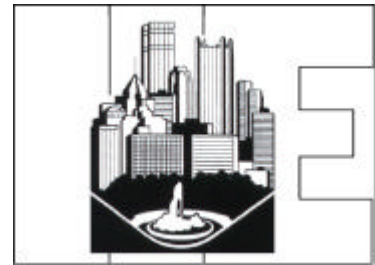


# The Pittsburgh Sampler

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

SEPTEMBER 2000



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## IIE SEPTEMBER 2000 MEETING

**WHAT:** "Behind The Scenes" tour of the Pittsburgh Zoo and Aquarium

**WHERE:** Pittsburgh Zoo and Aquarium, Highland Park

**WHEN:** Wednesday September 13, 2000...

**TIME:** Registration at 5:15pm at the Education Building, near Kid's Kingdom. The tour will begin promptly at 5:30 pm

**DINNER:** At the Zoo Education Bldg immediately following the tour – Sandwich & Salad Buffet (includes iced tea, lemonade, or coffee)

**COST:** \$5.00 tour only, \$15 tour and dinner

**RSVP:** By Thursday, September 7.

For reservations, call: **Joe Kikta, 412-236-6193**, or e-mail: **kikta.js@mellon.com**. Please advise if you will join us for dinner, and if you would be interested in sponsoring the cost of a student's dinner.

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

## IIE SEPTEMBER MEETING PROGRAM REVIEW

### PITTSBURGH ZOO & AQUARIUM

Please join us Wed September 13 for a unique, after-hours "behind the scenes" tour of the Pittsburgh ZOO and Aquarium. Kevin Carhart, director of maintenance, will guide our tour.

We'll see the facilities and logistics which make the Zoo "run", including: computer control systems, HVAC/environmental systems and equipment, warehouse facilities, etc. Among other things, We'll see the new aquarium and sea lion pumping systems and controls, the "chiller" and control systems for the penguins, the Gorilla area/tropical forest, the computers that make it all "work", and other interesting "stuff"



### Directions:

The Zoo is located at Highland Park. **We will meet at the Zoo's Education Building, which is past the main gate near Kids Kingdom.** Watch for a large white tent nearby. Use the parking lot near the Education Building (not the main zoo parking lot).

### From the West/South:

Follow Route 28 North to Exit 6 (Highland Park Bridge). Quickly get into left lane at the exit. Once on the Highland Park Bridge, get into right lane and exit onto Butler St. Stay in the right lane, and at the second light, turn left onto Baker St. Watch for signs. We will meet at the Education Building... there is a parking lot nearby.

### From the East:

Take Route 22 West or the Parkway East, Route 376, to the Churchill Exit. At the light, turn right onto Route 130 West. Continue following Route 130 West (windy road) until you come to a "T" at the light at Allegheny River Blvd. Turn left onto Allegheny River Blvd., which is still Route 130 West. Continue going straight until you come to the second light at Baker St. Watch for signs. We will meet at the Education Building... there is a parking lot nearby.



## PRESIDENT'S MESSAGE

I would like to welcome everyone back from our summer hiatus. September is the start of our 2000/2001 program year. The leadership team has been working hard to make sure the Pittsburgh IIE Chapter has another successful year. Three efforts I would specifically like to recognize are those of our Communication, Membership and Programs committees.

This summer Dr. Jay Rajgopal from the University of Pittsburgh volunteered to be our webmaster and made it his mission to revive and rebuild our chapter website. He has made incredible progress in just a few short months. Our website is now a communication tool that we can be proud of and I invite each of you to visit it at <http://www.ie.pitt.edu/IIE/>. Each month we intend to post an electronic version of this newsletter along with other useful information for members.

Please do not be surprised if you receive a telephone call from one of the members from our Membership committee, led this year by Angela Konop. In addition to working hard to develop a plan for welcoming new members into the chapter and hopefully engaging their participation in our programs, they are also trying to update the contact information on each member to ensure we have good communications across the chapter. We also hope to begin surveying members with respect to programs and chapter services to ensure we are delivering value to members.

