

The Pittsburgh Sampler

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

OCTOBER 2002



IN THIS ISSUE...

October Meeting	1,2
President's Message	1
Chapter Members In	
The News	2
CAR Report	3
Treasurer's Report	3
Recap of Last Month's	
Meeting	4
Student Chapter News	4
IIE Update	5
Membership Status	
Report	6
Job Bank	6
Next Month's Meeting	7
Chapter Directors and	
Officers	7
2002 Schedule of	
Events	8

IIE OCTOBER MEETING

What: Student Chapter Night

Speaker: Susan Sinclair, Vice President, Operations Planning and Optimization
Hershey Foods

Topic: Critical Nature of Industrial Engineering Skills in Industry for the Future
and her role as an IE at Hershey Foods

When: Wednesday, October 23, 2002

Where: Holiday Inn Select, University Center, 100 Lytton Avenue, Oakland

Time: 5:30 – 6:30 PM - Registration and Social w/ Hors D'oeuvres
6:30 – 7:30 PM - Dinner
7:30 PM - Speaker

Cost: \$30 Senior Chapter Members
\$25 to Sponsor a Student

Dinner: Entrée Selection (select one at time of reservation):

- Parmesan Crusted Chicken (Sautéed with Plum Tomatoes and Fresh Basil finished with White Zinfandel Wine)
- Margarita Salmon (Fresh Salmon Fillet marinated, grilled, and topped with a Tequila Salsa)
- Pasta Primavera in a Cream Sauce

RSVP: Dara Stock at 412-472-7280 or dstock@usairways.com by **Wednesday, October 16, 2002** to make your reservation for dinner and/or sponsorship of a student.

PRESIDENT'S MESSAGE

I understand that I missed an excellent September meeting. Thanks to all who attended, and a special thanks to Kim LaScola Needy, Pat Kelly Lee, and John Markowitz for preparing the Lean/JIT Simulation for the group.

I am looking forward to the upcoming student night in October. I met Susan Sinclair, Vice President of Operations Planning and Optimization for Hershey Foods, at the recent national IIE conference in Orlando, and I welcome her to Pittsburgh

to speak to our organization. I'd like to encourage all of our members to attend the student night meeting and sponsor a student. This evening is an excellent opportunity to meet with the IE students from the University of Pittsburgh. Your participation in this event is appreciated. Historically, this is our best event of the year – don't miss it.

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

OCTOBER 2002 PROGRAM

Student Chapter
Night

Speaker: Susan Sinclair, Vice President, Operations Planning and Optimization Hershey Foods

Topic: Critical Nature of Industrial Engineering Skills in Industry for the Future and her role as an IE at Hershey Foods

Susan Sinclair, Vice President, Operations Planning and Optimization, is responsible for coordination of supply chain support activities for Hershey Foods, including supply chain optimization, product change management, industrial engineering support, and strategic facilities/operational/supply chain planning. The supply chain optimization group is responsible for the evaluation of initiatives and processes that affect Hershey's overall supply chain, with focus on planning and execution systems and capabilities throughout both manufacturing plants and warehouse operations. The Product Change Management group is responsible for communicating and managing changes to product lines, and to controlling information in SAP that support the material master data. The Industrial Engineering group supports ongoing productivity and cost reduction opportunities as well as capital equipment purchases within Hershey's manufacturing facilities.



Susan attended Penn State University, receiving her B.S. in Industrial Engineering in 1983. She obtained an MBA from Penn State in 1989. Upon graduation in 1983, she joined Hershey as an Associate Industrial Engineer. After spending time in Industrial Engineering, Finance, and Planning, she was promoted to Group Leader in Industrial Engineering in 1989, Manager in 1990, and Director in 1994. She is active in the Institute of Industrial Engineers, and is currently Vice President, Industry at the national level. She also is a member of the Council of Industrial Engineering which is an advisory group for the Institute and serves on the advisory board for Penn State University's IE department. She is also past Treasurer, Vice President, and President of the Lancaster Chapter of IIE. She is a member of the Rotary Club of Hershey, where she has served as director, and on the board of the Derry Township Municipal Authority.

2nd Annual

LEAN MANAGEMENT SOLUTIONS

Conference

CHAPTER MEMBERS IN THE NEWS

On Monday, September 23, 2002 **Jeff Peretin**, a Pittsburgh Chapter member and Maynard employee, presented "Lean Concepts in the Retail World" at the IIE Lean Management Solutions Conference in Seattle, WA. The conference was attended by over 400 people and was a tremendous learning experience for all involved. Jeff's presentation focused on the application of lean principals in retail environments and included a case study from a recent Maynard project. The presentation was very well received, and Jeff represented Maynard and the Pittsburgh IIE Chapter well.

