

**Institute of Industrial  
Engineers  
Chapter 47  
NEWSLETTER  
Detroit, Michigan**

**Mission:**  
*The Mission of the Detroit Chapter  
is to promote the advancement of  
Industrial Engineering by providing  
professional development  
information and resources to our  
customers.*

**Volume 46, No. 2**

**May and June, 2002**

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**Wednesday, May 29th**  
**Robotic Lab Tour**

**at the William Beaumont Hospital (WBH) Research Facility Building**

Speakers: Anne Messing, Lab Operations Director, and  
Joe Skrisson, Beaumont Reference Lab Administrative Managing Director

- **Understand the challenges to convert from manual to automated handling**
- **Observe the robotic specimen processing system in action**
- **View various work cells involved in handling specimens**
- **See all specimen processing steps: identify, tag, sort, register and prepare**

No cost., optional dinner at local restaurant after meeting, note maximum 35 attendees.

Date: Wednesday, May 29, 2002.

Time: 5:30pm Social, 6:00pm Presentation, 6:30pm Tour, 7:00pm Questions

Location: The William Beaumont Hospital (WBH) Research Facility Building at 13 Miles and Woodward, 3601 W 13 Mile Rd, Royal Oak, MI 48073

Directions: See article inside and page 8. The High Tech Presentation room is on the 3rd Floor on the West side of the building on the right side at the end of the hall.

RSVP: by May 24<sup>th</sup> to our IIE VOICEMAIL (313) 438-0205

**Tuesday, June 25th**

**Value Stream Mapping and Lean Metrics –  
Driving Lean/World Class Implementation**

Speaker: Ron Crabtree, CPIM, CIRM

- **Learn the history and evolution of Value Stream Mapping**
- **What considerations are there in preparing for Value Stream Mapping?**
- **How and why does everyone get involved?**

Cost: \$5 meeting room charge, dinner optional at a local restaurant after the meeting.

Date: Tuesday, June 25, 2002

Time: 6pm

Location: Farmington Community Library, 23500 Liberty Street, Farmington

Directions: See map on page 8.

RSVP: by June 21st to our IIE VOICEMAIL (313) 438-0205

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## Chapter President's Message

by Vito Wasniewski

More Stuff, New Events, and You!

Its spring, and with the change of the season, comes the opportunity to grow and to develop ourselves as IEs. The **IIE Annual Conference** will be held on May 19-22 at the Hilton at Walt Disney World in Orlando, Florida. This is our premier event for industrial engineers we can interact with our peers and receive additional training on current topics that we may be interested in or need to keep our skills sharp. The conference will include events such as:

- ❑ A career fair
- ❑ Plant tour to the Kennedy Space Center and Disney World
- ❑ Sessions on Lean Manufacturing, Supply Chain
- ❑ Sessions on Quality and Project Management
- ❑ Sessions on Simulation, and
- ❑ Others sessions and topics

More details on the conference were included in your IIE Solution Magazine – with a special mailing highlighting the conference. Please notify me via email on our Detroit chapter website if you will be attending, and perhaps we can organize a Detroit Chapter gathering down in Florida.

Continuing with the theme of change and continuous improvement, I would like to encourage our members to contact me with any suggestions or improvements to the chapter, or the services we provide. Your Detroit Chapter board believes we are doing a good job – we have a quality newsletter, a website, and good programs. The National Headquarters of IIE has stepped its efforts to receive feedback from members – and we will do the same in Detroit. We will be surveying our members to get specific feedback. Our Membership VP, Vinod Chauhan will be spearheading this effort.

If there are any additional suggestions or improvements that you would like to recommend about the chapter or IIE in general, please contact me (or Vinod) via email on our website [www.iiedetroit.org](http://www.iiedetroit.org), which comes directly to me.

## Up Coming Meetings

July - 2nd Annual Golf Outing  
August - The Harbour Productivity Report  
September - Visteon Chesterfield Plant Tour

May/June 2002

## Membership Activities

### Rita Thomas Honored with Scholarship

Rita Thomas was awarded the \$500 Irv Otis Scholarship from the Detroit Chapter of the Institute of Industrial Engineers (IIE). Rita was presented the scholarship during National Engineering Week at the Engineering Society of Detroit's (ESD) Banquet on February 20.



