



**Institute of Industrial Engineers
Chapter 47
NEWSLETTER
Greater Detroit Area
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 48, No. 1

Jan-Mar, 2004

Visit us on the web [http:// www.iiedetroit.org](http://www.iiedetroit.org)

2004 Officers

President

Dr. Jayant Trewn,
William Beaumont Hospitals
(248) 423-2419

Executive V.P. & Development

Dr. Bijay Nayak, AAM
(313) 758-4167

Program Co-V.P.'s

Bob Fitzgerald, General Motors
(586) 986-1327

Newsletter Editor V.P.

Ron Brzuch, Ford
(313) 322-9874

Advertising V.P.

Greg Andrysiak, TRW Inc.
(734) 266-2590

Community Service V.P.

Victor Lloyd, Beaumont Hosp
(248) 423-2403

Webmaster V.P. & E-mail V.P.

Patrick Hillberg
(248) 797-1804

Membership V.P.

Vinod Chauhan, Visteon
(586) 466-9598

Finance V.P.

Vito Wasniewski, SBC
(248) 524-7319

Administration V.P.

Vidyasagar Murty, PMC
(313) 441-4460, x1119

Affiliate Council V.P.

Khaled Mabrouk, Mabrouk
Modeling Solutions, LLC
(734) 998-5560

**Public Relations V.P. &
University Liaison V.P.**

Darin Ellis
(313) 875-3412

Past President

Tej Jhamb, T.J. Associates
(248) 649-4081

Student Chapter Advisors

University of Michigan - Ann Arbor
Dr. Amy Cohn - (734) 615-7258
University of Michigan - Dearborn
Munna Kacchal - (313) 593-5053
Wayne State University
Leslie Montplaisir - (313) 875-3412
Darin Ellis—(313) 875-3412

WSU Student Chapter President
Gary Altman

Thursday, February 26, 2004
**American Axle Plant Tour
and Presentation**



Reservations are limited. Article on page 3. Map on page 8.

AAMs Detroit Gear & Axle plant produces front and rear axles.
The overview and tour will include Lean Concepts Implemented.

Time: 3:30PM Presentation, Tour From 4:00PM to 5:00PM

Location: American Axle Manufacturing - Detroit Plant.

Parking Instructions will be forwarded ASAP (To Those Who Sign Up).

Maximum Number of Attendees: 30

To sign up: Please e-mail Bob Fitzgerald at robert.s.fitzgerald@gm.com
and give your place of employment.

Tuesday, March 30, 2004
Kaizen, What It Is...And Is Not
Joint Meeting SAVE/IIE



See page 4 for details. Map on page 8.

Learn where to apply Kaizen for rapid improvements and why it is not appropriate as the only method to transform your company in a Lean/World Class Manufacturing implementation.

Social: 5:30 PM, Dinner: 6:00 PM, Meeting: 6:30 - 9:00 PM

Cost: \$20.00 per individual

Location: Metaldyne, Royal Oak Facility, 2727 W 14 Mile Road, Royal Oak, MI
FYI -- McDonald's sits on the Metaldyne property, so when you see the "golden arches" you have arrived. Parking is in the front lot, off 14 Mile.

RSVP: by Friday, March 26th to our IIE VOICEMAIL (313) 438-0205

TABLE OF CONTENTS

<i>Chapter President's Message</i>2	<i>Membership Report</i>5
<i>Chapter Activity Report</i>2	<i>Membership Activities</i>5-6
<i>Upcoming Meetings</i>2	<i>Career Development</i>7
AAM Plant Tour 3	<i>Advertising and IIE Jobs</i>7
Kaizen Meeting4	<i>Maps for Meetings</i>8

Chapter President's Message

by Jayant Trewn

Greetings to all members.

I would like to thank you for electing me as President of the Chapter for the year 2004. It is my pleasure to accept your confidence in my abilities and deliver to you a year of exciting programs, knowledge building seminars, networking opportunities and career enhancing information. Lets look forward to another stellar year for our chapter.



This year, I would like to focus on the following:

- Providing the membership an opportunity to experience cutting edge Industrial Engineering tools, techniques and concepts through a mix of programs like plant tours, symposiums, invited speaker series and workshops.
- Involvement from leading businesses from various industries by having them co-sponsor these programs.
- Encouraging Industrial Engineers to provide assistance in community affairs projects that benefit non-profit organizations
- Reaching out to Metro-Detroit area schools by informing students about the benefits of entering into the field of Industrial Engineering.

With the able assistance of the Board of Directors of the Greater Detroit Chapter of IIE, I am confident we will provide members a fulfilling year.

