



# IIE Connection

PAGE I

FEBRUARY 2010

**Inside this issue:**

1. February Meeting	1
2. March Meeting Preview	1
3. President's Message	2
4. Membership Update	2
5. News from Headquarters	3
6. Career Development	3
7. Chapter Update	3-4
8. Officer Listing	4

## 1. February Meeting - Roasterie tour

In 1983, Danny O'Neill founded The Roasterie in his basement in one of Kansas City's great neighborhoods, Brookside. Since then, The Roasterie has become one of the most renowned specialty coffee roasters in the nation. In 2005, The Roasterie Café was opened back in Brookside. The Café has been named the "Best Coffee Shop" in Kansas City by "KC Magazine", two years running.



To this day, nobody else does it like The Roasterie. Committed to finding the best coffees from around the world, The Roasterie buys its beans from small, specialty farmers for a fair price. Those beans are then roasted using a convection air-roasting method, instead of the more traditional drum-

roasting method, to ensure superior consistency and a tastier, smoother cup of coffee.

**QUICK FACTS:**

- The Roasterie imports only 100 percent Arabica Specialty Grade coffees from more than 25 different producing countries.
- Each coffee bean purchased by The Roasterie has been picked by hand.
- The Roasterie is a strong advocate for Fair Trade, Rainforest Alliance, Organic, Smithsonian Bird Friendly® certifications and more.
- The Roasterie supplied freshly roasted specialty coffee to an estimated one million customers in 2007.
- The Roasterie has received more No. 1 ratings on CoffeeReview.com than any other roaster in the nation.

**When:**

Monday, Feb. 22<sup>nd</sup>, '10  
6:00 to 7:30 p.m.

**Where:**

The Roasterie Cafe  
1204 W 27<sup>th</sup> St.  
Kansas City, MO  
64108

**Cost:**

Free for IIE Members  
\$5.00 for NonMembers

**RSVP:** By Feb. 17<sup>th</sup>,  
2010 Kyle Grabill at:  
kyle.grabill@garmin.com



## 2. March Meeting Preview



Stay tuned for the March newsletter and information about our up-

coming tour of the Children's Mercy & Clinics Emergency Department!

We will have an opportunity to see how patient flow oc-

curs with the hope of no bottlenecks through the use of technology varying from patient tracking to documentation!

### 3. President's Message

KC IIE Chapter Members,

It is always exciting when we have news to share regarding recognition the chapter has received. This time is no different, and it is with great pleasure that I announce that the chapter has received the Platinum Award for the 2009 Newsletter Competition. This is the highest award presented by IIE Headquarters that a chapter can receive for the Newsletter Competition. A great deal of thanks goes out to Anita Ranhotra for coordinating the newsletter throughout the 2009 calendar year, and her continual service to the Chapter in this area for 2010. Furthermore, a special thanks to all who contributed month in and month out to the newsletter publication.

If you are like me, you have been

drawn to the current events in Haiti. The devastating earth quake that struck near Port-au-Prince on January 12<sup>th</sup> has impacted the country in ways that are difficult to comprehend. But with this event, there has been an outpouring of individuals looking to support the relief effort and rebuilding of Haiti. I have been encouraged by the monetary contributions given during this time. However, I have been challenged to comprehend the logistics and operations associated with such an effort. The truth is that money in and of itself doesn't change things overnight. There are challenges associated with turning money into resources that can then be deployed to make a real impact and even more challenging is to accomplish it all efficiently.

Industrial Engineers solve all kinds of problems associated with logistics and operations, but the problems become increasingly difficult when there is

very little infrastructure to leverage. Such is the case in Haiti at this time. The little capacity available to transfer goods and services is quickly consumed and additional capacity is not easily deployed. The problems are great, but the tools of Industrial Engineers are very powerful and useful in times like these.

It encourages me to know that there are Industrial Engineers that are focused on this problem, but I can't help to think that there is more that can be done in this area. I challenge all of you to consider looking into ways that you may apply your background to assist in this effort. I have recently begun looking into ways that are chapter may get involved. I will keep you posted as opportunities to serve are identified.

*Kyle Grabill*  
KC IIE Chapter President

### 4. Membership Update

South Central Region  
Chapter 92 Membership 93

**Welcome New Members** – *Tom Bowlin, Brad Jensen, and Matthew Kafka*

**Matthew Kafka** has been employed at Children's Mercy Hospital & Clinics as a Process Improvement Project Manager since September 2009. Some current initiatives Matthew is involved in include: increasing access (getting more patients in the door) to the clinics, improving patient flow in the clinics, and analyzing staffing levels against patient encounters.

