

# The Pittsburgh Sampler

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

MAY 2002



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## IIE MAY MEETING

**What:** Tour of American Eagle Outfitters Warrendale Distribution Center

**When:** Tuesday, May 14, 2002

**Where:** American Eagle Outfitters  
Thornhill Industrial Park  
Warrendale, PA

**Time:** Registration 5:45pm  
Program begins at 6:00pm

**Dinner:** Max & Erma's, Route 19 Warrendale  
We will order off the menu.

**Cost:** IIE Members \$ 5 + cost of dinner  
Guests \$10 + cost of dinner

**RSVP:** By May 10, 2002  
To reserve your spot for this tour contact Doug Rabeneck at  
[drabeneck@hbmaynard.com](mailto:drabeneck@hbmaynard.com) or call at 412-921-2400 x146.

**AMERICAN EAGLE  
OUTFITTERS**

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

## PRESIDENT'S MESSAGE

Spring is here... Only 2 more monthly meetings before we take our break for the summer. However, the officers and committees won't be off the hook. We will be scheduling a few planning meetings throughout the summer months to prepare for the fall. I will be sending a proposed summer meeting schedule to the leadership team shortly.

I heard the USAirways Heavy Maintenance Facility tour was very interesting. I was unable to attend the tour; I was in New Jersey that evening. I may have missed the past 2 meetings, but I've written the upcoming American Eagle Outfitters Distribution tour in my planner in 'ink'. I will be there and hope to see you there too.

Speaking of upcoming events, it's not too late to register for the upcoming IIE Annual Conference 2002 in Orlando Florida, May 19-22. I will be attending the conference, along with many other Pittsburgh chapter members. I'm very excited about going to the conference. This will be my first national conference. If you need additional information on the conference, please visit the IIE website at <http://www.iienet.org/>.

Angela Konop  
Pittsburgh IIE Chapter President  
(412) 859-2678

## MAY 2002 PROGRAM

### AMERICAN EAGLE OUTFITTERS



#### Tour of American Eagle Outfitters Warrendale Distribution Center

Tuesday, May 14, 2002

Our May meeting will be a tour of American Eagle Outfitters (AEO) Warrendale Distribution Center. The program will begin with an overview of the company's history, operations, and information technology systems. Then the group will tour through the facility.

American Eagle Outfitters (AEO) was founded in 1977 and is headquartered in Western Pennsylvania. They are a specialty retailer of casual apparel, accessories and footwear for men and women with 2001 sales of \$1.37 billion.

The Company operates 632 American Eagle Outfitters stores in 47 states and the District of Columbia, 46 American Eagle Outfitters stores in Canada, and 112 Bluenotes/Thrifitys stores in Canada. AE also operates via its Internet business, ae.com. Two Distribution Centers, Warrendale, PA and Ottawa, KS, distribute merchandise to 632 stores across the United States. A third distribution center in Canada distributes merchandise to Canada stores - Bluenotes/Thrifitys and AE Canada.

The Warrendale DC comprises over 370,000 square feet under roof and is one of two facilities that distribute merchandise to 780 retail stores across the United States and Canada. The DC employs a total of approximately 240 associates across two shifts. It utilizes Manhattan & Associates PMKS warehouse management software, radio frequency technology, and a highly automated sortation system to process approximately 60,000 cartons per week.

#### **DIRECTIONS:** **FROM THE PITTSBURGH AIRPORT**

Take Route 60 going towards Moon Twp/Beaver. Get off at the second exit called Flaugherty Run Road. At stop sign, go straight. Go 3 more stop signs, and make a right onto Rt.51/Stoops Ferry Road. At traffic light, make a Left. At the next light, turn Left onto the Sewickley Bridge. After crossing the bridge, make a Right at the light onto Route 65 South. Go approximately 2 miles, and follow the signs to I-79 North (toward Erie).

#### **DIRECTIONS FROM I-79 START HERE**

Take I-79 North to the Warrendale exit. At the end of the ramp, make a Left. Go approximately 50 yards and make a Right onto Brush Creek Road. (There should be a sign for Thornhill Industrial Park.) Follow approximately 1 mile. At the third light, make a left at the light onto Thorn Hill Drive. AMERICAN EAGLE is the first business on the left-hand side. Turn left into the parking lot. You will see picnic tables and steps. Enter through the DC/Employee Entrance. You will see designated Visitor Parking. Please sign in at registration.

# AMERICAN EAGLE OUTFITTERS

## MEMBERSHIP REPORT

The membership total for the Pittsburgh Chapter is at 157 members. The membership activity this month included:

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

The membership committee is currently working on procedures including welcome calls/emails to all new and reinstated members, proactive reminders to members whose membership will expire within 2 months, and calls/emails to understand why members left our chapter.