Thank you for your membership and continuing support to our chapter. I encourage you to participate in the operations of the chapter by getting involved with the board of directors. If this interests you, please send an e-mail to president@iiedetroit.org.

Have a great year. Thanks.

Jayant Trewn

Chapter Activity Report

Some of the achievements and stellar events at the IIE Greater Detroit Chapter in 2003:

- Greater Detroit Chapter was awarded a Gold Award by National for the Chapter Activity Report or "CAR" for 2003. The CAR report gages the general health and management of the chapter. See the CAR results on our website at [http:// www.iiedetroit.org](http://www.iiedetroit.org)
- Greater Detroit Chapter was also awarded Platinum award for year 2003 in the Newsletter competition.
- ESD, The Engineering Society, will be recognizing the Greater Detroit Chapter as "Partner of the Year" for year 2003 at their annual banquet, February 23rd.
- IE Magazine in their September 2003 issue had an article regarding community service provided by Mr. Victor Lloyd, VP Community Service and his associates.
- Visitation to our Website has increased multifold.
- On October 24, 2003 "Six Sigma Symposium" was held in William Beaumont Hospitals Royal Oak, co-sponsored by IIE Detroit Chapter and Beaumont University to a packed conference room with 180 participants. This was our first walk into an uncharted territory. Based on the evaluations and hand-shakes it was a "TREMENDOUS" success.

If you have any news items related to member promotions, activities, awards, publications, or projects, training or workshops conducted, please forward it to **Dr. Bijay Nayak**, Executive VP & Chapter Development at Phone : 313-758-4167, E-mail: bnayak@msn.com.

Up Coming Events in 2004

January	Student Competition WSU
February	Plant Tour - American Axle
March	Kaizen - Ron Crabtree
April 16th	Joint IIE/APICS Meeting
May	Lean Mfg - Jayne Harris, GM
June	Ford Rouge Tour, Dearborn
July	Golf Outing, Sylvan Glen, Troy
August	Harbour Report - Ron Harbour
September	Student Night, UM-AA
October	Productivity Symposium
November	Joint IIE/SWE Meeting
December	Holiday Dinner and Inauguration



American Axle Plant Tour and Presentation Thursday, February 26, 2004

American Axle Tour & Presentation

Date: February 26, 2004 (Thursday)
Time: 3:30PM to 4:00PM Presentation,
 4:00PM to 5:00PM Plant Tour
Location: Detroit Gear & Axle
 American Axle & Manufacturing Inc.
 1840 Holbrook Avenue
 Detroit, Michigan 48212

Parking Instructions will be forwarded ASAP
 (To Those Who Sign Up).

Maximum Number of Attendees: 30 (So please be kind - don't sign up unless you intend to be present).

Agenda

Introduction: 5 Min.
 Company Overview / Plant Overview: 20 Min.
 Discussion of Lean Concepts Implemented will be included in the overview & tour.
 Walking Tour of Plants 2-1-8: 45-60 Min.
 Debrief Meeting: 10 Min.

American Axle Driveline/Chassis Division



With facilities that were established at the turn of the century and recently upgraded and modernized, Detroit Gear & Axle is our largest plant. The state-of-the-art front and rear axles produced there are of the highest quality. Situated on the same grounds as our World Headquarters in Detroit, the Detroit Gear & Axle plant, AAM's flagship manufacturing operation, is a leader in the automotive supply industry. AAM's full line of four-wheel-drive and all-wheel-drive front axles are the product of world-class engineering and unsurpassed manufacturing capability with over a century of AAM's industry leadership.



AAM offers a range of front axles including the independent, banjo, Salisbury and Power Take-Off units (PTU's). AAM's rich experience and cutting-edge technology combine to

create a product designed in harmony with the customer vehicle's powertrain and chassis module systems.

AAM's rear axles are rigid, integral-drive axles that are perfectly designed for light-duty trucks, vans, SUVs, passenger cars, commercial vehicles and other rear-wheel-drive applications. Supported by the industry's most sophisticated testing and validation facilities, AAM's Salisbury, Banjo, and Independent-style rear-

drive axles adapt easily to various track widths and can be easily matched and integrated with other AAM driveline components and systems. The experience gained through decades of industry-leading driveline development and manufacturing gives AAM the ability to offer a wide range of axle sizes, gear ratios and differential configurations to meet the most demanding customer requirements.



The experience gained through decades of industry-leading driveline development and manufacturing gives AAM the ability to offer a wide range of axle sizes, gear ratios and differential configurations to meet the most demanding customer requirements.

AAM's full-service approach applies to complete Driveline Systems Integration, such as, RWD, 4WD or AWD systems from transmissions to wheels, Front & rear axle systems, Front & rear drive shafts, Power transfer units, etc.



