

Dallas Leading Edge

Institute of Industrial Engineers (IIE) - Supporting Your I.E. Career



Volume 05

January/February 2005

Issue 01

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Meeting Announcements

January 2005 Meeting Information

Using the Baldrige Model to Achieve Operational Effectiveness
by **Tammy Austin**, Executive Director – Quality Texas Foundation

DATE: Thursday January 18, 2005

TIME: 6:30 PM - Networking
7:15 PM - Award Presentation

LOCATION: Tina Marie's Italian Restaurant
14248 Marsh Lane
Addison, Texas
(972) 963-6228

COST: \$5.00

Join us for networking and professional development opportunities on Tuesday, January 18th. We will also be sharing the upcoming chapter events for this spring including meetings and plant tours. *Please read the biographical data that Tammy has provided on page 4 of this newsletter.* We hope to see you there!

RSVP to Arturo at arturo.villarreal@fritolay.com or 972-963-6228 by noon Monday, January 17th.

February 2005 Combined Meeting

Dallas & Fort Worth Senior IIE Chapters + UTA & TAMUC Student IIE Chapters

DATE: Tuesday, February 22, 2005

TIME: 6:00 PM - 8:30 PM

LOCATION: Tentatively set for UT Arlington. A possible Aviation Museum Tour is also being evaluated. Information will be posted on the website and a postcard reminder will probably be sent out as plans are firmed up for the February meeting.

COST: \$5.00

RSVP to Arturo at arturo.villarreal@fritolay.com or 972-963-6228 by noon Monday, February 21st.

March 2005 Facility Tour

Dallas Area Rapid Transit (DART)

DATE: Tuesday, March 15, 2005

TIME: TBD—Probably a Morning Tour

LOCATION: To Be Determined: *Complete details will be provided in the next newsletter.*

Members Activities: IIE Chapter 10 Tours the New Terminal D At the Dallas/Fort Worth Airport

On December 3, 2004, members of the Dallas Chapter of IIE were treated to a preview of DFW's new International Terminal D. The tour was graciously hosted by Julie Ludeman, Associate Director of Communications for the Capital Development Program of DFW International Airport.

The new International Terminal D is a two million-square foot terminal capable of handling 32,000 passengers daily or 11.7 million passengers annually. It features flexible gates that can accommodate a variety of aircraft and can be used for both international and domestic flights. The domestic markets that are likely to be scheduled at the terminal are those favored by business travelers going to and coming from cities in both US coasts. Inside the terminal, gates can be configured to let domestic travelers enter the concourse directly or to route international passengers to the federal inspection area, if they are coming to the US, or to an in-transit area, if they are passing through to another international destination.

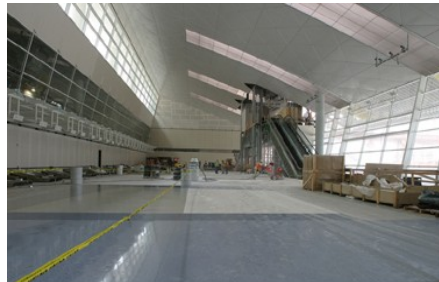


International Terminal D August 2004

The federal inspection facility will be capable of processing 2,800 passengers per hour. The inspection consists of three stages: INS (Immigration and Naturalization Service), Customs, and USDA (US Department of Agriculture) inspections. A passenger will be inspected for documentation by the INS before claiming baggage, that is, while the passenger is still "secure." The décor of the federal inspection area will include several TV panels that will show passengers from all over the world as they enter the area. Customs and USDA inspection will occur after passengers claim their baggage. The baggage claim area consists of eight large carousels, each capable of handling the luggage of two full 747's at the same time.

The terminal will feature 99 ticketing positions. A position will not be permanently

assigned to an airline, but will be capable of being set up for several airlines. Its computer terminals will have the option to connect to one of a number of reservations systems and a screen in the background will display the logo of the airline in turn. Baggage check-in will be European-style: it will be carried from the ticket counter to the inspection area by conveyors.



