

# DYNAMIC INDUSTRY INNOVATIONS REVEALED

AT THE **IIE ANNUAL CONFERENCE AND EXPO 2009**

## INDUSTRIAL ENGINEERING RESEARCH CONFERENCE

Be a part of an amazing concentration  
of leading educators and researchers.

May 30 - June 3 | Doral Golf Resort and Spa, a Marriott Resort | Miami



Sessions feature individuals and teams who proudly share their hard work, often the result of years of solid research at universities and within global organizations. This is research that inspires the latest inventions and product improvements, saves lives and addresses advanced delivery methods to teach tomorrow's engineering scholars. You will walk away with ideas you can put to use immediately.

**This will be time well spent.**



CEUs and PDHs available

[www.iieannual.org](http://www.iieannual.org)

Conference sponsors



IERC Final Brochure

# IERC sessions prove industrial engineering principles stand the test of time.

## Facility Tours

Please see the Web site for details on restrictions for each tour.

### MONDAY, JUNE 1

Port of Miami  
9 a.m. – Noon

FEC Quarry: A Blast of Automation  
1:30 p.m. – 4:30 p.m.

### TUESDAY, JUNE 2

CVS/Caremark Miramar PBM Facility  
9:30 a.m. – 1 p.m.

### TUESDAY, JUNE 2

Dolphin Stadium  
Florida Marlins Tour  
3 p.m. – 6 p.m.

### WEDNESDAY, JUNE 3

Burger King Corp.  
9 a.m. – Noon

University of Miami Medical  
Simulation Lab  
1 p.m. – 4 p.m.

## SPECIAL EVENTS

Meet new colleagues, reconnect with people you worked with in the past, honor those who have inspired you and gain first-hand knowledge of operations at local companies.

Please see the schedule for times

### SATURDAY, MAY 30

IIE Doctoral Colloquium

IIE New Faculty Colloquium

Saturday Networking Reception

### SUNDAY, MAY 31

Undergraduate Student Technical Paper  
Competition Finals

IIE / Rockwell Student Simulation  
Competition Finals

Fellows Meeting

ABET - IIE Accreditation Advisory Council  
Meeting

Innovations in Curriculum Award  
Competition Finals

ABET - Preparing for Accreditation Visits

Honors and Awards Dinner and  
Ceremony, followed by Dessert  
Reception

### MONDAY, JUNE 1

IIE Student Chapter Faculty Advisor  
Breakfast Meeting

Student Networking Mixer, sponsored by  
the Hershey Co.

Monday Welcome Reception, sponsored  
by The Pennsylvania State University

CIE and CIEADH Sustainability Forum

### TUESDAY, JUNE 2

Enterprise Management Roundtable

Tuesday Networking Reception in the  
Exhibit Hall

### WEDNESDAY, JUNE 3

IIE Golf Outing, Great White Course

TBA - Societies, Divisions, Regional  
community and the Industry Advisory  
Board (IAB) Town Hall meetings.



## SCHEDULE AT A GLANCE\*

### Saturday, May 30

7:30 a.m. – 6:30 p.m.	Doctoral Colloquium
7:30 a.m. – 6:30 p.m.	New Faculty Colloquium
8 a.m. – 5 p.m.	Pre-conference workshops
3 p.m. – 5 p.m.	Conference registration open
6 p.m. – 7:30 p.m.	Networking reception

### Sunday, May 31

7 a.m. – 5 p.m.	Conference registration open
8 a.m. – Noon	Undergraduate student technical paper competition finals
8 a.m. – 4 p.m.	IIE/Rockwell student simulation competition finals
8 a.m. – 5 p.m.	Pre-conference workshops
8 a.m. – 6 p.m.	Concurrent IERC sessions
9 a.m. – 11 a.m.	ABET - IIE Accreditation Advisory Council Meeting
9 a.m. – 2 p.m.	Fellows meeting
9:30 a.m. – 10:15 a.m.	Keynote presentation
1 p.m. – 5 p.m.	ABET - Preparing for Accreditation Visits
1 p.m. – 5 p.m.	Innovations in Curriculum Award competition finals
7 p.m. – 9 p.m.	Honors and awards dinner
9 p.m. – 10 p.m.	Honors and awards dessert reception