Last and definitely not least, I would really like to extend a thanks to our Programs committee, led this year by Joe Kitka. They have done a fantastic job putting together a great schedule of programs for this year (please refer to the schedule on the back cover of the newsletter or to the website). It is a challenging job to turn a brainstormed idea on who might be an interesting company or organization to visit, into a planned event capable of satisfying the inquisitive minds of 20-30 industrial engineers.

Also included in this month's Sampler is a letter I received from the National IIE Chapter Operations Board. It describes IIE's plan to reorganize chapter boundaries and break the paradigm that every member must be assigned a local chapter even if attending local meetings are not a viable option. Please review and I will keep you up to date as additional information becomes available.

As always I would greatly appreciate your feedback. If you have suggestions on content for the website, newsletter, or ideas on how the chapter in general could better serve members, please contact me (which can now be done via the feedback section of the website).

Sincerely,



Doug Rabeneck  
Pittsburgh IIE Chapter President

## STUDENT CHAPTER NEWS

A new semester begins at the University of Pittsburgh and for the members of the I.I.E. student chapter. As this is the first newsletter of the fall, I thought it might be informative to give a short background on the department and its students. The IE department is one of the five oldest IE departments in the country and is consistently ranked in the top 20. In addition, it has one of the highest ranked I.I.E. student chapters in the nation! The department's curriculum prepares students with a wide breadth of knowledge in manufacturing systems, engineering management, operations research and information engineering.

Table 1 provides the number of full time undergraduates, the number of degrees granted and the number of students who participate in the Cooperative Education Program for the past five years.

Academic Year	Number of Full Time Undergraduates (Part time)	Number of Degreed Graduates	Number of Students Who are Participating in the CO-OP Program.
99-00	113 (0)	21	~61
98-99	85 (3)	23	61
97-98	96 (4)	37	63
96-97	106 (7)	36	66
95-96	109 (2)	19	57

Table 1. University of Pittsburgh Industrial Engineering Department

The Co-op program provides students with relevant work experience, but also helps students better develop their technical and interpersonal skills. As shown in Table 1, roughly two-thirds of the IE students participate in the Co-op program. Students typically begin the Co-op program after completing their sophomore year, alternating work and school semesters until they have completed three work terms.

We look forward to updating the Senior Chapter with Student Chapter news and events over the course of this next year.

Mary Besterfield-Sacre  
Pittsburgh IIE Student Chapter Faculty Advisor

## RECAP OF MAY'S MEETING

The final chapter meeting of last year was a tailgate party and baseball game. This meeting was a great success! Over 50 senior chapter, student chapter and chapter guests attended. Guests from as far away as Czechoslovakia and Korea were in attendance! There were numerous prizes raffled off, lots of good food and a great family atmosphere. Most importantly, the Pirates pulled off an exciting come-from-behind win over the Braves! A great time was had by all...



## INSTITUTE OF INDUSTRIAL ENGINEERS

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TO: IIE Senior Chapter Presidents within the USA  
FROM: Gillian Nicholls, Sr. Vice President – Chapter Operations  
RE: New Chapter Borders Project  
DATE: August 9, 2000

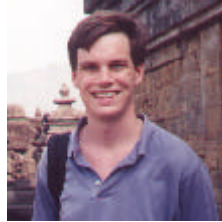
During the past 16 months, IIE has been developing a new model for senior chapters. Earlier versions of the model were presented at the Solutions '99 conference in Phoenix, AZ, distributed for comment via email in September 1999, and discussed at the Solutions '00 conference in Cleveland, OH. Feedback and suggestions were incorporated from each phase of the project. The plans are now in place and we are ready to move ahead with the development of new chapter borders.

To briefly summarize, IIE is ending the practice of assigning every member to a local chapter even when the chapter is inactive or “local” means traveling 150 miles to a meeting. Over the past 10 years as chapters faded with changing population shift and societal trends, we have disbanded chapters and expanded the borders of neighboring chapters to encompass the open territory. This has been feasible in the densely populated northeast USA, but it has been very unsuccessful in other areas where we lack the member density to sustain an active chapter.