International Terminal D North Ticketing Hall July 2004

The concession areas consist of 100,000 square feet and will feature upscale shopping and fine dining. They are laid out in two levels. The lower level is designed for higher density, for passengers with less available time to spend shopping or lingering. The upper level will have more sitting and table space, for passengers with more time to relax and watch people. There will also be areas for live performers. The new eight-level parking garage will have 8,100 parking spaces and use a Smart Technology System that lets guests know which floors are full. Each parking garage floor will be designated by a flower. Air-conditioned skybridges with moving walkways and elevators will make the walk from the garage to the terminal easy and comfortable. An arrivals canopy roof will shield pedestrians from inclement weather as they enter and exit the terminal.

A Grand Hyatt Hotel, encompassing more than 303,500 square feet, is integrated in the new International Terminal D. Guests can enter the hotel from the curbside entry at the concourse, outside security, or inside security directly from Terminal D. The 12-level hotel has nearly 300 rooms on eight levels. The lower levels of the hotel feature ballrooms, banquet and meeting rooms, a restaurant and lounge. A spa on the top level and rooftop swimming pool await guests who are ready to relax.

A major component of DFW's Capital Development Program is the inclusion of a multi-million dollar Public Art Program. The Air-

port Art Program is viewed as a primary vehicle in solidifying DFW's goal to become one of the major airport gateways to the world. Specifically, DFW envisions the Airport Art Program as a means to celebrate DFW's world-class distinction; enhance the identity of the Airport locally, regionally, nationally and internationally; express the dynamic culture of the Metroplex; and aid in making DFW a choice destination for travelers. Currently, \$6 million has been budgeted for public art in the new International Terminal D. Although public art opportunities have been identified for the entire Capital Development Program, this Public Art Master Plan includes guidelines specific to International Terminal D.



Skylink, the world's largest high-speed airport train, is now being tested at DFW. Skylink is scheduled to open in the first quarter of 2005 and will unite existing Terminals A, B, C, E, the new International Terminal D and future Terminal F. The Airport's goal is to provide its guests with a 30-minute or less passenger connection time. With Skylink's average wait time of two minutes and average passenger ride time of five minutes, this goal will surely be met. The train's bi-directional, elevated, dual guideway spans approximately 26,000 linear feet and is elevated an average of 50 feet above ground. The trains will reach speeds up to 35 miles per hour. On opening day, the trains will have the capacity to handle 5,000 passengers per hour, per direction. The system will ultimately handle 8,500 passengers per hour, per direction. At the International Terminal D, the Skylink station is integrated in the facility. Passengers will see trains come and go from the federal inspection area and from the main concourse.

DFW's new International Terminal D is scheduled to open in the Summer of 2005.

President's Corner

President's Column January 2005 Newsletter

Happy New Year! As is the custom this time of year I have been thinking about strategy – mostly at work trying to report 2004 accomplishment and set 2005 initiatives and strategies. But I've also been looking at my career strategy and options. I find it helpful to exam my career path, goals and options at least annually. This is a good time of year for that with all the new years resolutions and setting new patterns for the coming months. As IEs we have lots of options both professionally and the professional societies we choose. I continue my active membership in IIE because of the breadth of people, topics and tours it provides to me. It is more encompassing than some of the more specific societies I am associated with because of my current at work.

For that reason I hope all of you consider a more active role in your IIE membership. This could mean attending more meetings and plant tours. The December tour of the new DFW Airport Terminal D construction site was fascinating from both an engineering perspective and a traveler's perspective. We have some interesting items coming up in the meeting and tour plans so watch your newsletters and email for more announcements.

More active participation could also be accomplished from the comfort of your desk chair – on line or phone mentoring of students, committee work or even serve as chair. Because half of our Board of Directors meetings are virtual (either email exchanges or teleconferences) "participation" is measured in a whole new way. I could be as simple as providing a technical article for the newsletter. You select your interest and we will find a way to put it use. I'm not one to make resolutions but I do assess, evaluate and realign my path every once in while. Why not include IIE in your realignment in 2005?

Sincerely,
Susan Wright, President, Dallas IIE

NOTICE!