### Monday, June 1

7 a.m. – 6 p.m.	Conference registration open
7 a.m. – 8 a.m.	Continental breakfast
7 a.m. – 8 a.m.	IIE student chapter faculty advisor breakfast meeting
8 a.m. – 8:15 a.m.	Welcome
8:30 a.m. – 5 p.m.	Student track
8:30 a.m. – 6 p.m.	Concurrent Applied Solutions sessions
8:30 a.m. – 6 p.m.	Concurrent IERC sessions
10 a.m. – 10:45 a.m.	Keynote presentation
10:45 a.m. – 4 p.m.	Exhibit Hall open
4 p.m. – 6 p.m.	CIE and CIEADH Sustainability Forum
5 p.m. – 6 p.m.	Student networking mixer, sponsored by The Hershey Co.
6 p.m. – 7:30 p.m.	Welcome networking reception, sponsored by The Pennsylvania State University

### Tuesday, June 2

7 a.m. – 6 p.m.	Conference registration
7 a.m. – 8 a.m.	Continental breakfast
8 a.m. – 9 a.m.	Keynote presentation
9:30 a.m. – 10:15 a.m.	Keynote presentation
9:30 a.m. – 11 a.m.	Enterprise Management Roundtable
9:30 a.m. – 5 p.m.	Concurrent Applied Solutions sessions
9:30 a.m. – 7 p.m.	Exhibit Hall open
10:30 a.m. – 6 p.m.	Concurrent IERC sessions
6 p.m. – 7 p.m.	Networking reception in Exhibit Hall

### Wednesday, June 3

7 a.m. – Noon	Conference registration open
8 a.m. – Noon	Concurrent Applied Solutions sessions
1:30 p.m.	IIE Golf outing

\*Schedule subject to change

## PRE-CONFERENCE WORKSHOPS offer in-depth knowledge transfer

Enhance your learning experience and maximize your networking opportunities by attending one of our pre-conference workshops. Open to conference registrants only and requires additional fee. CEUs available.

See the “Workshops” button on the conference Web site for descriptions.

### Saturday, May 30, 8 a.m. - 5 p.m.

#### Innovation for Career Renewal

Greg Hutchins and Hank Lindborg

- Use models of career development
- Redesign careers
- Gain new perspectives on professional identity
- Define the dynamics of contemporary workplace
- Learn strategies for adaptation and success

#### Process Excellence from the Inside Out – Making Process Improvement Personal

Kevin McManus

- How to practice process excellence on a daily basis
- Create a plan for implementing knowledge and strategies

#### Six Sigma Yellow Belt

Jane Henderson

- Understand the Six Sigma methodology
- Use the concept of a sigma level to evaluate the capability of a process
- Define a plan for implementing Six Sigma

### Sunday, May 31, 8 a.m. – 5 p.m.

#### Advanced Lean Concepts for Office and Service Environments

Karen Martin

- Go well beyond the basics to achieve true flow
- Use value stream mapping and kaizen events to create a clear strategy

#### Higher Impact with Less Energy: 200 Profitable Ways to Reduce Your Organization’s Carbon Footprint

Eric A. Woodroof

- Kyoto Protocol simplified
- Innovative funding sources for your “green” programs
- How to ensure your program succeeds

#### Integrating Enterprise Excellence

Forrest Breyfogle

- Eliminate daily firefighting and non-value-add activities
- Improve measurement criteria and high-level business metrics

The Industrial Engineering Research Conference (IERC) comprises a major portion of the overall IIE Annual Conference and Expo. The Applied Solutions sessions are the other portion. See the “Program” button on the conference Web site for details about Applied Solutions. The site is updated on an ongoing basis.