Please contact Greg Smith if you would like to publish news about chapter members at 412.921.2400 ext. 103, or gsmith@hbmaynard.com.

CAR REPORT

by Joe Kikta - VP, IIE Pittsburgh Chapter

The chapter leadership continues to work to improve the chapter (as measured by the Chapter Activity Report).

Below are some actions/updates regarding some of our chapter "imperatives".

Imperative: Increase Program Attendance

- Dara Stock (Programs chairperson), Jeff Peretin and Karen Bursic continue to organize excellent monthly programs. The September JIT program was well attended and received, and the upcoming Student Night should be a big "hit" (as always).
- The committee's efforts for the remainder of the year include:
 - Organize interesting and diverse programs
 - Promote programs via email, newsletter, newspapers, etc.
 - Call members (via leadership team and membership committee) to assure they are aware of upcoming programs, and to personally invite them to attend
- **We need you: Commit to attending a few meetings this Fall.** If you haven't been attending programs, give it a try! You'll get more from your membership if you meet your fellow IE's... besides, it's fun!

Imperative: Grow Chapter Membership

- Jeff Arnold is chairperson of our Membership Committee. Jeff and committee members Mike Harris and Bryan Norman have undertaken several actions to retain and grow membership, including:
 - contact each member who is nearing renewal
 - contact "dropped" members to encourage them to re-join
 - contact graduating IE students to ask them to join the senior chapter
 - survey each chapter member to determine how the chapter might be improved to serve them better, and how the chapter can attract additional members

Imperative: Communicate Effectively

- Key are the leadership and efforts of Greg Smith (communications committee chairperson), Cindy Tuell (committee member) and Jay Rajgopal (web master), including:
 - Email members regularly with program announcements and other news
 - Continue the timeliness and quality of our chapter newsletter
 - Expand communications with student chapter via email and faculty contacts
 - Update website regularly, and continue to expand links and functions
- We need your help to assure we can effectively communicate with you:
 - Make sure your contact info (address, email, phone) is correct when you renew your membership
 - If you have address or email changes, contact IIE as soon as possible (www.iienet.org) or any Pittsburgh Chapter leader

TREASURER'S REPORT

INSTITUTE OF INDUSTRIAL ENGINEERS CHAPTER IRS REPORT

4/1/02 - 3/31/03

	INCOME	EXPENSES
1. DUES INCOME	\$ 800.50	XXX
2. INTEREST INCOME	-	XXX
3. CONTRIBUTIONS RECEIVED (A)	-	XXX
4. CONFERENCES (B)	-	-
5. MONTHLY MEETINGS	899.00	1,136.04
6. NEWSLETTERS (B)	-	-
7. MISCELLANEOUS (B)(C)	-	-
8. CONTRIBUTIONS AND GRANTS PD.	XXX	350.00
9. PUBLICATIONS/NEWSLETTERS	XXX	737.78
10. PROGRAMS/MEETINGS	XXX	-
11. STUDENT DEVELOPMENT (E)	XXX	-
12. COMMUNITY SERVICES	XXX	-
13. MEMBER SERVICES	XXX	-
14. OFFICERS & CHAPTER MEETINGS	XXX	-
15. CHAPTER OPERATIONS SUPPLIES	XXX	40.00
16. MISCELLANEOUS (C)	XXX	-
17. TOTAL	\$ 1,699.50	\$ 2,263.82
ENTER: 18. NET WORTH 4/01/02		\$ 5,491.32
ADD 4/01/02-3/31/03 INC.		\$ 1,699.50
SUBTOTAL	\$ 7,190.82	
LESS 4/01/02-3/31/03 EXP.		\$ (2,263.82)
NET WORTH 3/31/03		\$ 4,927.00
19. STATEMENT OF NET WORTH		
ENTER: PETTY CASH ACCT. BAL.	\$ -	
ENTER: CHECKING ACCT. BAL.	\$ 2,223.21	
ENTER: SAVINGS ACCT. BAL.	\$ 2,703.79	
TOTAL *	\$ 4,927.00	

RECAP OF LAST MONTH'S MEETING

The September IIE Program was an entertaining and enjoyable hands-on workshop covering the benefits of Lean, Just-In-Time, and Pull systems. The evening started with a delicious meal from the Olive Garden, accompanied by an ice-breaker that helped open up the large crowd. Close to 40 people attended the event, and approximately 1/3 were non-members. What a great chance to network and attract new members! Individuals shared the benefits they receive from IIE - many noted the networking, business assistance and opportunities, education, and a few even noted how their involvement directly led to new or better jobs!

