

# The Pittsburgh Sampler

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

JUNE 2002



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## IIE JUNE MEETING

**What:** Pirates Game

**When:** Tuesday, June 25

**Where:** PNC Park

**Time:** Tailgating starts at 5:30 PM  
Game starts at 7:05 PM

**Dinner:** Tailgating food and beverages (including beer)

**Cost:** \$22.00 (includes ticket and tailgate)  
\$15.00 for children 10 and under

Payment by cash or check made payable to IIE is due by Tuesday, June 11.

Please mail to: Dara Stock  
USAirways  
Pittsburgh International Airport  
Hangar 3, Mezz Level, PIT/DM20  
Pittsburgh, PA 15231

**RSVP:** ASAP to Dara Stock at 412.472.7280 or [dara\\_stock@usairways.com](mailto:dara_stock@usairways.com).



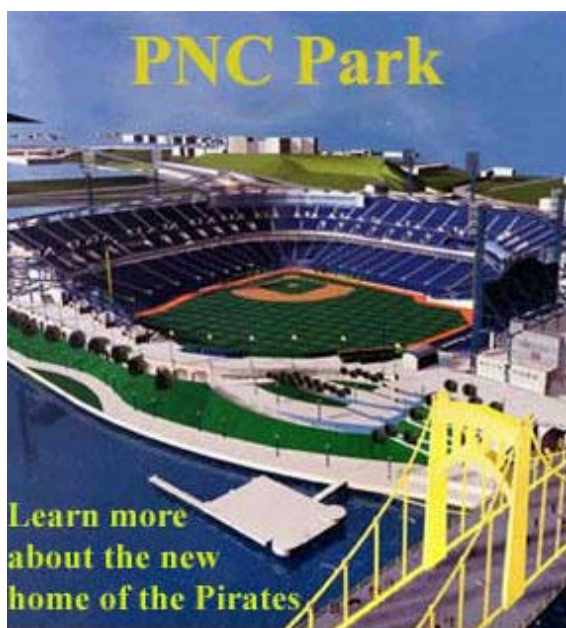
## PRESIDENT'S MESSAGE

Our last program before summer is fast approaching. If you're interested in attending the Pirates Outing on June 25, contact Dara ASAP to make your reservation. Don't delay; tickets need to be reserved. I look forward to seeing many of you at the game. We've attended Pirate games in the past and have always had a great time.

I enjoyed seeing many of you at the American Eagle Outfitters tour in Cranberry. Great tour! There were several new faces at the meeting – hope to see more of you at upcoming events.

I was in Orlando last week at the IIE Annual Conference 2002. The conference was very enjoyable and educational. I attended some awesome sessions and met many IEs from around the world. You'll be hearing more about the conference in the first newsletter of the fall. We had many Pittsburgh Chapter representatives in Orlando last week (organizers, exhibitors, presenters, and attendees)!

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



## JUNE 2002 PROGRAM

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 7:05 pm. 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. We'll start next year's program in September – see you then!

## CAR REPORT

By Joe Kikta – VP, IIE Pittsburgh Chapter

Here is an update on Chapter Activities, and some imperatives for our chapter's health:

### **Programs – We'd like to see YOU!**

The chapter continues to offer high-quality monthly programs. Our programs are the best opportunities for our members to interact and "get involved". Program attendance is also a key measure of our chapter's health.

Our business and personal schedules seem to get busier each month, but there is value in keeping your connection to IIE and your peers at other firms. Recently many firms have displaced staff... **having a "network" pays off!**

Make an effort to attend at least a few programs per year... if each of our members attended only a few programs, our chapter would be even more vital. Remember, it's OUR chapter. The chapter leadership would also welcome ideas for future programs... feel free to call or email.

### **Membership, Growth – Recruit a colleague or friend!**

The chapter membership is recently in the 150-160 range. This is down from our peak a few years ago. Demographics (and the economy!) are working against us here, but we need to keep "building" and renewing our membership. **Commit to renewing your own membership, but also make an effort to recruit co-workers, friends** to the chapter. Invite him/her to attend a program with you as a guest, as an introduction to IIE.

### **Student and Community Outreach – Get involved & stay involved!**

Because of our proximity to U. Pittsburgh, The Pittsburgh Chapter has the benefit of a **strong local IE program with active faculty and students**. Our "Student Night" program is the most successful of the year. We interact continually with the student chapter and faculty for various activities, and the Pitt IE faculty has always been active in the leadership of the chapter. This "connection" between engineers in industry and the academic community is key to the continuous renewal of our chapter.

The chapter is also active in community activities, including Engineers Week, scholarship/grants, and various charitable/volunteer events. Our involvement in community activities depends on volunteers. Won't you consider volunteering for the next event? ...Or you might be personally involved with an event or activity that would benefit from IIE members' involvement... Let us know!

## RECAP OF LAST MONTH'S MEETING -

### Tour of American Eagle Outfitters Warrendale Distribution Center

**AMERICAN EAGLE  
OUTFITTERS**

The Pittsburgh Chapter of IIE enjoyed an exciting evening of discussion, touring and eating on May 14, 2002 under the leadership of Vimal Patel, Manager of Industrial Engineering at American Eagle Outfitters. Vimal presented an overview of their most recent Warehouse Management System (WMS) implementation and the challenges and benefits that this system has brought to American Eagle.