REGISTER NOW

# Educators... IE and Systems Engineers... Industry Leaders... Students...

Powerful players know this is the conference where a **valuable array of perspectives** all come together

For full descriptions of each track, please see the conference Web site under the "Program" button.

**Organizing Committee** — Co-Chairs — Joseph Geunes,  
The University of Florida  
J. Cole Smith,  
The University of Florida  
Board of Trustees Representative —  
Ron Askin, Arizona State University

## Tracks

100 Years of Industrial  
Engineering  
Computer and  
Information Systems

Construction

Coordinated Life Cycle  
Engineering  
Engineering Economics

Engineering Education

Engineering Management

Facility Logistics

Health and Service Systems

Homeland Security  
Human Factors and  
Ergonomics  
Lean Systems

Logistics and Inventory

Manufacturing and Design

Modeling and Simulation

Operations Research

Production Planning and  
Scheduling

Quality Control and  
Reliability

Systems Engineering

Tutorials

## Chair(s)

Vittal Prabhu and Richard Wysk,  
Pennsylvania State University

Abhijit Deshmukh, University of  
Massachusetts Amherst  
Larry Whitman, Wichita State University  
Lincoln Forbes, Miami-Dade County  
Public Schools

Craig Harvey, Louisiana State University  
Suvrajeet Sen, The Ohio State University

Paul Componation, University of Alabama  
in Huntsville  
Alisha Youngblood, Worcester Polytechnic  
Institute

Burak Eksioglu and Sandra Eksioglu,  
Mississippi State University  
Eileen Van Aken, Virginia Tech  
Geert Letens, Royal Military Academy,  
Belgium

Kevin Gue and Alice Smith, Auburn  
University

Oguzhan Alagoz, University of  
Wisconsin-Madison

Nan Kong, Purdue University  
Jun Zhuang, University at Buffalo, SUNY  
Patrick Dempsey, Centers for Disease Control  
Maury Nussbaum, Virginia Tech  
Ertunga Ozelkan, University of North  
Carolina at Charlotte

Rupy Sawhney, University of Tennessee  
Edwin Romeijn, University of Michigan  
Max Shen, University of California  
Ronald Askin, Arizona State University  
Yu Ding, Texas A&M University

Victor Chan, Rensselaer Polytechnic Institute  
Young-Jun Son, University of Arizona  
Jeffrey Kharoufeh, University of Pittsburgh  
Erhan Kutanoglu, University of Texas

Leyla Ozsen, San Francisco State University  
Jeffrey Smith, Auburn University  
Qianmei Feng, University of Houston  
Jose Ramirez-Marquez, Stevens Institute of  
Technology

Cihan Daglar, Missouri University of  
Science and Technology

Larry Head, University of Arizona  
John Fowler, Arizona State University  
Scott Mason, University of Arkansas

**Host Committee** — Chair — Marc Resnick, Florida International University

Facility Tours

Hugo Cordova, FedEx  
Danny Fleischer, University of Miami  
Health System  
Carlos Prieto, University of Miami  
Miller School of Medicine  
Michelle Taveras, University of Miami  
Miller School of Medicine

Sponsorships  
Company Registration  
Recruitment  
Student Support

Frank Diaz, FedEx  
Alfredo Moran and Johnny Rojas,  
EPIC Consulting  
Leonardo Torres, Florida International  
University Student Chapter President

## Keynote Speakers



**Sunday, May 31**

9:30 a.m. - 10:15 a.m.

**R. Tyrrell Rockafellar,**  
Professor Emeritus, University of  
Washington, and Adjunct Research  
Professor, University of Florida



**Monday, June 1**

10 a.m. - 10:45 a.m.

**Susan Story,**  
President and CEO, Gulf Power Co.,  
a subsidiary of Southern Company



**Tuesday, June 2**

8:15 a.m. - 9 a.m.

