Industry Advisory Board Meeting Minutes
WSU Industrial and Systems Engineering
December 1, 2010

Meeting attendees present shown in Bold:

**IEAB Board Members:**
- Amelio, Vanda – WSU - IE Masters Student
- Ayoub, Siraj – Program Manufacturing Leader, Faurecia
- Clarke, Marcus – Associate Director of Education, Focus HOPE
- Donelko, Joe – Senior Manager, AME Process, Chrysler
- Dotson, Norman – WSU – IE Undergraduate Student
- Evans, Joe – Lean Operations Supervisor, Die Tronik
- Harris, Joi – Director of Planning & Control, DTE Energy
- Hill, Cam – Head of Assembly & Stamping, Chrysler
- Leonard, Rich – Industrial Engineering, UPS
- Loudon, George – Mfg. Engr., Automotive Components Holding
- Philippart, Nancy – President, NLP Solutions, LLC
- Reeves, Julius – Product Development, General Motors
- Shaslo, Mike – DOM Forward Model Opt., Ford Motor Company
- Stevanovic, Zlatko – Industrial Eng. Manager, General Motors
- Szopo, Doug – Executive Director, GPP&S, Ford Motor Company
- Vogel, Bill – Account Executive, HP
- Wassman, Brooke – Project Mgr. Radiology, HFHS
- Yu, Susan – Veterans Administration Hospital
- Zenk, Chelsea – GMPS, General Motors

**WSU Faculty and Staff:**
- Monplaisir, Leslie – WSU ISE Associate Prof., Department Chair
- Ellis, Darin – WSU ISE Associate Prof., Assoc. Dean Acad. Affairs
- Chelst, Kenneth – WSU ISE Professor
- Murat, Alper – WSU ISE Assistant Professor, UG Assoc. Chair
- Kim, Kyoung-Kim - WSU ISE Assist. Prof., M.S. Program Officer
- Yang, Qingyu – WSU ISE Assistant Professor
- Gluesing, Julia – WSU ISE Research Professor
- Riopelle, Ken – WSU ISE Research Professor
- Leman, Jerry – WSU ISE Executive Coordinator OMLP
- Pichette, Dean – WSU ISE Senior Lecturer
- Evans, Gail – WSU ISE Academic Advisor
- Cole, Katora – WSU COE Director of Development
- Radden, Christie – WSU ISE Special Projects Coordinator
- Johnson, Jay – WSU ISE EMMP, MSEM & MINDSET Coordinator
- Stilwell, Ken – WSU Dept. Anthropology Research Assistant
- Nanas, Elizabeth – WSU Dept. Anthropology GTA

**Welcome and Kick Off**

**Welcome/Introductions:** Jerry Leman welcomed the attendees and attendees introduced themselves.

1. Industrial and Systems Engineering Update

**Announcements/Updates:** Dr. Monplaisir presented news and updates on ISE department and faculty. New ISE UG Chair; Department Name Change; College of Engineering Search for Dean; Industrial Systems Engineering Student/Alumni Event; Industrial Systems Engineering Department Research; New faculty Dr. Qingyu Yang joined ISE; Research Funding (about $200,000 per year per faculty); New NSF Center for E-Design.

2. Proposal to appoint IEAB Chair

**Vote IEAB Chairperson:** Dr. Monplaisir nominated Nancy Philippart as the IEAB Chairperson. All IEAB meeting participants agreed. Dr. Monplaisir recommended that the Chairperson act as a liaison between the Board and the ISE leadership in moving forward to examine and/or make changes to the vision and mission of the ISE.

3. Undergraduate Program Review

**Announcements/Updates:** Dr. Murat briefed the committee on the upcoming ABET accreditation review in 2012. Dr. Murat summarized the review process and the actions ISE is taking for the preparation.

**Discussion- Program Educational Objectives:** Dr. Murat announced the modifications proposed for the ISE program educational objectives (ABET required statements describing expected accomplishments and professional status of ISE graduates 3-5 years beyond the baccalaureate degree). Dr. Julia Gluesing opened the discussion of the above proposed changes by the IEAB members. The following were discussed by the IEAB board and ISE faculty:

- Elimination of the “Global” from the last program educational objective: IEAB board emphasized the need to have at least one course exposing students to the importance of global industry and that students need exposure to cultural and logistical (e.g., time zone differences) issues before they graduate. The ISE faculty explained that the department has global focus in several courses and programs as well as in faculty research. Some examples stated are Dr. Gluesing’s work with Tsinghua University in China, the
Ph.D. Global Executive Track (GET); Dr. Gluesing’s work to build “global issues” more broadly into the undergraduate curriculum; and students’ opportunity to work within diverse environment during their one-year capstone research project. Dr. Gluesing proposed that the ISE consider changing the objective to read: “…high performance teams in diverse environments.’

