





## Service that never *sleeps*

SSG Site Services keeps Boeing going 24/7

**E**very Boeing employee encounters a service provided by SSG Site Services every day. Indeed, probably more than one. From the buildings we work in and the grounds that surround them, to the interoffice mail we read and the food we eat, Site Services is there. When deliveries of parts and other materials arrive like clockwork, systems are maintained and passenger vans arrive on time to shuttle folks from one point to another, it's Site Services that's keeping Boeing's business moving.

Site Services is the largest organization within Boeing's Shared Services Group—5,600 employees strong—and its annual operating plan of \$1.8 billion provides nearly 40 unique services. "Site Services has a phenomenal opportunity to help the business units leverage the power of 'one Boeing,' as our work touches all business units at all sites," said Site Services Vice President Larry Edwards.

Site Services leaders work in tandem with business partners to arrive at decisions that are best for the company as a whole. By leveraging economies of scale in the services it provides, Site Services can establish delivery models for those services that result in the most efficient and economical solutions for its business partners.

From changing a light bulb to arranging for a building's demolition, no job is too big or too small for Site Services teammates. Here's a pictorial look at some of the services SSG Site Services provides, manages and facilitates around the clock for Boeing.

—Debby Arkell, Glen Golightly and Kathy Spicer

**PHOTO:** Mail service delivery, part of SSG Site Services, is a vital part of what it takes to keep Boeing offices and operations ticking. Boeing Chicago Mail Services employees Jennifer Wadley (left) and Robert Delelio, and Aramark employee Natalie Thurmond (right) help manage costs and services associated with incoming and outgoing mail, interoffice mail and assistance for misaddressed mail. BOB FERGUSON/BOEING



**TOP LEFT AND RIGHT:** Corporate Real Estate manages all aspects of property acquisition and sale for Boeing in partnership with the Real Property Planning group. CRE is working with contractors in Long Beach, Calif., to spruce up the former 717 assembly facility prior to disposition. At top left, Southwest Regional CRE leader Mark Villagomez (left) consults with contractor Jerry Ankeney on the work that will be performed on the iconic “Fly DC Jets” sign atop Building 80, including repainting, and removal and reinstallation of neon tubing. At right, contractor Jordan Harvey removes neon tubing from the “Fly DC Jets” sign. MICHAEL GAIL/BOEING

**MIDDLE LEFT:** Site Services’ Utilities Management & Conservation organization supports Boeing business units by improving energy efficiency and awareness. Lean Energy Assessments are one way this is done. John Norris (right), Site Services Utilities Management & Conservation, counts light fixtures while LEA partner Ed Stefanski of Philips measures foot-candles emitted in the 40-03 building in Everett, Wash. This data will support recommendations on actions Everett site leaders can take to reduce energy consumption. ALAN MARTS/BOEING

**LOWER LEFT:** The SSG Site Services Construction team recently worked with their Commercial Airplanes business partners at the Frederickson, Wash., site to redesign and reroof the “clean room,” a climate- and pressure-controlled area where composite materials are laid up for the 777 empennage and 787 vertical fin. Shown are (from left) Jim Walton, Steve Beier, Gordon Mueller, Greg Cox, Shannon Hoveland, Troy Gamba and Dennis Kinne. (Also with the team but not pictured: Guy Brewer, Billy Owens.) JIM COLEY/BOEING

## By the numbers: **SSG Site Services**

**175** 

Equivalent number of homes' energy consumption saved each day through conservation efforts

**24,000** 

Miles driven daily (38,600 kilometers) by Licensed Transportation drivers

**250,000** 

Number of meals served to Boeing employees each week

**2,675** 

Calls received during an average work week for maintenance needs throughout the Puget Sound area and Portland, Ore.

**50,000** 

Number of two-way radio calls placed daily using systems installed and maintained by Site Services' Radio Services organization

**1 million** 

Average U.S. dollar value of real estate transactions negotiated each day by Site Services' Real Property organization