Headquartered in Warrendale, American Eagle Outfitters has 630 stores throughout the U.S. with \$1.5 billion in sales of apparel merchandise in 2001. One of the company's two distribution centers (DCs) ships 8,000 to 9,000 cartons of merchandise a day. Now imagine that these cartons arrive on your doorstep but you don't know what's in them. That was problem that American Eagle was facing (in simplified terms) prior to implementing the WMS.

Vimal gave a great presentation detailing the complexity of the information technology issues that AEO faced with a system of this size. The integration issues, the communication issues, managing the existing business while implementing the single largest project they had ever attempted. They utilized bar codes, Palm devices, radio frequencies and other communication devices to know what was coming, what they had, and what they didn't have but were supposed to have. Did you get that? In a word – complex.

Following the presentation we moved out for the tour of the DC. American Eagle was able to eliminate the entire third shift because of this implementation. They also decreased overtime by 90% and got a payback in six months! We walked all (ok, some) of the 400,000 square-feet of the facility. We walked through the destinations of the shipments, from Crossdock to Pallet Build, from Break

Case to Full Case, and their Test and Extract (QA). My favorite was the "Reverse Logistics" area. That's short for...Returns.

What else has this new system accomplished for American Eagle? How would your company like to improve its productivity 387% since 1993? Now those cartons that arrive on your doorstep get scanned by bar code (you know what's in them in advance) and crossdocked immediately to the awaiting shipping truck.

After the tour, the evening wasn't over yet. We still had to eat. It's not a meeting without food, right? We continued the lively discussions over dinner at the local Max and Erma's restaurant. So where will you be on Tuesday, June 25th, 2002? Join us for a fun-filled outing to PNC Park to watch the Bucs beat the Montreal Expos.

## MEMBERSHIP REPORT

The membership total for the Pittsburgh Chapter is at 152 members. The membership activity this month included:

- 1 new members
- 0 transfer in
- 0 transfers out
- 0 reinstated
- 6 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  
membership  
total for the  
Pittsburgh  
Chapter is  
152.*

## 2002 Maynard Forum

September 3 – 5, 2002  
Sheraton Station Square, Pittsburgh, PA

Each year, H. B. Maynard and Company, Inc., hosts an outstanding development opportunity and brings together engineering and operations management professionals from around the world.



This year's Forum focuses on managing workforce performance and how businesses are responding to the challenges of a changing economy. Managing workforce performance is at the core of increasing productivity, improving quality, and enhancing the culture of an organization. Learn how your company can make these improvements through conceptual, application and case study sessions.

### KEYNOTE SPEAKER



We are extremely excited to have **Captain Brian Udell** join our group to recount his story of being forced to eject from his U.S. Fighter Aircraft at nearly 800 mph, landing in the Atlantic Ocean, as his plane was plummeting toward earth. He talks of having to make a life-changing decision in a split

second, what occurred when he hit the ocean, waiting to be rescued, his excruciating rehabilitation, and how it changed his life. His experience also changed the way the Air Force prepares before taking off on assignments, and triggered changes to the fighter planes. His story of survival, recovery, and return to the Strike Eagle is an inspiration to everyone.

### GUEST SPEAKERS

**Fred Fetterolf, former President and Chief Operating Officer for Alcoa** and a highly regarded industry leader, will bring his years of experience to share with us. Alcoa is the world's leading producer of primary aluminum, fabricated aluminum, and alumina. They are active in all major aspects of the industry – technology, mining, refining, smelting, fabricating, and recycling.

**Debra Dinnocenzo, President of ALLearnatives** will address our group on Wednesday. ALLearnatives is a learning and development firm specializing in work-life balance programs, with a focus on helping organizations meet the changing demands in today's workplace using "innovative ways to work wisely". She will also explore the phenomena of being overloaded and overwhelmed in the workplace and what organizations can do about it to maintain productivity and increase employee satisfaction.

### CONCURRENT SESSIONS

We are assembling a group of additional guest speakers to make presentations that will help you manage workforce performance at your company. Some of these are representatives from Allegiance Healthcare Corp., Genuine Parts Company, Lithonia Lighting, Matthews International Corp., Selmer Company, UPS Supply Chain Services, and Verizon. Sessions will focus on 5-S, work flow design, best methods, set-up reduction, engineered standards, workforce training, staffing/reporting, wage system alignment, and managing performance.

### APPRECIATION SESSIONS

The Maynard Workforce Performance Model™ depicts the system of disciplines essential to improve workforce performance and eliminate waste. This year we are offering sessions on three elements from this model -- 5-S: *The Foundation*, *Engineered Standards*, and *Managing Performance*.

Special early bird rates as well as a reduced rate for one-day attendance are available. For more information visit [www.hbmaynard.com](http://www.hbmaynard.com), or call Cindy Tuell, 412.921.2400 ext. 126.

## Chapter Directors and Officers

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<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.

COMMUNITY  
AFFAIRS

The Community Affairs team is currently working to establish a partnership with Pittsburgh Cares, a community service organization working to match volunteers with community service opportunities. We plan to produce a brochure explaining what IEs do, which will be distributed to more than 80 Community Service Partners. We will then work with the interested partners to identify opportunities for chapter members to apply their IE and business skills to support the community. We will be working on this initiative over the summer, with the hope of having several new community service opportunities available by the Fall. If you would like to sign up early, or you are interested in helping the Community Affairs team, please contact John Connors via e-mail at [jconnors@hbmaynard.com](mailto:jconnors@hbmaynard.com) or contact Molly Jelovich at [Mljelovich@aol.com](mailto:Mljelovich@aol.com).

**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