Matthew obtained an all purpose Industrial Engineering degree in Rapid City, SD (the beautiful Black Hills) at South Dakota

School of Mines & Technology. While studying there a professor, Dr. Carter Kerk, uncovered a desire in Matthew to dive deeper into the world of Ergonomics. Thereafter, he went to Texas Tech University in Lubbock, TX to obtain a MS in IE with an emphasis in Human Factors, Ergonomics, & Safety.

During graduate school Matthew married his college sweetheart, Jessica, and after graduating they moved to the beautiful mountain town of Boulder, CO. After a little over a year next to the Rockies, Matthew and his wife boxed their house up and headed to Flagstaff, AZ. One may notice the theme for high altitude locations by now. After a few months over a year, they once again decided

to move and honed in on Kansas City. Halloween 2008, the U-Haul rolled into Kansas City and they have been getting the feel for Cow Town ever since.

Recently, October 19th, Jessica and Matthew welcomed a beautiful baby girl, Isabella Grace. As new parents, the new addition to their household has brought about lots of change, diapers, and lack of sleep!! Some other hobbies besides caring for his baby girl, include being a sports enthusiast (Matthew enjoys playing any sport from water polo to cricket) and homebrewing beer.

## 5. News from Headquarters

### Senior Chapter Newsletter Awards

IIE HQ has announced the winners of the 2009 Newsletter Competition for Senior Chapters.

The Kansas City Chapter is one of 5

chapters to win the highest award—Platinum!

The award is based on format and content. Content requirements include CAR and membership information.

Thank you to everyone who helps put the newsletter together each month. If you have any feedback or suggestions for the newsletters, please email Anita Ranhotra at [aranho2@hallmark.com](mailto:aranho2@hallmark.com).



## 6. Career Development



### Personal Career Development Plan Advice

Create a career development plan to articulate your goals and plan concrete steps to achieve them.

#### 1. Reflect on your goals

- How do you want to develop professionally?
- What are your short-term goals? What skills or knowledge do you need to acquire?

- What are your long-term career goals, and what skills or knowledge will you need to reach them?

As you answer these questions, you may want to scan job descriptions, read your performance reviews, conduct informational interviews, and talk with your supervisor.

#### 2. Develop skills

Training classes are an important way to develop your skills and knowledge. You may also want to consider other approaches like mentoring, cross-training, coaching, stretch assignments, leading a project team, serving on a committee, becoming involved in a professional association, attending conferences,

pursuing self-paced learning through webinars, computer based training, listservs, books, and academic degree programs.

#### 3. Identify important resources

Do you need funds or time to attend a training class, conference, or participate in an academic degree program? Would it help to discuss or review this plan with your supervisor or mentor?

#### 4. Set realistic priorities

What do you want to achieve this quarter, this year, and within 5 years? Identify action steps and a timeline. And be sure to celebrate your successes along the way.

## 7. Chapter Update

As the new President-Elect of the Greater KC Chapter of IIE, it is my duty to document our Chapter's activities in the 2009 CAR (Chapter Activity Report) to IIE Headquarters by the end of February. The intent of the CAR is to provide a simple measurement system that will permit chapters to see improvement trends over the past year and to track their progress. It also provides visibility so that chapters' accomplishments can be recognized and rewarded.

Our chapter has successfully gained Gold Award status for the past four years and we expect the 2009 CAR

to be the same. Below is the scoring matrix for how IIE Headquarters scores each chapter.

<u>Award Level</u>	<u>Points Scored</u>
Gold	80-100
Silver	60-79
Bronze	40-59
Merit	30-39
Participation	<29

In our next newsletter we will update the chapter on which award we achieved. In each newsletter in 2010, we will list the results of each section of the CAR and the steps we are taking to make improvements to our chapter. The sections of CAR are:

- 1: Chapter Strategic Plans & Operations
- 2: Chapter Programs
- 3: Membership Communications, Growth & Retention
- 4: Student Outreach & Community Affairs
- 5: Member/Chapter/Institute Support

The next newsletter we will explore our progress in section 1, "Chapter Strategic Plans and Operations." Thank you again for your continued support of our Gold Award winning chapter!