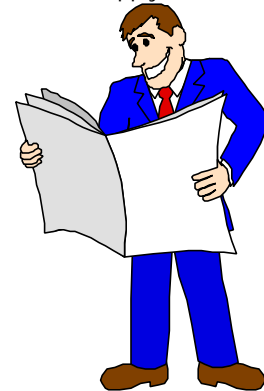
The new process will be resetting chapter borders to reasonable service areas that truly allow for the personal interaction that is such a vital part of chapter membership. Inactive chapters that cannot be reactivated will be disbanded. Members who are outside the range of a local physical chapter will be given the option of At Large membership in an on-line chapter via the IIE website. **Please note no member will be transferred from an active chapter to At Large Status unless that member is outside the new borders AND he/she opts for At Large status.** This means someone who is outside the new borders but who feels he/she still receives a benefit from a remote physical chapter membership can remain in that chapter.

The objective of this project is to have every member affiliated with an active physical chapter when there is one available within about an hour’s drive. There will be areas where we cannot deliver a local chapter benefit. In this case, members will be aware of it so that unrealistic expectations are not created. This will benefit members. The benefit to chapters is that the service areas will be adjusted to borders that can reasonably be managed.

## CHAPTER NEWSMAKERS



The Pittsburgh Chapter would like to welcome Dr. Andrew Schaefer. In addition to being a new member of the Pittsburgh Chapter, Andrew is the newest member of the faculty at the University of Pittsburgh Department of Industrial Engineering. Andrew received his Bachelors and Masters from Rice University, and worked as an Applications Consultant for Chesapeake Decision Sciences in Houston. He recently completed his Ph.D. at Georgia Tech, where his research focused on airline crew scheduling under uncertainty. His research interests include transportation, scheduling, logistics and supply chain management. He is particularly interested in incorporating uncertainty into models. Andrew is interested simulation, scheduling, supply management and computational methods. His wife Laura is also joining the the University of Pittsburgh in Department of Mechanical



planning in teaching chain Andrew's faculty at the Engineering.

## IIE IN THE COMMUNITY

1) Volunteers are needed for the planning committee for National Engineers week. The meetings are scheduled for 3:00 - 4:30 pm on Tuesdays, Sept. 12, Oct. 10, Nov. 14, Jan. 9, Feb. 6, Apr. 24. Contact Bobbi Peck at 724-776-7833 or Bobbi.Peck@msanet.com for more information.

2) SWE is sponsoring the following community events and looking for volunteers.

- Feb. 2001 PA Jr. Academy of Science
- Feb. 2001 MathCounts
- Mar. 2001 Pgh. Regional Science and Engr. Fair
- Apr. 2001 Expand your horizons
- May/June. 2001 Certificate of merit Awards

Any IIE member who would like to participate should call Alka Patel at 412-220-1849 or email at alka.patel@indsys.ge.com.

3) SME and the Heinz Endowments have brought the Student Robotic Challenge to Robert Morris college. To volunteer to be a judge, contact Kathy Carter at 313-271-1500 X1704. The competition will be on April 7-8 and pictures and get information from last year can be seen at www.sme.org under Education/Careers and look for Contests.

4) The Bayer/NSF Award for Community Innovation needs judges for February. This requires the reading of 20 written reports and evaluation of the details of the prototypes (often shown on a video

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tape). For more information, go to [www.nsf.gov/bayer-nsf-award.htm](http://www.nsf.gov/bayer-nsf-award.htm) or phone 1-800-291-6020. A stipend is paid for this activity.

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### VOLUNTEERS NEEDED FOR THE FUTURE CITY COMPETITION

The Engineer's Society of Western Pa. (ESWP) in conjunction with the Carnegie Science Center will present the 2<sup>nd</sup> Annual Future City Competition in the Pittsburgh area. The Future City Competition, asks middle school students to create -- first on computer and then in large, three-dimensional models -- their visions of the city of tomorrow. The Pittsburgh Regional Competition will be held at the Carnegie Science Center, on Saturday, January 20, 2001. The Future City Competition is a national program sponsored by the engineering community to promote technological literacy and engineering to middle school students. The Future City Competition in the Pittsburgh Region is planned to include school districts from Allegheny and the immediate surrounding counties. Students can experience a fun way to learn about engineering and cities of the future. Through the program a student will:

- Work as a team under the guidance of a teacher and an engineer.
- Apply their knowledge to real world situations.
- See firsthand how engineers turn ideas into reality.
- Use a popular award-winning computer game, SimCity 2000 to design their future city.
- Build a scale model of a section of their city.
- Utilize their communications skills by preparing an abstract, two essays and a verbal presentation relating their experience in the design of their city and some specific engineering features.