Then the simulation (game!) began. Attendees were able to gain insight into the value of implementing Visual Factory Management and Lean Manufacturing strategies by assembling a product using two opposing methods. First, traditional manufacturing methods were used to assemble a small product and deliver it to the customer, such as batching work in process, pushing products through the process, and carrying lots of inventory.

Process efficiencies were measured, leading to some disappointing results and dissatisfied customers. The (really mean) President had to fire everyone, because a new competitor had moved in across the street and had implemented a new strategy.

Process improvement opportunities were identified by the group and implemented at the new competitors' plant. A combination of pull system and Lean manufacturing methods were utilized, combined with JIT supply chain systems, and the new company was able to improve upon many measures, most importantly Customer Satisfaction and Profitability. Upon measuring the process utilizing these strategies, participants were able to see that dramatic results can be gained with proper implementation.

The evening concluded with a discussion on real world scenarios and how the lessons learned could be implemented in our own lives and places of work. Participants discussed how to transfer these strategies to a non-manufacturing environment, and decided it can and should be done! In conclusion, the evening was a well-attended meeting of the Pittsburgh chapter, and those who attended expressed interest in the topic and a desire to learn more. The practical, hands-on environment was appreciated, and many look forward to the next meeting that covers the importance of meeting customers' needs through flexible, responsive, lean systems.

STUDENT CHAPTER NEWS

Michael Grove
President, University of
Pittsburgh Chapter of IIE

This semester should be an exciting one at the University of Pittsburgh for the Industrial Engineering department, and more specifically the members of IIE. We are proud to announce that we have recently upheld our Gold chapter status, of which there are only 11 in the entire country. A lot of effort has been put forth by the students and faculty to achieve this status, and we are quite excited for ourselves and the University of Pittsburgh.

We are also excited about the speakers who will be presenting for the IE students during our weekly seminars this semester. We currently have Gina Shiban of Deloitte Consulting, Lt. Lisak and Lt. Cunningham of the Navy, and Richard Frank of US Steel Corp. scheduled to present. We are working to schedule additional speakers throughout the semester.

Another event that should draw interest is the IIE Industry/Student Night which is scheduled for October 23rd. This generally draws many IIE members from our chapter and from the Pittsburgh professional chapter. As you can see, there are many

things going on within the IIE chapter at the University of Pittsburgh, and we look forward to interacting with the professional chapter of IIE this semester.

Please make plans to sponsor a student!

Partners In Practice Program



“IIE NEEDS YOUR HELP”

PROGRAM OBJECTIVES:

Enlist loyal and proactive IIE industry volunteers who are willing to accept responsibilities to pro-mote IIE within their company. Create a network of Partners in Practice that share ideas and experiences that will help grow the program. Recognize participation and achievement.

PROGRAM GOALS:

1. Improve membership recruitment and retention of industry IEs and individuals practicing IE through efforts of local IIE Partners in Practice.
2. Increase participation in IIE programs and services through enhanced local activity and promotion.
3. Tap into industry talent for new speakers and future IIE leaders.

VOLUNTEER RESPONSIBILITIES:

1. Increase awareness of IIE and its benefits by promoting IIE membership and activities with company employees. Includes distributing literature and serving as an IIE liaison.
2. Assist IIE in building its database of IEs and individuals practicing IE by providing a list of employee names annually.
3. Identify and recommend fellow employees for recognition as “profiled IEs” for IIE Solutions; speakers at IE conferences; and future leaders in IIE (leadership development).
4. Give feedback to IIE on program improvements, new program ideas, employee comments, and strategic direction of IIE.

RECOGNITION:

1. Recognition in *IIE Solutions* magazine
2. Recognition at Annual Conference
3. Annual PIP Award given at Annual Conference

HOW TO VOLUNTEER:

Complete the online form at <http://www.iienet.org/partner>. A representative from IIE Headquarters will contact you shortly. They will acquaint you with the new program and inform you of available resources to assist you in achieving program objectives.

Questions: Dave Barzler (dbarzler@iienet.org) 770-349-1106



IIE is the world's largest professional membership society dedicated solely to the support of the industrial engineering profession and individuals involved with improving quality and productivity.