Chapter 10 — Winter Planning Meeting
Saturday, January 15, 2005
8:30 AM—12:00 Noon
All Members Are Invited

Contact Susan Wright for Details
smr@raytheon.com

Member's Activities: Tucker Rocky Distributing

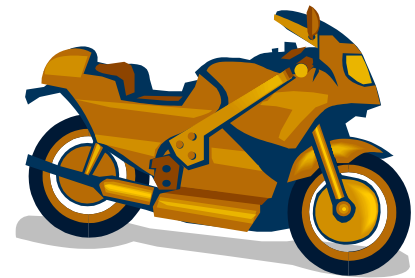
Dallas Chapter IIE October 26, 2004 Guest Speakers Event Abuelo's Mexican Food Embassy

Have you ever found yourself wondering how a last-place baseball team ends up in the championship game? In the business world, that equates to saving a company up from the brink of failure and leading them to the cutting edge of technology and success. Steve Johnson and Gary Nordlund shared this experience with us this evening on "An Industrial Engineer's Role in Executing a Company Turnaround".

Steve has a B.S. in Agriculture and an M.S.I.E. from Kansas State University. While his career has focused on operating productivity, material handling, logistics, and supply chain improvement, he is currently President and Chief Operating Officer for Tucker Rocky Distributing, a leader in the aftermarket powersports products industry. What is that you ask? Their products include 60,000+ accessories and spare parts for motorcycles, all-terrain vehicles, and personal watercraft products in a multi-billion dollar industry.

Gary Nordlund has a B.S.I.E. from Montana State University and an M.S.I.E. from Purdue University. Gary's career includes manufacturing support engineering, simulation consulting, commercial software development, logistics, and information technology. He is currently the Chief Information Officer at Tucker Rocky Distributing.

Tucker Rocky Distributing was a leader in the industry before coming perilously close to bankruptcy. Consultants were brought in and consolidations of distributing centers and new ERP system installations followed. Inventory values skyrocketed and cash flow became critical.



Fundamental reporting systems were lost and the acquisition of too much slow-moving product kept them from having the cash to purchase fast-moving product. This is where Steve accepted the challenge to bring Tucker Rocky back to respectability. Steve brought in Gary be part of the restructuring team.

One of the first things to understand the fundamentals of the business you are in and then focus on making change. You also need to put the right people in the right chairs that can make the right decisions. You have to understand your inventory and work with your suppliers for creative ways to control inventory costs. Typically, businesses focus on reducing their operations cost, but in their case, 70% of Tucker Rocky's costs were with manufacturers of products they purchased. With that in mind, Tucker Rocky cut links in their supply chain and worked on developing their own product lines in order to make a bottom line margin impact of more than 20% on most products.

Gary's IT department at Tucker Rocky is on the leading edge with their B2B (Business-to-Business) and B2C (Business-to-Customer) website and online catalog. The website was designed by Gary and his team...none of which had any previous website development experience. Customers can view their ordering history and invoices online. Sales reps and management can view margin scorecards and monthly sales reports with a simple point-and-click. Information is power and Tucker Rocky Distributing is a leader in the use and development of this information technology to execute a company turnaround. The Dallas Chapter of IIE appreciates Steve and Gary sharing their real-life business experiences with us.

Become Involved in Chapter 10 Activities

**Participate, Volunteer, &
Serve as a Mentor for new IEs!**

It is Very Rewarding

Career Development

Employment Opportunities

By Rod Siders

1) Automotive supplier in SC needs a Lean/Continuous Improvement Engineer. BS Engineering degree. Needs experience in developing and conducting programs to train employees in Lean techniques including Kaizen, 5S, TPM, Kanban, etc. Organize and collect data for all Kaizen events. Implement and lead key process improvement projects utilizing lean concepts. Implement lean concepts and drive change within the organization from Traditional to Lean.

2) New automotive supplier coming to the Metro Dallas area has needs for Manufacturing Engineers with either CNC machining or assembly background. BS degree.

Anyone interested in either position, please contact me at (469) 233-0717 (cell) or (972) 458-6549 (work, day), Rod Siders, Career Development Chairman



CAR Reminder!

Your participation in events like the Future City Competition help the Dallas Chapter achieve our Chapter Activity Report goals.

URGENT REQUEST

Volunteers Needed

FUTURE CITY JUDGING OPPORTUNITIES

The Future City Competition

Sponsored by National Engineers Week, it is designed to inspire 7th & 8th grade students about engineering by challenging them to solve the real-world problems associated with building a livable city of the future. Hundreds of North Texas students have been working hard since October on their city concepts.

