

ISE MID-YEAR UPDATE

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ISE Update

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Happy New Year!

Dear Friends,

Welcome to our ISE Mid-Year Update! I hope you had an enjoyable holiday season, and I wish you a happy and successful 2011.

I am thrilled to announce that our Healthcare Systems Engineering Master's degree program has been approved, and we have opened the enrollment process for the fall 2011 semester. We are also searching for a professor of practice to run the program. More details about the new program can be found on our Web site and in the September newsletter.

Our newly renovated computer lab is up and running. Students and faculty are enjoying this new state-of-the-art facility, and we are thankful for all of the

support from alumni and friends! We had a wonderful ribbon-cutting ceremony during homecoming weekend. I would like to thank our alumni and friends who attended. We are currently in the process of planning the renovations of the George E. Kane Manufacturing Technology Lab, which will hopefully be completed this summer.

We are currently in the middle of two faculty searches. The assistant professor position has attracted over 150 applications that provide a strong pool for the interview process this semester. The search for a senior professor in the health-care area is moving at a different pace, but we are working hard to ensure that we will have two new excellent faculty members by

the fall 2011 semester.

I would like to invite you back to Lehigh for our annual banquet on April 28, 2011. During our banquet, we will be honoring the career of Dr. Mikell Groover. I encourage you to please send any memories, notes of thanks, stories, and best wishes to Mike to fill our program book. Details can be found on page 2.

Please feel free to send me your memories, opinions, ideas, news about your achievements, or anything else you may want to share.

All the best,



Tamás Terlaky
Terlaky@lehigh.edu

Spencer Schantz Lectures

The fall 2010 Spencer Schantz Lecture featured Dr. Stephen Boyd, the Samsung Professor of Engineering, and Professor of Electrical Engineering in the Information Systems Laboratory at Stanford University. Full story can be found on our web site and in the next ISE Newsletter.

The department is pleased to announce that Irwin Young '50, chairman and owner of Du Art Film & Video and winner of two Academy Awards, will be our guest lecturer on Friday, March



Irwin Young '50

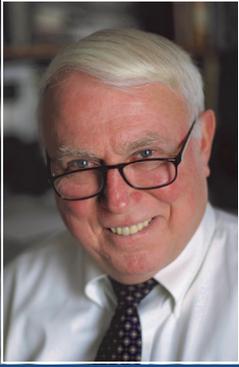
18, 2011. Details will be sent out in the next few weeks.

During our 2011 banquet, Leon F. McGinnis, Ph.D. PE, the Eugene C. Gwaltney Chair in Manufacturing Systems and Professor at the Georgia Institute of Technology, will be the second guest lecturer on Thursday, April 28, 2011. Details can be found at www.lehigh.edu/ise/banquet2011.html. The lecture series is endowed in the name of the late Spencer C. Schantz, who graduated from Lehigh in 1955



Leon F. McGinnis

with a B.S. in Industrial Engineering. Following progressive responsibilities with several electrical manufacturing companies, he founded U.S. Controls Corporation in 1969 and became its first CEO and President. The Spencer C. Schantz Distinguished Lecture Series was established by his wife, Jerelyn, as a valuable educational experience for faculty, students, and friends of Lehigh's Industrial and Systems Engineering Department. Past speakers in this series have included Thomas L. Magnanti (MIT), Cynthia Barnhart (MIT), John McGlade '76, '80G (Air Products), and John T. Betts (Boeing).



Dr. Mikell Groover

Please send your notes of thanks, stories, photos, and best wishes to Dr. Groover before Friday, April 1, 2011.

www.lehigh.edu/ise/banquet2011.html



Associate Dean, Gregory L. Tonkay, with ISE students and alumna at the October Mohler Lab Ribbon-Cutting.

Banquet 2011 & Dr. Groover Retirement Celebration

At the end of 2010, Dr. Mikell Groover formally retired from the department. The department invites all of our alumni and friends back to campus to celebrate the yearly accomplishments of the students and faculty and to honor the five decades Dr. Groover has been a member of the department and of the Lehigh family.

The Thursday, April 28, 2011 celebration will begin with a Spencer Schantz Lecture by Leon F. McGinnis, Ph.D. PE, the

Eugene C. Gwaltney Chair in Manufacturing Systems and Professor at the Georgia Institute of Technology, at 3:00 p.m. The reception and banquet dinner will follow immediately after the lecture.

We encourage our alumni and friends to please send stories, thoughts, photos, notes of thanks, and best wishes to Dr. Groover for inclusion in the program booklet to Amanda Fabrizio before Friday, April 1, 2011, at amf208@lehigh.edu. Notes can also be mailed

directly to the department, Attention: Amanda Fabrizio/ISE, 200 W. Packer Ave., Bethlehem, PA 18015.

Please register before

April 25, 2011.

Registration and accommodations can be found at

www.lehigh.edu/ise/banquet2011.html

Greg Tonkay named Associate Dean

Gregory L. Tonkay was appointed Associate Dean of Undergraduate Studies at the P.C. Rossin College of Engineering and Applied Science this past October.

For years Greg was the Associate Chair of the ISE Department. In 2007-2008, he also served as the interim chair of the department.

Along with coordinating new undergraduate programs and activities, and managing the ABET accreditation process, Greg works closely with admissions to help recruit strong undergraduate students to Lehigh. He meets with many prospective students and their parents to talk about the advantages and uniqueness of Lehigh.