**Ralph A. Aleman,**  
CEO, Hialeah Hospital



**Tuesday, June 2**

9:30 a.m. - 10:15 a.m.

**Warren Powell,**  
Professor, Princeton University,  
Department of Operations Research  
and Financial Engineering

## Student Activities Designed to Promote Tomorrow's Leaders

**Sunday, May 31**

IIE/Rockwell Student Simulation Competition Finals  
Undergraduate Student Technical Paper Competition Finals

**Monday, June 1**

Student Track  
Networking Mixer, sponsored by The Hershey Co.

**TBA**

Lean Student Paper Competition  
Construction Student Paper Competition

**Interested in volunteering for the conference?** Contact Bill Gibbs at [bgibbs@iienet.org](mailto:bgibbs@iienet.org) to be connected with a volunteer leader.

REGISTER NOW



## Hotel and Travel

### Doral Golf Resort and Spa, a Marriott Resort

4400 N.W. 87th Avenue, Miami, FL 33178  
(305) 592-2000

Surrounded by green fairways and shimmering water, Doral Golf Resort and Spa is an oasis of luxury in the south Florida sun.

A limited number of rooms are available at the conference rate of \$165 plus state and local taxes (currently 11.5%) in effect at the time of check-in. Reservations must be made on or before May 4 or until the IIE room block is full.

Stay after the conference (at the IIE rate) and enjoy everything Miami has to offer.

### Make your reservations now!

**Travel Information** — See details on the conference Web site.

#### Air travel

Fly into Miami, Fort Lauderdale or Palm Beach airport. Special air travel discounts are available on American Airlines and Continental Airlines for the conference.

Book online on American Airlines using the promotion code A6659AE. You will receive a 5% discount off the lowest applicable published airfare. At this time there is no ticketing fee for reservations made and ticketed online. You may also call (800) 433-1790. There will be a separate ticketing charge of \$20 for tickets purchased via the phone or \$30 for tickets purchased at the airport. This amount is subject to change.

You may book online at [www.continental.com](http://www.continental.com) and enter offer code ZEN4BK7WDE in the Offer Code box when searching for your flights. If booking through a travel professional or MeetingWorks at (800)468-7022, please give them the following information: Agreement code BK7WDE and Z code ZEN4. Outside of the United States, please call your local Continental Airlines Reservation Office.

#### Ground transportation

Rent a car through Hertz or Enterprise. For Hertz, reserve online or call Hertz at (800) 654-2210 and use IIE CDP# 1641833 and PC# 121472. To reserve a car with Enterprise, go online or stop by their desk inside the Doral Resort.



## Exhibit Space Available

### Recruit or showcase distance learning

- Hiring managers
- Publishers
- Software vendors
- Solutions providers

#### Be a Sponsor

Sponsorship says your organization is committed to the principles and ideals of quality and productivity. Create a lasting impression of your organization. See the "Sponsor" button on the conference Web site for detail or contact Doug Long at [dlong@iienet.org](mailto:dlong@iienet.org) or (770) 349-1109.



To reserve your space or for more information, contact Cindy Stringer at (770) 349-1101.