Each volunteer engineer mentor works with seventh- and eighth-graders, in a team of three, and their teacher, helping to guide the youngsters through the rigors of building a functioning city. Engineers generally have to devote up to 10 hours per month to the project over the period from October to January. Mentors will work with a team of (3) students and a teacher in developing a city of the future on the SimCity computer program, building a model of one portion of the city and helping them to prepare a presentation of their city to a team of judges at the Regional competition in January. As a judge, you will be part of a four member panel who will evaluate the team's verbal presentation and the models of the cities. The judging will take place during the competition at the Carnegie Science Center on Saturday, January 15, 2000.

Regional first place teams (including the engineer mentor) receive a free trip to Washington, D.C. for the national finals during National Engineers Week. Prizes are awarded to the top five teams. Additionally, there are a number of Special Awards that will be presented.

For more information on volunteering as an engineer mentor for the 2000 Future City Competition, please contact Andrew Taylor, 412.921.2400 x. 110.

### FALL 2000 PROGRAM NOTES

#### **Wed Sept 13 "Behind the Scenes" - Pittsburgh Zoo & Aquarium Tour**

How many chances will you have to see how the zoo is operated & maintained? Yes, the NEW aquarium too! Reservations due by Thur Sept 7: Call Joe Kikta at 412-236-6193 or email: [kikta.js@mellon.com](mailto:kikta.js@mellon.com)

#### **Tue Oct 17 U.Pitt Student Night - Entrepreneur Roundtable**

At the Holiday Inn – Oakland  
Roundtable discussion: starting and growing new companies  
Participants: leaders of startups and assistance agencies  
Meet and sponsor U.Pitt IIE students! Enjoy an interesting program!

#### **Thu Nov 9 Medrad Tour**

Another fascinating facility on our award-winning (not really) tour of Pittsburgh area companies!

#### **Wed Dec 6 Pittsburgh Penguins vs. Boston @ Mellon Arena**

Social Night – bring family and friends! See the 'guins at the Igloo!  
Discount tickets: \$25, Section D/Balcony  
**NOTE: Reservation and payment due by Thurs., Nov 9 !!!**

## JOB BANK

The purpose of the job bank is to match qualified IIE professionals with available jobs. In the past several years, we have placed 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.



### Materials Manager

#### **Requirements**

*Communication:* direct and concise. Keeps people informed. Listens effectively to others.

*Teamwork:* effective at working in team situations.

*Initiative/Results Orientation:* originates action. Finds ways to get things done.

*Quality:* promotes continuous improvement. Effectively utilizes data.

*Customer Responsiveness:* responds well to internal or external customer needs.

*Directing Others:* ensures performance issues receive close monitoring and prompt attention.

*Group Management:* effectively elicits suggestions and cooperation from subordinates.

*Developing Others:* ensures people get learning opportunities, gives feedback.

*Motivating Others:* conveys enthusiasm and sense of importance; gives credit and recognition, provides encouragement.

**Education** Bachelor's degree in Business or Operations Management or a Technical discipline. APICS and/or CPM certification and master's degree preferred.

**Experience** Minimum 7-10 years of materials management experience, including buying and master scheduling in an electronics manufacturing environment utilizing a computerized MRP system. Knowledge of supplier development, total cost of ownership, commodity management, simple material release, and lead-time reduction processes. Previous management experience required.

Please contact Holly Rowland for either of these positions.

Holly Rowland  
ADC Broadband Access and Transport Group  
102 Rahway Road  
McMurray, PA 15317-3349  
Email: holly\_rowland@ADC.com  
Phone: (724) 873-1500 x165



### Quality Assurance Manager

#### **SUMMARY OF JOB**

Provide, implement and administer quality systems which ensure product reliability and conformance to customer requirements in the most effective and economical manner possible.

