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IMPORTANT: To receive this letter in the future, please contact Joyce Vest at [vestjs@vt.edu] so that we may add you to the newsletter listserv.

A Message from the Department Head

As we start another academic year, I would like to take a moment to say how proud I am of the Grado Department of Industrial and Systems Engineering. At all levels, including undergraduate students, graduate students, faculty, staff, and alumni, we are working together to achieve excellence in all aspects of departmental life. It seems that I say this each year, but I firmly believe that the year that we have just completed is the best one that we've ever had relative to almost any of the metrics that we track.

We remain a solid Top 10 ISE program in the United States, and we have had

unprecedented growth in our student population. Even as we grow, the quality of our incoming students is the highest in departmental history. It is getting harder and harder to gain admission to our department, so those of you who have made it should be very proud of your achievement.

Our distinguished, diverse and growing faculty and staff have also been leaders in their professions. We continue to enjoy strong teaching performance, increased success in research and publications, and excellent service to the university and the community. You will see three new

faces in the faculty ranks this year (Joe Gabbard, James Kong, and Navid Ghaffarzadeh), and we are currently advertising for four additional faculty members! Our alumni continue to make us proud as well, with diverse and significant achievements being reported almost daily.

I continue to believe that our success as a department has no bounds. I anticipate that each person in the ISE family will continue to strive, to improve, and to achieve during the coming year, and I expect that next year I will once again be able to say that we just finished our best year ever. I wish each of you a fantastic year!

Don Taylor

Hot Off The Press: Our Seventh Edition

Dear ISE Graduates, students, and fans,

Welcome to the seventh edition of The ISE Connection! The ISE department is stronger, and larger, than ever before, and this newsletter will be packed with information covering everything from new faculty to IIE Conference information, as well as other events that take place in the months to come. Also of note is our



newly launched website for students, www.vtise.org.

Inside this edition, you will find information about the great things done last semester including high school recruiting efforts, community service projects with an ISE flair, and a recap of awards

and honors from Senior Symposium as well as Outstanding Senior and leadership awards.

The goal of this newsletter is to keep you up to date with the doings of the department. If you have any questions, comments, or information you would like included, please contact Joyce Vest at vestjs@vt.edu and let us know. We value your feedback! **Happy reading!**

Your ISE Editors

Undergraduate Organization Leadership Updates

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Vice President
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Ways to Stay Connected

If you and members of your class or your employer would like to sponsor or be a co-sponsor of an event (e.g., ISEats, pizza for information sessions, Relay for Life fundraising events) contact us and we will coordinate your efforts! Also check out our new website, www.vtise.org!



Featured Article

ISE Ambassadors start high school recruiting

After several years of recruiting ISE students at majors fairs and Engineering Information sessions, it has become clear that most entering freshmen do not know what Industrial and Systems Engineering is. This places the department at a disadvantage because it must first teach students what ISE is and then sing its praises. In order to solve this problem, ISE Ambassadors Mariel-lynn Hagy and Jared Meyers launched a high school recruiting initiative over last winter break,

Though this program was created by the ISE Ambassadors, it was open to all ISE students who wished to participate. The student recruiters were given a PowerPoint geared towards high school students as well as an outline of potential talking points. Students also had to attend a training session to



Junior Meredith Johnson conducts an info session in FL.

brush up on presentation skills and to have the chance to ask the Ambassadors any questions.

Over winter break 2012, ISE students went to their local high schools and began giving the 15-20 minute presentations. The presentations began with an introduction to Virginia Tech followed by a brief summary of general engineering and then a more substantial section explaining ISE. After the students had a working knowledge of ISE, several slides detailed the opportu-

nities at VT such as the hands-on senior design projects, business and green engineering minors, and internship and co-op information.

The high school recruitment program reached over 800 high school students across several states and was an overall success. Amy Pulling Martin of Thomas Dale High School said, “[Sarah Oertel] ... really caught the attention of my students. I can say that they definitely learned something that day. I was especially interested, as I am an Industrial Engineering major from Clemson University.”

This year, Ambassadors hope to continue the program and reach an even wider range of students.



Written by junior Sarah Oertel, Advisory Board & Alumni Relations Committee Head

Community Service using ISE knowledge

One of the key things employers like to see on potential employees' resumes is job experience. Some students do not have that critical internship or co-op, so the ISE Ambassador Community Involvement Committee has supplied students with ways to give back to the Blacksburg community while applying ISE skills.



The McComas gymnasium was the fall selling site.