The scholarship, which is awarded each year by the Detroit IIE Senior Chapter, is based on grade point average, IIE student chapter participation and nomination by the Faculty advisor for the student's chapter. Rita is an Industrial Engineering senior at Wayne State University (WSU). She grew up in Detroit and graduated from Regina High School in 1994. She currently lives in Troy.

Rita plans on graduating in May of this year. She will receive a Bachelors of Science in Industrial Engineering with an emphasis in Manufacturing. Rita has been an active member of her IIE student chapter since it was resuscitated in October 2000. She is in charge of the Activities Committee, which gives her responsibility for recruiting new members and coordinating social activities for the chapter. Her recruiting duties have played a key role in growing the newly revived chapter.



*Detroit Chapter President, Vito Wasniewski, congratulates Rita Thomas at the ESD Banquet during Engineer's Week.*

When asked about her involvement in the IIE student chapter at Wayne State, Rita replied

“I feel that IIE has become an integral part of learning for students in the Industrial Engineering Department. Not only does the organization provide plant tours and guest speakers, but there is diversity and a great deal of community work in which we participate.”

Rita was nominated by her faculty advisor, Dr. Leslie Monplaisir, Assistant Professor at Wayne State University. In his nomination of Rita, Dr. Monplaisir states,

“Rita is a mentor and inspiration to newer members of the WSU IIE chapter. I think she is very deserving of this honor based on the excellent record of achievement with the WSU student chapter.”

Rita has accumulated valuable work experience through internships during her years at Wayne State. Currently, Rita is interning at Visteon, where she is working on a lean manufacturing project. She has also received a research grant for winter 2002. She will be studying the effects of interruption on humans and multi-tasking capabilities. She has also worked at GM Ovonix in Troy and at McNaughton-McKay Electric Company in Madison Heights.

After graduation, Rita would like to work as an Industrial Engineer somewhere in the Detroit area.

## **Distinguished Service Award to Dr. Swatantra (Munna) Kachhal**

The Detroit Chapter of the Institute of Industrial Engineers presents Dr. S.K. Kachhal with its Distinguished Service Award. The Distinguished Service Award is given to members of the Detroit chapter that have demonstrated exceptional service to IIE, the Detroit Chapter, and the Industrial Engineering profession over a period of many



years. This year's award winner has fulfilled all of these requirements with demonstrated service in each area.

S. K. (Munna) Kachhal, Ph.D., is a Professor and Chair of the Department of Industrial and Manufacturing Systems Engineering at the University of Michigan-

Dearborn. Munna has been at the university for 29 years, the last 19 years as the Chair of the department. He holds a master's degree in Industrial Engineering and a Ph.D. in Operations Research, both from the University of Minnesota. His undergraduate degree is in Mechanical Engineering from India. He has over fifty publications on topics related to applications of Industrial Engineering to healthcare systems.

Munna is recognized by his peers as a key contributor to the professions as a fellow with the Institute of Industrial Engineers (IIE). He is also a Senior Member of the Society of Manufacturing Engineers and the Healthcare Information and Management Systems Society. He has served in several positions at national and local level in IIE. He was Vice President, Region VI-Chapter Operations Board of IIE from 1994 to 1996, President of the Detroit Chapter of IIE in 1986-1987, and a member of the Board of Directors of Detroit Chapter from 1987 to 1997. He currently serves on the Board of Directors of the Society for Health Systems of the IIE. He is a past recipient of the Distinguished Faculty Award from the Michigan Association of Governing Boards for Higher Education, State of Michigan and the Distinguished Teaching Award from the University of Michigan-Dearborn.



*Munna Kachhal (pictured on right) is honored with the Distinguished Service Award from Detroit Chapter President, Vito Wasniewski.*

**Wednesday, May 29th**

## **Robotic Lab Tour**

**at the William Beaumont Hospital  
(WBH) Research Facility Building**



### **SPEAKER**

Anne Messing is the Director of Clinical Laboratories at William Beaumont Hospital, Royal Oak. She is the responsible for overseeing the administrative operations of approximately ten different laboratory sections that collectively perform more than 6 million billable tests per year.

Lab Operations Director, Anne Messing, is planning to conduct the Robotic Lab Tour at the William Beaumont Hospital (WBH) Research Facility. There will be a presentation and a physical tour. The tour will include the Robotic Lab Line, The RIMS system for tracking and routing vehicles in the field picking up specimens, the ROCH Chemistry Testing area and the Specimen Refrigeration Storage area. After the tour of these areas we will return to the High Tech Presentation room for questions.