Judges Needed -- We again need about 100 engineers and technical professionals to volunteer their time and expertise in judging student designs, models, and presentations. Opportunities range from judging simulated city designs and essays -- which can be done from the comfort of your own computer at your own pace (now through early January) and interacting with the students as you judge models and presentations on the day of the competition January 22nd at UTA. Spread the word, enlist your colleagues, and contact John Colotta at john.a.colotta@lmco.com.

Special Awards -- We also need sponsors for special awards that promote the particular interest of your organization or company and increase the opportunities every student to be a winner. For more information or to sign-up, contact Chris Terry, chris.a.terry@lmco.com.

Event Coordinators -- It's not too soon to volunteer to help out the day of the competition. There's a lot to do to make sure everything runs smoothly. Contact Jean Eason, j.eason@iee.org.

For more information check our website: <http://www.dfwfuturecity.org>

Randy Moore
Future City Advisory Board
817-655-8634, rkmoore@iee.org

January Guest Speaker

Tammy Austin, Executive Director Quality Texas Foundation - a non-profit organization, providing a Baldrige-based methodology for organizations to achieve and sustain world-class performance. The Texas Award for Performance Excellence is an annual recognition of those Texas organizations that excel in performance, quality, and customer satisfaction. As Executive Director, Tammy is responsible for managing, marketing, and administering the Texas program. Tammy and her staff coordinate the efforts of up to 300 volunteers who are all focused on promoting performance excellence throughout the state of Texas.



Organizations opting to pursue the Texas Award are on a journey to become world-class. Quality Texas is particularly proud of its five state award recipients who have continued on to be recognized as Malcolm Baldrige National Quality Award recipients. Texas Nameplate, a small Dallas based manufacturing company has achieved this distinction twice!

Tammy works closely with organizations throughout the state of Texas in all key sectors – Manufacturing, Healthcare, Education, Small Business, and Service. The Texas award cycle begins in the fall of each year and recipients are named in May. Quality Texas recognizes its recipients with an annual ceremony and conference held in June. Tammy has served as an Examiner for the Texas Award for Performance Excellence, as Chair for the Dallas ASQ Section 1402, and currently volunteers as Deputy Regional Director for ASQ's Region 14.

NATIONAL ENGINEERS WEEK

Texas A&M University-Commerce Needs Your Help During National Engineers Week

The IE Student Chapter at TAMUC (#791) has an ambitious plan to host a Science, Technology, Engineering, & Mathematics Competition on February 23rd and we are asking for educators and industry professionals to **judge** student projects in the competition.

We are also asking for **guest speakers** from various industries throughout the area. This year is going to be even bigger than 2004, our inaugural year. With your unique background and experiences, we would appreciate your help in making this year the best event in the area.

Guest speakers are being scheduling for 30 minute time slots between 8:00 a.m. and 11:00 a.m. Facility tours are also planned during the afternoon.

You are also welcome to attend and participate in any of these events as a participant or as a guest. For further information, contact Andy Jackson at: Andy_Jackson@tamu-commerce.edu

Campus Corner

KSU IIE Chapter Plans Region 5 Student Paper Conference

The students of the Kansas State IIE Student Chapter are currently planning the Student Technical Paper Conference for all Region 5 member universities. The conference will be held March 3-5, 2005, at the university in Manhattan. Thanks to the generous support of Hallmark Cards, Inc. and the KC Senior Chapter, the conference will award substantial cash prizes of \$1000, \$500, and \$250 for the three winning papers. A primary key to success for the conference is ensuring a high number of papers submitted, and with such alluring prizes, we hope that students will be eager to participate. In addition to the competition, educational seminars will be offered for the benefit of all students who attend. If any of the members of your professional chapter have regular contact with student chapter members, please encourage them to participate. Also, if your company is interested in assisting with sponsorship of the conference or has any questions, please contact either Cole Knudsen (crk5858@ksu.edu) or Kenneth Norton (kbn6886@ksu.edu).



Continue your Engineering Education Anytime — Anywhere

The University of Texas at Arlington College of Engineering provides graduate level courses via the Internet, CD or videotape, so you can adjust your studies to fit your schedule at home or the office. Take individual courses for professional development or to complete a master's degree.