The most recent project completed by ISE students was a project for the YMCA at Virginia Tech

called Ytoss. This project is the largest student-run sustainability initiative at Virginia Tech. During student move-out, items that would have otherwise been discarded like desk hutches and futons were collected around campus. These items were sold during student move-in, and the revenue collected funds YMCA student programs. Our group was responsible for the logistics of the project and ensured that everything ran smoothly.

Our logistics team designed the floor layout for the sale facility, allowing for optimal placement of sale items. We supplied each volunteer with a facility map so they would know the layout and be able to direct customers with ease. This increased the quality of our customer service. For items that were too large for customers to carry back to their dorms or their apartments, Ytoss offered a delivery service for an additional fee. In the

past, Ytoss struggled with maximizing the number of possible deliveries and had to deny some customers' delivery service because of poor planning. We solved this problem by creating a delivery schedule with the arrival time based on the delivery location. In addition to meeting delivery demands, we were able to accurately estimate delivery time. Our returning customers and sponsors were impressed with our coordination efforts. We increased our gross profit from \$10,000 in 2012 to just under \$14,000 for 2013.

This year, ISE students plan to continue to use their growing ISE skillset to improve and grow Ytoss.



Written by Meredith Johnson, project head and Outreach chair

See page 6 to find out how to be featured in Celebrate ISE

Celebrate with ISE!



Congratulations Mr. and Mrs. Olinger

Featured at left: Ali Reedy (VT ISE Graduate 2013) and Brett Olinger.

Congratulations Mr. and Mrs. Buttz

Featured below: Kaitlin Kallini, VT ISE '13, Jacob Buttz— Masters in Civil Engineering '13, BS in Civil Engineering '12 from VT



Congratulations Mr. and Mrs. Hughes

Featured above from left to right: Amanda Eckenrode, Jessica Seese (VT Civil '12), Christine Horner (VT Civil '12), Crystal Wolfgang, Katie Antonacci Hughes (VT ISE '13), Carly Wolfgang, Kyle Hughes, Logan Hughes (VT Electrical '11), Trevor Johnson (VT Civil '12), Joe Antonacci .

SENIOR SYMPOSIUM AWARDS

Class of 2013



Performance Impact

Team – Eastman Chemical Company
 Project Title: “Precision Coatings Warehouse Improvement”
 Team Members: Rob Guynn, Molly Henderson, Taylor LaHaye, Jocelyn Tague
 Advisor: Dr. Laurel Travis

Communication/Presentation Skills

Team– Dex Truck Parts
 Project Title: “Design of New Disassembly and Refurbish Lines”
 Team Members: Sultan Almusallam, Nicholas McGinness, Fernando Mello, Jeffrey Teav
 Advisor: Dr. Subhash Sarin

Application of ISE Methods and/or Tools

Team– VT Formula SAE
 Project Title: “The Implementation of Industrial and Systems Engineering to VT Motorsports”
 Team Members: Samantha Ellis, Mike Mortarulo
 Advisor: Dr. Michael Agnew



Innovation and Creativity

Team– WIRQUIN (French Team)
 Project Title: “Non-Conformity Data Management System”
 Team Members: Emilie Butler-Olimb, Joshua Minnix, Alexander Sauer, Stacey Tilghman
 Advisor: Dr. Michael Agnew

Project Management and Leadership

Team– Dance.tech Performing Arts Studio
 Project Title: “Customer and Inventory Management”
 Team Members: Steven Beach, Kelsie Hernandez, Donald Meier, Cory Sandras
 Advisor: Dr. Eileen Van Aken



**Congratulations
 to the Class of
 2013**



Other Outstanding Awards and Recognitions

Class of 2013 Outstanding Seniors



Ali Reedy



Colton Wenger

ISE Advisory Board Leadership Award

Congratulations
 to our winner,
 Ali Reedy!



Nominees from left: Kevin Meyer, Colton Wenger, Katie Antonacci, Ali Reedy

Creating a Culture of Giving

At the Grado Department of Industrial and Systems Engineering, our vision is to be leaders in research, education, and professional outreach as well as in our communities and society. Funds from the Commonwealth of Virginia do not cover our annual budget or needs, and private giving is critical if we are to maintain, let alone improve, the high quality of our processes. Giving to ISE at Virginia Tech can provide student scholarships, maximize students' learning, help us attract and retain the

world's best faculty, assist with day-to-day operations, and help maintain state-of-the-art research and teaching facilities. If we are to be competitive with other top-10 departments, giving is vital.



