179 this month. We are confident that great programs and a more involved membership committee can help grow these numbers over the year. Check out the summary chart below:



IIE PARTICIPATES IN NATIONAL ENGINEER'S WEEK

Written by Mary Loera, Board Member

The IIE Pittsburgh Professional chapter along with the University of Pittsburgh IIE Student chapter hosted an exhibit for National Engineers' Week at the Carnegie Science Center on Friday, February 18 and Saturday, February 19.

The event provided a venue to introduce children to the world of engineering. 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.

If you are interested in volunteering (or you know anybody else that is interested), please contact Mary Loera at (412) 434-3353 or by email at loera@ppg.com.



TREASURER'S REPORT

Compiled by Jennifer Palmiero, Treasurer

INSTITUTE OF INDUSTRIAL ENGINEERS CHAPTER IRS REPORT			
4/1/04 - 3/31/05			
CHAPTER NAME:		PITTSBURGH	CHAPTER NO. 3
FEDERAL EMPLOYER I.D. NUMBER:		25-6062810	REGION: 5
	<u>INCOME</u>	<u>EXPENSES</u>	
1. DUES INCOME	\$ 2,303.25	XXX	
2. INTEREST INCOME	1.72	XXX	
3. CONTRIBUTIONS RECEIVED (A)	-	XXX	
4. CONFERENCES (B)	-	100.00	
5. MONTHLY MEETINGS	5,530.00	4,317.69	
6. NEWSLETTERS (B)	-	-	
7. MISCELLANEOUS (B)(C)	-	-	
8. CONTRIBUTIONS AND GRANTS PAID	XXX	-	
9. PUBLICATIONS/NEWSLETTERS	XXX	313.03	
10. PROGRAMS/MEETINGS	XXX	-	
11. STUDENT DEVELOPMENT (E)	XXX	256.00	
12. COMMUNITY SERVICES	XXX	-	
13. MEMBER SERVICES	XXX	-	
14. OFFICERS & CHAPTER MEETINGS	XXX	-	
15. CHAPTER OPERATIONS SUPPLIES	XXX	7.40	
16. MISCELLANEOUS (C)	XXX	27.00	
17. TOTAL	<u>\$ 7,834.97</u>	<u>\$ 5,021.12</u>	
ENTER: 18. NET WORTH 4/01/04		\$ 3,952.03	
ADD 4/01/04-3/31/05 INCOME		\$ 7,834.97	
SUBTOTAL	\$ 11,787.00		
LESS 4/01/04-3/31/05 EXPENSES		\$ (5,021.12)	
NET WORTH 3/31/05		<u>\$ 6,765.88</u>	
19. STATEMENT OF NET WORTH			
ENTER: PETTY CASH ACCOUNT BALANCE	\$ -		
ENTER: CHECKING ACCOUNT BALANCE	\$ 4,024.91		
ENTER: SAVINGS ACCOUNT BALANCE	\$ 2,740.97		
TOTAL *	\$ <u>6,765.88</u>		

HAVE YOU LOOKED AROUND YOUR OFFICE LATELY?

We are asking active IIE members to 'look inside' their own organizations for others working in an I.E. capacity who might benefit from membership in our chapter. If you know of someone you think might be interested, please encourage them to come to our next program.

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 Errol Restelli at (412) 921-2400 x232.

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 or 1-800-494-0460. Once you contact IIE National, your address change should be reflected on our next mailing list, which is received from IIE National each month.