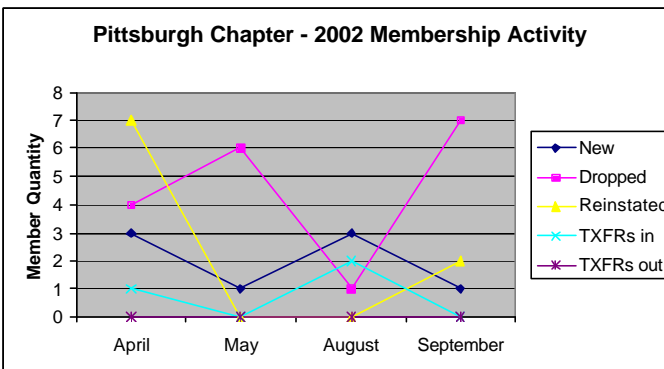
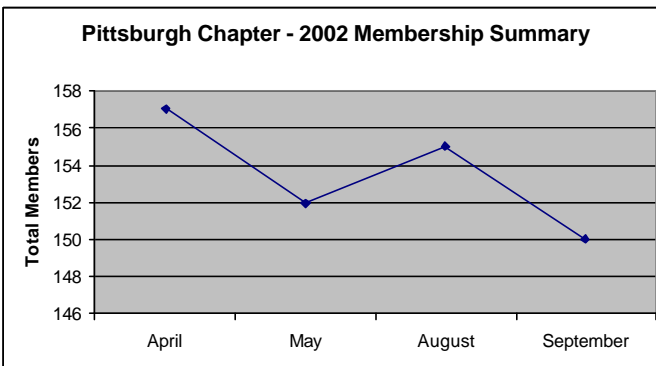
MEMBERSHIP REPORT

The membership total for the Pittsburgh Chapter is at 150 members. The membership activity this month included:

- 1 new members
- 0 transfers in
- 0 transfers out
- 2 reinstated
- 7 dropped

The membership committee would like to extend a warm welcome to our 1 new member, Nancy Swets. Welcome Nancy!

The committee recently began the new proactive email campaign. This means that all members expiring within the next 2 months receive an email where they can click on a link to renew membership. Also, members of the membership committee met on Wednesday, September 25 to discuss the promotion of the new "Look Inside" campaign. This campaign is focused on each person looking first within their own organization for other individuals working as IE's or in an IE capacity who are not currently members of IIE Pittsburgh Chapter. The membership committee encourages you to "Look Inside" your place of work and see if there are others who would benefit from membership. Also, the team brainstormed questions for the Existing Pittsburgh Chapter Member Survey. Details on "Look Inside" and the survey will follow. Below are our summary graphs for this month:



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.

IIE's website address is www.iienet.org

Renewal Testimony

"As mentioned in the Membership Report, the committee has started a new process of sending out an e-mail to those members whose membership is about to expire. I received my notice earlier this month (after receiving three paper copies from IIE National) and decided to test it out. If you don't want to make any changes to your information, this is a great way to renew! It took me under 2 minutes - the longest part was finding my membership number!"

Greg Smith

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.

Chapter Directors and Officers

	COMPANY	PHONE	EMAIL
DIRECTORS			
Pat Kelly Lee (2nd year)	Executive Toolkit	412-519-5406	pklres@aol.com
Holly Hardman (2nd year)	FedEx Ground	412-859-2302 (w)	holly.hardman@fedex.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
President			
Angela Konop	FedEx Ground	412-859-2678 (w)	angela.konop@fedex.com
Vice President			
Joe Kikta	Mellon Bank	412-236-6193	kikta.js@mellon.com
Secretary			
Barb Grabowski	Alcoa	412-553-2229 (w)	barbara.grabowski@alcoa.com
Treasurer			
Mike Lalle	UPS	412-921-8069 (w)	mlalle@ups.com
Programs Committee Chairman			
Dara Stock	USAirways	412-472-7280	dstock@usairways.com
Membership Committee Chairman			
Jeff Arnold	H. B. Maynard & Co., Inc.	412-921-2400 x245 (w)	jarnold@hbmaynard.com
Community Affairs Chairman			
John Connors	H. B. Maynard & Co., Inc.	412-921-2400 x 149 (w)	jconnors@hbmaynard.com
Student Relations Chairman			
Mary Besterfield-Sacre	Univ of Pgh	412-624-9836	mbsacre@engrng.pitt.edu
Communications Cmte. Chairman			
Greg Smith	H. B. Maynard & Co., Inc.	412-921-2400 x 103 (w)	gsmith@hbmaynard.com
Web Master			
Jay Rajgopal	Univ of Pgh	412-624-9840	rajgopal@engrng.pitt.edu

NEXT MONTH'S MEETING

We are finalizing details to hold the November meeting at the new University of Pittsburgh, School of Engineering, Swanson Center for Product Innovation lab. It is tentatively scheduled for Tuesday, November 12, at 6:00 PM. More details will follow.

**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
September 19	Lean/JIT Simulation
October 23	Student Chapter Night
November	Tour of Pitt's Swanson Center for Product Innovation Lab