Kaizen

What It Is...And Is Not

Tuesday, March 30, 2004

An executive overview - things you need to know to gain a better understanding about what "Kaizen" is all about: *A focused continuous improvement event*. Learn where to apply Kaizen for rapid improvements and why it is not appropriate as the only method to transform your company in a Lean/World Class Manufacturing implementation.

Who should attend

Manufacturing and Business professionals with an interest in learning how to leverage the approach of "Kaizen" in their businesses' quest to achieve dominance in its chosen markets.

About the presentation

Kaizen is an oft-misunderstood approach that is a part of a holistic approach to implementing Lean/World Class Manufacturing. It is a great way to rapidly improve organization performance, with a focus on people interacting in teams. There is a great deal of controversy regarding the questions - "is Kaizen all I need to do to succeed in implementing Lean & World Class Manufacturing?" "Will Kaizen deliver all the results promised by the Lean gurus?"

In this fast-moving presentation we will review the elements that make up a successful Kaizen activity - the perquisites and recipe for on-going success. Practical suggestions with real-life case study results highlight this pragmatic learning presentation.

Summary Learning Objectives

- A brief history of the evolution of Lean/World Class Manufacturing
- Definitions for the purposes of this presentation
- What Kaizen is - and what it's good for
- What Kaizen is NOT - and what it is NOT appropriate for
- Case Studies
- Tips for preparing for Kaizens in your company
- 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 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.**

Membership Report

Total Members = 257, as of 02/03/2004

NEW MEMBERS

Taraman, Sanaa	Sethi, Ranjeev
Bombach, Pacharintra K.	Connolly, Michele M.
Freiheit, Theodor I.	Agarwal, Sajal
Wynn, Michael L.	Olive, Michael J.

TRANSFERS INTO THIS CHAPTER

Naseer, Sohail B.	Kositz, Laura J.
Otto, Scott P.	Baker, Amy B.
Cavender, Kristen M.	Cohn, Amy
Girn, Paramjit S.	

Membership Activities

Last Year's VPs Move On to New Ground

Chirag Modi, our past Webmaster & E-Mail VP, has taken a job in Ohio to work for Exel. Chirag said, "I came to Detroit (the coldest place I had ever seen in my life) from the hot Texas desert in January 2003. I came here as a stranger. I knew no one. After a year, I am happy to have met so many people, increase my knowledge base, and gain so much from a truly professional organization like IIE."

Crystal (Rogers) Freemon, our past Public Relations VP, has transferred to Saturn Spring Hill, Tennessee facility. Crystal was married in August, is busy working on her masters degree and traveling extensively.

Congratulations to **Doug Rogers**, our past Administration VP, and his wife on the birth of daughter, Naomi Rogers.



Detroit Chapter IIE Distinguished Service Award

The Detroit Chapter of the Institute of Industrial Engineers presents **Greg Andrysiak** with the Distinguished Service Award. Greg has contributed to the local IIE chapter since 1992 holding many different positions including President. He currently is the VP Advertising and coordinates the Career Corner for both the newsletter and the web site.

Greg is currently working at TRW Automotive as an Advanced Sourcing Engineer for global purchasing. He is conducting workshops and projects world wide to help suppliers with cost reduction and value improvement.

Greg has an Industrial Engineering Technology Bachelor degree from Purdue. He is currently seeking certification as Certified Value Specialist and is a 6 sigma Black Belt.

Membership Activities (Continued)

Detroit Chapter IIE Sponsors 2004 Student Technical Paper Competition

Nephrology Clinic Efficiency Analysis submitted by **Margie Krakauer** from the University of Michigan won the Detroit Chapter IIE technical paper competition.

The staff at the University of Michigan Nephrology Clinic (UMNC) expressed interest in studying the efficiency when scheduling and conducting appointments and how it affects patient satisfaction. The purpose of this project was to thoroughly analyze the activities involved at the UMNC (including the phone call process, scheduling, and the patient visit process) and compare the analysis to best practices in other clinics. This document describes the plan that was taken and provides recommendations to improve efficiency in the clinic.

Margie Krakauer will be graduating in May with a BSE in Industrial and Operations Engineering from the University of Michigan and has accepted the position as Analyst with Accenture for next year. Previously, she has worked in the consulting industry as a strategy analyst in Singapore during the summer of 2003.

Throughout her college career, she was involved with many student organizations including Institute of Industrial Engineers (IIE) and Alpha Pi Mu, an IOE honor society. She thoroughly enjoyed her work on this project, which has inspired her to continue her involvement with the health care industry.



