



CONNECTION

Greater Kansas City Chapter #92

April 2007



IN THIS ISSUE

- | | | |
|---------------------------|----------------------------|------------------------|
| 1 – April Meeting Details | 4 – Membership Update | 7 – Career Development |
| 2 – May Meeting Details | 5 – Chapter Update | 8 – Did you know? |
| 3 – President’s Message | 6 – News from Headquarters | 9 – Officer Listing |

1 – APRIL MEETING: LAWRENCE MEMORIAL HOSPITAL

Join us for a tour and overview of process improvements at Lawrence Memorial Hospital! Take a peek out how the hospital has taken initiatives to streamline processes in the health field. The tour will include a brief synopsis of processes at the hospital followed by a demonstration of the process improvements undertaken at the Nursing Stations. One of the highlights is a state-of-the-art barcode system implemented last summer for ensuring that precise dosages of the correct medications are provided to the correct patients at the exact time prescribed.



Date: April 12th
 When: 5:00PM
 Where: Lawrence Memorial Hospital.
 Cost: None

Please RSVP or send any questions to Liz Meyer at lmeyer3@hallmark.com.

2 – MAY MEETING REVIEW: UNION CEMETERY

Help IIE Make a Difference! IIE will have a workday at Union Cemetery on Saturday, May 19th at 10:00 a.m. We will work from 10:00 to noon, followed by lunch. Feel free to bring along any family members or friends. This is a great way to meet fellow IIE members, get some exercise, and help a worthwhile cause—all for just a few hours of your time!

The Union Hill Historical Society is still prioritizing their wish list, but whether it be cleaning tombstones, helping with digital photography needs, database support, or re-organization of one of their storage vaults, they are looking forward to our help.

IIE began work with the Union Cemetery Historical Society in 1999, when we received a \$5,000 grant from the KC150 Project. The cemetery was started in 1857 and got its name because it was established to be a “union” between the cities of Westport and Kansas City. It is the burial site for approximately 55,000 former Kansas City residents.

Date: May 19, 2007
Time: 10:00 to 1:00 (lunch will be provided at noon)
Location: Union Cemetery located just south of Crown Center at approximately 28th and Grand.
Cost: None

RSVP: Please RSVP by Wednesday, May 16th to Beth Kelley at (913) 599-2384 or bethkelley@hotmail.com if you are planning to attend. Directions will be e-mailed after all RSVP's are received.

3 – PRESIDENT'S MESSAGE

April ushers in the beginning of my favorite professional sport, Major League Baseball. Of course, we're always hoping to see the Royals do well; they started off well by winning on Opening Day. Baseball also reminds me of all the atypical professions that Industrial Engineers find themselves in. The company that currently does the schedule for MLB uses IE and Operations Research methods to create the schedule. (One of the many useless things I learned in college; my advisor's wife worked for the company.) Another one of our members in a non-traditional IE role just became the Mayor of Kansas City, MO.

Many IE's find themselves in operations, procurement or sales instead of the normal engineer role. But these roles usually bring out the best IE traits in engineers, as they tend to be fertile ground for what we've learned from college and throughout our careers. Of course, this is an opportune time for me to encourage continuing education opportunities, as we recently discussed in our IE Careers Roundtable. There are

several great resources available from IIE, from the Annual Conference and other specialty conferences to online seminars available from iienet.org.



I don't mean to come off like an IIE salesman (at least I didn't plug our local conference...oops), but I definitely believe in the advantages of advanced education and diverse training. And don't be afraid to use your IIE contacts and connections to help you when you do get into that non-traditional role!

Jay Christensen

4 – MEMBERSHIP UPDATE

Region 5 Chapter 92 Membership 103

Welcome new member – Scott Johnston with Ventura Foods

CHAPTER AND MEMBER NEWS:

Meet our new IIE Regional Vice President (RVP) for Region 5 (Arkansas, Texas, Oklahoma, Missouri, and Kansas) - Joan Wagner!

Joan received both her BS and MS in Industrial Engineering from Wichita State University and is currently working on her MBA at Webster University. Joan is a Facilities Project Administrator for Spirit AeroSystems in Wichita and her previous work experience includes assignments at The Boeing Company and Metal-Fab, Inc. Joan has held a variety of leadership positions within IIE chapters. She was the student chapter president at Wichita State University and most recently served as the chapter president for the Wichita senior chapter. Her goals as RVP are to increase chapter activity and membership value. Welcome, Joan!

Congratulations to KC IIE Member, Mark Funkhouser, for his recent election as the Mayor of Kansas City, MO!

5 – CHAPTER UPDATE - Chapter Activity Report (CAR)

CAR stands for the IIE Chapter Activity Report. It is a program that IIE uses to track the progress and trends of all the individual local chapters across the US. Each month, we will continue to take a look into what the CAR program means to our local chapter.



