



The Toronto Teller

"Only a truly educated person could be driven to tears by statistics."

~George Bernard Shaw

Volume 0708 - 6

Inside this issue:

April Notables

1. There are 2 meetings remaining. They will be held at 6pm on May 12 and June 09, 2008. The location and agenda are TBD but will be emailed out beforehand.

President's Message

Greetings, everyone!

Last month we had our "Wine and Cheese" and "Green IT event with David Suzuki" (as a supporting partner with IDC). Thanks to everyone who made both the programs very successful.

In our Wine and Cheese event, we had Eleanor" and "Nitin" from "Dixie Bloor Neighbourhood Centre" who shared information about their mentoring partnership program with everyone, which bring together skilled immigrants and established professionals in occupation-specific mentoring relationships. Please check out the details at <http://www.dixiebloor.ca/mentoring.html>

Anja Silj (Assistant Director of Seminars and Events) attended the "Green IT event". All major IT companies were at the conference (IBM, Telus, HP, etc.) and the messages were:

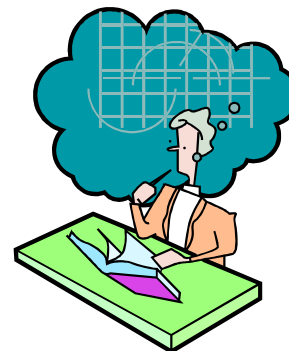
- Real solutions to conservation of energy are available today
- Reasons for investing in Green initiatives are:
 - consideration of environment (i.e. global warming),
 - support of corporate values,
 - regulatory requirements, d) financial savings
- 3/4 of Canadian companies are investing in green initiatives
- 86% of Canadian business agrees that "global change is real"
- 12% agree that the impact of global change is already here

Additionally, there were some ideas on how to implement green initiatives, such as recycling, PC energy savings, printing management, mobile tele-work, etc.

Those who missed out the fun at Wine and Cheese, can visit our photo gallery at: <http://www.iienet2.org/Chapter/chap087/awn.htm>

Best Wishes,
~Gaurav Paliwal, President,
IIE Toronto Senior Chapter (#087)

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Upcoming Events:

- April - Student Awards Night
- May - IIE Annual Conference and Expo
- September - AGM

2008 Program Schedule

The plans for 2008 have been updated. The following is outline of our objective and program schedule for the year. As we are always looking to improve, please feel free to let us know if you have any ideas for IIE.

Our tactical Objectives for this coming year are:

- Aligning Strategic Plan to the Voice of the Customer (VOC).
- Improve our retention and recruitment activities
- To participate as a chapter in (2) joint activities with other engineering societies
- To speak to or attend (2) community or school event promoting Industrial Engineering
- To improve the chapter member participation as measured by members attending chapter activities
- To improve chapter promotional activities (e-mail, newspaper, etc).

2008 Program Schedule

- IIE Region Student Conference (Toronto, ON)
- Strategic Plan Submission
- Toyota Plant Tour
- Chapter Grant Submission
- C.A.R Submission
- Seminar
- National Engineering Week (Woodside Mall)
- RVP Evaluation
- IIE Office Visit Request
- Raptor Night
- Phoenix Award Nomination
- Community/School Event
- Wine & Cheese
- IIE Conference (Vancouver, CA)

Further details surrounding each event or milestone will be provided closer to the date or upon results receipt from IIE.

C.A.R update

Below is a summary of the "IIE 2007 Chapter Activity Report". Figures indicate that we will finish the year with "GOLD AWARD." This is a result of everyone's contribution. Let's continue the great work into 2008!!

Chapter Activity Area	Possible Points	Score
Plans & Operations	15	15
Chapter Programs	20	19
Membership Communications, Growth, & Retention	27	26
Student Outreach & Community Affairs	18	13
Members, Chapters, & Institute Support	20	10
Total	100	83
The average membership of chapter over the past two years is:		187
This chapter falls into size class:		A
Tentatively, your award prior to certification by the RVP and IIE is:		Gold Award

Career Connection

IE Expertise Required: Contribute toward research and professional development in industrial engineering

Are you an industrial engineer whose work impacts the design of work systems? If so, your participation is requested for a PEO-endorsed and WSIB-funded research program.



We want to talk to engineers who are involved in work systems design about how they do their jobs. Our project will function as a 'needs analysis,' determining how best to assist work system designers in their day-to-day work and explore the role of human factors in the organizations they work for. It is hoped by going straight to the source through an interview study researchers can avoid idealized or biased accounts of work system design and discover what actually occurs on a day-to-day basis within organizations

Kim Allen, the CEO of PEO, acknowledges the study's potential to "raise the profile of tool usage issues amongst the professional community and facilitate a better process for management decision making." An additional benefit of the research is the opportunity to raise the profile of the industrial engineering profession and provide a voice for a professional group that is rarely heard from in academic literature. Most importantly, we hope to use this information to better design human factors technologies to support engineering work and improve system performance.



