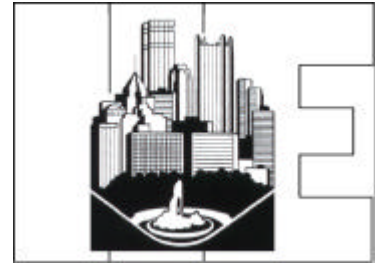


# The Pittsburgh Sampler

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

MAY 2001



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## MAY 2001 PROGRAM

The May 9th meeting will be a tour of Mellon Financial's new Client Service Center. This new downtown building (opened Spring 2001) houses Mellon's:

- Global Cash Management Operations
- Retail Financial Services Operations
- Corporate Mail Operations
- Human Resources Corporate Staffing
- International Operations

The Mellon Client Service Center site encompasses 4.2 acres in the heart of the Mellon Financial Center complex in downtown Pittsburgh. Bounded by Ross Street, Fifth and Sixth Avenues and the Crosstown Boulevard, the building spans two city blocks.

During our visit, we will view several floors and processing areas.

Among the processing areas we will tour is Check Services, which processes 1.5 – 2 million checks (totaling \$2 billion) daily. Check Services employs over 300 people, and operates 24 hours per day, 6 days per week. Check Services uses IBM check Reader/Sorters that operate at 2,000 items per minute.

To reserve your spot for this interesting tour, contact Joe Kikta at [kikta.js@mellon.com](mailto:kikta.js@mellon.com), or 412-236-6193.

(Directions on next page)

## IIE MAY 2001 MEETING

**WHAT:** Tour of Mellon Client Service Center

**WHEN:** Wednesday, May 9, 2001

**WHERE:** Mellon Client Service Center  
Sixth Ave at Ross Street - Downtown  
Meet at main entrance, corner of Sixth & Ross  
across from the Ramada Hotel & USX

**TIME:** Registration 5:30pm  
Tour 5:45pm

**DINNER:** Following the tour (approx. 7pm) at a nearby restaurant (Stanzione's). We will order from the menu.

**COST:** IIE Members: \$ 5 + cost of dinner  
Non-Members: \$10 + cost of dinner

**RSVP:** By Friday, May 4<sup>th</sup>. Contact Joe Kikta at 412.236.6193, or email (preferred) [kikta.js@mellon.com](mailto:kikta.js@mellon.com)

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



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**DIRECTIONS:**

**Nearby:**

The Mellon Client Service Center is located at Ross Street & Sixth Ave, not far from Mellon Arena. It is:  
across 6<sup>th</sup> Ave from the Ramada Hotel and USX Tower  
across Ross Street from One Mellon Center  
across Fifth Avenue from the old County Jail complex

**From the South Hills:**

Take the Liberty Tunnels  
Liberty Tunnels becomes Liberty Bridge.  
At the end of bridge, remain in the left two lanes  
Cross Forbes Ave, proceed to Fifth Avenue... Mellon Client Service Center straight ahead

**From the North Hills:**

Take I-279 S. to I-579 S. Exit towards Veterans Bridge.  
Take the 7th Avenue exit towards 6th Avenue.  
Keep LEFT at the fork in the ramp  
Keep RIGHT at the fork in the ramp  
Merge onto Ross St... Client Service Center ahead

**Parking Options** (all are within one block of the Mellon Client Service Center):

Chatham Center garage (enter from Centre Ave or Fifth Ave)  
Ramada Hotel garage (enter from Centre Ave)  
Mellon Client Service Center Garage (enter from Centre Ave or Fifth Ave)  
One Mellon Center Garage (enter from Ross Street)

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**NEXT MONTH'S MEETING**

**Interested in a June IIE "social" meeting at a Pirates Game?  
Make your reservation !!!**

Last year we organized an IIE "outing" at a Pirates game... We had an outstanding response (50+ attended).

This year, we are obtaining group tickets for a game on Tues., June 19<sup>th</sup>, vs. Philadelphia.



This will be a great close to our 2000-2001 program year!

