



# CONNECTION

Greater Kansas City Chapter #92

January, 2005

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## 1 – JANUARY MEETING DETAILS: Wal-Mart Distribution Center Tour



The January plant tour is scheduled with the Wal-Mart Distribution Center in Ottawa, KS. Join us as we visit one of the distribution centers for the nation’s largest retailer! This facility is the size of 24 football fields (1.2 million square feet) and has 11 miles of conveyor with 189 dock doors. They service 94 stores in 5 states and employ 900 associates. On a typical day, they will ship out 200,000 cases of product and unload 200 trailers!

Please RSVP with your company’s name, as competitors will not be permitted on this tour. Directions will be provided prior to the tour.

**Company:** Wal-Mart Distribution Center

**Date:** Thursday, January 20<sup>th</sup>, 2005

**Time:** 4:00 p.m.

**Place:** Ottawa, KS (directions will be e-mailed to the RSVP list)

**Cost:** Free

If you would like to attend, please RSVP to Anita Ranhotra ([aranho2@hallmark.com](mailto:aranho2@hallmark.com); 913-727-6692 x489) by Wednesday, January 12th.

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## 2 – PRESIDENT’S MESSAGE

I hope everyone had a great holiday and happy new year. We’ve got some very exciting events to start the year off. Later this month, we have a tour of a Wal-Mart distribution center. It should be very exciting to see what Wal-Mart does to manage the growth that they have had over the past few decades.

We then get to follow the tour up with our annual conference in February. This year we have an excellent workshop on Cause Mapping, a root cause analysis methodology. Most of us are very familiar with the fishbone diagram. A cause map is another way to analyze and identify effective solutions to any type of problem by laying out the cause and effect relationships. It should be an excellent tool that you can apply to any problem in your organization. I hope everyone gets a chance to attend.

I am looking forward to a great 2005 and look forward to seeing you at one of our upcoming events!

Aaron Cross

### 3 – FEBRUARY CONFERENCE DETAILS: Cause Mapping: Effective Root Cause Analysis

Our February meeting will be the chapter’s annual conference. This conference is about becoming a better problem solver. Problems are solved every day in organizations around the world. Our opportunity is to understand and solve problems more effectively in a variety of industries, directing our approach to better analysis and better solutions for all types of problems. Reliability is about increasing the probability of an organization meeting its goals - reliability is really about better results. The same reliability principles that have made commercial airline travel routine can be applied within many areas of your organization - from manufacturing and service issues to business work processes. Cause Mapping teaches individuals and organizations how to identify the system of causes for the problems they are confronting. It is this system of causes that significantly improves communication in an organization and provides the specific actions necessary to meet the overall goals.

The objectives of the conference are:

- Better focus on the business goals
- Better understanding of system thinking
- Better communication
- Better analysis
- Better action plans
- Separate the problem solving process from the details of the problem

Mark Galley, Founder of ThinkReliability, will lead the conference. Mark has a BS degree in Mechanical Engineering from the University of Colorado and became a Certified Reliability Engineer in 1993 through the American Society for Quality.

Mark’s practical experience in establishing successful reliability programs within organizations was developed during his time at the Dow Chemical Company where he worked for almost 9 years. He has been providing workshops and consulting in the area of reliability with an emphasis on root cause analysis (organizational problem solving) for the past 8 years. Mark’s work spans several industries including petrochemical, power, aviation, refining, telecommunications, information technology, aerospace, marine and transportation.

\*\* Proceeds from this event go towards scholarships for IE students at Kansas State University and the University of Missouri.