#### **ESSENTIAL FUNCTIONS OF POSITION INCLUDE, BUT ARE NOT LIMITED TO THE FOLLOWING:**

- Create, communicate and execute the Quality Department's goals and plans in alignment with those of the company.
- Ensure that the Quality Department is properly staffed and trained and that they have the right "tools" to do the job.
- Establish the Quality Department's annual operating/capital budget and manage expenses to stay within budget.
- Write and conduct timely and thorough employee performance reviews.
- Provide effective goal setting, coaching, development plans, and performance feedback to employees.
- Provide guidance and direction for the company to ensure that the Quality System is current, documented and implemented to satisfy the requirements of ISO 9001.
- Project leader for ISO 9001 certification.
- Responsible for generating the Quality Audit Schedule - 13005
- Responsible for providing the necessary training for the Audit Team Members - 13005
- Responsible for scheduling audits, assigning audit numbers, track status, and maintaining the files of all Audit Reports and Non-Conformance/Observation Records - 13005.
- Responsible for maintaining original CPAR and tracking its progress - CP0012
- Responsible for scheduling follow up audit to verify implementation and effectiveness of the corrective/preventive action - CP0012
- Responsible for summarizing, on a quarterly basis, the results of the Internal Quality Audits and submitting them to Management as part of the Management Review Process - 13005.
- Develop and implement a vendor quality program to ensure the delivery of components which consistently meet the specified requirements.
- Responsible for creating and maintaining a list of flagged material requiring incoming inspection - 13006.
- Develop, implement and coordinate the Closed Loop Corrective Action process, to resolve quality problems which are identified through customer complaints, customer surveys, field trip reports, incident reports, quality metrics and individual input.
- Responsible for chairing the Quality Council and reports status of open and recently closed CAR at quarterly management reviews - CP0022

**PREFERRED QUALIFICATIONS :** BSEE, BSIE, BSME or equivalent ASQC CQM desired or other relevant Quality training/certifications Certified ISO 9000 lead auditor

**EXPERIENCE:** Five years experience in an electronics manufacturing environment, with at least three years of direct Quality related experience. Three years supervisory or management experience preferred. Demonstrated experience and achievement in leading process improvement efforts. Experience with the implementation and use of statistical techniques, including SPC, for process control and improvement. Experience with the implementation and maintenance of a documented Quality System which conforms to the requirements of ISO 9001.

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## MEMBER DEVELOPMENT OPPORTUNITIES

Activity Based Costing For Strategy and Operations Improvement  
October 5-6, 2000 - Atlanta (Norcross), Ga.

Discover how Activity Based Costing (ABC) can help you effectively allocate costs to products and services. When used as a tool for planning and control, ABC will help you to determine the cost of unproductive operations and estimate the cost savings of eliminating unused capacity costs.

Increased competition in the marketplace directs even more focus on product and customer profitability, and process costs. This in-depth seminar provides the foundation for you to take control of these critical business issues using ABC. Learn how to successfully launch an ABC initiative in your organization, and find out how to maintain an ABC system that leads to operations improvement. By building your ABC skills, you will be able to effect positive change by assigning accurate costs to improvement programs and determining the costs of quality and idle capacity.

More information is available at the IIE website ([www.iienet.org](http://www.iienet.org)).

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 will be reflected on our next mailing list, which we receive from IIE National each month.

## MEMBERSHIP STATUS REPORT

We currently have 168 members in the Pittsburgh Chapter. Remember, 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 to join IIE. Membership forms are available from IIE's home page ([www.iienet.org/forms/memappp.htm](http://www.iienet.org/forms/memappp.htm)) or you can contact Angela Konop at (412-859-2678). Remember that many employers will reimburse the cost of professional memberships... will yours?

# The Pittsburgh Samples Welcomes You Back!

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## CHAPTER DIRECTORS AND OFFICERS

### DIRECTORS

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INSTITUTE OF  
INDUSTRIAL ENGINEERS

Pittsburgh Chapter  
Area I, District 5  
Number 3



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Pittsburgh, PA 15220

**2000 - 2001 SCHEDULE OF EVENTS**

September 13 ..... "Behind the Scenes" -  
..... Pittsburgh Zoo & Aquarium Tour  
October 17.. U. of Pitt Student Night - Entrepreneur Roundtable  
November 9 ..... Medrad Tour  
December 6 .....Pittsburgh Penguins vs. Boston