# Sunday, May 31, 2009

8 a.m. - 9:15 a.m.	Engineering Education	Computer and Information Systems	Health and Service Systems	Facility Logistics	Systems Engineering	Production Planning and Scheduling	Quality Control and Reliability	Engineering Management	Health and Service Systems	Operations Research	Tutorials	Logistics and Inventory	IIE Transactions Best Papers	Manufacturing and Design	Construction	Coordinated Life Cycle Engineering	Homeland Security
<b>Keynote presentation: R. Tyrrell Rockafellar, Ph.D., University of Florida</b>																	
9:30 a.m. - 10:15 a.m.	Engineering Education	Computer and Information Systems	Health and Service Systems	Facility Logistics	Systems Engineering	Production Planning and Scheduling	Quality Control and Reliability	Engineering Economics	Health and Service Systems	Operations Research	Tutorials	Logistics and Inventory	Engineering Management	Manufacturing and Design	Modeling and Simulation	Construction	Coordinated Life Cycle Engineering
10:30 a.m. - 11:45 a.m.	Engineering Education	Computer and Information Systems	Health and Service Systems	Facility Logistics	Systems Engineering	Production Planning and Scheduling	Quality Control and Reliability	Engineering Economics	Health and Service Systems	Operations Research	Tutorials	Logistics and Inventory	Engineering Management	Manufacturing and Design	Modeling and Simulation	Construction	Coordinated Life Cycle Engineering
12:15 p.m. - 1:30 p.m.	Engineering Education	Computer and Information Systems	Health and Service Systems	Facility Logistics	Coordinated Life Cycle	Production Planning and Scheduling	Quality Control and Reliability	Lean Systems	Health and Service Systems	Operations Research	Tutorials	Logistics and Inventory	Engineering Management	Manufacturing and Design	Modeling and Simulation	Construction	Systems Engineering
1:45 p.m. - 3 p.m.	Engineering Education	Computer and Information Systems	Operations Research	Facility Logistics	Human Factors and Ergonomics	Manufacturing and Design	Quality Control and Reliability	Lean Systems	Health and Service Systems	Operations Research	Tutorials	Logistics and Inventory	Engineering Management	Production Planning and Scheduling	Modeling and Simulation	Construction	Systems Engineering
3:15 p.m. - 4:30 p.m.	Engineering Education	Computer and Information Systems	Operations Research	Facility Logistics	Human Factors and Ergonomics	Manufacturing and Design	Logistics and Inventory	Lean Systems	Health and Service Systems	Operations Research	Tutorials	Logistics and Inventory	Engineering Management	Production Planning and Scheduling	Quality Control and Reliability	Engineering Economics	Coordinated Life Cycle Engineering
4:45 p.m. - 6 p.m.	Engineering Education	Computer and Information Systems	Operations Research	Facility Logistics	Human Factors and Ergonomics	Manufacturing and Design	Logistics and Inventory	Lean Systems	Health and Service Systems	Operations Research	Tutorials	Logistics and Inventory	Engineering Management	Homeland Security	Quality Control and Reliability	Engineering Economics	Production Planning and Scheduling

# Monday, June 1, 2009

8:30 a.m. - 9:45 a.m.	Homeland Security	Operations Research	Engineering Management	Human Factors and Ergonomics	Quality Control and Reliability	Engineering Management	Logistics and Inventory	Modeling and Simulation	100 Years of IE	Health and Service Systems	Computer and Information Systems	Health and Service Systems	Lean Systems	Manufacturing and Design	Production Planning and Scheduling		
<b>Keynote presentation: Susan Story, President and CEO, Gulf Power Co.</b>																	
10 a.m. - 10:45 a.m.	Engineering Education	Operations Research	Engineering Management	Human Factors and Ergonomics	Quality Control and Reliability	Engineering Management	Logistics and Inventory	Modeling and Simulation	100 Years of IE	Tutorials	Computer and Information Systems	Health and Service Systems	Facility Logistics	Manufacturing and Design	Production Planning and Scheduling		
11 a.m. - 12:15 p.m.	Engineering Education	Operations Research	Engineering Management	Human Factors and Ergonomics	Quality Control and Reliability	Engineering Management	Logistics and Inventory	Modeling and Simulation	100 Years of IE	Tutorials	Computer and Information Systems	Health and Service Systems	Facility Logistics	Manufacturing and Design	Production Planning and Scheduling		
1:45 p.m. - 3 p.m.	Engineering Education	Operations Research	Engineering Management	Human Factors and Ergonomics	Quality Control and Reliability	Engineering Management	Logistics and Inventory	Modeling and Simulation	100 Years of IE	Tutorials	Computer and Information Systems	Operations Research	Health and Service Systems	Manufacturing and Design	Production Planning and Scheduling		
3:15 p.m. - 4:30 p.m.	Engineering Education	Computer and Information Systems	Logistics and Inventory	Human Factors and Ergonomics	Quality Control and Reliability	Engineering Management	Logistics and Inventory	Modeling and Simulation	100 Years of IE	Tutorials	Operations Research	Operations Research	Health and Service Systems	Manufacturing and Design	Production Planning and Scheduling		
4:45 p.m. - 6 p.m.	Engineering Education	Computer and Information Systems	Logistics and Inventory	Human Factors and Ergonomics	Quality Control and Reliability	Engineering Management	Logistics and Inventory	Modeling and Simulation	100 Years of IE	Tutorials	Operations Research	Operations Research	Health and Service Systems	Manufacturing and Design	Production Planning and Scheduling		

