

# The Pittsburgh Sampler

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

JUNE 2004

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



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## IIE AUGUST MEETING

- What:** Utilizing Basic IE Concepts in Any Setting: A third-world country Coffee Plantation Case Study
- Date:** Tuesday, August 24, 2004
- Time:** Casual dinner/speaker meeting starting at 6:00 PM
- Location:** H. B. Maynard and Company, Inc. (Yough Room)  
Eight Parkway Center, Pittsburgh, PA 15220
- Cost:** Details to follow later in the summer.
- Reservations:** By Tuesday, August 12, 2004 to Barb Grabowski  
[grabowski1966@comcast.net](mailto:grabowski1966@comcast.net) or 412-921-3681  
As always, your reservation is your commitment.

Roger Freisleben, Sr. Account Manager, H. B. Maynard and Company, Inc. will be our speaker.

See how the use of fundamental industrial engineering methodologies helped a group of entrepreneurs plan and forecast labor needs for a start-up coffee plantation in impoverished rural Uganda, East Africa.

## JUNE 2004 PROGRAM

It's that time of year for the IIE Annual Pirate game. The game will be on Tuesday, June 29<sup>th</sup>. The Pirates will be playing the St. Louis Cardinals. The game starts at 7:05 and we will have a tailgate in the Gold 1 parking lot starting at 5:30. For directions to PNC Park visit:

[http://pittsburgh.pirates.mlb.com/NASApp/mlb/pit/ballpark/pit\\_ballpark\\_directions.jsp](http://pittsburgh.pirates.mlb.com/NASApp/mlb/pit/ballpark/pit_ballpark_directions.jsp)

Click on the driving directions for the direction you are coming from and click on North Shore parking map for directions to the parking lot.

The cost will be \$20.00 for an adult and \$15.00 for children. This cost includes the ticket for the baseball game as well food and beverages at the tailgate. We will have plenty of food, drinks and fun!!!!

Please respond to Jen Palmiero via email at [jennifer.palmiero@fedex.com](mailto:jennifer.palmiero@fedex.com) by 5:00pm on **Friday, June 11<sup>th</sup>**.

We will be handing out the tickets for the game at the tailgate. If you cannot make it to the tailgate by 7:00 to retrieve your ticket please contact Jen Palmiero to make other arrangements.



## PRESIDENT'S MESSAGE

Greetings! It's hard to believe that summer is just around the corner. The Pittsburgh Chapter leadership team and board of directors have been busy planning our chapter's strategy and upcoming programs. I had the pleasure of recently attending the IIE National Conference in Houston and participating in the pre-conference chapter leadership workshops. Through this I met many other chapter presidents from around the globe, and we shared ideas and challenges which our chapters face. It was encouraging to network with the group and take away some things which I believe will help our chapter.

### Something is different about this newsletter...

In our last update I shared with you the idea of potentially moving to an e-newsletter. The board of directors and leadership team has agreed to try this for a number of reasons. The history of our chapter budget shows our newsletter costs have gone up and make up 30-35% of our total expenses – a significant portion. Newsletter production (printing) costs eat up funds for us to provide high quality programs and networking opportunities. There are many benefits to an e-newsletter including:

- Members can forward the link/newsletter on to others who may be interested, and possibly get more of their peers to attend programs!
- We currently post the newsletter to our chapter website, so the email reminder will simply contain a link (and attachment in .pdf format) to the newsletter.
- Embedded internet links within the newsletter are active, so members can click to find the information they need for programs, job postings, etc.
- Since the newsletter will be on our chapter's website, more members can begin hitting our site and tapping the resources there.

We are still looking into some of the concerns regarding valid

email addresses, spam filters, and meeting CAR requirements. I will keep you posted on newsletter discussions as we proceed. Until then I ask that you give our new e-newsletter a chance...and forward it on to a few friends who you think might be interested in joining our chapter or attending our next program! I hope you enjoy this first e-newsletter!

