

# The Pittsburgh Sampler

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

MAY 2003

[www.ie.pitt.edu/IIE/](http://www.ie.pitt.edu/IIE/)



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## IIE MAY MEETING

**What:** Tour of the FedEx Ground Facility

**When:** Thursday, May 15, 2003

**Where:** FedEx Ground Facility  
Neville Island

**Time:** 6:30 PM

**Cost:** \$5.00 -- members; \$10.00 -- non-members

**Dinner:** Will be arranged by those in attendance at a local eatery

**RSVP:** Please reply to Suzanne Moses via email at [Suzanne.moses@fedex.com](mailto:Suzanne.moses@fedex.com)  
by May 14<sup>th</sup>!



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

## PRESIDENT'S MESSAGE

***"Networking Night" was great! Join us for May and June Programs***

If you didn't attend, you missed a great time at Penn Brewery. We had some new faces, and it was a great opportunity to get to know some of our fellow IIE members (and non-members). The turnout was good, and the beer was fine (I don't remember everything, but people tell me I had a good time). You only have two more chances to attend programs before the summer "break". Our May program is a tour of FedEx, and in June we'll have our popular Pirates Game extravaganza at PNC Park (bring your spouse, kids, co-workers). How will you live with yourself if you don't attend?

### **WE WON!**

We crushed them! Your Pittsburgh Chapter was recently awarded First Place in the IIE national membership challenge. Of the large chapters nationwide, we showed the most membership increase over the last six months! We have a vital, growing chapter-- be an active part of it!

***Job Opportunities-- Do you need good people?***

Times are tough right now for many firms, and (unfortunately) many have lost positions. The national chapter is offering to advertise available positions via the national website, as well as in the IE magazine. Our Pittsburgh chapter also has a web site, and we welcome any job postings. If you're looking for good people, we can find them for you. Send the info to me or to Jay Rajgopal, our webmaster.

See you at our May Program!

Joe Kikta  
IIE Pittsburgh Chapter President  
(412) 236-6193  
[kikta.js@mellon.com](mailto:kikta.js@mellon.com)

## MAY 2003 PROGRAM

The May program will be a tour of the FedEx Ground facility at Neville Island. It will be on Thursday, May 15th at 6:30. The cost of the tour will be \$5.00 for members and \$10.00 for nonmembers.

FedEx Ground has been a pioneer in applying advanced information technology to meet customer needs. They were the first to use barcode labeling on all of their packages and offer a money-back guarantee on residential deliveries. They also lead the way in service offering extended delivery times (until 8 p.m. and on Saturdays), as well as premium delivery services (appointment, date-certain, and evening delivery). FedEx Ground is one of several companies that create the FedEx Corporation, which is backed by more than 214,000 employees and contractors.

Today they are one of the world's most admired companies and are recognized as a great place to work by Fortune magazine.



Come and join your fellow IIE members in a behind the scenes tour of how a package flows through a terminal. We will learn how the packages are unloaded from a trailer, scanned, sorted, and loaded on to a delivery van. FedEx has some of the most innovative technology such as their scanning devices and sortation system.

### Directions to the terminal:

On 79 North take the Neville Island exit. At the bottom of ramp make a Right. Stay in the Right lane, bare Right. At the 3rd light make a Left, cross the tracks, and the facility will be on your Left.

## CAR REPORT

By Jeff Arnold – VP, IIE Pittsburgh Chapter

Here's a brief update on some Chapter Activity Report (C.A.R.) happenings:

### **Community Service**

Pat Kelly Lee has been leading the Pittsburgh chapter's work with Bethlehem Haven for our Community Service Project. To date we have completed the following work:

- 1) Collected data from staff regarding activities they perform on a daily basis.
- 2) Mapped the process from intake to discharge for clients in programs.
- 3) Identified opportunities for improvement within the current process.

Our next step would be to present the work accomplished to date to their executive staff and ask them to allow us to work with their staff to start identifying how to solve the opportunities identified.