Let us know if you are interested (and to make preliminary reservations) by contacting Joe Kikta via e-mail at kikta.js@mellon.com, or 412-236-6193.

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**PRESIDENT'S MESSAGE**

The April program at Industrial Scientific was outstanding! We joined forces with the local chapter of the Society of Manufacturing Engineers, and about 40 people got the opportunity to learn about a local success story. Kent McElhattan, Industrial Scientific's President and CEO, filled us in on the company's interesting background, and gave us some wonderful insight into their business. I really enjoyed his story of the transition from being public to privately owned and the flexibility it gives them to focus on customers instead of Wall Street. It is really evident that a company is on the right track, when both the management team and associate workforce exude so much enthusiasm and concern for the business.

The chapter board of directors has met twice in April, and has decided to begin work on a second strategic initiative. This one will be to focus on improving the chapter's financial position so we can achieve our 2001-2002 goals. The board approved the motions to change the program year and officer terms to match that of the Chapter Activity Report (CAR), and to extend the term of the existing officers and directors to December 31, 2001.

One of our goals as the chapter leadership team is to provide members with a diversity of programs. Last month it was manufacturing, and in May we have the opportunity to see inside the financial services sector. Joe Kitka and the Programs Committee have arranged what looks to be a great tour of Mellon Bank's new Operations Center. Mellon is one of our region's largest employers. As they grow their national presence, they continue to invest in our city, and the Operations Center is their newest achievement. The facility, located downtown, will be home to thousands of jobs. The tour and subsequent dinner are perfect opportunities to learn more about one of Pittsburgh's top corporate citizens and network with professionals from organizations across Western Pennsylvania. I hope you can attend.



Sincerely,

Doug Rabeneck

**MEMBERSHIP STATUS REPORT**

The membership total for the Pittsburgh Chapter of IIE is 183 members. The following are the new members this month:

Nathan Osborne  
Jose Porter

We would like to welcome our new members, as well as reinstated 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.

**LAST MONTH'S MEETING**

The chapter meeting for last month was a tour of Industrial Scientific. This meeting was a joint effort by IIE and SME. This meeting was a very interesting tour of a local company that designs, manufactures and markets instruments for detecting, measuring and monitoring hazardous gases. Workers all over the world enter confined spaces, face the risk of asphyxiation, poisoning or explosion, and depend on Industrial Scientific instruments to ensure their safety. It is always interesting to see a company involved in research and development through final manufacturing for products that are so critical in the preservation of human life. Special thanks to Kent McElhattan for hosting us and guiding us through their operations.



**TREASURER'S REPORT**

**INSTITUTE OF INDUSTRIAL ENGINEERS  
CHAPTER IRS REPORT**

4/1/00 - 3/31/01

CHAPTER NAME: PITTSBURGH      CHAPTER NO. 3  
FEDERAL EMPLOYER I.D. NUMBER: 25-606281      REGION: 5

	<u>INCOME</u>	<u>EXPENSES</u>
1. DUES INCOME	\$ 2,401.25	XXX
2. INTEREST INCOME	108.38	XXX
3. CONTRIBUTIONS RECEIVED (A)	-	XXX
4. CONFERENCES (B)	-	-
5. MONTHLY MEETINGS	4,453.00	4,008.65
6. NEWSLETTERS (B)	-	-
7. MISCELLANEOUS (B)(C)	-	60.00
8. CONTRIBUTIONS AND GRANTS PAID	XXX	100.00
9. PUBLICATIONS/NEWSLETTERS	XXX	2,023.40
10. PROGRAMS/MEETINGS	XXX	-
11. STUDENT DEVELOPMENT (E)	XXX	-
12. COMMUNITY SERVICES	XXX	-
13. MEMBER SERVICES	XXX	297.98
14. OFFICERS & CHAPTER MEETINGS	XXX	161.55
15. CHAPTER OPERATIONS SUPPLIES	XXX	108.40
16. MISCELLANEOUS (C)	XXX	-

