

APRIL 2007

PMI-NEIC Newsletter

Our Next Program: Wednesday April 25th, 2007

Six Sigma and Project Management

Michele Hill, Project Development Manager for Parkview Health

Ms. Hill oversees process improvement projects that impact a variety of aspects of the Parkview healthcare system. Her role also includes mentoring Six Sigma Black Belts and project team leaders, and teaching quality improvement techniques to all levels of the organization.

Michele's work history demonstrates that Six Sigma isn't just for the manufacturing environment any more. Prior to working for Parkview, Michele was the Quality Manager for the City of Fort Wayne, where she was one of the people who helped develop the city's Six Sigma and quality culture. She was also the first city employee in the United States to be trained as a Six Sigma Black Belt.

A variety of industries including retail and healthcare now use the Six Sigma quality methodology to decrease cycle times, reduce costs, and improve customer service. [RSVP](#) now to see what Six Sigma is, and how it can benefit you and your projects; or check the web-site for more information!



New Scholarship Program!

Our PMI Chapter has initiated the David Arthur Maynard Scholarship program to encourage and support students pursuing a college education in a discipline related to project management such as business, technology, or engineering. One \$2000 scholarship will be awarded each year.

Applicants must be sponsored by a Chapter member in good standing and meet other criteria explained on the [Chapter's web-site](#). The application period is from May 1st through June 30th. The Scholarship Committee will select a small number of applicants to make a ten-minute presentation to the Chapter's Board of Directors at its August meeting. The winner will be announced in time for the scholarship to be applied to the student's Fall-semester tuition.

The Scholarship is named after David A. Maynard, PMP, our Chapter's VP of Professional Development, and a strong supporter of high-quality project management education. Dave was one of the "founding fathers" of our Chapter, and he was profiled in the [March issue of this newsletter](#).

NEIC Membership

New Members

The Chapter welcomes the following new members:

- **Lenora Hazen**, who works for International Truck & Engine here in Fort Wayne
- **Fred Moore** from Quick Tanks, Inc. in Kendallville
- **Joseph Gilbert** of System Tec in Columbia SC

Please be sure to make our newest members feel welcome.

New Certifications

Congratulations to **Donna Geary** on her achievement of the PMP Certification.

57% of our Chapter's members now have their PMP certification.

Board Member Profile

Kathi Heyes, PMP, VP of Administration

My name is Kathi Heyes, and I am currently the VP of Administration for our PMI Chapter. The primary responsibilities of this position are to: 1) prepare the agenda for the monthly Board of Director meetings, 2) facilitate each Board meeting, and 3) prepare and distribute minutes from the meetings.

I am currently a Senior Project Manager with Lincoln Financial Advisors (LFA), part of Lincoln Financial Group. I have been with LFA for 6 years, but have worked at various positions within Lincoln for 19 years. As with many project managers, I came up through the computer application developer ranks. Before coming to Lincoln I was a developer for Midwestern United Life, North American Van Lines, and Dotco-Cooper Air Tools.

I just obtained my PMP designation in October of 2006. I also have an FLMI (Fellow of Life Management Institute) and an ACS (Associate of Customer Service).

When I am not working, I can be found either on my bicycle or on the back of my husband's motorcycle. On rainy days, I like to read, sew, watch 'B' sci-fi movies, and take naps. I also like to travel, go to concerts, museums, off-the-wall places, but most of all – I like to sit on the beach and do nothing.

I married the right guy last summer – took me half my life to find him! I also have a daughter who I adore. She is currently attending college, studying psychology.

Future Attractions

Chapter Meetings

Our meetings are usually held on the 4th Wednesday of the month.

- May 23 – Our last meeting before the “summer break” features Lyn Tidwell , who will be sharing her knowledge of the Microsoft Project software. This meeting will be held at the Parkview Health Systems office on Dupont, and is planned as a hands-on session; details will be posted soon on the [Chapter’s web-site](#).
- September 26 – Greg McCormick, PMP, will be discussing how project risk management and business risk management can benefit from each other’s techniques.
- October 24 – Dr. Timothy Kroecker, of Cambria Consulting, will talk about developing program managers, when he shares information related to current trends in project and program management.
- If you have ideas for a topic you’d like to hear presented at one of our meetings, or if you are willing to share your project-related experience with the group, please contact [Pat Ruger, VP of Programs](#).

Another Professional Development Session

The Chapter is still exploring the possibility of a half- or full-day hands-on session on using Microsoft Project. A decision will be made on this session topic after the Board analyzes feedback from the presentation made on that topic at the May meeting.

Meanwhile, if you have an idea for any kind of a professional development session that would offer PDUs, please let [Pat Ruger, VP of Programs](#) know.

For the Record

March 28th Chapter Meeting

Carol Dostal, the Director of Outreach for IPFW’s College of Engineering, Technology, and Computer Science, spoke about the **Future City Competition** and its opportunities for using project management to positively impact entries in the competition. The Future City Competition is a national program sponsored by the engineering community to promote technological literacy and engineering to middle-school students.