This research will be carried out by a multi-disciplinary team, who are currently approaching the engineering community to find interview participants. Saeed Zolfaghari, Director of Industrial Engineering at Ryerson University and IIE member, believes that industrial engineers are uniquely positioned to contribute to the study. "Not only is this community heavily involved with systems design and improvement, their role often requires them to act as liaisons between management and frontline staff. This experience gives them the ability to see systems from multiple perspectives and can help us shed light on both workplace design issues as well

as opportunities for future development."

Please help support the future of IE and work system design by contributing an hour of your time to be interviewed by a member of our team. To participate or to obtain more information, please contact Megan Mekitiak as soon as possible!

Best Regards,

Dr. Patrick Neumann, Mechanical and Industrial Engineering Dept, Ryerson

Dr. Saeed Zolfaghari, Mechanical and Industrial Engineering Dept, Ryerson

Dr. Richard Wells, Ergonomics and Occupational Biomechanics Lab, UofW

Dr. Nancy Theberge, Kinesiology Dept, UofW

Dr. Jonas Laring, Department of Product and Production Development, Chalmers University, Sweden

Contact:

Megan Mekitiak

Human Factors Engineering Lab, Ryerson

416-979-5000 ext. 4513 , megan.mekitiak@ryerson.ca

<http://www.ryerson.ca/hfe/research/index.html#Ergonomics%20and%20Engineering%20Design>

For more position listings please visit the IIE website at <http://www.iienet2.org/Chapter/chap087/>

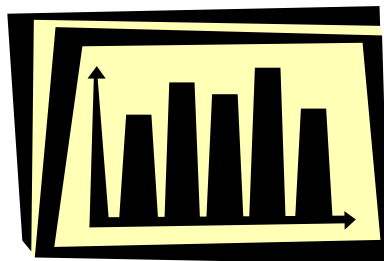
If you would like to post a position please contact Candice Langlois at candicelanglois@gmail.com

Budget Update

IIE Toronto Chapter is carefully investing in the period of 2007-2008 to ensure our members have a year worthy of their membership and that our chapter remains sustainable.

The update budget can be found below. As we progress throughout the year, we will continue to provide updates regarding the Chapter's finances. We are committed to providing great value for our members.

IIE (Toronto Chapter) Total Budget 2007-2008			
Revenue			
	Item	Budget	Actual To Date
	Events	-	\$1,623.75
	Grants and Membership	\$1,500.00	-
	Other	-	-
	Sponsorship	\$1,000.00	-
Expenses			
	Events	\$1,630.00	\$1,401.92
	Grants and Membership	\$5,100.00	\$4,600.00
	Board Meetings	\$1,000.00	\$375.02
	Other	\$2,120.00	-
	Total	\$7,350.00	\$4526.04



April Board Meeting

The Board Meeting for April was cancelled, as the Wine & Cheese was held that same week. Please feel free to contact us via the email found at the bottom of the page with any immediate questions or concerns that you may have.

NOTE: As most of the points of relevance discussed at the Board Meetings are provided through updates and event information, we will no longer be providing details of the minutes in the Newsletter. We will continue to provide any important or relevant information in the Monthly Notables section if necessary. A copy of the minutes can be found on the website at <http://www.iinet2.org/Chapter/chap087/> for those who wish to review this document.

Sponsorship

Are you struggling with optimizing your supply chain? Are you challenged with increasing productivity while maintaining or reducing costs? Are you in need of increasing efficiency and effectiveness to improve your organization?

Through sponsoring Canada's largest Industrial Engineering body, you will have instant access to over 200+ IIE members who can help you overcome your organizational challenges and build towards a profitable future. By sponsoring IIE you can access IIE members through organized plant tours, speaker events, wine and cheese, or the Annual General Meeting. Not only will you have access to a wide range of Industrial Engineer professionals, by becoming an IIE sponsor your organization will have the opportunity attend IIE seminars and events, thereby, gaining important insight into industry trends. If you are interested in sponsoring IIE, please E-mail Simon La @ simon.la@rbc.com for more information regarding sponsorship details.