17. TOTAL	\$ <u>6,962.63</u>	\$ <u>6,759.98</u>
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ENTER: 18. NET WORTH 4/01/00	\$	4,115.26
ADD 4/01/00-3/31/01 INCOME	\$	6,962.63
SUBTOTAL	\$	11,077.89
LESS 4/01/00-3/31/01 EXPENSES	\$	<u>(6,759.98)</u>
NET WORTH 3/31/01	\$	<u>4,317.91</u>

19. STATEMENT OF NET WORTH		
ENTER: PETTY CASH ACCOUNT BALANCE	\$	-
ENTER: CHECKING ACCOUNT BALANCE	\$	2,081.54
ENTER: SAVINGS ACCOUNT BALANCE	\$	-
TOTAL *	\$	<u>2,081.54</u>



**Jeff Peretin**

**Vice President and CAR Coordinator**

**Chapter Programs**

The chapter is responsible for serving members' needs and ensuring member satisfaction at the local level. One of the primary ways of serving the local members is through chapter programs. This section defines success in this area based on quality of programming (as measured through evaluation forms) and program attendance.

**Program Quality**

Quality programming may be the most critical factor in the success of a chapter in providing service to its members. Quality programming encourages members to become active. The evaluation of the quality of programming must be done from the member's perspective. This is accomplished by distributing an evaluation form to all attendees at each program. The evaluations are collected and the average program score determined for each program.

Pts	Avg. Rating	Pts	Avg. Rating
10	9.5 - 10.0	4	3.5 - 4.4
9	8.5 - 9.4	3	2.5 - 3.4
8	7.5 - 8.4	2	1.5 - 2.4
7	6.5 - 7.4	1	0.5 - 1.4
6	5.5 - 6.4	0	0 - 0.4
5	4.5 - 5.4		

**Program Attendance**

Another measure of program effectiveness is the number of attendees, both chapter members and non-chapter members, present at chapter meetings and programs. Attendance by chapter members is weighted more heavily, since the primary objective of the chapter is to serve its members. However, attendance by non-members is important, since this is perhaps the best way for the chapter to recruit new members and to promote IIE in the local community.

**Chapter Member Attendance**

A sign-in sheet is maintained at each general chapter meeting, with space for tracking member attendance. This allows the necessary data to be collected, and would aids in identifying trends in meeting attendance (e.g., is it generally the same people or different people? Do certain people always attend certain topics? Does meeting time and/or location seem to affect attendance? etc.)

**Score:** The measure is the percent improvement in attendance, where attendance is defined as a percent of the base unit

membership. Total attendance by chapter members in the current year and total attendance by chapter members in the prior year should also be collected.

Pts	Ratio	Pts	Ratio
7	$1.2 \leq \text{ratio}$	3	$0.8 \leq \text{ratio} < 0.9$
6	$1.1 \leq \text{ratio} < 1.2$	2	$0.7 \leq \text{ratio} < 0.8$
5	$1.0 \leq \text{ratio} < 1.1$	1	$0.6 \leq \text{ratio} < 0.7$
4	$0.9 \leq \text{ratio} < 1.0$	0	$\text{ratio} \leq 0.0$

**Non-Chapter Member Attendance**

This measure is the percent improvement in attendance, year over year for non-chapter members. These include Total Attendance Prior Year, Total Attendance Current Year, percent Non-Member Attendance Prior Year and percent Non-Member Attendance Current Year.

Pts	Ratio	Pts	Ratio
3	$\text{Ratio} \geq 1.2$	1	$0.8 \leq \text{ratio} < 1.0$
2	$1.0 \leq \text{ratio} < 1.2$	0	$\text{Ratio} < 0.8$

**MEMBERSHIP DEVELOPMENT OPPORTUNITIES**

Bobbi Peck, long time member of the local chapter, has made some changes. First of all, she has changed her last name back to Ferguson. Secondly, she has changed jobs and accepted the position of Industrial Engineering Manager at Westinghouse Electro-mechanical Division. Lastly, she is busy building a competent group of industrial engineers and would like to add one more from the professional society ranks. See the job bank posting for information. Her new email address is Bobbi.Ferguson@wxemd.com and the new phone number is 724-275-5155.