### Strategic Plan Update

The Board of Directors met on May 20 and focused solely on our membership initiative. Errol Restelli, the new membership committee chairperson, joined the group to gain an understanding of the tactical objectives and strategic initiatives within the membership committee. The team agreed to gather more data on what our customers (you!) want out of their membership. Errol will lead the efforts by implementing procedures including new member phone calls, dropped member exit interviews, and proactive communication for members whose membership is about to expire. He will also act as a liaison between the leadership team and board of directors with respect to membership. Welcome Errol!

Kjell Zandin, (retired) Maynard Senior Vice President, has agreed to lead the strategic initiative on organization and leadership. Kjell will meet with the board in July upon his return from Sweden.

I will keep you up-to-date in upcoming newsletters regarding our chapter's strategic plans. I look forward to seeing all of you at the Pirates game in June!

If you have questions or comments, please send them to myself or the appropriate committee chair. I would be happy to discuss your thoughts and ideas at any time – you can contact me directly at [jarnold@hbmaynard.com](mailto:jarnold@hbmaynard.com).

Jeff Arnold

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## RECAP OF THE MAY MEETING

The Pittsburgh Chapter once again enjoyed a great monthly program with lots of networking and a very knowledgeable speaker. Twenty-four members, students and special guest Rhode Island's IIE Chapter President Vin Marseglia gathered on Thursday evening, May 27 at Inspiration Point in Pittsburgh to hear Penn State Professor Joel Haight give an informative presentation on "Root Cause Analysis".

We started with a casual dinner catered by a local restaurant. After everyone had their fill, a few of the committee chairpersons provided the attendees with an update of their committee's activities within the Pittsburgh Chapter. Bobbi Ferguson, a Chapter Board Member, then introduced the speaker and explained how she and her company were effectively applying many of the ideas that he was going to present.

Joel Haight (an Assistant Professor in Penn State University's Industrial Health and Safety Program in the Department of

Energy and Geo-Environmental Engineering) began his presentation by explaining the tendency of companies and management to attempt to immediately identify the cause of a problem and jump into standard solutions such as "additional training". Management too often blames the operator for errors and defects. He then explained the "TapRoot" method ([www.taproot.com](http://www.taproot.com)) for finding the root cause of a problem. The method requires asking a series of questions that lead the investigator to the causal factors and issues related to the problem. The authors of this method have identified over 100 common causes in seven basic categories including procedures, training, quality control, communications, management system, human engineering, and work direction. Joel also provided a variety of interesting examples from different industries of the application and effectiveness of the method. Joel can be reached at [jmh44@psu.edu](mailto:jmh44@psu.edu) for additional information on applying this tool.

## MEMBERSHIP REPORT

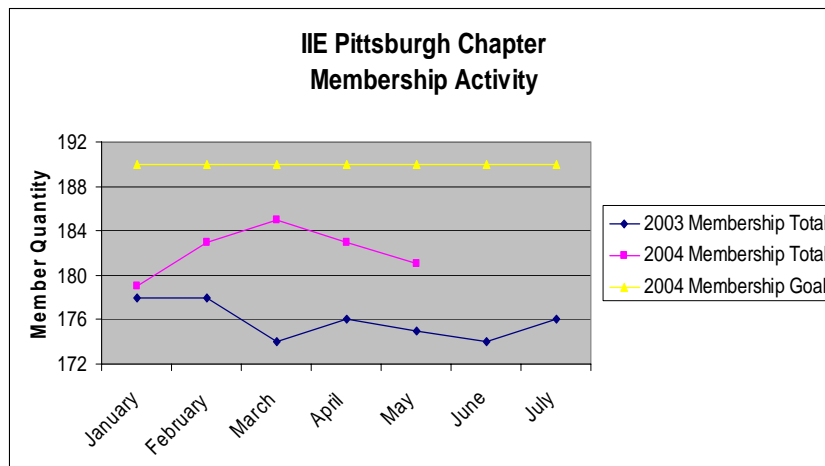
The membership total for the Pittsburgh Chapter is at 181 members. This year the chapter will be striving for 190 members by December 31, 2004.