Some of the high points that the IIE members can expect to learn about the challenges involved with the Robotic Lab are:

1. The daily logistical demands involved in collecting and processing thousands of test specimens obtained from physician patients.
2. The specimen processing steps required to identify, tag, sort, register and prepare test specimens for the Robotic specimen processing system.
3. An opportunity to observe the Robotic specimen processing system in action and the various work cells involved in handling specimens.
4. An overview of the challenges faced by management and staff required to convert from a more manual lab handling process to one that is automated. This challenge was combined with the added feature of moving the entire operation into a brand new Research Laboratory while supporting daily specimen processing workloads.

Ms. Messing has devoted the past ten years of her professional life to the laboratory at William Beaumont Hospital. Before her recent appointment to Director of Clinical Labs, Ms. Messing was the Operations Manager for the Beaumont Reference Laboratory (BRL). BRL is a “for profit” outreach division of Beaumont’s laboratory that currently services over 1,100 clients in Lower Michigan. In that role she was responsible for overseeing daily operations in the following areas: Couriers/logistics, customer service, quality assurance, specimen collection, patient registration and test order entry. It was also in that role that she oversaw the relocation of the department from the main hospital to the newly constructed 40 million dollar, 60,000 square foot building we will be touring.

Ms. Messing holds a bachelors degree in Medical Technology from Northern Michigan University. She is currently completing an MSA from Central Michigan University.

### **DIRECTIONS**

The William Beaumont Hospital (WBH) Research Facility Building Campus sits on 210 acres at 13 Miles and Woodward, including the shopping center property that the hospital owns and leases out to a variety of businesses. The Research Facility Building is on the southwest side of the campus property and is a towering rectangular shaped building. There will be parking outside near the building. The High Tech Presentation room is on the 3rd Floor on the West side of the building on the right side at the end of the hall.

The easiest way to access the Research Building on the hospital campus is to go west on 13 Mile road past Woodward. Turn left at the second traffic light on the edge of the campus into the west side drive. Follow it south until you come to the large rectangular building on the left side of the west side drive. There are signs directing people to the various campus buildings.

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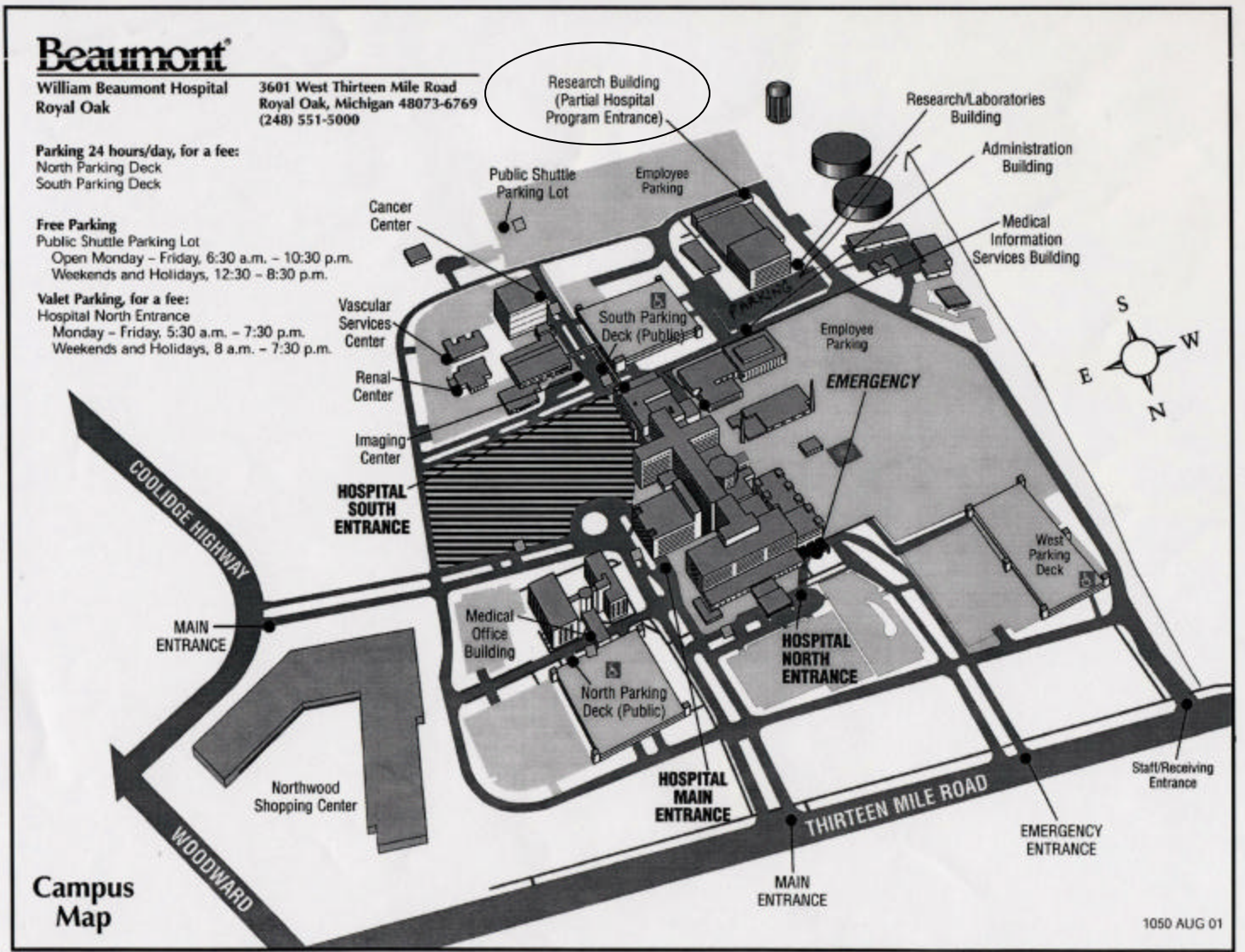
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Royal Oak