**IIE Lean Management Solutions Conference**

NORCROSS, GA – Advanced techniques in lean is the focus of the inaugural IIE Lean Management Solutions Conference, September 10-11 at the Sheraton West Port Hotel in St. Louis, Missouri. A pre-conference workshop is planned for September 9 and a post-conference workshop on September 12-13 completes the conference program.

With an all-encompassing conference theme of Transforming the Enterprise, the educational sessions will address how companies have used process-driven, implementation-based industrial engineering lean methodologies to dramatically improve productivity, reduce costs, enhance customer satisfaction, and obtain superior quality, all through elimination of waste.

"If you miss the Lean Management Solutions Conference, you will miss the lean event of the year," promises conference chair John S. W. Fargher, Jr., Ph.D. "The conference will be jam-packed with benefits and lean experts. Many technical experts will speak on lean industrial engineering tools, lean

quality, lean supply chain management, lean case studies, and overcoming organizational change obstacles to lean."

The Lean Management Solutions Conference is sponsored by the Institute of Industrial Engineers. In addition to educational workshops and sessions, the conference features a variety of rewarding networking opportunities.

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).

## **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.

### **INDUSTRIAL ENGINEER**

The Electro-mechanical division of Westinghouse in Cheswick is looking for an Industrial Engineer who has experience in cycle-time reduction on long lead items, high first pass yields on components with tight tolerances, and cost reduction initiatives. This manufacturing site is rebuilding the industrial engineering group and has a variety of interesting projects to complete. The environment includes working to government contract regulations with a unionized workforce.

The ideal candidate should be a self-starter with a good understanding of overall system improvement rather than sub-optimized specialty area programs. A thorough understanding of work measurement, root cause analysis, production planning, and project management is required.

#### **Requirements:**

BSIE and 5+ years experience. Experience working with ISO quality standards and compliance with a regulatory agency. Familiarity with DFM & A, DOE, MRP, and MOST. Active participation in IIE and /or SME is a plus.

If interested, contact:

Bobbi Ferguson  
Industrial Engineering Manager  
1000 Cheswick Avenue  
Cheswick, PA 15024-1300  
phone: 724-275-5155  
fax: 724-275-5384  
email: [Bobbi.Ferguson@wxemd.com](mailto:Bobbi.Ferguson@wxemd.com)

### **Industrial Engineer Job Code 058**

A major producer of specialty wire products, located in Sunbury, PA, has an exciting opportunity for an **Industrial Engineer**. This position will report to the Vice President of Engineering and will contribute to all technical aspects of wire and wire rope manufacturing, support the implementation and ongoing maintenance of the quality assurance program and propose improvements in the cost effectiveness of manufacturing methods and practices.

Specific responsibilities will include:

- Define and maintain bills of materials, manufacturing methods and all other technical product specifications
- Recommend improvements in the manufacturing methods in both the wire mill and the rope mill, which will reduce manufacturing costs and improve safety and efficiency
- Assist in the development of new wire rope designs
- Supervise the testing of products to assure compliance with technical criteria
- Supervise quality assurance personnel
- Maintain and improve the quality assurance system
- Establish statistical process control applications
- Troubleshoot technical problems
- Provide resolution to complaints regarding technical product characteristics

The successful candidate should possess a BS degree in engineering and 2-5 years experience in product and process engineering in a production environment. Some supervisory experience is highly desired.

The company offers an excellent salary (\$45,000 - \$50,000) and comprehensive benefits. Some relocation assistance will be provided. Qualified candidates should send their resume along with a cover letter and salary history to Tom Askew at [taskew@rrsearch.com](mailto:taskew@rrsearch.com)

## **IIE IN THE COMMUNITY**

The community affairs team is currently working to identify and develop additional opportunities for you to use your IE skills to help the community. We would appreciate your input and ideas. If you have any ideas of charitable or community organizations who would benefit from the skills of our talented volunteer members, please pass them on to Dara Stock, [Dara\\_Stock@usairways.com](mailto:Dara_Stock@usairways.com), Mark Grebinoski, [markg@usairways.com](mailto:markg@usairways.com), or John Connors, [jconnors@hbmaynard.com](mailto:jconnors@hbmaynard.com).

