



CONNECTION

Greater Kansas City Chapter #92

November, 2004

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1 – “THE QUEST FOR BALDRIGE”: Dinner and St. Luke’s Speakers on Tuesday, December 7th



The IIE December meeting will be held jointly with ASQ on December 7th, 2004. We will enjoy dinner at Stephenson’s Old Apple Farm, followed by a St. Luke’s Hospital Presentation: “The Quest for Baldrige”. Plan to join both IIE/ASQ and your coworkers for an informative meeting and opportunity to learn from one of the best organizations in the Greater Kansas City area!

About the Presentation: St. Luke’s Hospital (SLH) is the oldest hospital in the KC area, founded in 1882. It is affiliated with the Protestant Episcopal Church’s Diocese of Western Missouri. SLH is a not-for-profit comprehensive teaching and referral health care organization that provides 24-hour coverage in virtually every health care discipline. SLH is driven by both their vision: “The best place to get care, the best place to give care” and their core values of quality/excellence, customer focus, resource management, and teamwork. SLH hires nearly 3,200 staff and 500 physicians.

SLH began its quest for the Baldrige Award in the late 1980’s and, since that time, has become the only 3-time winner of the Missouri Quality Award (1995, 1999, and 2002). SLH received a Malcolm Baldrige site visit in 2002 and won the Malcolm Baldrige National Quality Award in 2003, becoming the first Kansas City-based company to do so.

Randy House, SLH Corporate Director Health Information Management and Decision Support, and Terrie Bauer, SLH Director of Quality Resources, RN, BSN, CPHQ, will be our speakers. Randy has been employed with Saint Luke’s Health System for over 24 years and has directed two major conversions of Decision Support systems to Trendstar. He also served as an Adjunct Professor of Management at Webster University where he taught graduate-level Systems Analysis. He has made a number of presentations on gainsharing and productivity. Mr. House holds both BA and MBA degrees from the University of Missouri - Columbia.

Terrie directs the Quality Resources Department at Saint Luke’s Hospital. She provides oversight and direction for house-wide quality improvement initiatives and manages process improvement efforts and benchmarking of “best practice” operations to foster the highest quality collection PI team performance.

Terrie coordinates the hospital's Performance Improvement Plan and provides system support/consultation for PI program development. She also supports JCAHO compliance activities on an ongoing basis.

About Stephenson's Old Apple Farm: Stephenson's is in their 57th year of business and has been recognized for many honors including Better Homes and Gardens' Restaurant of Distinction. Stephenson's has also served many presidents, including Harry S. Truman, as well as many television and movie stars.

Topic: St. Luke's Hospital's Quest for the Baldrige Award, with speakers Randy House and Terrie Bauer
Date: Tuesday, December 7th
Time: 5:30 p.m. Social Hour; 6:30 p.m. Dinner; 7:30 p.m. Meeting
Location: Stephenson's Old Apple Farm
16401 E 40 Highway / Kansas City, Missouri 64036 / (816) 373-5400
Cost: \$24, which pays for dinner: Choice of Hickory Smoked Chicken or Hickory Smoked Brisket of Beef, Missouri Cheese Soup, Green Salad, Potato, Vegetable, Hot Breads, Relishes, Apple Butter, Beverage, and Apple Pie. (Must specify entrée when you RSVP.)
RSVP: To Bill Czeschin by **December 3rd at noon**. Call 816-419-3510 or e-mail (preferred) Czeschin@comcast.net.

2 – PRESIDENT'S MESSAGE

I would like to begin by thanking everyone that attended the tour of Nestle Purina this past week. A special thanks goes out to Jessica Johnson, who did a great job organizing the tour for us.

As you can see, we have a great event planned for our December meeting. Bill Czeschin has done an excellent job setting up two speakers from St. Luke's Hospital to discuss the Baldrige Award that they received in 2003. For those that aren't familiar with this award, the Baldrige is the top award that can be received in the U.S. in terms of quality achievement. The award is given out by the President of the United States to businesses that are judged to be outstanding in seven areas: leadership, strategic planning, customer and market focus, information and analysis, human resource focus, process management, and business results. Last year, St. Luke's Hospital was one of only seven companies to receive the award in the United States.

We are also excited to have the dinner meeting at the historic Stephenson's Restaurant (Old Apple Farm) in the Independence area. It is shaping into a great event that I hope everyone can attend. We look forward to seeing you there!