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Weekends and Holidays, 8 a.m. – 7:30 p.m.



## Campus Map

1050 AUG 01

### Distinguished Service Award recipients:

- 1997 Jayne Harris
- 1998 Ron Brzuch
- 1999 Irv Otis
- 2000 Richard Krasnow
- 2001 Rich Anderson
- 2002 Munna Kachhal

### Irv Otis Scholarship recipients:

- 1997 Carolyn Nguyen, UM-AA and Lisa Marie Noonchester, UM-D
- 1998 Craig Rice, UM-D
- 1999 Autumn Ritter, UM-D
- 2000 Jacqueline DeLuca, UM-D and Heidi Savin, UM-AA
- 2001 Andrea Lechowicz, UM-D
- 2002 Rita Thomas, WSU

## Membership Report

01/15/2002 - 05/09/2002

### NEW MEMBERS

Correa, Luis R.	Czajkowski, Kathleen A.
Deliormanli, Samir	Dockter, Bryan B.
Fowler, Monte D.	Lynch-Caris, Terri M.
Meerkov, Semyon M.	Zhou, Shiyu

### TRANSFERS INTO THIS CHAPTER

Alvarez, Jose J	Cavender, Kristen M.
Correa, Luis R.	Czajkowski, Kathleen A.
Dockter, Bryan B	Eksioglu, Mahmut
Lagermann, William A.	Macuga, Mark
Savage, Colleen	Schiess, Cindy
Striffler, Christian P.	Vagt, Peter H.

# Tuesday, June 25<sup>th</sup>

## Value Stream Mapping and Lean Metrics – Driving Lean/World Class Implementation

**An executive overview - things the uninitiated need to know to support and drive the implementation of World Class Manufacturing and Lean methodologies using Value Stream Mapping and Lean Metrics.**

Value Stream Mapping (VSM) is inclusive of many different techniques developed to create visualizations of what happens during the process of adding value in the form of products or services. For our purposes, "Value" is intrinsically "What the Customer is Willing to Pay (and Wait) For" - the good or services being produced.