Thanks!

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# | the IE Event of the Year |

where industry and research connect



Annual Conference 2001

The IIE Annual Conference, May 20-23, Dallas

Discover cost-effective solutions and cutting-edge research at the most respected industrial engineering event of the year, the IIE Annual Conference. Experience a world-class educational opportunity featuring dual forums devoted to covering all aspects of industrial engineering. No other industrial engineering event gives you a more comprehensive overview of current developments and scholarly research than the IIE Annual Conference.

**At the IIE Annual Conference learn how to:**

- Approach your challenges with new insight
- Maximize the latest research in industrial engineering
- Apply current IE techniques to improve processes and increase productivity

**By attending you can:**

- Tune into 175+ education sessions covering a wide variety of topics
- Gain a renewed vision from 300+ dynamic presenters representing industry and academia
- Tap into a network of respected productivity professionals from leading organizations
- Benchmark best practices
- Meet hiring managers at the IIE Career Fair
- Learn about the latest products and support services in the Exhibit Hall

## Educational Tracks

### Solutions 2001

- Focus on Latin America – presented in Spanish - **NEW**
- Lean: Concepts and Applications
- Logistics and Distribution
- Management and Continuous Improvement
- Manufacturing / Operation
- Production and Inventory Control
- Quality
- Retail Operations
- Simulation
- Technology
- Work Measurement and Ergonomics

### Research 2001

- Computer Applications and Information Systems
- Engineering Economics
- Engineering Management
- Facility Layout
- Human Factors / Methods
- IIE Transactions Best Paper Awards
- Logistics and Supply Chain / Scheduling
- Manufacturing / Design
- Operations Research Division
- Production & Inventory Control / Facilities /
- Engineering Education
- Quality Control + Reliability Engineering
- Probability & Statistics
- Simulation / Optimization
- Tutorials

For more information or to register visit:

<http://www.iienet.org/>

Or contact:

Institute of Industrial Engineers

25 Technology Park • Norcross, GA 30092 • 800-494-0460 • 770-449-0460 • Fax 770-441-3295

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[IIE Member and Customer Service](#) | [IIE Webmaster](#)

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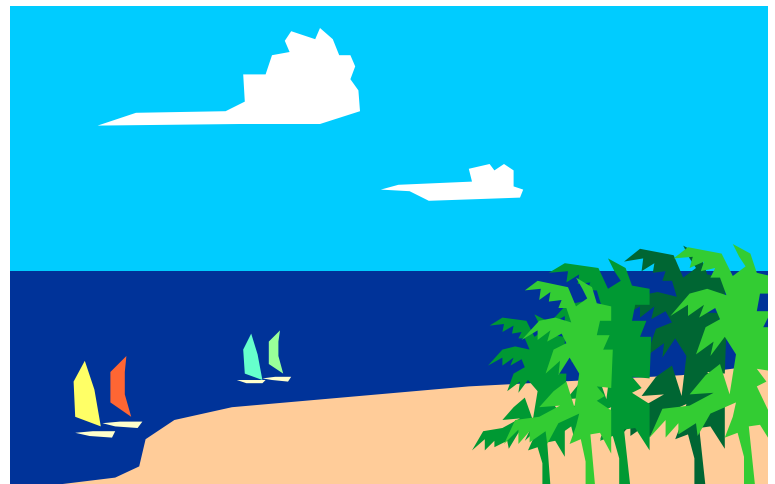
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# Have A Great Summer !!!



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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 17 ..... Tour of Industrial Scientific

May 9 ..... Tour of Mellon Financial Corp. Ops. Ctr.

June 19 ..... Baseball Outing: Pirates vs. Phillies - PNC Park