# Tuesday, June 2, 2009

<b>Keynote presentation: Ralph A. Aleman, CEO, Hialeah Hospital</b>																	
<b>Keynote presentation: Warren Powell, Ph.D., Princeton University</b>																	
8:15 a.m. - 9 a.m.	Engineering Management	Health and Service Systems	Logistics and Inventory	Modeling and Simulation	Operations Research	Operations Research	Logistics and Inventory	Health and Service Systems	Health and Service Systems	Production Planning and Scheduling	Manufacturing and Design	Manufacturing and Design	Human Factors and Ergonomics	Tutorials	IIE Transactions Best Papers	Lean Systems	
9:30 a.m. - 10:15 a.m.	Engineering Management	Health and Service Systems	Logistics and Inventory	Modeling and Simulation	Operations Research	Operations Research	Logistics and Inventory	Health and Service Systems	Health and Service Systems	Production Planning and Scheduling	Manufacturing and Design	Manufacturing and Design	Human Factors and Ergonomics	Tutorials	IIE Transactions Best Papers	Lean Systems	
10:30 a.m. - 11:45 a.m.	Engineering Management	Health and Service Systems	Logistics and Inventory	Modeling and Simulation	Operations Research	Operations Research	Logistics and Inventory	Health and Service Systems	Health and Service Systems	Production Planning and Scheduling	Manufacturing and Design	Manufacturing and Design	Human Factors and Ergonomics	Tutorials	Lean Systems	Quality Control and Reliability	
12:15 p.m. - 1:30 p.m.	Engineering Management	Health and Service Systems	Logistics and Inventory	Manufacturing and Design	Operations Research	Operations Research	Logistics and Inventory	Health and Service Systems	Health and Service Systems	Production Planning and Scheduling	Manufacturing and Design	Manufacturing and Design	Human Factors and Ergonomics	Tutorials	Lean Systems	Quality Control and Reliability	
1:45 p.m. - 3 p.m.	Engineering Management	Health and Service Systems	Logistics and Inventory	Manufacturing and Design	Operations Research	Operations Research	Logistics and Inventory	Health and Service Systems	Health and Service Systems	Production Planning and Scheduling	Manufacturing and Design	Manufacturing and Design	Human Factors and Ergonomics	Tutorials	Lean Systems	Quality Control and Reliability	
3:15 p.m. - 4:30 p.m.	Engineering Management	Health and Service Systems	Logistics and Inventory	Manufacturing and Design	Operations Research	Operations Research	Logistics and Inventory	Health and Service Systems	Health and Service Systems	Production Planning and Scheduling	Manufacturing and Design	Manufacturing and Design	Human Factors and Ergonomics	Construction	Lean Systems	Quality Control and Reliability	
4:45 p.m. - 6 p.m.	Engineering Management	Health and Service Systems	Logistics and Inventory	Manufacturing and Design	Operations Research	Operations Research	Logistics and Inventory	Health and Service Systems	Health and Service Systems	Production Planning and Scheduling	Manufacturing and Design	Manufacturing and Design	Human Factors and Ergonomics	Engineering Economics	Lean Systems	Quality Control and Reliability	