**16,500** 

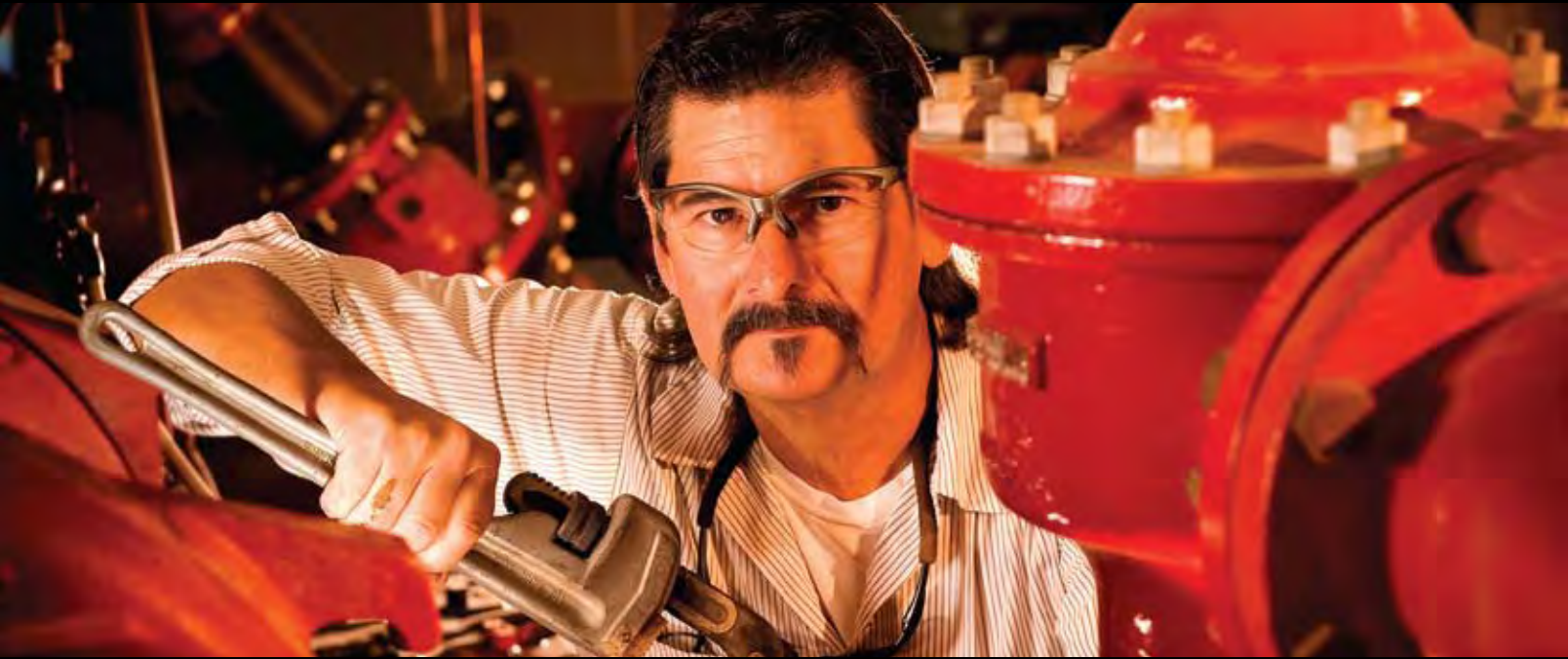
Number of parts ordered each day in support of maintenance and construction activities

**90,000** 

Pieces of mail delivered each day within Boeing

**2.4 million** 

Gallons of water (9.1 million liters) saved each day through Site Services-led conservation efforts



**ABOVE:** Maintenance employees—including Plumber Danny Phipps at the Mesa, Ariz., site—work to continually improve their maintenance service delivery, minimizing operating costs while delivering desired performance.

BOB FERGUSON/BOEING

**LEFT:** Food Services operations manager Laurel Lutz in St. Louis helps Boeing employees eat healthier by offering well-balanced food menus. The cafeteria also implemented a multi-use mug program to reduce waste: Employees who buy the mugs shown at the left in this photo or use one from home—and forgo using a disposable cup—receive a discount on beverages.

PETER GEORGE/BOEING

Production Equipment Maintenance mechanics are the experts business partners rely upon to keep tools and other machinery calibrated and fully functional. Pictured here is Pete Walsh of Mesa, Ariz. BOB FERGUSON/BOEING





Nearly everything used at Boeing is powered by electricity. SSG Site Services electrician Louis Macias (above) is one of many craftspeople at the Mesa, Ariz., site providing electrical system maintenance and helping keep machinery and computers running, lights shining and phones ringing. BOB FERGUSON/BOEING

## Common, effective and affordable services

Shared Services Group plays a vital role in helping Boeing achieve growth and productivity goals. Led by President Tim Copes, SSG is a multibillion-dollar functional unit that provides common internal services across Boeing's global enterprise.

Its service groups, including Site Services, are designed to boost Boeing competitiveness by providing effective services at an affordable cost. To read more about SSG and its key focus areas, see Page 34 of the September 2008 Boeing Frontiers. Or view the article online at [www.boeing.com/news/frontiers/archive/2008/september/1\\_ssg.pdf](http://www.boeing.com/news/frontiers/archive/2008/september/1_ssg.pdf).



**ABOVE:** SSG Site Services employees Audrey Allison (right), Frequency Management Services (FMS) director, and Alan Rinker, international director for the Russian region, are part of the FMS team based in Washington, D.C. The team works to balance the global requirements of radio-frequency spectrum regulations, laws and standards for regulatory bodies such as the Federal Communications Commission and the International Telecommunication Union's Radio Regulations, with the need to make spectrum available to Boeing business partners and their customers (see Page 42 of the October 2008 *Boeing Frontiers*). THOM GOERTEL/BOEING



**LEFT:** SSG Sites Services Supply Chain Logistics coordinates with freight carriers to move parts, materials and assemblies inbound from Boeing suppliers to manufacturing areas, and transports finished products outbound to assembly areas and customers around the world. Here, large-scale assemblies for the C-17 (background) have been transported onto a rail car in Building 101 in St. Louis for a journey to the final assembly factory in Long Beach, Calif. Logistics analysts Mike Aden (left) and Diane Moore (middle), along with C-17 Production Control manager Ken Schwegel, discuss logistical requirements for the upcoming transfer. PETER GEORGE/BOEING