



CONNECTION

Greater Kansas City Chapter #92

January 2007

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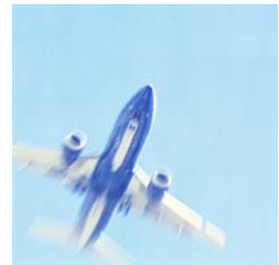
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1 – JANUARY MEETING – AMERICAN AIRLINES TOUR

American Airlines is the largest airline in the world, flying nearly 700 aircraft to over 150 destinations around the world. The American Airlines Maintenance & Engineering Base near the KCI airport employs over 900 people and is one of three major repair facilities for American Airlines. Together, these facilities provide heavy maintenance for American Airlines and perform contract maintenance for several other carriers. American Airlines has over 80 years of experience in aircraft maintenance and continues to perform the bulk of its maintenance in-house against an industry trend toward outsourcing. Working together with its labor groups, American Airlines utilizes team concepts, lean and six-sigma tools and benchmarking to continue to reduce maintenance costs and improve quality.

Join us for a tour and presentation of American Airlines and their Continuous Improvement Program:

- Location: 9200 NW 112th Street, Kansas City, MO 64153
- Date: January 24th, 2007
- Time: 12:00pm to 2:00pm
- Lunch: Provided for approximately \$7 each



RSVP to Brian McCarthy at bmccarthy@mamtc.com by 1/19/07.

Please plan to attend an additional 15 minutes early to register at the base security main gate with a photo ID before reaching the meeting room.

2 – FEBRUARY MEETING REVIEW: HALLMARK TOUR

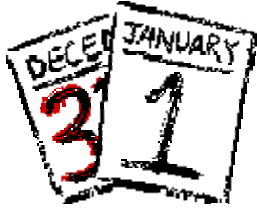


Hallmark's Liberty Distribution Center was built in 1972 and has over 1.75 million square feet of warehouse, shipping and order processing space. The center is filled with many different kinds of distribution technologies.

In addition, Hallmark uses a state of the art high speed automation system to pick and sort over 1.5 million greeting cards per week. Please join us for a lunch and tour of this outstanding facility.

- When: Thursday, February 22nd @ 11:30 AM
- Where: 2101 N. Lightburne St., Liberty MO 64068
- Cost: \$5 for IIE Members and \$7 for non-IIE Members

Tour is limited in attendees. Please RSVP to Jennifer Hedberg at jhedbe2@hallmark.com by 2/14/07.



3 – PRESIDENT’S MESSAGE

Happy New Year to all! And with the recently completed transition, Happy New Program Year! Last month we held our planning session and officer elections, so I’d like to welcome two new members to the officer team: Luke Gardner of Cook Composites and Polymers and Teniece Hardy of Hallmark. We still have one office open, Conference Chair. If anyone is interested in becoming an officer or getting more involved in the chapter, this is a way to start.

I would also normally take this time to thank Jennifer Albers for her service, but she has agreed to stay on the officer team to help establish the new office of Past President. Let me just say thank you for your service as President and I look forward to your extended service developing the new position.

While I’m issuing thank yous, let me thank the members that completed our feedback survey last month. This year’s participation rate was the highest yet! We used the feedback in the planning session to attempt to improve the events for 2007 (like scheduling events on a day other than Tuesday).

I’m looking forward to our joint meeting this month with ASQ, touring the American Airlines facility at KCI. I encourage anyone who works with the Maintenance department in their company to attend, and bring a few extra folks with you. The AA group usually brings a good group of people to each tour and I’d love to return the favor.

Finally, I’m really looking forward to serving the chapter this year. I’ve set some aggressive goals for myself, which I’ll plan on sharing over the next couple newsletters. Please feel free to contact me at kjchrist@jcpennney.com if you have any questions, comments or concerns.

Jay Christensen

4 – MEMBERSHIP UPDATE

Region 5 Chapter 92 Membership 105

Welcome new members – Denay Huddleston, Eric Fleming, Kari Mueller

Eric Fleming – Eric is a Sr. Solutions Architect for Rush Tracking Systems, one of the top ranked RFID integrators in the United States. He is responsible for RFID process and workflow related design, system optimization, cost/risk/financial engineering, lean six sigma, and quantitative analysis. Eric has a BA in International Studies and Economics from The Ohio State University and an MS in Management from Baker University. Eric has lived in the KC area for five and a half years. He and his family, wife Deb and two daughters, enjoy living in Kansas City. Eric is a proud combat veteran from Operation Desert Storm and hopes to start his PhD in Management, focusing on Decision Science, within the next five years.