# IIE Annual Conference and Expo 2009 Registration Form



**Conference Fee - does not include hotel accommodations**

	On or before April 10	After April 10
<input type="checkbox"/> IIE member	\$550	\$720
<input type="checkbox"/> Non-member*	\$750	\$920
<input type="checkbox"/> Student member**	\$170	\$200
<input type="checkbox"/> Student non-member ***	\$210	\$245

\* Complimentary one-year membership when you pay the non-member rate!  
 \*\* IIE student members may register online using their member IDs.  
 \*\*\* If you are not an IIE student member, join now to save on conference registration fees and enjoy additional member benefits and savings immediately. Students who are non-members must submit a copy of their school schedule or letter from their institution with their completed registration form. A copy of a student ID will not be accepted as proof of status. The non-member rate includes a one-year student membership.

<input type="checkbox"/> <b>Conference fee</b> Team discount if applicable.....		<input type="checkbox"/> \$ _____ <input type="checkbox"/> \$ (less) _____
<input type="checkbox"/> <b>Student Sponsorship</b> - I wish to provide assistance to a student to help defray expenses so that they may attend the IIE Annual Conference.		<input type="checkbox"/> \$10 <input type="checkbox"/> \$20 <input type="checkbox"/> \$30
<input type="checkbox"/> <b>New Faculty Colloquium</b> , Saturday, May 30 7:30a.m. – 6:30 p.m. -\$50		<input type="checkbox"/> \$ _____
<input type="checkbox"/> <b>Saturday Networking Reception</b> , May 30, 6 p.m. – 7:30 p.m. 1 complimentary ticket part of registration fee <input type="checkbox"/> Please reserve one additional guest ticket at a cost of \$25		<input type="checkbox"/> 1 complimentary <input type="checkbox"/> \$ _____
<input type="checkbox"/> <b>Honors &amp; Awards Dinner and Ceremony followed by dessert reception</b> , Sunday, May 31 7 p.m. – 9 p.m. at the discounted rate of \$55. <input type="checkbox"/> Please reserve _____ additional tickets at \$80 each. . . .		<input type="checkbox"/> 1 @ \$55 <input type="checkbox"/> \$ _____
<input type="checkbox"/> <b>Monday Welcome Reception</b> , June 1, 6 p.m. - 7:30 p.m. 1 complimentary ticket part of registration fee. <input type="checkbox"/> Reserve ___ additional tickets at \$45 each		<input type="checkbox"/> 1 complimentary <input type="checkbox"/> \$ _____
<input type="checkbox"/> <b>Tuesday Networking Reception</b> , June 2, 6 p.m. – 7 p.m. 1 complimentary ticket part of registration fee <input type="checkbox"/> Please reserve ___ additional tickets at \$40 each		<input type="checkbox"/> 1 complimentary <input type="checkbox"/> \$ _____
<input type="checkbox"/> <b>Enterprise Management Roundtable</b> , June 2, 9:30 a.m. - 11 a.m. <input type="checkbox"/> \$75 per person		<input type="checkbox"/> \$ _____
<input type="checkbox"/> <b>IIE Golf Outing</b> , Wednesday, June 3, 1:30 p.m. <input type="checkbox"/> \$130 per person		<input type="checkbox"/> \$ _____
<input type="checkbox"/> <b>Pre-conference workshops</b> (limited availability)	On or before April 10 Member / Non-member \$490 / \$550	After April 10 Member / Non-member \$520 / \$590
<input type="checkbox"/> <b>Saturday, May 30</b> <i>Innovation for Career Renewal</i>		<input type="checkbox"/> \$ _____
<input type="checkbox"/> <i>Process Excellence from the Inside Out – Making Process Improvement Personal</i>		<input type="checkbox"/> \$ _____
<input type="checkbox"/> <i>Six Sigma Yellow Belt</i>		<input type="checkbox"/> \$ _____
<input type="checkbox"/> <b>Sunday, May 31</b> <i>Advanced Lean Concepts for Office and Service</i>		<input type="checkbox"/> \$ _____
<input type="checkbox"/> <i>Higher Impact with Less Energy: 200 Profitable Ways to Reduce Your Organization's Carbon Footprint</i>		<input type="checkbox"/> \$ _____
<input type="checkbox"/> <i>Integrating Enterprise Excellence</i>		<input type="checkbox"/> \$ _____
<input type="checkbox"/> <b>Facility Tours</b> Pre-registration required	On or before April 10 Mbr./ Non-mbr. \$40 / \$55	After April 10 Mbr./ Non-mbr. \$55 / \$70
<input type="checkbox"/> <b>Monday, June 1</b> A. 9 a.m. - Noon: Port of Miami B. 1:30 p.m. – 4:30 p.m. - FEC Quarry: A Blast of Automation <b>Tuesday, June 2</b> C. 9:30 a.m. – 1 p.m. - CVS / Caremark Miramar PBM Facility D. 3 p.m. – 6 p.m. - Dolphin Stadium/ Florida Marlins Tour <b>Wednesday, June 3</b> E. 9 a.m. – Noon - Burger King Corporation F. 1 p.m. – 4 p.m. - University of Miami Medical Simulation Lab		<input type="checkbox"/> A \$ _____ <input type="checkbox"/> B \$ _____ <input type="checkbox"/> C \$ _____ <input type="checkbox"/> D \$ _____ <input type="checkbox"/> E \$ _____ <input type="checkbox"/> F \$ _____
<b>TOTAL</b>		\$ _____