### **IIE Regional Conference – Penn State University**

Kevin Vile participated as a member of the alumni panel discussion. The alumni panel was made up of six Penn State Industrial Engineering Alumni. This question and answer session allowed the participants to meet recent IE graduates who work in a variety of fields including consulting, manufacturing, and non-traditional IE careers. The panel consisted of representatives from companies such as Lockheed Martin, Corning, Wyeth, and Hershey.

The Pittsburgh Chapter also sponsored 8 students at the conference.



## 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.

### Two IE Positions

Distribution-related responsibilities  
Seeking candidates with minimum 3 years experience, 5-10 years preferred  
Distribution experience, WMS system experience preferred.

Locations: North Central PA, Long Island NY

If interested, please contact

Steve Deweese  
Kimmel and Associates  
828.251.9900 x 108  
828.251.9955 fax  
[www.kimmel.com](http://www.kimmel.com)

### ADVERTISE YOUR JOB OPENINGS THROUGH IIE

If you have a job opening for IEs in your company, IIE would appreciate your considering posting the position in the Careers section of *Industrial Engineer* magazine and on the IIE website. We are making a big push to recruit graduating IEs this year as members in IIE and want to have as many jobs as possible in the magazine and online in the Career Center.

As a special promotion, your *Industrial Engineer* recruitment ad will be run in the Career Center of the website free of charge for as many issues of the magazine as the print ad runs in. This a savings of \$250.00 per issue. The IIE website gets a monthly average of 51,000 unique visits with 182,000 individual page views per monthly.

Advertising in the Careers section of *Industrial Engineer* gets results: Daphne Neville of Bose Corporation says "I received over 250 responses from the one ad I placed in the March issue of *Industrial Engineer* magazine"

If you do not wish to place an ad in the magazine an ad may be placed directly in our website's Career Center for \$250.00 per month.

Contact Tom Miller in our Sales department ( 770-449-0461 ext. 127) to find out how easy and affordable it is for you to get your vacant IE positions filled now.

## JUNE 2003 PROGRAM

### LET'S GO BUCS!

IIE Pittsburgh will be attending the Pirates game on Tuesday, June 15<sup>th</sup>. This annual event always draws a crowd and is a fun night with fellow IEs, friends and family.

Given the need to order tickets, we need to know by Thursday, May 14<sup>th</sup>, if you'd like to attend. Please email Jan Palmiero at [jennifer.palmiero@fedex.com](mailto:jennifer.palmiero@fedex.com). Tickets are \$18 for adults and \$14 for children. This includes the ticket for the baseball game as well as food and beverages at the tailgate.



## RECAP OF LAST MONTH'S MEETING

The April program was held at the Penn Brewery. The purpose of the meeting was to have a networking night in a sociable atmosphere. This allowed members to discuss their roles as IEs in their companies. It also provided those who were searching for jobs an opportunity to find out more information about local companies who hire IEs.

The first part of the meeting was a tour of the Brewery. The Penn Brewery is equipped with the same machinery that is used in Stuttgart Germany to brew beer. They have a Four Roll Kunzel Malt Mill, Solid Copper Direct Fire Mash/Brew Kettles, Stainless piping, and German-made Abel pumps to name a few. The fermentation process of beer is about a week long, but the aging process depends on what type of beer is being brewed and is usually about 2 months. There are only four ingredients used in the process: barley malt, hops, yeast, and water. There are 10 different beers brewed at the Penn Brewery, but some of these are seasonal, and are not brewed throughout the year. They are: Penn Pilsner, Penn Gold, Penn Dark, Penn Weizen, Penn Oktoberfest, Penn Maerzen, St. Nikolaus Bock, Kaiser Pils, Maibock, and Crew Lager. All of these are bottled, except for the Kaiser Pils, and the Maibock.