The membership activity this month included:

- 3 new members
- 0 transfers in
- 1 transfers out
- 2 reinstated
- 5 dropped

The membership committee would like to extend a warm welcome to new members:

- Nicholas Elliott
- Andrew Hargest
- Jon Huesdash



### 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 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.

## RECENT AWARDS

The Pittsburgh Chapter Leadership Team is very proud to announce that several chapter members were recognized with awards at the IIE National Conference in Houston, TX last month. They include:

IIE Transactions Award recognizes outstanding research papers published in IIE Transactions for Best Application. **Martin Adickes, Sujata Banerjee, Richard Billo, Bartholomew Nnaji, Bryan Norman, and Jay Rajgopal** were honored with this award for their research paper titled "Optimization of Indoor Wireless Communication Network Layouts."

The IIE Pittsburgh Chapter received the "Excellence Award" – Bronze level.

IIE's Society for Work Science has awarded Pittsburgh Chapter member **Kjell Zandin** their prestigious Phil Carroll award. This award recognizes the recipient's contribution to the industrial engineering profession in the area of work measurement.

**Harvey Wolfe** was recognized for his tremendous service to the field of industrial engineering as the Immediate Past President of IIE.

CONGRATULATIONS to these members for their accomplishments and contributions to the IE world!

## DEVELOPMENT OPPORTUNITIES



**2004 Maynard Forum**  
September 7 – 9, 2004  
Pittsburgh, PA

The Annual Maynard Forum is an opportunity for retailers, grocers, manufacturers, operations management and engineering professionals from across the country to come together and learn more about proven methodologies and leadership approaches for maximizing workforces in order to maintain a culture of workforce performance improvement.

The agenda will include talented industry speakers, case studies, networking opportunities, and insightful leadership lessons for your organizations. Speakers will include leaders from companies such as Matthews International, The York Group, Case New Holland, CancerVax, SUPERVALU and Pressley Ridge. A leader in productivity management and industrial engineering for 70 years, Maynard can show you how to improve productivity while sparking a continuous-improvement culture that not only accepts change, but drives it. Check the Maynard website, [www.hbmaynard.com](http://www.hbmaynard.com) for details and updates.

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## CHAPTER ACTIVITY REPORT

Written by Mary Loera

This month's Chapter Activity Report update will focus on the third section of the CAR, Membership Communications, Growth, and Retention. This, of course, is of great importance to the survival of our chapter. Our members are what keep us alive and prospering. This section is divided into the following categories:

- Chapter newsletter
- Other communications
- Membership growth
- First year membership growth
- Retention/recruitment activities

Each chapter typically sends a newsletter to its members to inform them of upcoming events and chapter news. Chapters can choose to participate in the IIE National newsletter competition, which is held on an annual basis. The newsletter is rated on its content and presentation and is then awarded different levels of achievement. In the Pittsburgh chapter, we value the importance of the newsletter and strive to provide the most relevant information possible to our members. We are also always looking for new material to print. If you have any interesting topics you would like to share or if you have any professional news about yourself you would like to offer, we would be happy to include it in the newsletter. In fact, your participation in certain activities could help our chapter gain valuable CAR points, so please keep us informed! For example, our chapter received credit this year for members' participation on a non-profit project with Bethlehem Haven Women's Shelter.

In addition to the newsletter, our chapter is rated on how well we communicate using other forms of communication, such as email, fax, or a chapter website. While our chapter mails a paper newsletter to its members, we also email program announcements and other information to our members. If you are not receiving these emails, please verify your email address is correct with IIE National at (800) 494-0460. A representative can add or update your email address on the membership roster. We also have a chapter website where valuable chapter information is posted. Log on and check it out at <http://www.ie.pitt.edu/IIE/>.

While we focus on communicating with our members, we must also recruit new and retain existing members. Overall membership growth is derived from a combination of retaining current members and recruiting new ones. The measure of membership growth is the ratio of total membership at the beginning of the year to the total membership at year end. We are also measured on new member growth, which consists of new members or students converting to full members. In addition, a new measure was added to this year's CAR to measure retention and recruitment activities such as calling new members, calling members who are about to be dropped, or surveying dropped members to determine why they dropped their membership. Of course, we want to grow our chapter. Our members are what make our organization interesting. If you have any suggestions on how to increase our membership numbers, please contact any of our officers listed on the last page of the newsletter. We would love to hear from you!