CHAPTER COMMUNITY INVOLVEMENT

Our local chapter earns points in our Chapter Activity Report for community service activities and involvement. Specifically, we fulfill this requirement if our chapter participates in 2 separate events with at least 2 members taking part in each event. Our chapter has an annual event donating time and services for the Union Hill Cemetery. We would like to form a database of member community involvement to see if some of our activities overlap. Please email me at lmeyer3@hallmark.com if you are on a board or participate in the community in some format - i.e. United Way agencies, Big Brothers Big Sisters, Junior Achievement, science fair judges, etc. Also, email me if you are not active in the community today and would like to be informed of volunteer opportunities.

Liz Meyer
President Elect



6 – NEWS FROM HEADQUARTERS:

For more information, check out <http://www.iienet2.org/Details.aspx?id=7870>.

“Hundreds of industrial engineers have already signed up to attend the IIE Annual Conference and Expo 2007 being held May 19-23 in Nashville, Tenn. And conference organizers are urging attendees to take advantage of the early bird registration rate for this important gathering. [Register](#) by Friday, April 6 to take advantage of this special low price.

Highlights of the upcoming conference include:

- More than 30 educational tracks covering virtually every aspect of industrial engineering practice
- Day-long colloquiums for doctoral students and new faculty
- A half-day Enterprise Management Forum for corporate leaders
- An awards ceremony honoring accomplished industry practitioners, researchers, academicians, and students
- Receptions, a student mixer, and other social events for networking and relaxation
- Keynote presentations by renowned leaders such as DuPont Chairman Chad Holliday and Lean Enterprise Institute Chairman Jim Womack
- An exhibit hall filled with companies seeking input from industrial engineers and managers
- Half a dozen facility tours covering manufacturing, assembly, and distribution

The conference takes place at the Renaissance Hotel Nashville and Nashville Convention Center.

For information, rates, hotel information, and registration, visit [IIE Annual Conference and Expo 2007](http://www.iienet2.org/Details.aspx?id=8264).” -- <http://www.iienet2.org/Details.aspx?id=8264>

If you plan on attending the IIE Annual Conference and would like to meet other local members attending, please email the local chapter President Elect, Liz Meyer at lmeyer3@hallmark.com.

7 – CAREER DEVELOPMENT:

Career tips from the March IE Career Roundtable Meeting

KC IIE hosted a roundtable discussion on Industrial Engineers and their career paths on March 27. Four panel members with various experiences shared their insights on working as Industrial Engineers. The panel members were



Beth Kelley – CI Strategist, Hallmark Leavenworth Production Facility

Jerel Williams – Logistics Management Consultant and owner of Logistics Planning LLC

Scott Nuckols – Supervisor of CI, American Airlines KCI

Amy Martens – Management Engineer, Blue Cross Blue Shield of Kansas

Panel members and the audience discussed various topics related to careers in Industrial Engineering. The group wanted to share a few points from the discussion with the KC IIE membership and area IE students.

IE “tricks of the trade” that have been learned throughout their careers:

- Develop your own niche in the IE field and build upon those skills. For example, continuous improvement, financial modeling, ergonomics.
- Obtain the correct tools for your assignments. For example, palm pilot tools for time studies decrease the time needed for data input and analysis.
- Do not be afraid to take a different approach from what others at your company have taken in the past.
- Treat all that you work with (managers, front-line employees, peers, etc.) as customers and try to picture problems from their points of view.
- Develop trust and credibility with those you are working with on a project, especially front-line employees. Sometimes they have great ideas for implementing high level improvements.
- Do not be afraid to share the credit with those you have worked with on a project.
- Develop skills to work with and leverage politics in the workplace. For example, public speaking and communication.
- Always ask “why” things are done and does that process or step contribute to business objectives.
- Use the Pareto (80 / 20) rule. You just need to identify the 20%, but it is almost always there.

Advanced education and Professional Engineering certification

- Always strive to increase your skills and further your education, but not necessarily formally. You can do this by reading materials or taking certification classes.
- Obtaining Professional Engineering certification can open doors to consulting opportunities. Legally engineers cannot market themselves as “Engineer” without a P.E. in some states.
- Students are strongly encouraged to take the Fundamentals of Engineering exam in their last semester, as they may need it during their career progression. This is easier to take right out of school, and students may not know exactly where their career will take them.

Any questions related to the March meeting, please send to KCIIE@sbcglobal.net.

For more information on IIE, check out headquarter and local chapter websites:

8 – IIE, DID YOU KNOW?

The KC IIE Senior Chapter was pleased to be a sponsor of the Region 5 Technical Paper Conference, held March 2nd, 2007 at Wichita State University. Students from IE departments in Texas, Arkansas, Oklahoma, Kansas, and Missouri were invited with over 80 students in attendance.