Detroit Student Chapter IIE - WSU Looking for Volunteers

WSU IIE student chapter will be volunteering to work at Gleaner's Food Bank on Saturday, February 28th from 9am to 12pm. If you are able to attend please reply to VP of IIE-WSU **David Cottrill** (ah2851@wayne.edu) with name and email address. This is needed so Gleaner's will be able to schedule an appropriate amount of work for volunteers.

For more information on Gleaner's Food Bank and their role in the community please visit <http://www.gcfb.org>. GFB is located at 2131 Beaufait, Detroit 48207.

Thank you, **Gary Altman**, President IIE- WSU

Membership Activities (Continued)

December 2003 Holiday Dinner and Chapter Officer Inauguration at Traffic Jam and Snugs Restaurant



Bob Fitzgerald, Program VP, did a great job moving the meetings around the metropolitan area and found this great restaurant downtown. Close to all areas, convenient access, and great parking. The Traffic Jam provided us our own room for presentations and speeches.



A special award was presented to **Tej Jhamb** for his leadership and the truly remarkable year that the chapter experienced. The plaque highlighted the many exceptional results during his tenure.

The chapter awarded a Holiday DVD door prize (donated by In-phonetics) which was won by Wayne State student **David Cottrill** (shown in center). The holiday DVD door prize is presented by Vito Wasniewski and Tej Jhamb.



Membership Activities (Continued)

33rd Annual Gold Award Banquet

The IIE Detroit Chapter will be joining the Engineering Society (ESD) to celebrate National Engineers Week at the annual *Gold Award Banquet*, honoring the engineering profession on Monday, February 23, 2004, at the Dearborn Inn Marriott in Dearborn. This gala evening provides a forum for the *Affiliate Council of the Engineering Society of Detroit* and the Affiliate Societies to honor and congratulate members who have distinguished themselves through outstanding achievement and service within their respective societies.

Tej Jhamb will accept the Partner of the Year award for the IIE Detroit Chapter, **Greg Andrysiak** will receive the Distinguished Service Award and Wayne State student, **Patrick Wilson**, will receive our Irv Otis Scholarship.

Patrick Wilson to Receive Irv Otis Scholarship

Patrick Wilson will receive the Irv Otis Scholarship at the ESD Gold Award Banquet. Patrick has been an active member of IIE for approximately three years. He recently graduated from Wayne State University this past December and will be continuing his education at University of Michigan Dearborn this summer participating in dual program of a Master's in Industrial Engineering and an MBA.



Why he chose Industrial Engineering.

In a global economy where processes are constantly changing and our resources are limited, being able to optimize productivity is crucial. Industrial Engineering combines analytical and interpersonal skills, and that is why I chose this course of study.

His views on IIE.

The plant tours and presentations give students the opportunity to see how the theories they're learning in school are being applied in industry. I believe the presentations also give the professional members ideas of projects that could be implemented at their own place of employment. While the main goal of IIE is to keep the members on the cutting edge of their profession it's also about giving back to the community. Being a member of IIE has given me the opportunity to associate with people who share the same beliefs as I do regarding continuous education and both professional and social responsibility.

Outside of school Patrick enjoys working on cars and motorcycles, playing billiards on the amateur circuit, and volunteering for the Diabetes and MS Foundations.

S
A
V
E
S
A
E
S
E
I
S
E
A
S
S
F
P
E
S
M
E
S
P
E
S
T
L
E
S
W
E

A
W
W
A
A
W
S
S
A
S
M
I
S
E
C
S
I
D
S
C
T
E
S
E
S
M
M



You Paid Your Dues...

Now Enjoy the Benefits! All Member Societies of the ESD Affiliate Council Offer These Terrific Insurance Programs!

Auto and Homeowners Insurance

For ESD Members and ESD Affiliate Societies
Underwritten by Citizens Insurance Company

- 18% ESD Group Discount for Auto Insurance*
- 18% ESD Group Discount for Homeowners Insurance*
- Over 14,000 policies are now insured in this program

* These discounted rates are available July 1, 2002 through June 30, 2003

Health Insurance and Prescription Drugs

For Members
Underwritten by Blue Cross/Blue Shield of Michigan

- Attractive menu of medical and dental plans
- Available for groups of 2 to 99 employees
- No pre-existing condition clauses or medical underwriting for groups of 2 or more.