## TREASURER'S REPORT

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
	INCOME	EXPENSES	
1. DUES INCOME	\$ -	XXX	
2. INTEREST INCOME	-	XXX	
3. CONTRIBUTIONS RECEIVED (A)	-	XXX	
4. CONFERENCES (B)	-	-	
5. MONTHLY MEETINGS	275.00	235.26	
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	-	
16. MISCELLANEOUS (C)	XXX	-	
17. TOTAL	\$ 275.00	\$ 804.29	
ENTER: 18. NET WORTH 4/01/04		\$ 3,952.03	
ADD 4/01/04-3/31/05 INCOME		\$ 275.00	
SUBTOTAL	\$ 4,227.03		
LESS 4/01/04-3/31/05 EXPENSES		\$ (804.29)	
NET WORTH 3/31/05		\$ 3,422.74	
19. STATEMENT OF NET WORTH			
ENTER: PETTY CASH ACCOUNT BALANCE	\$ -		
ENTER: CHECKING ACCOUNT BALANCE	\$ 683.49		
ENTER: SAVINGS ACCOUNT BALANCE	\$ 2,739.25		
TOTAL *	\$ 3,422.74		

## 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](http://www.iienet.org/careercenter). **Are you an employer looking for top-notch employees?** We have your needs covered, too. Go to [www.iienet.org/careercenter](http://www.iienet.org/careercenter) and see all the services IIE's Career Center has to offer!

### Senior Engineer, Siemens Westinghouse SWPC

Siemens Westinghouse Power Corporation (SWPC), headquartered in Orlando, Florida, is the regional business entity in the Americas for Siemens Power Generation's global fossil power generation business. The opening is for a Full-Time Senior Engineer position in Churchill, PA.

The candidate must have experience with design & analysis of metal & ceramic components, detailed mechanical design, thermal/hydraulic, fluid flow, finite element analysis, product verification testing & product cost analysis preferred. He/she will be responsible for conceptual & detailed mechanical design, system packaging, component & vendor selection & manufacturing support.

BA/BS/Undergraduate Degree is required; a Master's Degree is a plus. The position requires a minimum 7-10 years of directly related work experience. For more information, see the IIE website: [http://jobs.iienet.org/c/job.cfm?site\\_id=161&jb=407062](http://jobs.iienet.org/c/job.cfm?site_id=161&jb=407062)