**REGISTER ONLINE**  
[www.iieannual.org](http://www.iieannual.org)

Complete registration form and fax to (770) 441-3295 or mail to IIE, 3577 Parkway Lane, Suite 200, Norcross, GA 30092

Please complete:

Mr.  Mrs.  Ms.  Dr.

Last/Surname \_\_\_\_\_

First \_\_\_\_\_

Preferred first name on badge: \_\_\_\_\_

Title \_\_\_\_\_

Company \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_

State/Prov \_\_\_\_\_ Zip \_\_\_\_\_

Country \_\_\_\_\_

**Please check one:**

Company address  Home address

E-mail \_\_\_\_\_

Phone \_\_\_\_\_

Fax \_\_\_\_\_

Yes, I require special assistance services. (E-mail your request to [cs@iienet.org](mailto:cs@iienet.org).)

**Method of Payment**

**Conference fees are due in full at registration in U.S. currency. Checks and money orders must be drawn on U.S. banks. We also accept Visa, MasterCard or American Express.**

Check – made payable to IIE

A check for \$ \_\_\_\_\_ is enclosed.

Check # \_\_\_\_\_

Credit card – Please charge \$ \_\_\_\_\_ to

Visa  MasterCard  American Express

Credit card #: \_\_\_\_\_

Exp. Date \_\_\_\_\_

Signature: \_\_\_\_\_

Name of cardholder (print): \_\_\_\_\_

**Team Discount:**

Number of team members: 2-4 (\$50 off per person), 5+ (\$100 off per person). Registrations must be received together and team members must be from the same organization and location. No other discounts apply. Team discounts do not apply to the special \$550 member rate, students or any other discounted registrations. Contact customer support at (770) 449-0460 for multiple registration discount help.

**Cancellations and Substitutions**

Cancellations must be made in writing and faxed to (770) 263-8532 or mailed to IIE, 3577 Parkway Lane, Suite 200, Norcross, GA 30092. See Web site for deadline. Contact customer service at [cs@iienet.org](mailto:cs@iienet.org) or (770) 449-0460. 2/25/09

**TAKE HOME INGENIOUS WAYS TO BOOST RESULTS**

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