**Date:** Thursday, February 3rd, 2005

**Time:** 8:00 a.m. - 4:00 p.m.

**Place:** Cabela’s (Kansas City, KS)

**Cost:**

	IIE Members	Non – IIE Members
Conference/Lunch	\$125	\$150
Full-time students <small>*seating limited</small>	\$35	\$35

**Registration Form:**

**IIE Spring Conference**  
**“Cause Mapping: Effective Root Cause Analysis”**  
**February 3rd, 2005 – Kansas City, KS**

Attendees:

1. **Name** \_\_\_\_\_ **Company** \_\_\_\_\_

**Phone** \_\_\_\_\_ **E-mail** \_\_\_\_\_

**Circle One:**            Member(\$125)    Non-Member(\$150)    Student(\$35)

2. **Name** \_\_\_\_\_ **Company** \_\_\_\_\_

**Phone** \_\_\_\_\_ **E-mail** \_\_\_\_\_

**Circle One:**            Member(\$125)    Non-Member(\$150)    Student(\$35)

Total Amount Due: \_\_\_\_\_

Mail this form, with payment, by  
1/24/04 to:  
Brian Ward  
MarketSphere Consulting  
114 W. 11th Street, Suite 700  
Kansas City, MO 64105

For a full brochure with additional information, go to [http://www.iienet.org/chapter\\_index.cfm?chapterid=092](http://www.iienet.org/chapter_index.cfm?chapterid=092), or contact one of the following committee members:

- Lori Ashford ([loria@robbiemfg.com](mailto:loria@robbiemfg.com))
- Aaron Cross ([aaron\\_d\\_cross@yahoo.com](mailto:aaron_d_cross@yahoo.com))
- Keith Johnson ([kjohns7@hallmark.com](mailto:kjohns7@hallmark.com))
- Anita Ranhotra ([aranho2@hallmark.com](mailto:aranho2@hallmark.com))
- Brian Ward ([brian.ward@marketsphere.com](mailto:brian.ward@marketsphere.com)).

## **Projected Program Schedule**

January 20, 2005	Wal-Mart Distribution Center Tour
February 3, 2005	Annual Conference – ThinkReliability (Root Cause Analysis)
March 8, 2005	Dinner Meeting with TPM Speaker
April 2005	Kansas City Star newspaper facility tour
May 2005	Union Hill Cemetery Community Service workday

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## **5 – DECEMBER MEETING RECAP**

Stephenson’s Old Apple Farm formed a wonderful setting for the December Meeting: “The Quest for Baldrige.” Many thanks go out to our speakers from St. Luke’s Hospital, to ASQ for helping IIE make this meeting possible, and to Bill Czeschin for setting up the event!

Randy House and Terrie Bauer shared information about the process of applying for and ultimately receiving the Malcolm Baldrige Award. There is a possibility of a tour at St. Luke’s later this year, so watch for more details in future issues of *IIE Connection*.

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## **6 – MEMBERSHIP UPDATE**

Region 5, Chapter 92 Membership 121

Welcome New Members – Sara Keimig, Becky Marsh and Jim Munda!

*Watch for New Member Profiles in next month’s newsletter!*

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## **7 – THE CHAPTER ACTIVITY REPORT (CAR)**

### **Strategic Plan and Chapter Programs**

The strategic plan is put together by the President and the Board members during the summer planning session. The strategic plan outlines the direction that the chapter will be moving in during upcoming program year. It is judged on the timeliness of submission, the quality of the plan, and number of board meetings that are held. Our chapter’s Region Vice President helps judge the quality of the strategic plan. The strategic plan comprises 15% of our total score.

Our chapter programs are judged on many different criteria from the overall number of programs offered, survey results, and to the attendance of each program. To maintain “Green” status with IIE (meaning we receive dues checks from membership), the chapter is expected to hold a minimum of 4 meetings each program year. The overall quality of the programs is judged at IIE headquarters and comprises 20% of the total score.

Keith Johnson  
President Elect

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## **8 – NEWS FROM HEADQUARTERS**

It's time to elect our new Regional and National leaders for IIE! Elections run December 17<sup>th</sup>, 2004 through February 4<sup>th</sup>, 2005. You should have all received an email with your electronic password. With that, and your membership number, you are ready to vote! If you have not received this password, you can call IIE's Customer Service at 1-800-494-0460 and they will email it to you.

Just go to the link listed below and vote for our new Regional Vice President (RVP) and Board of Trustees (BOT) members!

<https://www.directvote.net/IIE2005/>

RVP – The candidates for RVP of our region area Russ Aikman and Terry Collins. The link will take you to bios for each of them.