## CHAPTER DIRECTORS AND OFFICERS

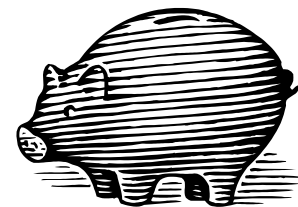
Pittsburgh IIE Chapter 2004 Leadership Team (as of 5/25/04)										
POSITION	NAME		ADDRESS LINE1	LINE2	CITY	ST	ZIP	PHONE		EMAIL
Board	Angela Konop	FedEx Ground	1000 FedEx Dr.		Moon Township	PA	15108	412.859.2678	w	angela.konop@fedex.com
									c	
Board	Roman Hlutkowsky	FedEx Ground	1000 FedEx Dr.		Moon Township	PA	15108	412.262.6021	w	roman.hlutkowsky@fedex.com
									c	
Board	Bobbi Ferguson	Curtiss-Wright EMD	1000 Cheswick Ave.		Cheswick	PA	15024	724.275.5155	w	bobbi.ferguson@emd.curtisswright.com
									c	
Board (1st Year)	Joe Kikta	Mellon Financial Corp.	151-1575 One Mellon Center		Pittsburgh	PA	15258	412.236.6193	w	kikta.js@mellon.com
								412.889.1444	c	
Board (1st Year)	Don Ziegler	GENCO	100 Papercraft Park		Pittsburgh	PA	15238	412.820.2296	w	zieglerd@genco.com
								412.956.2660	c	
President	Jeff Arnold	H. B. Maynard & Co., Inc.	Eight Parkway Center	4th Floor	Pittsburgh	PA	15220	412.921.2400 x245	w	jarnold@hbmaynard.com
								412.973.1748	c	
Vice President	Mary Loera	PPG	One PPG Place	Building 5, Floor 5	Pittsburgh	PA	15272	412.434.3353	w	loera@ppg.com
								412.818.3032	c	
Secretary	Amy McHenry	H. B. Maynard & Co., Inc.	Eight Parkway Center	4th Floor	Pittsburgh	PA	15220	412.921.2400 x231	w	amchenry@hbmaynard.com
								412.352.2431	c	
Treasurer	Jennifer Palmiero	FedEx Ground	1000 FedEx Dr.		Moon Township	PA	15108	412.859.2836	w	jennifer.palmiero@fedex.com
									c	
Programs Chair	Karen Bursic	University of Pittsburgh	1048 Benedum Hall	Dept of IE	Pittsburgh	PA	15261	412.624.9837	w	kbursic@enrg.pitt.edu
									c	
Programs	Doug Rabeneck	H. B. Maynard & Co., Inc.	Eight Parkway Center	4th Floor	Pittsburgh	PA	15220	412.921.2400 x146	w	drabeneck@hbmaynard.com
								412.999.9728	c	
Programs	Suzanne Moses	FedEx Ground	1000 FedEx Dr.		Moon Township	PA	15108	412.859.2325	w	suzanne.moses@fedex.com
									c	
Programs	Joe Kikta	Mellon Financial Corp.	151-1575 One Mellon Center		Pittsburgh	PA	15258	412.236.6193	w	kikta.js@mellon.com
								412.889.1444	c	
Programs	Barb Grabowski	Alcoa	201 Isabella St.		Pittsburgh	PA	15212	412.553.2229	w	barbara.grabowski@alcoa.com
								412.303.8201	c	
Membership Chair	Errol Restelli	H. B. Maynard & Co., Inc.	Eight Parkway Center	4th Floor	Pittsburgh	PA	15220	412.921.2400 x232	w	erestelli@hbmaynard.com
								412.576.5594	c	
Student Relations Chair	Bryan Norman	University of Pittsburgh	1033 Benedum Hall	Dept of IE	Pittsburgh	PA	15261	(412) 624-9841	w	banorman@enrg.pitt.edu
									c	
Communications Chair	Pat Premick	H. B. Maynard & Co., Inc.	Eight Parkway Center	4th Floor	Pittsburgh	PA	15220	412.921.2400 x133	w	ppremick@hbmaynard.com
								412.901.5487	c	
Web Master	Jay Rajgopal	University of Pittsburgh	1039 Benedum Hall	Dept of IE	Pittsburgh	PA	15261	412.624.9840	w	rajgopal@pitt.edu
									c	
Community Affairs Chair	Pat Kelly Lee	Toolkit	500 Geyser Rd.		Pittsburgh	PA	15205	412.519.5409	w	pkl@toolkitllc.com
		Inspiration Point							c	

## IIE PITTSBURGH 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. Please send all descriptions to:

Pat Premick  
 H. B. Maynard and Company, Inc.  
 Eight Parkway Center  
 Pittsburgh, PA 15220  
 Phone: 412.921.2400 ext. 133  
[ppremick@hbmaynard.com](mailto:ppremick@hbmaynard.com)



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

**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)**

## **2004 Schedule of Events**

January 20	Job Market & Opportunities in IIE – Panel Discussion
February 11	Bethlehem Haven Women's Shelter & IIE Pittsburgh Process Improvement Initiative
March 4	Discussion of Lean Manufacturing/Tour of RMU Learning Factory
April 13	Networking Night
May 27	Joel Haight, the Penn State University, "Root Cause Analysis"
June 29	Pirates Game
July	No Meeting
August 24	Roger Freisleben, Senior Account Manager, H. B. Maynard and Company, Inc., "Utilizing Basic IE Concepts in Any Setting: A Third-World Country Coffee Plantation Case Study"
October 7	Student Chapter Night – Jeremy Weinstein, President-Elect of IIE and Corporate VP of Global Procurement Operations at Whirlpool Corporation