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 Jeff Arnold at (412) 921-2400 x245.

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.

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*The membership total for the Pittsburgh Chapter is 157.*

## TREASURER'S REPORT

INSTITUTE OF INDUSTRIAL ENGINEERS		
CHAPTER IRS REPORT		
4/1/01 - 3/31/02		
CHAPTER NAME: Pittsburgh	CHAPTER NC	
FEDERAL EMPLOYER I.D. NUMBER: 25	REGION: 5	
	INCOME	EXPENSES
1. DUES INCOME	\$ 1,505.00	XXX
2. INTEREST INCOME	55.86	XXX
3. CONTRIBUTIONS RECEIVED (A)	-	XXX
4. CONFERENCES (B)	-	-
5. MONTHLY MEETINGS	5,131.00	3,425.79
6. NEWSLETTERS (B)	-	-
7. MISCELLANEOUS (B)(C)	-	-
8. CONTRIBUTIONS AND GRANTS PD.	XXX	583.00
9. PUBLICATIONS/NEWSLETTERS	XXX	1,441.59
10. PROGRAMS/MEETINGS	XXX	52.98
11. STUDENT DEVELOPMENT (E)	XXX	-
12. COMMUNITY SERVICES	XXX	-
13. MEMBER SERVICES	XXX	-
14. OFFICERS & CHAPTER MEETINGS	XXX	107.65
15. CHAPTER OPERATIONS SUPPLIES	XXX	48.00
16. MISCELLANEOUS (C)	XXX	-
17. TOTAL	<u>\$ 6,691.86</u>	<u>\$ 5,659.01</u>
<b>ENTER: 18. NET WORTH 4/01/01</b>		<b>\$ 4,722.82</b>
ADD 4/01/01-3/31/02 INCOME		\$ 6,691.86
SUBTOTAL	\$ 11,414.68	
LESS 4/01/01-3/31/02 EXP.		<u>\$ (5,659.01)</u>
NET WORTH 3/31/02		<u><b>\$ 5,755.67</b></u>
19. STATEMENT OF NET WORTH		
<b>ENTER: PETTY CASH ACCT. BAL.</b>	\$ -	
<b>ENTER: CHECKING ACCT. BAL.</b>	\$ 2,943.76	
<b>ENTER: SAVINGS ACCT. BAL.</b>	\$ 2,641.28	
<b>TOTAL *</b>	<u><b>\$ 5,585.04</b></u>	

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## Student Chapter News

### STUDENT CHAPTER NEWS

From April 5th through 7th the student Chapter of IIE attended the Region 5 Conference in Newark, NJ. The conference was held at the New Jersey Institute of Technology and was themed around Information Technology and its relation to Industrial Engineering. Students representing Penn State University, Lehigh University, Rutgers University, Rochester Institute of Technology,

Northeastern University, University of Pittsburgh, and the host school were also in attendance. Several events were planned throughout the weekend, including and IE/IT workshop, an IE Career Quest Workshop, and two guest speakers. A trip to New York City was also offered on Saturday night. The technical paper competition was won by Jessica Gerchak, an IE

Graduate student at the University of Pittsburgh. This is the second year in a row in which a University of Pittsburgh student has won the technical paper competition and she will now be attending the IIE National Conference in Orlando, Florida to present her paper. Next year's regional student conference will be held at Penn State University.

### CHAPTER MEMBERS IN THE NEWS



Congratulations are in order for **Dr. Bopaya Bidanda**, Co-Director of the Manufacturing Assistance Center and Ernest Roth Professor and Chair of Industrial Engineering at the University of Pittsburgh. Bopaya was selected to receive the IIE Fellow Award. This award is the highest classification of membership in IIE and is in recognition of outstanding leaders of the profession that have made significant, nationally recognized contributions to industrial engineering. This honor will be bestowed upon him during the Industrial Engineering Solutions 2002 Conference to be held May 19-22 in Orlando, Florida. Please join the Pittsburgh Chapter in congratulating Bopaya.

University of Pittsburgh Industrial Engineering senior, **Andrew P. Hutelmyer** was just awarded the IIE Dwight D. Gardner Scholarship award supporting undergraduate study in Industrial Engineering. Congratulations Andy!

**Jessica Gerchak**, a graduate student at the University of Pittsburgh, Department of Industrial Engineering was awarded first place in the IIE Student Northeastern Regional Conference held at New Jersey Institute of Technology April 5-7 for her paper entitled "Development of a Capital Projects Management System for the Allegheny County Airport Authority." She goes on to compete at the national level at the Industrial Engineering Solutions 2002 Conference on Monday, May 20 at 8:00AM. If you are attending the conference, please come to support Jessica.