BOT – One of our own officers, Anita Ranhotra, has been nominated for the BOT position of SVP – Chapter Networking! The same link will take you to Anita's bio.

Link to the National IIE Home Page: <http://iienet.org>

Link for Membership Renewal: <http://web.iienet.org>



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## 9 – MONTHLY EXTRA: Be a Part of Our Next Issue!



**What is the most interesting/unusual job you've ever had?** Whether it's what you're doing now or what you did the summer after 10<sup>th</sup> grade, send it in and we'll all learn a little more about our fellow members!

If you'd like to participate, please e-mail your name, the job, and 1-2 sentences describing what you did (if it needs describing) to Jennifer Albers at [gandjalbers@gbonline.com](mailto:gandjalbers@gbonline.com) by no later than January 31<sup>st</sup>.

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## 10 – OFFICER LISTING

**President – Aaron Cross**, ThinkReliability, 8830 Horton, Overland Park, KS 66207 (913) 825-1337 or (913) 481-9949, [aaron\\_d\\_cross@yahoo.com](mailto:aaron_d_cross@yahoo.com)

**President Elect – Keith Johnson**, Hallmark Cards, 240 Madison, Topeka, KS 66607 (785) 233-3241, [kjohns7@hallmark.com](mailto:kjohns7@hallmark.com)

**Treasurer- Jeff Poehls**, Farmland, 13104 W 76<sup>th</sup> St., Lenexa, KS 66216 (913) 268-7881, [rjpoehls@farmland.com](mailto:rjpoehls@farmland.com)

**Secretary – Robert Stillwell**, Burns & McDonnell, 9400 Ward Pkwy, Kansas City, MO 64114 (816) 822-3449, [rstillwell@burnsmcd.com](mailto:rstillwell@burnsmcd.com)

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**Membership Co-Chair – Jessica Johnson**, Nestle Purina PetCare, 3216 B N Woodbine, St. Joseph, MO 64506 (816) 396-2173, [jessica.johnson@purina.com](mailto:jessica.johnson@purina.com)

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**Student Chapter Liaison (KSU) – Kyle Grabill**, 812 Goodrich, Manhattan, KS 66502 (913) 636-2991, [kdgrabill@yahoo.com](mailto:kdgrabill@yahoo.com)

**Student Chapter Liaison (MU) – Andrea Prouty**, Protiviti, 7200 W. 132<sup>nd</sup> St, Suite 180, Overland Park, KS 66213 (913) 685-6250, [andrea.prouty@protiviti.com](mailto:andrea.prouty@protiviti.com)

**Conference Director – Lori Ashford**, Robbie Manufacturing, 10810 Mid America Ave, Lenexa, KS 66219 (913) 492-3400, fax (913) 492-1543, [loria@robbiemfg.com](mailto:loria@robbiemfg.com)

**Co-Conference Director – Brandy Collins**, Sprint, 6100 Sprint Parkway, Overland Park, KS 66251 MS: KSOPHK0214-2B558 (913) 315-4285, fax (913)315-3929, [brandy.l.collins@mail.sprint.com](mailto:brandy.l.collins@mail.sprint.com)

**Conference Committee – Brian Ward**, Suite 700, 114 W. 11<sup>th</sup> St., Kansas City, MO 64105 (816) 559-0632, [brian.ward@marketsphere.com](mailto:brian.ward@marketsphere.com)

**Community Affairs Co-Chair – Beth Kelley**, Hallmark Cards, 450 Eisenhower Road, Leavenworth, KS 66048 (913) 727-6692 x323, fax (913) 727-2423, [bkelle1@hallmark.com](mailto:bkelle1@hallmark.com)

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**JEC Rep. – Gary Hanson**, Honeywell FMT, 2000 E 95<sup>th</sup> St, Kansas City, MO 64131 (816) 997-5563, fax (816) 997-5649, [ghanson@kcp.com](mailto:ghanson@kcp.com)

**Board Members -**

- Bill Czeschin**, (816)796-6231, [czeschin@msn.com](mailto:czeschin@msn.com)
- Quarterman Lee**, (816) 931-1414, [qlee@strategosinc.com](mailto:qlee@strategosinc.com)
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