After the tour there was an appetizer buffet. The first activity was a fun icebreaker involving a brainteaser. This allowed people at each table to work as a team to solve the difficult puzzles and helped everyone get acquainted. The program was kicked into gear with a special visit from the accordion player. He played some old favorites and even took special requests.

For the next activity everyone was given a 'bingo' card filled with questions about peoples' careers and experience. Everyone had to walk around and meet people who fulfilled those characteristics. This was a good way to stimulate conversation. After everyone filled in all of their blanks, we asked people to share whose signatures they had collected. The group then asked that person a couple questions about their career experiences and/or current job.

Overall the meeting was a huge success and everyone enjoyed themselves. With the positive feedback from this meeting it is likely that there will be similar programs in the future.



## TREASURER'S REPORT

	INCOME	EXPENSES
1. DUES INCOME	\$ 1,850.00	XXX
2. INTEREST INCOME	24.96	XXX
3. CONTRIBUTIONS RECEIVED (A)	-	XXX
4. CONFERENCES (B)	-	-
5. MONTHLY MEETINGS	6,126.25	1,218.88
6. NEWSLETTERS (B)	-	1,316.42
7. MISCELLANEOUS (B)(C)	-	-
8. CONTRIBUTIONS AND GRANTS PAID	XXX	650.00
9. PUBLICATIONS/NEWSLETTERS	XXX	737.78
10. PROGRAMS/MEETINGS	XXX	3,001.83
11. STUDENT DEVELOPMENT (E)	XXX	-
12. COMMUNITY SERVICES	XXX	-
13. MEMBER SERVICES	XXX	-
14. OFFICERS & CHAPTER MEETINGS	XXX	-
15. CHAPTER OPERATIONS SUPPLIES	XXX	56.00
16. MISCELLANEOUS (C)	XXX	-
17. TOTAL	<u>\$ 8,001.21</u>	<u>\$ 6,980.91</u>

<b>ENTER: 18. NET WORTH 4/01/02</b>		<b>\$ 5,491.32</b>
ADD 4/01/02-3/31/03 INCOME		\$ 8,001.21
SUBTOTAL	\$ 13,492.53	
LESS 4/01/02-3/31/03 EXP.		\$ (6,980.91)
NET WORTH 3/31/03		<u>\$ 6,511.62</u>

19. STATEMENT OF NET WORTH		
<b>ENTER: PETTY CASH ACCT. BAL.</b>	<b>\$ -</b>	
<b>ENTER: CHECKING ACCT. BAL.</b>	<b>\$ 3,782.87</b>	
<b>ENTER: SAVINGS ACCT. BAL.</b>	<b>\$ 2,728.75</b>	
<b>TOTAL *</b>	<b>\$ 6,511.62</b>	

## COMMUNITY AFFAIRS



### 2003 IIE Northeastern Region Conference at Pennsylvania State University

The IIE student chapter conference was hosted by Penn State University this year. They had a very good turnout with 12 schools attending and over 150 students participating.

There were three tracks with 3 speakers each in the morning. Our own Bobbi Ferguson was in the Innovations and Technology track discussing how to integrate outsourced services into the information system of a manufacturing company.

The students are very interested in how to apply what they are learning in school. They are very in tune with lean processes and ask a lot of questions about inventory and cycle times.

Being a speaker for these conferences not only benefits the students with real life cases but also allows the presenter to stop and quantify the results of their projects. In integrated processes it is important to understand the checks and balances of the system. For example, lean principles should not adversely affect on-time delivery performance and exceptional quality. Some inventory may be necessary to ensure that customer demand will be filled on time and that the operations have enough time to complete their manufacture and assembly in a quality fashion. Hands-on experience helps to decide levels of inventory that are appropriate for the situation.

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## MEMBER NEWS

### IIE FELLOW AWARD

**Ms. Patricia Kelly Lee** is a dedicated member of IIE and owner of an independent consulting firm that specializes in producing measurable change within client organizations. Her 21 years of experience includes an extensive background in management, consulting, and engineering in a number of diverse industries.

