

Publisher: Tom Downey
Editorial director: Jo Anne Davis

EDITORIAL TEAM

Editor:
Paul Proctor: (312) 544-2938

Managing editor:
Junu Kim: (312) 544-2939

Designer:
Heather Dubinskas: (312) 544-2118

Commercial Airplanes editor:
Dick Schleh: (206) 766-2124

Integrated Defense Systems editor:
Diane Stratman: (562) 797-1443

Engineering, Operations and Technology editor:
William Cole: (314) 232-2186

Shared Services editor:
Mick Boroughs: (206) 919-7584

Copy editor:
Walter Polit: (312) 544-2954

CONTRIBUTING EDITORS

Boeing Capital Corp.:
Donna Mikov: (425) 965-4057

Connexion by Boeing:
Jack Arends: (206) 655-9509

ONLINE PRODUCTION

Production manager:
Alma Dayawon: (312) 544-2936

Web designer:
Michael Craddock: (312) 544-2931

Graphic artists:
Heather Dubinskas: (312) 544-2118
Cal Romaneschi: (312) 544-2930

Web developers:
Lynn Hesby: (312) 544-2934
Keith Ward: (312) 544-2935

Information technology consultant:
Tina Skelley: (312) 544-2323

How to contact us:

E-mail:
BoeingFrontiers@boeing.com

Mailing address:
Boeing Frontiers
MC: 5003-0983
100 N. Riverside Plaza
Chicago, IL 60606

Phone:
(312) 544-2954

Fax:
(312) 544-2078

Web address:
www.boeing.com/frontiers

Send all retiree address changes to
Boeing Frontiers, MC 3T-12
P.O. Box 3707
Seattle, WA 98124-2207

Postmaster: Send address corrections to
Boeing Frontiers, MC 3T-12
P.O. Box 3707, Seattle, WA 98124-2207
(Present addressees, include label)

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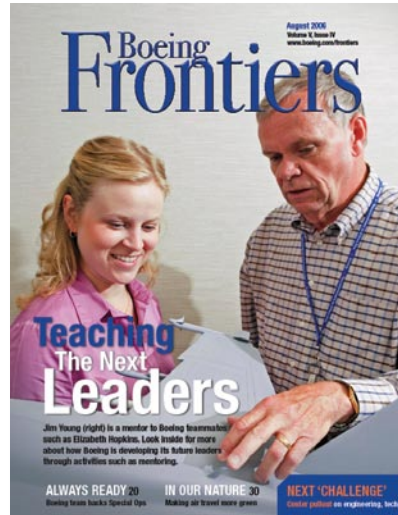
Your article "Simulating success" (July 2006, Page 36) talks about the exciting world of product-focused simulations. Yes, you acknowledged that this article doesn't cover all simulation and modeling work being done at Boeing. But I have a concern that Boeing's business process simulation capability isn't growing fast enough to meet our needs or the industry's expectations.

Let's look at our business environment. It's becoming more complex with corporate integration of support services, site functions, program needs, customer requirements and needs, and information systems. We also recognize that we will be losing expertise as many of our experienced employees retire.

Integrated Defense Systems is attempting to manage this complexity by assigning its experts from different disciplines to standardize processes, information systems, policies, and requirements across IDS. But we are guessing at the projected outcome of our decisions: I've seen some pretty creative (or worse) qualitative cost-benefit presentations. The true test is: For every dollar spent on business or process improvement, what's the cost reduction to the customer (through product-focused simu-

"I have a concern that Boeing's business process simulation capability isn't growing fast enough to meet our needs or industry's expectations."

—Kitty Samaniego, Mesa, Ariz.



potentially more robust, agile and predictable.

Being Boeing means we continue to explore new products and technologies—and better ways of providing those products and technologies. Business Process Simulation is the methodology for future business management. We shouldn't wait too long to get on board and exploit this capability.

—Kitty Samaniego
Mesa, Ariz.

lations) or the additional profit to the shareholders (through business- or process-focused simulations)?

Now is the time we should be building a capability for business process simulations. Now is the time to extract the intelligence and experience we soon will be losing. It will take time for us to integrate that knowledge with our new information system architecture to produce lasting knowledge via model(s) of our business. With that knowledge, we will be ex-

Corrections and clarifications

- The legends for the stock charts on Page 37 of the August issue were reversed.
- The photo on Pages 16 and 17 of the August issue was taken by Tim Stake.
- In "Created by unseen hands" (June 2006, Page 19), the lighting component mentioned in the article was the first production part in laser-sintered metal on an FAA-certified aircraft.

Classics, indeed

I thoroughly enjoyed your article on the 50th anniversary of the KC-135 tanker (July 2006, Page 8). A few months ago, in front of a KC-135 we were modifying, Kirk Keffler and I were having the same discussion that the article began with—about how it's a treat to see a classic 1957 car and how the KC-135 dates back to the same era. This photo of a KC-135 and a 1957 Chevrolet (right) was our attempt at putting it in perspective.

—Mark McConnell
Wichita, Kan.



Letters guidelines

Boeing Frontiers provides its letters page for readers to state their opinions. The page is intended to encourage an exchange of ideas and information that stimulates dialogue on issues or events in the company or the aerospace industry.

The opinions may not necessarily reflect those of The Boeing Company. Letters must include name, organization and a telephone number for verification purposes. Letters may be edited for grammar, syntax and size.