To aid us in soliciting funds for this endowment, we recently commissioned a sculpture, which has been installed on the wall in Durham Hall right outside the departmental office suite. The names of our Benefactors will appear prominently on the large brass plaques above the sculpture and the names of our Patrons will appear on the brass plaques on either side of the sculpture. Our Sponsors' names will appear on the bronze plaques surrounding the sculpture.

A Special Thanks And Recognition To Our Excellence Fund Contributors

Adams, Michael & Brenda

Adkins, Roger & Mary

Arnold, Dick & Sally

Arnold, Joseph

Askew, Tom

Bailey, Fred

Birk, Lydia

Blackwood, Morgan

Blanchard, Ben & Dot

Brannan, Rory

Burzacchi, Sebastian & Kelly

Canada, John & Wanda

Casali, John

Chachra, Vinod & Ranjana

Cullinane, Thomas & Katherine

Davis, Darrell & Michelle

Deisenroth, Mike & Marilia

Dick, Dan & Lynn

Doughty, Gary & Eleanor

Easterly, Mary Chris

Fitzgerald, William & Vicki

Forbes, Charles & Patricia

Fulton, Steven

Gillespie, Morgan Story

Gingrich, Pete

Grado, John & Corrie

Guynn, Jack & Becky

Harmon, Ken

Hepler, Clint & Nita

Jones, John & Lillian

Klein, Dave & Christine

Laman, Denise

LeClaire, Kevin & Jessica Oi

Leslie, Charles

Mayo, Trevor

McClelland, Robert & Mary

McKnight, John

Memmer, Peter

Miller, Matthew & Holly

Monroe, Ellis

Montague, John & Jean

Montgomery, Doug & Cheryl

Muscatello, Marty & Andrea

Norris, Jack

O'Brien, Charley & Betsy

Overby, Tom & Carolyn

Pannell, Rob

Polk, John & Marty

Porterfield, Robert & Nancy

Powers, Styron

Reynolds III, Edward J.

Ring, Bill & Sara

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Rusak, Jennifer & Mark

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Smith, Jaime & Erika

Smith, Michael & Elizabeth

Snelling, Steve

Spitzer, Kirk & Leila

Stewart, Mona & Kevin

Szabos, Brian & Kurstein

Taylor, Bob & Connie

Taylor, Don & Jo Ellen

Torgersen, Paul & Dot

Van Aken, Eileen & Steve

van Luyn, Dutch & Trudy

Waldmiller, Anne

Worley, Hal & Thornie

Coming up this semester:

Outreach within the Blacksburg community that focuses on applying ISE skills learned in the classroom! Potential projects include:

- Ytoss collection plan
- Micah's Backpack
- Next Door Bake Shop
- Dining Hall consulting
- Lyric Theatre

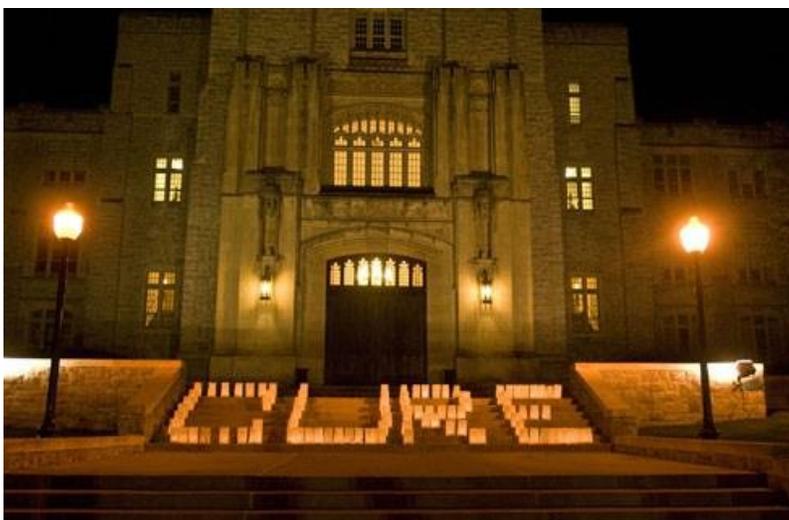
Have an idea? Let our Community Involvement Committee know by contacting Meredith Johnson at maj1993@vt.edu.