Ms. Lee has designed and successfully operationalized a re-engineering methodology and an accelerated approach to process design. These methodologies have allowed her clients to realize dramatic results. Ms. Lee's success in these efforts is a result of her ability to leverage the strength of the executive team and staff through coaching, strong leadership, team building and effective interpersonal skills.

Ms. Lee holds Master and Bachelor of Science degrees from the University of Pittsburgh in Industrial Engineering.

Pat enjoys promoting the profession of industrial engineering and mentoring industrial engineering students. She has consistently volunteered her time to further the Institute's goals. She is currently serving on the IIE Membership Commission and is Community Affairs Coordinator for the Pittsburgh Chapter where she is working with a shelter for homeless women. Previously, she served as the Region V Vice President (1997-1999), Director for Pittsburgh Chapter Board (1999-2002), Pittsburgh Chapter Program Director (1994-1997) and Member of the IIE Nominating Committee (1996 to 2001).

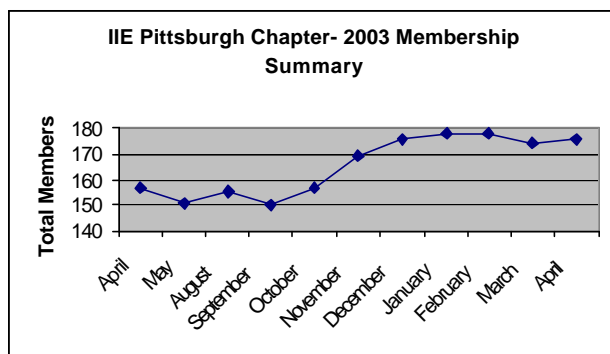


## MEMBERSHIP REPORT

The membership committee is proud to announce that the Pittsburgh Chapter has won the chapter challenge for large chapters. IIE national is in the process of distributing chapter membership information. Hopefully, we can disclose the impact many of you have had on membership. Thanks again for your help!

The membership total for the Pittsburgh Chapter is at 176 members. The membership activity this month included:

- 3 new members
- 0 transfers in
- 0 transfers out
- 7 reinstated
- 8 dropped



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.

### *The Benefits of Networking*

There is nothing scarier than not being able to find a job. The Pittsburgh Chapter of IIE knows this and is poised to help its members get back into the workforce. IE's often turn to the professional society for leads and contacts since Industrial Engineering can mean different things to different people. Within IIE, we speak the same language.

Recently, a couple of new members turned to the chapter for advice and networking contacts to find positions in the Pittsburgh area. Both found the website easily and contacted the President for information. After some discussion on what they were looking for in a career position, the current job bank openings were reviewed and shared with them. An open invitation to attend the local meetings was extended and the new members used the opportunity to network.

Networking is a learned skill. You need to find common ground and show sincere desire for a new job without being pushy. The monthly meetings are a great place to practice these skills since you know that you have Industrial Engineering as common ground. The chapter has identified this member benefit as important and is focusing on meetings that allow the members to discuss their experiences and hear what others are doing. For technical meetings, the chapter should consider a designated greeter who helps the new people meet and start a conversation with the attendees at the meeting. This would jumpstart the networking process for people who are shy.

After interviewing the two new members I realized that they had not tapped one of the benefits of the chapter that could have been critical in their job decision. It was difficult for them to know who had had experience at their prospective employer. Many of the IIE members have worked or consulted at several companies in the area but this information is hidden to a new member. They both would have benefited from talking to someone about the details of their offers and the culture of their probable employer. They may have been able to negotiate some favorable conditions if they would have been able to talk to someone who had worked there.

As is often the case, these new members are busy proving themselves to their new employers and it makes it difficult to attend the monthly meetings. Once they become settled, the hope is that they will attend and network with other new members to keep the information base broad and vibrant.