Properly developed Value Stream Maps:

- Create a vision of the future by uncovering wastes and opportunities to create flow - and making them visible to all
- Enables broad participation in shaping the future
- Reduces the risk of creating "islands of excellence" with Lean and World Class Manufacturing concepts without improving the total value stream's capability from your customer's perspective
- Helps to break down communication barriers
- Provides the basis for an implementation road map

Summary Learning Objectives:

- History and Evolution of Value Stream Mapping and Lean Metrics
- Considerations in preparing for Value Stream Mapping
- Implementation Planning - Using Current/Future State Value Stream Maps
- Lean Implementation Continuum and Conclusion
- Q&A Forum

### About the Instructor:

Mr. Ron Crabtree, CPIM, CIRM, has more than twenty-five years experience in a variety of manufacturing industry settings from small privately held manufacturers to Fortune 100 corporations and leading global management consulting firms. Mr. Crabtree holds a BA in Management and Organizational Development and is certified through the APICS, the Educational Society for Resource Management, as Certified in Production and Inventory Management (CPIM) and as Certified in Integrated Resource Management (CIRM). Mr. Crabtree has served as Chapter President of the Kalamazoo Valley #35 Chapter of APICS and currently serves as VP of Programs for the Greater Detroit Chapter of APICS.

Mr. Crabtree contributes editorial to APICS - The Performance Advantage, has conducted numerous APICS sponsored seminars, APICS CPIM Certification Education. Mr. Crabtree has spoken to diverse audiences around the United States, such as software user groups, Society of Manufacturing Engineers (SME), and Engineering Society for Advancing Mobility in Land Sea Air. As a speaker, he draws upon many years of industry and consulting experience in implementing World Class/Lean Manufacturing as both an insider and as a consultant in many different industries and in five countries - from automotive assembly plants to small Aerospace and Defense Suppliers, Process, and Food manufacturing operations.

Prior to RSC Consulting, Mr. Crabtree held many different manufacturing industry and consulting positions, such as a Director in the world's largest Lean consulting and training practice. Other positions include Materials Management, Manufacturing Operations Management, General Management, and as Oracle Practice Leader for a top-ten accounting and management consulting firm.

Mr. Crabtree's relevant experiences include:

- Instruction and Implementation of Lean and World Class Manufacturing techniques including JIT/Pull/KANBAN inventory management, KAIZEN techniques, and TPS (Toyota Production System).
- Hands-on implementation leadership in multiple MRP/ERP implementations and Flow Technology.
- Development of customized IT solutions for manufacturing applications.
- Achievement of manufacturing quality awards including QS9000/ISO9002.
- Development and deployment of cost management and cost reduction programs.

## Chapter Activity Report

by Dr. Bijay Nayak

The IIE Detroit Chapter held 4 Board meetings during January – April 2002.

The Program Committee organized following joint programs with SAVE, CSI & APICS during February – April 2002:

1. JIT Concepts.
2. Panel Discussion on Value Engineering
3. Ford Production System

Other developments that took place during January-April 2002 are:

1. "IIE Exit Survey Form" was developed and introduced by Mr. Vinod Chauhan, VP Membership.
2. "IIE Meeting Survey Form" was revised and introduced by Dr. Bijay Nayak, VP Chapter Development.
3. Board members introduced "Free Dinner in Next Meeting for New Members" to promote chapter membership.

A few activities in progress are:

1. Mr. Victor Lloyd, Co-VP Programs assisted the Coordinator at Lawrence Technological University to find female speakers for their Summer Program. Victor is deeply involved in Detroit Cass Corridor Neighborhood Development Corporation project for community development in Detroit area.
2. Dr. Jayant Trewn, Executive VP is developing an "IIE Package" containing all information leaflets for use by Board Members.

Finally if you have any news items of note, things such as member promotions, activities, awards, publications, or projects of interest to the general membership, please contact Dr. Bijay Nayak at Phone: 248-299-6400, Fax: 248-475-4663, E-mail: bnayak@msn.com.

## Career Development

If any Chapter member would like to post a job opening or situation wanted, please contact: Greg Andrysiak at (248) 442-8607, greg.andrysiak@trw.com

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**Wednesday, May 29th**  
**Robotic Lab Tour**



**The William Beaumont Hospital (WBH)**  
**Research Facility Building, 13 Miles and Woodward,**  
**3601 W 13 Mile Rd, Royal Oak, MI 48073**

Institute of Industrial Engineers #47  
c/o Ron Brzuch  
7247 Almaden Court  
Canton, MI 48187

**DATED MATERIAL**

**Tuesday, June 25th**  
**Value Stream Mapping and Lean Metrics –**  
**Driving Lean/World Class Implementation**



**Farmington Community Library**  
**23500 Liberty Street**  
**Farmington, MI**