- **Program Objective Timeline, Goals, and Assessment**: The IEAB members stated that 3-5 years stipulation in the program educational objective statement is not clear as a graduate is expected to know certain skills right after graduation and other skills are attained over time. For instance the graduates should be able to apply standard IE tools and techniques within the first year upon their graduation. Dr. Murat explained that the 3-5 year goal is dictated by ABET. The ISE faculty unanimously agreed that there are some skills that students should be able to demonstrate immediately while other skills develop over time—depending on the difficulty of the objective. Dr. Monplaisir added that the ISE has control to define the specifics of what ISE students will do even though the 3-5 years that they need to demonstrate their skill reflects ABET wording. Second issue was the demonstration of the attainment of these objectives and who would be verifying (students or employers). Dr. Monplaisir and Dr. Murat discussed assessment as including graduating senior student surveys and interviews as well as employer surveys. Another concern raised was related to students becoming “experts” versus “authority”. Another issue raised addressed preparation of students to transfer their knowledge to others and their training and practice opportunities for leadership. Dr. Monplaisir stated that the year-long capstone project is the only place where these issues are currently being addressed in an effective manner. Dr. Gluesing suggested that some of these concerns could be built into the internship program. Dr. Monplaisir and Dr. Gluesing stated that there are many ways to define leadership. In general, leadership can be thought of as knowing how to influence and communicate your vision in a way that encourages and gets people to follow you and to influence their behavior in a desired direction.

- **Other Inputs:**

  - **Change Management**: IEAB board members expressed the need for including change management which is especially important in healthcare where the engineering design projects require integrating and managing the cultural and organizational change. Dr. Gluesing noted that introducing change within a complex sociocultural system requires students to understand values and beliefs and the contexts of the systems being changed. She further added that students must take a course in “foreign cultures” to graduate from WSU and the course Business of Anthropology (an upper level course developed jointly by the ISE and Dept. of Anthropology) meets the WSU graduation requirement and has very high enrollment by engineering students. Dr. Gluesing asked the IEAB what other challenges that students will have to face in designing and managing sociocultural systems and what skills our students will need to face those challenges. Dr. Monplaisir suggested that the ISE closely review the required courses to consider replacing one of these required courses with The Business of Anthropology.

  - **Writing Skills**: IEAB board members expressed the need for ensuring our program graduates have excellent technical and non-technical report writing skills. ISE faculty discussed that there are several opportunities for students to work on writing within the context of their required and elective courses. ISE faculty noted that the ISE will closely review the curriculum courses to ensure that both writing training and practice opportunities will be sufficiently addressed.

**Announcement/Updates**: Jerry Leman provided an update on the success of the Operations Leadership Management Program

**4. PhD and Global Executive Track**

**Updates**: Dr. Gluesing presented the Global Executive PhD Track and provided an update.

**5. Masters Program Review**

**Updates**: Dr. Kim provided updates on the masters programs and Dr. Chelst presented updates on EMMP.

**6. Wrap Up/Member Input/Discussion**

The meeting was adjourned at 1 pm after tentatively agreeing for next IEAB meeting date in the March 2011 timeframe. **It has been determined that the next IEAB Board Meeting will be held, Wednesday, April 6, 2011. Please mark your calendar.**
Appendix:

Industrial Engineering Advisory Board (IEAB) Meeting
Manufacturing Engineering Building – 2nd Floor Conference Room
Wednesday, December 1, 2010      10:00 AM – 1:00 PM

Agenda - Meeting #7

• Welcome and Kick Off
  - Introduction of Attendees Leslie Monplaisir
  - Industrial and Systems Engineering Update
  - Proposal to appoint IEAB Chair

• Undergraduate Program Review
  - ABET Review for 2012 Alper Murat
  - Program & Educational Objectives Julia Gluesing
  - Operations Leadership Management Program Jerry Leman

• PhD and Global Executive Track Ratna Babu Chinnam

• Walking Project Review & Lunch All
  - PhD Candidate Presentations

• Masters Program Review
  - MSIE/M SM Kyoung-Yun Kim
  - EMMP Ken Chelst

• Wrap Up/Member Input/Discussion IEAB Members
  - Alper Murat

• Proposed Next Meeting Date - March 2011 Jerry Leman

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