Dental Insurance

For Individual Members
Underwritten by Michigan Dental Plans

- No waiting periods
- Multiple options from which to choose
- \$1,000 calendar year maximum

Workers' Compensation Insurance

Underwritten by Citizens Insurance Company

- Available to members who own *engineering or architectural firms*
- Average workers' compensation dividend history over the past five years is 41.7%

Business Owner's Policy

Underwritten by Citizens Insurance Company

- Features Expanded Property Coverage and Customized Endorsements
- Features Liability Limits of \$2,000,000 to \$4,000,000

Classic/Antique Car Insurance

Underwritten by Hagerty Classic Insurance

- Agreed Value Coverage (full value paid upon a total loss)
- Only one liability charge per policy, not per vehicle

Call Hartland Insurance Group for further information on any of these excellent ESD Affiliate Council-Endorsed Insurance Programs.

(800) 682-6881
www.hartlandinsurancegroup.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. Please see our website at iiedetroit.org for the latest job openings or situations wanted.

Situation Wanted

If you are looking for BSIEs and MSIEs with various years of experience, see iiedetroit.org for current resumes.

Help Wanted

Mabrouk Modeling Solutions is looking for simulation engineers. Please send resume to kalmb@attglobal.net

Industrial Engineer position located in Knoxville, Tennessee, for classical IE duties in high volume manufacturing, fabrication and assembly facility. See iiedetroit.org for details.

Engineering Manager position in Gallatin Tennessee, to apply intensive and diversified knowledge of IE practices in broad areas of assignments. See iiedetroit.org for details.

JIT Coordinator to manage and develop the complete technical proposal of the JIT assembly project for the customer quotation phase. See iiedetroit.org for details.

Manufacturing Manager of an International Company in Detroit metro area for plant manufacturing/process skills with contractors and technical staff. See iiedetroit.org for details.

JIT Project Leader for Tier one automotive supplier located in Troy, MI, to develop JIT plans and associated costs for new business opportunities. See iiedetroit.org for details.

Industrial Engineers with 5-8 years experience in a startup of engine plant lean manufacturing processes and technology. Send resume to pad3@daimlerchrysler.com. See iiedetroit.org for details.

Industrial Engineers with MODAPTS training and other IE and ME related positions with world class automotive manufacture in Montgomery, Alabama. See iiedetroit.org for details.

IIE is a member-led organization. Members may be elected, appointed, or may volunteer for the various boards, councils, committees, task forces, and advisory boards that are responsible for providing leadership throughout the organization.

We are currently looking for assistance and committee chairpersons to officer positions in Programs, Newsletter, Website, and Membership.

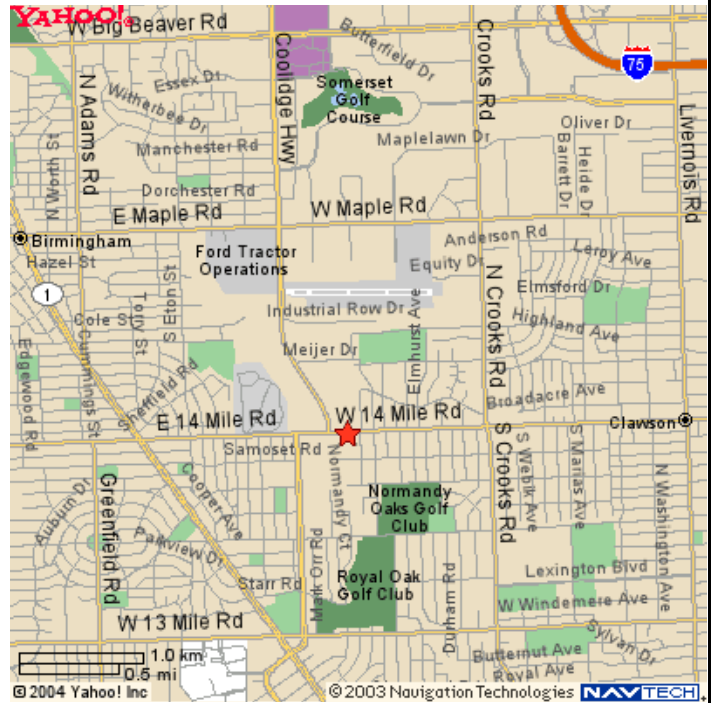
Contact Dr. Jayant Trewn, president@iiedetroit.org.

Thursday, February 26, 2004
American Axle Plant Tour
and Presentation



Detroit Gear & Axle, American Axle & Manufacturing Inc.
1840 Holbrook Avenue, Detroit, Michigan 48212

Tuesday, March 30, 2004
Kaizen - What It Is... And Is Not



Metaldyne, Royal Oak Facility, 2727 W 14 Mile Road,
Royal Oak, Michigan 48073
 FYI -- McDonald's sits on the Metaldyne property, so when you see the "golden arches" you have arrived. Parking is in the front lot, off 14 Mile.

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

DATED MATERIAL