

# The 'human touch'

Human Resources service centers help Boeing employees resolve issues quickly—and more centers are on the way

by Kent Cato and Carrie Howard

**F**rustrated and confused in trying to arrange an extended leave of absence, Boeing employee Robert Colliau was nearly ready to give up. Then he walked into Boeing's new Human Resources service center in Mesa, Ariz., and found Ken Berkow ready to help.

Boeing's TotalAccess Web site is great for transactional issues such as checking the balance in your savings plan or changing your address. But, as Colliau learned, some issues require a more personal touch.

"The leave-of-absence process is very confusing," said Colliau, an aviation mechanic on the Apache program who was helping coordinate the leave for his wife, Barbara, also a Boeing employee. "Ken didn't even bat an eye. This process is second nature for him and he made me feel comfortable. He went above and beyond in helping us resolve our issues. He saved us a lot of time and confusion."

By resolving questions quickly, Human Resources service centers help get employees back to work faster and with fewer distractions, improving productivity and morale, according to Yvette Whitehead, director of HR Service Delivery.

"When people get their issues resolved," noted Berkow, the HR professional who helped Colliau, "they can focus on their jobs better, and that has a positive effect on everything, even workplace safety."



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Based on the success of Mesa's first service center, local management asked Human Resources to set up additional centers at the site. "It's been great," said Ed Carr, quality senior manager. "If you need help and your assigned HR generalist isn't available, there's always someone to help."

Service centers already up and running in Mesa and Southern California are working so well that starting this month,

Boeing will open 40 more across the United States. The centers are staffed by Human Resources service coordinators and generalists who can help employees with issues they cannot resolve through self-help resources such as TotalAccess. Services will be available for walk-ins or by phone and e-mail, so employees who do not have a center nearby can get personal support regardless of



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**PHOTOS: (From far left)** Robert Colliau (left), aircraft assembly technician, talks with Ken Berkow, Human Resources professional, at one of the Mesa, Ariz., HR service centers. **MIKE GOETTINGS/BOEING**  
Annie Truong (right), with Human Resources, helps Cheryl Dismuke, with Boeing Defense, Space & Security, at an HR service center in Seal Beach, one of four centers in Southern California. **PAUL PINNER/BOEING**  
Al Ortiz (left), with Defense, Space & Security, went to the Long Beach, Calif., HR service center, where Jackie Dickens helped him with Boeing TotalAccess. **PAUL PINNER/BOEING**

which site or business unit they work in.

Service centers provide excellent opportunities for Human Resources personnel to work directly with employees and make a positive impact on the work environment, according to Rick Stephens, senior vice president, Boeing Human Resources and Administration. “We’re staffing these centers with HR professionals who have the knowledge to get the job done and the can-do attitude to provide excellent customer service,” Stephens said.

Or as Cheryl Sisk of the Long Beach, Calif., service center put it: “People like the human touch, and that’s what we provide.” ■

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## Human Resources service centers can provide:

- General help with HR-related questions
- Assistance with Boeing TotalAccess
- Guidance on HR policy and procedures
- Help with the leave-of-absence process, including forms, pay, benefits and return to work
- Layoff support and guidance
- Answers to pay and incentives questions, covering topics such as paychecks, work schedules, time recording, salary management and recognition programs
- Career development assistance, including Boeing hiring processes, resume writing, job training, tuition assistance and interviewing skills