CHAPTER DIRECTORS AND OFFICERS

	POSITION	NAME	COMPANY	ADDRESS LINE1	LINE2	CITY	ST	ZIP	PHONE	EMAIL
BOARD OF DIRECTORS	Board Co-Chair	Don Ziegler	GENCO	100 Papercraft Park		Pittsburgh	PA	15238	412.820.2296	w zieglerd@genco.com c
	Board Co-Chair	Joe Kikta	Mellon Financial Corp.	151-1575 One Mellon Center		Pittsburgh	PA	15258	412.236.6193 412.889.1444	w kikta.js@mellon.com c
	Board (1st Year)	Mark Coffey	UPS	521 N. Center Ave.		New Stanton	PA	15672	724-925-4771	w mcoffey@ups.com
	Board (1st Year)	Karen Bursic	University of Pittsburgh	1048 Benedum Hall	Dept of IE	Pittsburgh	PA	15261	412.624.9837	w kbursic@engr.pitt.edu c
	Board (1st Year)	Mary Loera	PPG	One PPG Place	Building 5, Floor 5	Pittsburgh	PA	15272	412.434.3353 412.818.3032	w loera@ppg.com c
OFFICERS	President	Jeff Arnold	H. B. Maynard & Co., Inc.	Eight Parkway Center	4th Floor	Pittsburgh	PA	15220	412.921.2400 x245 412.973.1748	w jarnold@hbmaynard.com c
	Vice President	Donna Degenhart	Columbia Gas of Pennsylvania	150 Hillside Drive		Bethel Park	PA	15102	412-885-4512 412-409-4073	w ddegenh@nisource.com c
	Secretary	Stacie Amorose							412-908-0733	c
	Treasurer	Jennifer Palmiero	FedEx Ground	1000 FedEx Dr.		Moon Township	PA	15108	412.859.2836	w jennifer.palmiero@fedex.com c
COMMITTEES	Programs Chair	Amy McHenry	H. B. Maynard & Co., Inc.	Eight Parkway Center	4th Floor	Pittsburgh	PA	15220	412.921.2400 x231 412.352.2431	w amchenry@hbmaynard.com c
	Programs	Doug Rabeneck	H. B. Maynard & Co., Inc.	Eight Parkway Center	4th Floor	Pittsburgh	PA	15220	412.921.2400 x146 412.999.9728	w drabeneck@hbmaynard.com c
	Programs	John Markowitz	Executive Toolkit						412-889-3423	w johnm@toolkitLLC.com
	Programs	Karen Bursic	University of Pittsburgh	1048 Benedum Hall	Dept of IE	Pittsburgh	PA	15261	412.624.9837	w kbursic@engr.pitt.edu c
	Programs	Joe Kikta	Mellon Financial Corp.	151-1575 One Mellon Center		Pittsburgh	PA	15258	412.236.6193 412.889.1444	w kikta.js@mellon.com c
	Programs	Barb Grabowski	Alcoa	201 Isabella St.		Pittsburgh	PA	15212	412.553.2229 412.303.8201	w barbara.grabowski@alcoa.com c
	Membership Chair	Errol Restelli	H. B. Maynard & Co., Inc.	Eight Parkway Center	4th Floor	Pittsburgh	PA	15220	412.921.2400 x232 412.576.5594	w erestelli@hbmaynard.com c
	Membership	Nathan Osborne	H. B. Maynard & Co., Inc.	Eight Parkway Center	4th Floor	Pittsburgh	PA	15220	412.921.2400 x266	w nosborne@hbmaynard.com
	Membership	Jon Huesdash	H. B. Maynard & Co., Inc.	Eight Parkway Center	4th Floor	Pittsburgh	PA	15220	412.921.2400 x293	w jhuesdash@hbmaynard.com
	Membership	Lindsay Hollowood	U.P.S.	North Center Avenue		New Stanton	PA		724.755.3330	w lhollowood@ups.com lhollowood@hotmail.com
	Membership	John Petrachonis	H. B. Maynard & Co., Inc.	Eight Parkway Center	4th Floor	Pittsburgh	PA	15220	412.921.2400 x286	w jpetrachonis@hbmaynard.com
	Membership	Jim Kinter	Curtiss Wright EMD	1000 Cheswick Ave.		Cheswick	PA		724-275-5103	w james.kinter@EMD.curtisswright.com
	Student Relations Chair	Bryan Norman	University of Pittsburgh	1033 Benedum Hall	Dept of IE	Pittsburgh	PA	15261	(412) 624-9841	w banorman@engr.pitt.edu
	Communications Chair	Jacki Szymanski	H. B. Maynard & Co., Inc.	Eight Parkway Center	4th Floor	Pittsburgh	PA	15220	412.921.2400 x136	w jszymanski@hbmaynard.com
	Web Master	Jay Rajgopal	University of Pittsburgh	1039 Benedum Hall	Dept of IE	Pittsburgh	PA	15261	412.624.9840	w rajgopal@pitt.edu
	Community Affairs Chair	Pat Kelly Lee	Executive Toolkit Inspiration Point	500 Geyser Rd.		Pittsburgh	PA	15205	412.519.5409	w pkli@toolkitllc.com c

2005 SCHEDULE OF EVENTS...

March 30, 2005

March Program: Applying TPS in a Wide Range of Industries

April 2005

Networking Night