Our chapter sponsored the first place prize, which went to Michael Hurley, from Wichita State University for his paper on Process Improvement at Via Christi Emergency Department. An abstract for this paper can be found below. Second place went to Stacie Hopson, of Kansas State University, for her paper on Altec Industries Implementing Industrial Engineering Techniques to Increase the Productivity of the AM Line. Third place went to Allison Greco, of the University of Oklahoma, for her paper on Air Traffic Controller Display: Optimization of Colors and Digits.



Michael Hurley, Stacie Hopson, and Allison Greco

Process Improvement at Via Christi Emergency Department--

*Jason Medency, John Wolf and Michael Hurley
Wichita State University.*

Via Christi is a Catholic, not-for-profit healthcare system serving Kansas and Oklahoma. Their mission is to further the healthcare ministry of its sponsoring congregations, the Sisters of the Sorrowful Mother and the Sisters of St. Joseph of Wichita.

Via Christi has a quarterly Jackson satisfaction score of 3.83 which is below the national average of 4.02. Via Christi is also experiencing three problems with the front waiting room layout. Those problems include a blind spot in the perspective of the registration nurse, inadequate front door entrance, and the lack of privacy for patients being assessed in the overflow triage room.

Steps taken to complete this project were to understand the system, collect necessary data to quantify the system, develop alternate solutions to the problem and analyze them using industrial engineering techniques. The team developed alternate solutions for both the patient waiting times that include fast track care, a patient waiting room, additional doctors and behavioral science techniques. The team also developed three alternatives layouts that will alleviate the problems with the physical structure.

By implementing the suggested improvement ideas, the team is confident that Via Christi's quarterly Jackson satisfaction score will increase so that the goal of satisfying 90% of their patients can be achieved. The recommended layout for the front waiting room will eliminate any blind spots, create a user friendly front door entrance, and provide two full functional triage rooms.

9 – OFFICER LISTING



Kansas City Chapter Vision Statement

To promote the IE profession and provide “value added” services to our members, educational community, and businesses.

- President – Jay Christensen**, JCPenney, 10500 Lackman Rd, Lenexa, KS 66219 (913) 541-2324, kjchrist@jcpenny.com
- President Elect – Liz Meyer**, Hallmark Cards, 101 McDonald Drive, Lawrence, KS 66044, (785) 843-9050 ext. 226, lmeyer3@hallmark.com
- Treasurer- Jennifer Hedberg**, Hallmark Cards, 4728 Oak St. Apt 1143, Kansas City, MO 64112 (816) 792-6207, jhedbe2@hallmark.com
- Secretary – Robert Stillwell**, 11213 W 99th Terrace, Overland Park, KS 66214 (913) 206-0440, sooner_robert@yahoo.com
- Membership Chair – Anita Ranhotra**, Hallmark Cards, 2501 McGee; P.O. Box 419580; MD 337, Kansas City, MO 64141 (816) 274-7265, aranho2@hallmark.com
- Newsletter Editor – Sara Hausback**, Garmin International, 1200 East 151st Street, Olathe, KS 66214 (913) 440-5460, sara.hausback@garmin.com
- Communications Chair – Rachel Dubbert**, Hallmark Cards, 2515 West 50th Ter., Westwood, KS 66205, (816) 645-5269, rdubbe2@hallmark.com
- Corporate Relations and JEC Rep – Brian McCarthy**, Mid-America Manufacturing Technology Center, 10561 Barkley Suite 600, Overland Park, KS 66212, (913) 967-1226, bmccarthy@mamtc.com
- Student Chapter Liaison (KSU) – Luke Gardner**, Cook Composites & Polymers, 2224 Somerset Dr, Prairie Village KS 66206; (720) 261-3366; lwg1008@gmail.com
- Student Chapter Liaison (MU) – Teniece Hardy**, Hallmark Cards, 1010 McDonald Drive, Lawrence KS 66044; (785) 843-9050 x150; thardy5@hallmark.com
- Conference Director – Liz Meyer**, Hallmark Cards, 101 McDonald Drive, Lawrence, KS 66044, (785) 843-9050 ext. 226, lmeyer3@hallmark.com
- Community Affairs – Beth Kelley**, Hallmark Cards, 450 Eisenhower Road, Leavenworth, KS 66048, (913) 727-6692 ext 486, bkelle1@hallmark.com
- Past President -- Jennifer Albers**, YRC Worldwide Enterprise Services, 10990 Roe Avenue, Overland Park, KS 66211 (913) 344-3892, jennifer.albers@yrcw.com.
- Chapter Advisors - Bill Czeschin**, (816)796-6231, Czeschin@comcast.net; **Quarterman Lee**, (816) 931-1414, qlee@strategosinc.com; **Bill Wrennall**, (913)681-8435, wrennall@tlgld.com