Our President, **Angela Konop** was recently promoted to the position of Project Manager within the Information Technology department of FedEx Ground. Her most recent assignment has been managing the integration of Ground package data into the FedEx InSight product. Angela has been with FedEx Ground for the past nine years in both the Operations and Information Technology departments. Angela moved to the I.T. department three years ago; prior to her recent promotion, she worked as a Business Systems Analyst supporting the Operations and Marketing departments.

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## RECAP OF LAST MONTH'S MEETING-

### US Airways Maintenance Operation Tour



The Pittsburgh Chapter IIE meeting held in April was a tour of US Airways Maintenance Operation.

Pittsburgh's Heavy Maintenance Facility is responsible for supporting the Boeing 737 Fleet. Since Sept. 11, 2001, the MD80's and DC9's have been taken out of service and are currently in the process of being sold to other airline carriers.

For starters, we watched a video, which gave an overview of the various skill sets of mechanics needed at US Airways to maintain the fleet of aircraft. From highly technical mechanics that maintain the flight control systems and 'black' boxes to utility employees who work on the clean up and re-furbishing of the interior of the aircraft. We learned that the 'black' boxes are really not black, they are orange so that they can be more easily found. No matter what the necessary skill set, the common factor for all mechanics was safety.

In Hanger 5, we saw a Boeing 737, which was at the beginning stages of a Q check. This is the most involved check where the aircraft is stripped down to the frame, inspected for corrosion and structural defects, and

all items are replaced or repaired as required and then the entire aircraft is rebuilt. Each part was carefully tagged and identified so that the same part can be returned to the aircraft. Typically, this check is performed on the aircraft every 48 months. The average duration of the Q check is 35 days.

Next was the planning module where the job cards were organized so the mechanics have step-by-step instructions for performing the Q check on the different areas of the plane. The mechanics, and in some cases an inspector, must sign off on each step of the job performed. Each step is detailed out on the job card but the mechanic must do a lot of research if the inspection shows any need for corrective action.

We then made a quick stop at the hangar 5 stockroom module where all the spare parts are stored for the routine maintenance repairs and the benchstock (nuts, bolts, washers) Kanban drawers are filled from. There are three levels to this stock module. The inventory control system that is used at US Airways is called Maxi-Merlin.

Lastly, we saw a demo of the E-Pubs system, which was rolled out on April 15 in to production at all the US Airways maintenance facilities (Pittsburgh, Charlotte, Philadelphia & Tampa). This system is a web-based application that provides employees with on-line access to technical manuals and documents. The mechanics' time required to research and obtain technical information can be reduced by as much as 90% when using this system as opposed to manually paging through documents and manuals. The other major benefit to the system is the ease of updating changes to the manuals. In the past, when a manufacturer sent an update to a document, it could take up to four weeks for the copies to be made, distributed and physically replace the pages in the manuals; the updates being made on line in the E-Pubs system takes only approx. 24 hrs.

Overall, this tour gave us new insight into the detailed checks that are done to maintain the aircraft.



## NEXT MONTH'S MEETING

### Pirates Game



Where: PNC Park  
 When: Tuesday, June 25  
 Time: Tailgating starts at 5:30pm  
 Game starts at 7:05pm  
 Cost: \$22.00 per person (includes ticket and tailgate)  
 Children 10 & under are \$15.00  
 Dinner: Tailgating food and beverages (including beer)!

For the last couple years, we have organized an IIE outing at a Pirates game. Each year, we have had an outstanding response (50+ people). This year, the IIE group will be purchasing group tickets at PNC Park for **Tuesday, June 25** (Pittsburgh Pirates vs. Montreal Expos.)

The evening will begin with a tailgate in a parking lot close to the Clark Candy building. Look for the IIE signs upon arrival. Game tickets will be passed out at the tailgate until the start of the game at 7:05pm. Please feel free to invite your family and friends for a great evening of baseball. This will be a great close to the 2001-2002 program year.

Please contact Dara Stock at 412-472-7280 or [dara\\_stock@usairways.com](mailto:dara_stock@usairways.com) for reservations.

Let us know if you would be willing to sponsor an IIE student. Payment by cash or check made payable to IIE is due by **Tuesday, June 11**.

Please send payment to  
 Dara Stock  
 US Airways  
 Pittsburgh International Airport  
 Hangar 3, Mezz Level, PIT/DM20  
 Pittsburgh, PA 15231

## CHAPTER ACTIVITIES

### University of Pittsburgh, Department of Industrial Engineering SAINT Program

The *SAINT* (Sponsor An Industrial ENgineering Team) Program selects challenging projects that a team of three to four Industrial Engineering seniors complete during their final semester over a 15-week period as part of their capstone design course requirement. The progress of the project and the IE team is overseen throughout the semester with both a faculty mentor and an industrial sponsor. There are numerous benefits to sponsors such as adding fresh and unbiased resources to their team, costs savings, inventory reductions, improvements in quality, improved productivity, reduced throughput time, and it serves as a great recruitment tool!