Aaron Cross

3 – UPCOMING EVENTS

Projected Program Schedule

December 7, 2004	“The Quest for Baldrige” (Joint Meeting with ASQ)
January, 2005	TBA
February, 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

4 – MEMBERSHIP UPDATE

Membership – Region 5, Chapter 92, Membership 122

Welcome new members – Michael Chew, Cade Keenan, Karen Marshall, Jim Noble, and Malgorzata Rys!

Michael Chew – Michael is an Industrial Engineer at the JCPenney Catalog Logistics Center in Lenexa. He just started this job in June, so he is currently getting a feel for his new responsibilities. Michael is a K-State grad, new to Kansas City, and currently living in Overland Park. He is originally from Wichita, and in his spare time, he enjoys landscape design. While at K-State, Michael played clarinet in the K-State Marching Band for 2 years and also performed with the Symphony and Concert Bands throughout college.

Cade Keenan – Cade is a Process Improvement Engineer with Hallmark Cards, Inc. at their Lawrence, KS facility. He is a 2000 graduate of Kansas State University and splits his time between Hallmark and serving as a C-130 pilot in the Missouri Air National Guard.

Karen Marshall – Karen is the Director of Operations and Engineering at Cramer, Inc., a manufacturer and distributor of durable office equipment. Karen is also a K-State grad and has lived in Kansas City most of her life. She and her husband are both K-State engineers and their son is now a freshman in K-State's IE program. Her hobbies include traveling, scrapbooking, collecting Hallmark ornaments, and vegetable gardening.

Dr. Jim Noble – Jim is a professor at the University of Missouri – Columbia in the Industrial and Manufacturing Systems Department. He teaches production system design, engineering economics, and ergonomics. His research focus is on material flow systems design (from facility level to supply chain logistics), and he has addressed a range of systems-oriented issues in several different industries, such as health care, energy generation, government, and manufacturing. Jim received his BSIE from OU and his MSIE and PhD from Purdue University. His wife and four children (ages 8-14) enjoy outdoor activities, such as hiking, biking, tennis, sailing, and archery. His boys have even won several Jr. National Archery championships, and Jim participated in the 2004 Olympic Archery Team Trials.

5 – THE CHAPTER ACTIVITY REPORT (CAR)

To better inform our members as to the duties and obligations of the chapter, we are going to discuss the Chapter Activity Report (CAR) in a short series. The intent of the CAR is to provide a simple measurement system for chapters to see improvement trends and to track their progress. It is also the basis for awards in the Chapter Recognition Program, providing visibility so that a chapter's accomplishments can be recognized and rewarded.

The main categories that are judged are strategic plan, chapter programs, membership communications, student outreach/community affairs, and member/chapter/institute support. We are given points based on our involvement in each of these categories. The CAR is submitted annually, and based on the amount of points earned we will receive either a Gold, Silver, or Bronze award. If you have any questions about the CAR, please e-mail me your question.

Keith Johnson
President Elect

6 – NEWS FROM HEADQUARTERS

Awards Deadline: The deadline for IIE honors and awards nominations is Dec. 1. For the first time, nominations can be submitted via e-mail. Nominees must submit (or have submitted for them) a package that includes a nomination form, reference letters, abstracts, and any other material that will help judges assess a candidate's qualifications. – *From the November 2004 eBrief. See the Website for more details.*

Check out the Online Career Center: Employers can view resumes, and those looking for jobs can post them.

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

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

7 – MONTHLY EXTRA: WEB SITES YOU CAN USE!

- <http://www.findlaw.com> has great legal resources for lawyers, businesses, students, and individuals.
- <http://www.yourdiseaserisk.harvard.edu/> provides a series of questions designed to estimate your health risks and makes suggestions to lower that risk.
- Check the quality of your passwords at <http://www.securitystats.com/tools/password.php>.
- Find thousands of cursors to pick from at <http://www.cursormania.com/>.
- Go to <http://www.aap.org/> to find excellent resources for children's health.
- Instantly convert any currency into any other currency with conversion rates updated daily at <http://www.xe.com/ucc/>.
- Go to <http://www.naupa.org/> to find a government Web site for unclaimed property. State governments have billions of dollars in unclaimed funds.
- Go to <http://www.ebookdirectory.com/> to find a list of books available for free download.
- Do you like math puzzles? Check out <http://www.mathpuzzle.com/>
- Go to www.metacritic.com to review what critics are saying about movies, videos, music and games.

Source: The “Web Tools” section of Yellow Transportation’s Yellow Internet Intelligence newsletter. The sites came from various issues published between 7/4/2004 and 11/14/2004. “Web Tools” contributors are Antonella Commiato and Dave Gatliff. Used with permission.

8 – OFFICER LISTING

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