## Chapter Directors and Officers

POSITION	PERSON	COMPANY	PHONE	EMAIL
<b>Directors</b>	Doug Rabeneck (2nd year)	H. B. Maynard & Co., Inc.	412-921-2400 x 146	drabeneck@hbmaynard.com
	Kim Needy (2nd year)	University of Pittsburgh	412-624-9838	kneedy@engrng.pitt.edu
	Angela Konop (1st year)	FedEx Ground	412-859-2678	angela.konop@fedex.com
	Roman Hlutkowsky (1st year)	FedEx Ground	412-262-6021	roman.hlutkowsky@fedex.com
	Bobbi Ferguson (1st year)	Curtiss-Wright EMD	724-275-5155	bobbi.ferguson@wxemd.com
<b>President</b>	Joe Kikta	Mellon Financial Corp.	412-236-6193	kikta.is@mellon.com
<b>Vice President</b>	Jeff Arnold	H.B. Maynard & Co., Inc.	412-921-2400 x245	jarnold@hbmaynard.com
<b>Secretary</b>	Barb Grabowski	Alcoa	412-553-2229	barbara.grabowski@alcoa.com
<b>Treasurer</b>	Mike Lalle	United Parcel Service	412-921-8069	mlalle@ups.com
<b>Programs Committee Co-Chairs</b>	Jennifer Palmiero	FedEx Ground	412-859-2836	jennifer.palmiero@fedex.com
	Suzanne Moses	FedEx Ground		suzanne.moses@fedex.com
<b>Programs</b>	Janet Whipkey	FedEx Ground		janet.whipkey@fedex.com
	Dennis VanOoyen	FedEx Ground		DennisVanOoyen@fedex.com
	Karen Bursic	University of Pittsburgh	412-624-9837	kbursic@engrng.pitt.edu
<b>Membership Chair</b>	Mike Harris	FedEx Ground		meharris@fedex.com
<b>Membership</b>	Doug Childers	Universal Electric Corp.	412-221-4400	DFC@uecorp.com
<b>Student Relations Chair</b>	Bryan Norman	University of Pittsburgh	412-624-9841	banorman@engrng.pitt.edu
<b>Communications Committee Chair</b>	Greg Smith	H. B. Maynard & Co., Inc.	412-921-2400 x 103	gsmith@hbmaynard.com
<b>Communications</b>	Cindy Tuell	H. B. Maynard & Co., Inc.	412-921-2400 x 126	ctuell@hbmaynard.com
<b>Web Master</b>	Jav Raigopal	University of Pittsburgh	412-624-9840	raigopal@engrng.pitt.edu
<b>Community Affairs Chair</b>	Pat Kelly Lee	Executive Toolkit	412-519-5409	pkires@aol.com

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## NEXT MONTH'S MEETING

It's that time of year for the IIE annual Pirates game. The game will be on Tuesday, June 17<sup>th</sup>. The Buccos will be taking on the Montreal Expos. The game starts at 7:05 and we will have a tailgate in the parking lot (TBA) starting at 5:30. The cost will be \$18.00 for an adult and \$14.00 for children. This cost includes the ticket for the baseball game as well as food and beverages (including kegs) at the tailgate.

Although this is two months in advance we must purchase the tickets a month in advance. Please respond to Jen Palmiero via email at [jennifer.palmiero@fedex.com](mailto:jennifer.palmiero@fedex.com) by Thursday, May 14<sup>th</sup> with the number of adults and children. More details will follow in next month's



**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](http://www.ie.pitt.edu/IIE)

National IIE Website – [www.iienet.org](http://www.iienet.org)



## 2003 Schedule of Events

January 15	Address by IIE National President
February 18	Tour of the Carnegie Science Center & Omnimax Theater
March 27	Pittsburgh Tribune-Review Newsworks Printing Facility Tour
April 23	Networking Night @ Penn Brewery
May 15	Tour of FedEx Ground Facility
June 17	Pirates Game