*Jennifer Hedberg*  
KC IIE Chapter President Elect

### Haldex tour—Jan. 20th

A total of 48 IIE and ASQ Members participated in the recent Haldex Tour. The corporate support and alignment between Sweden and the US in terms of overall Lean, Continuous Improvement philosophy, strategy and tactical plans is amazing. Haldex employees really get what Lean/CI efforts are all about, and continuously strive to improve and get better! Some key observations were:

1. Cross Trained Work Force in many work areas including Fabrication, Inspection, Sub and Final Assembly Areas.
2. Mixed Model Flow Lines (2-3) where employees are very flexible to meet varied customer demand and takt times.

On these flow lines many staples of a Lean Enterprise were observed including: One Piece Flow, Point-of-Use-Storage (POUS) and at the end of each line a sophisticated Final Visual Inspection System!



Brad Steinlage (Operations Manager) leads a Q&A session

3. Visual Management Boards - were

evident in work areas and in prominent places near the office. A variety of digital and other displays showed how Haldex measures and improves their Key Performance Indicators (KPIs).

4. The Haldex Way - the "cultural change" aspect that has continually evolved over the past 10+ years at the Grain Valley, MO Haldex Brake Systems Facility.

#### Survey Results

5--Highly Satisfied; 1--Needs Improvement	5	4	3	2	1
Overall Event Experience	47.1% (8)	47.1% (8)	5.9% (1)	0.0% (0)	0.0% (0)
Location of Event	47.1% (8)	47.1% (8)	5.9% (1)	0.0% (0)	0.0% (0)
Day of the Week of Event	43.8% (7)	43.8% (7)	6.3% (1)	6.3% (1)	0.0% (0)
Presentation by Event Leader	52.9% (9)	41.2% (7)	5.9% (1)	0.0% (0)	0.0% (0)
Length of the Event	58.8% (10)	41.2% (7)	0.0% (0)	0.0% (0)	0.0% (0)
Ability to Ask Questions	66.7% (10)	26.7% (4)	6.7% (1)	0.0% (0)	0.0% (0)
	Yes	No			
Would you participate again?	100% (17)	0% (0)			

## 8. Officer Listing

### President

Kyle Grabill  
Garmin International  
(913) 440-2174  
kyle.grabill@garmin.com

### President Elect

Jennifer Hedberg  
Hallmark Cards, Inc.  
(816) 274-5545  
jhedbe2@hallmark.com

### Past President

Liz Fine  
Hallmark Cards, Inc.  
(816) 545-6064  
lfine2@hallmark.com

### Treasurer

Nick Heng  
Hallmark Cards, Inc.  
(816) 274-5664  
nheng1@hallmark.com

### Secretary

Sara Hausback  
Garmin International  
(913) 440-5460  
sara.hausback@garmin.com

### Membership Chair

Rachel Olson  
Hallmark Cards, Inc.  
(816) 545-5269  
rolson2@hallmark.com

### Newsletter Editor

Anita Ranhotra  
Hallmark Cards, Inc.  
(816) 274-7265  
aranho2@hallmark.com

### JEC Representative

Brian McCarthy  
MAMTC  
(913) 967-1226  
bmccarthy@mamtc.com

### Corporate Relations

Luke Goodrich  
Garmin International  
(913) 440-1449  
luke.goodrich@garmin.com

### Technology & Comm.

Matthew Kafka  
Children's Mercy  
(816) 346-1345  
mdkafka@cmh.edu

### Webmaster

Jay Christensen  
JCPenneys  
(913)541-2324  
kjchrist@jcpenny.com

### Community Affairs

Robert Watkins  
  
(773) 220-8269  
ro9526@gmail.com

### Student Chapter Liaisons

KSU - Sara DeHaven  
Accenture  
(913) 319-1525  
sad4884@gmail.com

MU - Teniece Hardy  
Hallmark Cards, Inc.  
(785) 843-9050 ext. 303  
thardy5@hallmark.com

### Conference Co-Chairs

Doug Gill  
  
(913) 244-8721  
dpgill77@hotmail.com

Rayme Collins  
JCPenneys  
(913) 541-2314  
rcollin4@jcpenny.com

### Chapter Advisory Board Members

Bill Czeschin  
(816)796-6231  
czeschin@comcast.net

Quarterman Lee  
(816) 931-1414  
qllee@strategosinc.com

Bill Wrennall  
(913)681-8435  
wrennall@tlgltd.com