“The number one thing I’m looking forward to as Associate Dean is promoting Lehigh to parents, prospective students, employers, and colleagues. I am trying to learn as much as I can about all of our programs so I can be a good ambassador for RCEAS and

Lehigh,” says Greg. “I believe parents and high school students who have visited Lehigh leave with very positive views of our university and college. Often they don’t know what questions they should be asking. This position provides the opportunity for me to educate them not just about Lehigh, but about higher education.”

A member of the Lehigh faculty since 1986, Greg’s research interests are in the area of integration and control of manufacturing systems. He teaches courses in industrial control systems, automation and production systems, and databases and networking. Greg is also an excellent teacher. He won the Christian R. and Mary F. Lindback Foundation Award for Distinguished Teaching in 2005, the P.C. Rossin College of Engineering and Applied Science Service Teaching Excellence Award in 1999 and 2001, and the College of Engineering and Applied Science Teaching Excellence Award in 1993. Greg still continues to be an active member of the department

even in his new role.

“Many people have asked how I could leave ISE after so many years, but I don’t view it as leaving the department. I will still be teaching a course each semester, and I will still be the director of the George E. Kane Manufacturing Technology Laboratory,” says Greg.

“For me, it has always been about service to the undergraduate ISE programs. My primary interest has always been teaching, and it still remains. Many of my experiences over the past 24 years at Lehigh, including curriculum development and being the ISE representative for college committees and for accreditation reviews, have led me to this position. It is a natural move, although I don’t think many of the Associate Deans before me would say that they dreamed of or hoped for the job. It is really about service and how you can serve Lehigh to the best of your abilities.”

Larry Snyder receives the "Chuck ReVelle Rising Star Award"

Larry Snyder was awarded the Chuck ReVelle Rising Star Award from the Section on Location Analysis (SOLA) of INFORMS at this year's annual conference.

"It means a lot to me to receive this recognition from the location science community," said Larry.

"It is especially significant to me that the award was named for Chuck ReVelle, whom I knew and respected greatly."

Chuck ReVelle was one of the founders of, and most prolific researchers in the field of location analysis. He was a professor in the Department of Geography and Environmental Engineering at Johns Hopkins University for most of his career. He passed away in 2005 due to lymphoma.

This award is a biannual honor given to a person within eight years of receiving his or her Ph.D. who has

made a significant contribution to location analysis research and displays the potential to continue to do so. The award will not carry a monetary prize but will be regarded as an extremely high honor within the location analysis community. The previous winner was Dr. Max Shen of the University of California at Berkeley, who is currently writing a textbook with Larry on Quantitative Models of Supply Chain Management.



Dr. Larry Snyder

Need to update your contact information?

Then please send your updated information to

Amanda Fabrizio at amf208@lehigh.edu

ESC student presentation helps St. Luke's Physician Group

Preparing students for real-world challenges is one of the goals of a Lehigh education. Over the summer, 50 undergraduate and graduate students got a taste of life after graduation by working on industry projects with 20 companies through the Enterprise Systems Center (ESC). Students worked for several companies including Kraft Foods, Nestle Waters, and PB Transit & Rail Systems. This past September, students presented their results to members of the St. Luke's Physician Group (SLPG).

The SLPG already has a very high rating for customer satisfaction at 89 to 91 percent, but they ultimately want to break out of that range into the higher percentile. Industry adviser Dan Mulholland, Chris Martine '09, '11G, Grace Mullane '11, and Dr. Beibei Dong presented their results in

front of administration and staff of the SLPG.

The group took an integrated approach to this project by conducting surveys, employing the secret shopper method, and doing interviews to find the best results for the project. They looked at employee, physician, and patient satisfaction to find ways to improve the SLPG customer satisfaction rating.

"I really enjoyed presenting at St. Luke's because it gave our team a means of displaying all of the groundbreaking work that we completed this summer," says Martine. "We were able to give the senior management at SLPG a set of recommendations that were statistically proven to increase patient satisfaction and ultimately increase revenue growth for the group."

The recommendations that the group gave to SLPG were for the short, immediate, and long

term. They included written notes by the physicians about aftercare, easier check-in and check-out, and monitoring the wait times. SLPG received all of the data and recommendations and can use them as they see fit.

"Interning for the ESC, I was given more responsibility than the usual internship. In fact, my boss consistently told me not to be an intern, but to be a consultant," said Mullane. "In that sense, St. Luke's really didn't view us as students doing a project but as consultants doing a job. I learned pretty fast to show confidence in my ability."



Grace Mullane '11 and Chris Martine '09, '11G practice their presentation in front of fellow students.



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Upcoming Events

Please be sure to join the ISE Department for these upcoming events!
To read more about these events, please visit www.lehigh.edu/ise/news.html

Spencer Schantz Lectures

Irwin Young '50 - Friday, March 18, 2011

Leon F. McGinnis - Thursday, April 28, 2011

Banquet 2011 & Dr. Mikell Groover Retirement Celebration

Thursday, April 28, 2011

www.lehigh.edu/ise/banquet2011.html

Reunion Weekend

Celebrating Reunion years '41, '46, '51, '56, '61, '66, '71, '76, '81, '86, '91, '96

May 20 & 21, 2011

ISE Alumni Breakfast - Saturday, May 21, 2011

Development of ISE

If you would like to make your gift, please contact Tamás Terlaky at 610-758-4050 or at terlaky@lehigh.edu or visit mylehigh.lehigh.edu, then click the "Donate" box. Under Gift Purpose, highlight P.C. Rossin College of Engineering and Applied Science, then in the "If Other or Student Club, please specify," box enter Industrial and Systems Engineering Department.