Comments or suggestions?
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The Relay for Life event itself was muddy and chilly, but the weather did not take away from the spirit among the participants. As in years past, a giant walking track lined with booths and campsites for the various teams encircled the Drillfield. Instead of walking on grass, bridges were formed this year to lead Relay participants over mud and puddles of rain. Hundreds gathered to support the cause, along with about fifteen ISE students representing the team Torgy's ISE. Students played with Frisbees on the soggy Drillfield and sold Virginia Tech and cancer awareness memorabilia to fund research for a cancer cure. Torgy's ISE team was supported by over 58 members who worked together to raise over \$8000.



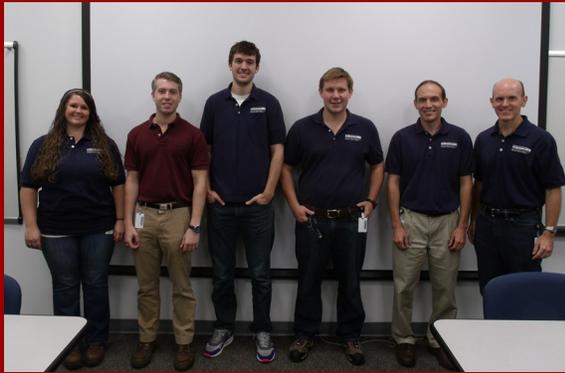
WE WOULD LOVE TO HEAR FROM YOU!

Please send in any updates and announcements such as (but not limited to) marriage, births, career accomplishments, retirement, community projects, and awards and recognitions by email to Joyce Vest at vestjs@vt.edu or by mail to the Department, address listed at left.

Please be sure to include all relevant information including your name, address, phone number, and email address.

Mailing and email address updates should also be sent in to Joyce Vest at vestjs@vt.edu.

Kollmorgen Hires Hokies!



Left to right: Amber Altice (Quality Engineer), Chris Olsen (Manufacturing Engineer), Josh Bellefeuille (Applications Engineer), Sean Stefaniak (Operations Manager), Eddie Anderson (Advance Manufacturing Engineering Manager), Andy Hansbrough (Vertical Marketing Manager)
 Not pictured: Kevin Layne (Group Executive President) and Steve Van Aken (Global Quality Director)

IIE Students Tour UPS Facility



A Member's Perspective

One might ask, what does it take to track up to 50 million packages in a single day? To answer this, the Institute of Industrial Engineers (IIE) at Virginia Tech sponsored a plant tour to the UPS Facility in Roanoke last spring.

The tour began with a brief presentation about the history of the company. The presentation also highlighted how Industrial & Systems Engineering is applied within the corporation, with a major component being Logistics and Supply Chain Management. The complex systems developed at UPS have allowed them to become the world's largest package delivery company.

On the tour we were introduced to different package sorting strategies, various tracking methods, and innovative features of the Roanoke facility. One of the most valuable assets of the facility was its location adjacent to Roanoke Airport, which allows for speedy transport of deliveries from across the region. Overall, this tour was a great experience and just what I needed to get excited about studying for a STAT 4706 test the following day.



Written by Kenneth Dorsey Jr., Junior, Advisory Board and Alumni Relations

VT IIE Members travel to Regional, National Conferences



Written by Colin Rubright, Senior, Advisory Board and Alumni Relations

Every spring, members of the Institute of Industrial Engineers at Virginia Tech attend the IIE Mid-Atlantic Regional Conference. Schools from across the region that regularly attend include: Tennessee Tech, University of Tennessee – Knoxville, East Carolina University, West Virginia University, North Carolina A&T, Clemson, and North Carolina State University.

This year's conference was hosted in late February 2013 by West Virginia University in Morgantown, West Virginia. Virginia Tech was represented by a total of twenty-one undergraduate students and three graduate students. The conference included several speakers from the professional sector who were associated with West Virginia University or IIE, a plant tour of Swanson Industries manufacturing plant, a question and answer ses-

sion with three young West Virginia University alumni, and a keynote speech by our very own Dr. Don Taylor, former national IIE president.

IIE also holds a national conference each May in which professionals and students alike are invited to come and share their work in industrial engineering. This year's conference was in San Juan, Puerto Rico. Virginia Tech was represented by about fifteen students and

several faculty members, including many student and faculty presenters. The conference was a five day event including presentation, workshops, and tours throughout each day with entertainment and networking opportunities at night.

Next year's IIE Mid-Atlantic Regional Conference will be this February 21st to 23rd here at Virginia Tech! Look for ways for the student body to get involved in our next edition and coming emails!

Did you know?!

Virginia Tech's Undergraduate ISE Program was recently named 8th in the nation!



VT IIE members at the Mid-Atlantic Regional Conference