Denay Huddleston – Denay is a Material Supervisor at General Motors. She has a BSIE from Oklahoma State University and just finished her MS in Engineering and Technology Management from OSU in December. She and her husband, Dwayne, moved here in March 2005 with their dog, Oscar. Denay was very involved with IIE as an undergrad and had the opportunity to hold various offices and feels that was a great experience.

Kari Mueller – Kari is an Account Executive for a division of DST Technologies in Kansas City that offers process improvement software that increases productivity, reduces errors, eliminates waste, and maximizes revenue. She received her undergraduate and MBA degrees from Rockhurst University, where she is also the assistant women’s soccer coach. Kari and her husband, Brian, live downtown and are looking forward to the many renovations planned for downtown KC.

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.

CAR HIGHLIGHT: Section 3 – Membership Communications & Growth and Retention

Communication with Members

- 1) **Newsletter** – Points are based on how we are evaluated in the annual newsletter competition. Although our entry has not been officially scored, we estimate claiming 35 out of 35 newsletter points. *(5 out of 5 CAR points; sustained 2005 score.)*

- 2) **Other Communications** – One point is given for each of up to five other methods we use to communicate with members *(5 out of 5 points; 1-point increase over 2005 score):*
 - E-mail/Fax Distribution of Messages *(1 point)*
 - Program Mailings or Member Letters *(1 point)*
 - Chapter Website *(1 point)*
 - Chapter Member Directory *(1 point; improvement over 2005)*
 - Chapter Member Survey of Services *(1 point)*
 - Chapter Discussion/Bulletin Board or Listserve
 - Info Phone Line for Members to Call
 - Other



Membership Growth and Retention

- 1) **Membership Growth** – Points are awarded based on a ratio of the membership at the end of 2006 (104) to the membership at the end of 2005 (118). *(0 out of 5 points; sustained 2005 score)*

- 2) **First-Year Member Growth** – Points are awarded based on a ratio of new members in 2006 (15) to the total membership at the end of 2005 (118). *(2 out of 2 points; sustained 2005 score)*

- 3) **Retention/Recruitment Activities** – One point is given for each of up to 10 activities we undertake to aid in member recruitment or retention *(5 out of 10 points; sustained 2005 score):*
 - Structured efforts to recruit from “untapped companies” or upcoming grads *(1 point)*
 - Phone calls to every member
 - Phone calls to every member who has already or is about to be dropped*
 - “Welcome Packet” for new members *(1 point)*
 - Exit survey of dropped members *(1 point)*

- IIE/Membership booth at local events*
- “Finders Fee” towards dues for a member who recruits new members
- Free dinner meeting for any student or member in transition from student to “professional” status
- Local conference or seminar fees providing IIE memberships to non-member attendees (*1 point; improvement over 2005*)
- Successful implementation of an approved activity funded by the Chapter Development Fund (*1 point; improvement over 2005*)
- Dues discount raffled off at meetings
- Dues discount to new members or former members who dropped over 1 year ago
- Others

*Note: * indicates activities that were achieved in 2005 but not in 2006*

Liz Meyer

President Elect



6 – NEWS FROM HEADQUARTERS:

There is still time to vote for the new Board of Trustees!
 “The Institute of Industrial Engineers will open its online voting booth Dec. 15 for the member elections of the Board of Trustees and other

offices. Polls will be open to professional IIE members only and will close Feb. 5, 2007.

IIE professional members will receive an election-specific password by e-mail on Dec. 15, along with instructions on how to cast an electronic ballot. To participate in the online voting IIE members must have a current e-mail on file. Members can verify that their e-mail address is accurate by reviewing their [member profile.](http://www.iienet2.org/Details.aspx?id=5320)” -- <http://www.iienet2.org/Details.aspx?id=5320>

7 – CAREER DEVELOPMENT: LIFETOUCH PUBLISHING

For 70 years, Lifetouch has been capturing the spirit of today and preserving memories for tomorrow with quality childhood, student and family photographs and yearbooks. Lifetouch Publishing Inc. is the nation’s leading provider of school yearbooks. Our commitment to implementing new technologies helps us maintain the highest standards of excellence and efficiency, and has been instrumental in making Lifetouch a leader in photography, printing, manufacturing and processing.