In addition to all of the valuable consultation, sponsors receive a final technical report that summarizes the project background, methodology, implementation, results, and recommendations. Companies participating in the *SAINT* program contribute between \$3,000-\$5,000 per team to the Industrial Engineering Development Fund in the form of a donation. These contributions are used to improve undergraduate education through investment in the department infrastructure. New projects will be beginning in the Fall 2002. If you would like to learn more about this program, contact Dr. Kim LaScola Needy at 412-624-9838 or at [kneedy@engrng.pitt.edu](mailto:kneedy@engrng.pitt.edu). Listed are some of the recently completed projects.

All-Clad Metalcrafters, Inc. – Finishing Line Process Improvement  
 Allegheny County Airport Authority – Development of a Capital Projects Management System  
 Ameristeel – Justification for the Purchase of New Machinery  
 Bombardier Transportation – Analysis of Kitting Methods at Bombardier and their Suppliers  
 Cycloid Company – Examining the Need for Cycloid's Pump: An Analysis of Attitudes and a Study of Tire Pressure and Temperature Relationships  
 Eaton | Cutler-Hammer – Design of a Series-C Cell  
 FedEx Ground – Analysis of Surplus Conveyor Recovery Action Program  
 Heinz - Redesign of Old Age Inventory Reporting System  
 Matthews International Corporation, Bronze Division and H. B. Maynard and Company – Designing a Routing System  
 Mine Safety Appliances - Inventory Management and Work Cell Design at Creative Color Display  
 US Airways – Analysis and Process Improvements for Baggage Handling  
 U.S. Steel – Analysis of Mobile Equipment Utilization  
 Westinghouse EMD - Development of a Fork Truck Management Plan

## Chapter Directors and Officers

	COMPANY	PHONE	EMAIL
<b>DIRECTORS</b>			
Pat Kelly Lee (2nd year)	Executive Toolkit	412-519-5406	pklres@aol.com
Holly Rowland (2nd year)		724-693-9118 (h)	hollyr@icubed.com
Roman Hlutkowsky (2nd year)	FedEx Ground	412-262-6021 (w)	roman.hlutkowsky@fedex.com
Doug Rabeneck (1st year)	H. B. Maynard & Co., Inc.	412-921-2400 x 146 (w)	drabeneck@hbmaynard.com
Kim Needy (1st year)	Univ of Pgh	412-624-9838 (w)	kneedy@engrng.pitt.edu
<b>President</b>			
Angela Konop	FedEx Ground	412-859-2678 (w)	angela.konop@fedex.com
<b>Vice President</b>			
Joe Kikta	Mellon Bank	412-236-6193	kikta.js@mellon.com
<b>Secretary</b>			
Barb Grabowski	Alcoa	412-553-2229 (w)	barbara.grabowski@alcoa.com
<b>Treasurer</b>			
Mike Lalle	UPS	412-921-8069 (w)	mlalle@ups.com
<b>Programs Committee Chairman</b>			
Dara Stock	USAirways	412-472-7280	dstock@usairways.com
<b>Membership Committee Chairman</b>			
Jeff Arnold	H. B. Maynard & Co., Inc.	412-921-2400 x245 (w)	jarnold@hbmaynard.com
<b>Community Affairs Chairman</b>			
John Connors	H. B. Maynard & Co., Inc.	412-921-2400 x 149 (w)	jconnors@hbmaynard.com
<b>Student Relations Chairman</b>			
Mary Besterfield-Sacre	Univ of Pgh	412-624-9836	mbsacre@engrng.pitt.edu
<b>Communications Cmte. Chairman</b>			
Greg Smith	H. B. Maynard & Co., Inc.	412-921-2400 x 103 (w)	gsmith@hbmaynard.com
<b>Web Master</b>			
Jay Rajgopal	Univ of Pgh	412-624-9840	rajgopal@engrng.pitt.edu

## 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.

**INSTITUTE OF  
INDUSTRIAL ENGINEERS**

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



Eight Parkway Center  
Suite 400  
Pittsburgh, PA 15220



## 2002 Schedule of Events

January	IIE Pittsburgh Chapter Officers Meeting
February 21	Tour of Pittsburgh Museum of Natural History
March 27	Westinghouse Waltz Mill Nuclear Facility Tour
April 16	Tour of USAirways Heavy Maintenance Facility
May 14	Tour of American Eagle Outfitters Warrendale Dist. Center
June 25	Pirates Game Outing