Feature Article: **Lean Six Sigma**

Army Business Transformation Knowledge Centre (www.army.mil/ArmyBTKC)

The root of both [Lean](#) and [Six Sigma](#) reach back to the time when the greatest pressure for quality and speed were on manufacturing. Lean rose as a method for optimizing automotive manufacturing; Six Sigma evolved as a quality initiative to eliminate defects by reducing variation in processes in the semiconductor industry. It is not surprising that the earliest adopters of Lean Six Sigma arose in the service support functions of manufacturing organizations like GE Capital, Caterpillar Finance, and Lockheed Martin.

Lean Six Sigma for services is a business improvement methodology that maximizes shareholder value by achieving the fastest rate of improvement in customer satisfaction, cost, quality, process speed, and invested capital. The fusion of Lean and Six Sigma improvement methods is required because:

- Lean cannot bring a process under statistical control
- Six Sigma alone cannot dramatically improve process speed or reduce invested capital
- Both enable the reduction of the cost of complexity

Ironically, Six Sigma and Lean have often been regarded as rival initiatives. Lean enthusiasts note that Six Sigma pays little attention to anything related to speed and flow, while Six Sigma supporters point out that Lean fails to address key concepts like customer needs and variation. Both sides are right. Yet these arguments are more often used to advocate choosing one over the other, rather than to support the more logical conclusion that we blend Lean and Six Sigma.

How is it that Six Sigma and Lean are complementary? Here's a quick overview

Six Sigma:

- Emphasizes the need to recognize opportunities and eliminate defects as defined by customers
- Recognizes that variation hinders our ability to reliably deliver high quality services
- Requires data driven decisions and incorporates a comprehensive set of quality tools under a powerful framework for effective problem solving
- Provides a highly prescriptive cultural infrastructure effective in obtaining sustainable results
- When implemented correctly, promises and delivers \$500,000+ of improved operating profit per Black Belt per year (a hard dollar figure many companies consistently achieve)

Lean:

- Focuses on maximizing process velocity
- Provides tools for analyzing process flow and delay times at each activity in a process
- Centers on the separation of "value-added" from "non-value-added" work with tools to eliminate the root causes of non-valued activities and their cost
 - The 8 types of waste / non-value added work
 - **Wasted human talent** – Damage to people
 - **Defects** – "Stuff" that's not right & needs fixing
 - **Inventory** - "Stuff" waiting to be worked
 - **Overproduction** – "Stuff" too much/too early
 - **Waiting Time** – People waiting for "Stuff" to arrive
 - **Motion** – Unnecessary human movement
 - **Transportation** – Moving people & "Stuff"
 - **Processing Waste** – "Stuff" we have to do that doesn't add value to the product or service we are supposed to be producing.
- Provides a means for quantifying and eliminating the cost of complexity

The two methodologies interact and reinforce one another, such that percentage gains in Return on Investment Capital (ROIC%) are much faster if Lean and Six Sigma are implemented together.

In short, what sets Lean Six Sigma apart from its individual components is the recognition that you cannot do "just quality" or "just speed," you need a balanced process that can help an organization focus on improving service quality, as defined by the customer within a set time limit.

Ryerson Board of Governors: ELECTION



“Growing and building Ryerson’s reputation for quality benefits all Alumni”

Hello, my name is Christopher Smith, and I am running for re-election to Ryerson’s Board of Governors. A bit about me, I graduated from the School of Industrial Engineering back in 2002. I have worked for Canadian Tire and now for Hudson’s Bay Company as a Project Leader, in the Process Engineering Group.

Over the past 3 year’s I have served as your Alumni Representative on the Board of Governors at Ryerson. During that time I have been proud to represent Alumni interests at the Board.

The following points summarize my work on the board over the past 3 years:

- Active participant in the Master Planning Process – attended several forums, round tables, and open houses. I have been very vocal in promoting Alumni involvement in the Master Planning process – resulting in a Master Planning open house during last years Alumni Weekend
- An advocate for the creation of a Student Learning Centre to be added as an extension to our Library – which follows through on my earlier election pledge to improve and grow Ryerson’s library
- I am currently the Vice Chair of Ryerson’s Employee Pension and Relations Committee, and have served in this role for the past 2 years. This committee oversees all pension and related pension benefit programs for all Staff and Faculty at the University
- Last year I was a member of the Finance Committee – and this year I am a member of the Executive Committee where I am supportive of our efforts to improve governance on the Board
- Voted in favor of last year’s budget - the Quality Budget. This budget ensures that there are funds to invest in the physical campus, as well as ensuring that there are more bursaries, and services in place to make Ryerson students more successful
- Co-sponsored a motion with fellow Alumni Representative Bob Cockerill to create a Ryerson University Alumni Association. This Association is designed to support all Alumni and strengthen and reenergize our Alumni community
- Initiated discussions with Ryerson’s Director of Communications to establish a column in the Alumni Magazine for the Alumni Board Reps to update all Alumni on current Board conversations, events, and happenings

If re-elected I will continue to support changes which improve our reputation, and the quality of the education received at Ryerson. I will vote in favor of establishing a more pedestrian campus by closing down parts of Gould Street. I will ensure that the Alumni voice is heard in deciding the future of Kerr Hall, as that iconic building should not be demolished without understanding the Alumni position first.