We are currently seeking an Industrial/Manufacturing Engineer on a contract basis to be located in our Kansas City, MO or Loves Park, IL facility. Responsibilities include planning utilization of facilities, equipment, materials and personnel to improve efficiency of operations, analyzing work force utilization, facility layout and operational data to determine efficient utilization of workers and equipment, value stream mapping of plant processes and implementing actions to reduce waste and cost per plant performance deliverables and leading continuous improvement team activities.

Qualified candidates will have a BS degree and three or more years of experience, strong problem solving skills, project management experience and ability to lead teams effectively. Lean manufacturing experience is preferred and printing industry experience is a plus.

Lifetouch is an employee-owned company and provides a complete benefits package, including medical, dental, paid vacation and holidays, employee stock ownership plan and competitive salary. If interested, please send your resume and salary requirements to kcpubresumes@lifetouch.com or to Lifetouch Publishing Inc., 10800 N. Ambassador Drive, Kansas City, MO 64153. Lifetouch is an equal opportunity employer. Visit our website at www.lifetouch.com.

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

<http://www.iienet.org>

<http://www.iienet2.org/Details.aspx?id=3802>

8 – IIE, DID YOU KNOW?

IIE and ASQ (American Society for Quality) often team together for joint tours and meeting throughout the year. ASQ is offering a seminar in February that you or some of your fellow colleagues may be interested in attending:

FEBRUARY ASQ EVENT: Rob Lawton Seminar

TOPIC: How to Create the Customer-Centered Six Sigma Enterprise For Innovation and Growth

DATE and TIME: Saturday, February 17, 2007 from 8:00 AM until 12:00 Noon

LOCATION:

The Metropolitan Community College Business Technology Campus (BTC)
1775 Universal Ave., Kansas City, MO (near World's of Fun at I-435 and Front Street)
Room 248 - Enter through the BTC East entrance. Go up the stairs and then turn left to Room 248.
A continental breakfast is provided.

About the Topic:

Six Sigma has traditionally put tremendous emphasis on improving processes. But it's possible to improve processes and reduce costs without addressing customer priorities or creating differentiation in the marketplace. The 21st Century version of Six Sigma is putting increasing energy into addressing the voice of the customer. That's the good news.



Unfortunately, the notion that we should listen to "the voice of the customer" is well-meaning, but an insult to our intelligence. Everyone knows there is no such thing as the customer. This necessarily means there must be more than one voice to listen to. Yet we can make potentially fatal assumptions about (1) who "the customers" really are, (2) what questions to ask, (3) how to prioritize their answers, (4) how to use this knowledge to drive innovation and (5) how to define and measure success.

Tools such as surveys, quality function deployment (QFD), the Kano model, ISO 9000, design for six sigma (DFSS) and others have been increasingly used to capture the voice of the customer. While they have all made contributions, NONE answer the key questions every change leader and practitioner must answer.

This humorous but high-content presentation interactively shows you how to uncover what customers care most about. Significantly strengthen your product design work, Six Sigma initiative, satisfaction surveys and other efforts aimed at business growth and competitive position. Customers often don't tell you their highest priorities, yet they'll hold you accountable for knowing and satisfying them.

About our Presenter:

Robin Lawton, president of International Management Technologies, Inc. (IMT), is a best-selling author and internationally recognized expert in creating rapid strategic alignment between enterprise objectives and

customer priorities. He has over 25 years experience directing both strategic and operational improvement initiatives. His powerful but easy-to-understand principles and tools are outlined in his first book, *Creating a Customer-Centered Culture: Leadership in Quality, Innovation and Speed* (Quality Press). Some of his other books and articles are described at www.imtC3.com and www.amazon.com.

Registration: (The fee for this event is \$70)

Please RSVP to Heather McCain at (913) 440-2236 or HeatherMcC@aol.com.

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) 2324, kjchrist@jcpenney.com 541-
- President Elect – Liz Meyer**, Hallmark Cards, 101 McDonald Drive, Lawrence, KS 66044, (785) 843-9050 ext. 226, lmeyer3@hallmark.com
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- Secretary – Robert Stillwell**, sooner_robert@yahoo.com
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- Student Chapter Liaison (KSU) – Luke Gardner**
- Student Chapter Liaison (MU) – Teniece Hardy**
- Conference Director – Liz Meyer**, Hallmark Cards, 101 McDonald Drive, Lawrence, KS 66044, (785) 843-9050 ext. 226, lmeyer3@hallmark.com
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