Riverview Middle School from Huntington won the Regional competition two years in a row, in 2006 and 2007, and Leo Jr./Sr. High won in 2005. Regional winners then advance to the national competition held in Washington, DC.

For the 2006 Regional competition, 26 schools registered and worked on the project. Unfortunately, only 19 of those schools completed the entire program, due to obstacles in meeting all the deadlines and requirements, and their need for mentor assistance.

Carol's observation is that schools have difficulty completing this extensive project and drop out of the competition due to a lack of project management skills. Each team has a teacher-leader and an engineer-mentor, but those adults don't necessarily have project management training or experience.

In Project Management terms, some of the issues that Carol sees are:

- Schedule development – difficulty in establishing a work time-line for required tasks
- Resource assignment – problems in distributing work-tasks among team members
- Execution – students not prioritizing and completing their work, resulting in too much of the important work to be done at the end of the project
- Control – failure to monitor work performed and make adjustments, in order to ensure that deadlines are met
- Budgeting – accomplishing project objectives within the \$100 spending limit
- Human Resource management – teacher stress caused by keeping the project on-schedule and the students on-task

Some of the ways in which Carol thought our PMI Chapter could help address these issues include:

- Developing a list of best practices in project management
- Appearing as a speaker or a panelist at the Teachers' Workshop, held in September of each year before the competition begins
- Serving as PMI "Advisors" for schools, perhaps even visiting the teams during their meetings and work sessions at the schools
- Serving as team mentors or as competition judges

Thanks to Carol for her interesting talk. Her presentation points out that business companies aren't the only organizations that benefit from the application of project management knowledge and techniques. You can get more information at Northeast Indiana Regional competition.

Twenty-six people attended this meeting, including two guests: Sharon Tice, who works for STI, and Terri Bryan.

Congratulations to Mike Deaton, PMP, who works for Verizon in Fort Wayne, for winning the door prizes – a 128 MB "flash-drive" and a pen, both with the PMI-NEIC logo on it. When you attend the **next** Chapter meeting, you'll automatically be entered in the drawing to win these handy items for yourself. [Register now!](#)

April 14th Professional Development Session feedback

Joe Dorko, COO of Lutheran Hospital gave a rousing discussion centering on the "Five Key Practices of Great Leaders."

Challenge the process

1. Search out challenging opportunities to change, grow, innovate and improve.
2. Experiment, take risks and learn from the accompanying mistakes

Inspire a shared vision

3. Envision an uplifting and ennobling future.

4. Enlist others in a common vision by appealing to their values, interests, hopes and dreams.

Enable others to act

5. Foster collaboration by promoting cooperative goals and building trust
6. Strengthen people by giving power away, providing choice, developing competence, assigning critical tasks, and offering visible support.

Model the way

7. Set the example by behaving in ways that are consistent with shared values.
8. Achieve small wins that promote consistent progress and build commitment.

Encouraging the Heart

9. Recognize individual contributions to the success of every project
10. Celebrate team accomplishments regularly.



Some of the Feedback from the morning session...:

- Excellent job! I was very impressed with the content as well as the facility set up.
- Joe is a very good communicator – the personal and business experiences that he shared were very helpful, and they kept the interest up.
- I enjoyed the program today. It was very informative and exceeded my expectations.
- What I learned will definitely help me to be more effective on working with people, leading to more win win situations.
- I was very glad that I went, even on a Saturday morning. We talked about great leaders, and Joe Dorko is one of them.

25 people attended the session, which was open to the general public. 18 of the attendees were chapter members. A reminder to the PMPs who attended that the session was approved by PMI for 4 PDUs in Category-3.

Currently In-Work by the Board of Directors

- Paula Felver (PMP, Chapter President), and Dianne Minneman (PMP, VP of Membership), have taken over the Scholarship program; see the Chapter web-site for details
- Dave Winters (PMP, VP of Advertising) continues to expand the visibility of the Chapter and its activities through publicity notices, paid advertising, and promotional materials; Dave will also be exploring the possibility of promoting Chapter events through the Fort Wayne Chamber of Commerce
- Bob Nichter (PMP, Webmaster) will be investigating a report that the Chapter web-site has problems when viewed using Firefox
- Pat Ruger (PMP, VP of Programs) is investigating an additional location that was suggested as a possible meeting location

Next PMP Prep Class – Monday, May 7th

Dave Maynard, PMP, and Chapter VP of Professional Development, confirms that the next certification prep class starts on Monday, May 7th. This 8-week course exceeds PMI's 35 contact-hour requirement, and is completely taught on-line, allowing you to get through the material on your own work-schedule. The course also includes assistance in preparing your Exam Application.

For more information, check out the [Chapter's education web-site](#).