I am very proud of what has been accomplished - and with your support we can continue to improve the institution, and make Ryerson one of the top post secondary universities in Canada!

Thank you for your support!

Christopher

PLEASE SEE THE PAGE ON HOW TO VOTE

Ryerson Board of Governors: ELECTION

How to Vote:

1. To vote **on-line**, the address is: www.ruonline.ryerson.ca

You can vote online from **Monday, June 23, 2008 to Monday July 7, 2008** between the hours of 8 a.m. and 9 p.m. On-line voting stops at 4:30 p.m. (EST) on Monday, July 7, 2008.

2. Or you can print off a paper ballot from: <http://www.ryerson.ca/alumni/> (available by June 23rd) and **mail** it to:

Office of University Advancement,
Ryerson University, 350 Victoria Street,
Toronto, ON, Canada, M5B 2K3

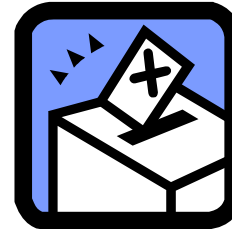
Or **fax** it to (416-979-5166)

All paper ballots must be received by Monday July 7, 2008 at 4:30 pm (EST) to be counted.

To find your alumni identification code, see the label on your copy of Alumni Magazine or call the Alumni Relations Office at 416-979-5018. You may also use your birth date (indicate the year, month and day).

All other voting information is available at:

<http://www.ryerson.ca/about/governors/elections/docs/Campaigning%20and%20Voting%20Information%20for%20Alumni.pdf>



IIE Events



2008 IIE Annual Conference and Expo

May 17th – 21st, 2008
Westin Bayshore
Vancouver, British Columbia

The IIE Annual Conference and Expo is the most significant industrial engineering event of the year. This is the ideal place to gather your tools for today, fuel for tomorrow, and network with the best and brightest in your field.

- Educational sessions addressing virtually every aspect of the profession
- Awards to recognize superior achievement of top professionals and students
- An exhibit hall full of products from companies that value industrial engineers

Opportunities to build your network and reconnect with professional acquaintances
For more information please visit www.iienet2.org/annual2/.

Hi Everyone,

A huge thank you for coming out to the Wine and Cheese last week.

IIE Toronto would appreciate if you can fill out a **quick** survey (less than 2 mins) about the event, what you would like to see etc. <http://www.iienet2.org/Chapter/chap087/index.htm>

Our next major event will be the AGM in September. Hope to see you there!!

Thanks,
Laura Chiu
IIE Toronto
Director of Seminars and Events '07-08



Institute of Industrial Engineers

IIE TRIVIA!!

The first doctorate degree was awarded for industrial engineering in the 1930s by Cornell University.

Congratulations to those who answered correctly!

NEW! "The t-test was developed by -----, a statistician employed at the Guinness brewery. However, because the brewery did not allow employees to publish their research, -----'s work on the t-test appears under the name "Student" (and the t-test is sometimes referred to as "Student's t-test.") ----- was a chemist and was responsible for developing procedures for ensuring the similarity of batches of Guinness. The t-test was developed as a way of measuring how closely the yeast content of a particular batch of beer corresponded to the brewery's standard."

- A. Behrens Fisher
- B. William Gossett
- C. Kaplan Meier

The solution will follow in the next newsletter, along with another piece of trivia!

**Chapter #87 Executive Board**

Position	Name	Email
President	Gaurav Paliwal	gpaliwal@van-rob.com
President Elect	Kathleen Clough	kathleen.clough@hbc.com
Treasurer	Wan Ting Gan	wanting.gan@hbc.com
Secretary	Mohammad Kamali	mohammadkamali59@yahoo.ca
Webmaster	Daniel Lim	dlim@van-rob.com
Director of Communication	Candice Langlois	candice.langlois@gmail.com
Director of Membership	Ashu Singh	ashu.singh@intria.com
Director of Seminars and Events	Laura Chiu	Laura.chiu@cibc.com
Director of Grants	Ashwini Kumar	Ashwinimk@gmail.com
Director of Sponsorship	Simon La	simon.la@rbc.com
Student Liason - UT	Alexey Togunov	alexey.togunov@utoronto.ca
Student Liason - Ryerson	Wade Mak	wmak@ryerson.ca