UTA has distance education graduate courses in these engineering areas:

- Aerospace
- Civil & Environmental
- Computer Science & Engineering
- Electrical
- Engineering Management
- Industrial & Manufacturing Systems
- Logistics
- Materials Science
- Mechanical Systems

For more information, visit www.uta.edu/engineering, call 817-272-2352 or send an e-mail to info@uta.edu.

Benefits of IIE Membership

Ask the Expert

Ask the Expert is available exclusively to IIE professional members. IIE Experts have been picked for their expertise in various areas of engineering practice and will respond quickly to your questions about engineering, technical, and management issues. E-mail your question to Donna Calvert. An IIE Expert will contact you within two business days. There is no cost to participate in this member benefit. Student members with a technical or career question for an IIE Expert, can visit the Student Advisor. For long-term professional counseling, participate as a student or mentor in the IIE Mentor Program. Ask the Expert. Ask the Expert is available exclusively to IIE professional members. IIE Experts have been picked for their expertise in various areas of engineering practice and will respond quickly to your questions about engineering, technical, and management issues.

E-mail your question to Donna Calvert. An IIE Expert will contact you within two business days. There is no cost to participate in this member benefit. Student members with a technical or career question for an IIE Expert, can visit the Student Advisor. For long-term professional counseling, participate as a student or mentor in the IIE Mentor Program.

Membership Update

Chapter 10 Membership is currently 176. We welcome three new members: 1) Whitney Herrin Dowd, 2) Michael D. Larranaga, and 3) Todd Baumgartner. Chapter 10 also welcomes three transfer members: Ronald L. Campbell (791), Sergio A. Reyes (152), and Jon Wollmershauser (860).

For Chapter 10 members who may have let their membership lapse, please renew your membership soon.

We want to remain **YOUR**
IIE "Chapter of Choice".



Institute of Industrial Engineers
Dallas Chapter Number 10
2115 Royal Oaks Drive
Irving, TX 75060

Dallas IIE Chapter Meeting Schedule

For latest updates visit our website!

January Event: Presentation — Tammy Austin

Date: January 18th - Social Hour: 6:30PM
Presentation ~ 7:15 PM

Location: Tina Marie's Italian Restaurant
Addison, Texas

Spouses & Guests Welcomed

February Event: Combined Chapter Meeting

Date: February 22nd
Times: 6:30—8:30 PM
Location: Tentatively UT Arlington

Newsletter Compiled by:

Texas A&M University-Commerce Student Chapter of IIE
*who is sponsoring a portion of the costs for
printing and distributing the Chapter 10 IIE newsletter.*

The Dallas Leading Edge is the official publication of the Institute of Industrial Engineers, Dallas Chapter No. 10, a nonprofit, 501(c)(3) organization under the U.S. tax code. The Dallas Leading Edge is published monthly to bi-monthly as a service to its members. It serves the needs of business problem solvers, consultants, engineers, and managers who apply industrial engineering and business analysis methods and techniques to improve productivity and quality, integrate people and business systems, and re-engineer business processes within their organizations. It is distributed free to

1/4 Page Ad Rate
\$50

1/2 Page Ad Rate
\$75

1 Page Ad Rate
\$100

Board of Directors

*Note: IIE Career Leads & Events
are Posted on our IIE Website
<http://www.geocities.com/dallasie>*



President	Susan Wright	W: (972) 952-5001
Past President	Russ Aikman	W: (214) 860-5732
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VP - Membership	Janet Berkenbile	W: (817) 992-5444
Treasurer	Anna Cox	H: (972) 660-4689
Secretary	Chad Frye	W: (972) 659-2750

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Email Liaison	Anthony Andrews	W: (214) 905-0509
WEB Master	Bryan Smith	W: (817) 302-7367
Program Coordinator	Arturo Villarreal	W: (972) 334-3648
Career Development	Rod Siders	W: (817) 307-0400

Student/Community Affairs

Student Affairs	Kevin Simonin	W: (972) 789-3233
Community Affairs	OPEN	

Special Committees

Director & PE Registration	Al Attah, PE	W: (972) 579-0030
Director	Don Cox	W: (972) 495-3922
Director	Russ Aikman	
Region V-Vice Pres.	Anita Ranhotra	W: (816) 545-2671