

Be it resolved

Alternative Dispute Resolution can solve workplace issues

Difficult issues between employees and their managers may be troubling. But resolving them doesn't have to be.

The Alternative Dispute Resolution process is a powerful tool that employees can use to help reach a mutually agreeable resolution.

Since ADR was introduced at Boeing in 1998, it has provided amicable solutions to hundreds of disputes between employees and managers. To make employees more aware of ADR and to make the process easier to use, Boeing now offers it online through TotalAccess.

FOUR-STEP PROCESS

ADR uses a progressive, four-step approach. Each step is mutually exclusive—meaning an issue could be solved in step one or, if necessary, proceed to the next step (see box at right).

The ADR process has proven successful in increasing morale and resolving issues more quickly, said Spencer Dunn, Enterprise ADR focal. Ninety-five percent of those providing feedback said they would use ADR again to resolve a workplace dispute.

ADR is available to U.S.-based Boeing employees except executives and those covered under collective bargaining agreements. Employees wishing to use ADR must start the process within 30 days of the incident that caused the issue or within 30 days of working through all other means of resolution with management.

ADR also is available to terminated employees, but they must request a review under ADR within 30 calendar days of their termination.

ADR is voluntary and the initiating employee can stop the process at any time. Boeing prohibits retaliation for participating in ADR, and all reported allegations are looked into by the Human Resources organization.

For more information on ADR, visit <http://globaldiversity.whq.boeing.com/adr.html> on the Boeing Web. ■

Alternative Dispute Resolution: How it works

Step 1: One-on-one discussion. Employee and manager meet in an attempt to resolve the issue.

Step 2: Internal Mediation. A trained resolution advocate from within the company facilitates discussion between the two parties, focusing on resolving the issues.

Step 3: One of two options, depending on the case:

- **Panel Review.** If the issue involves the alleged misapplication of a company policy, procedure and/or process, a five-member panel hears presentations from both sides, reviews documentation and interviews witnesses. The decision is based on majority vote.

- **External Mediation.** If the issue involves an asserted legal claim by the employee, mediation is provided by an external employment mediator chosen from a local panel. Both the employee and Boeing participate in selecting the mediator.

- **Step 4: Binding Arbitration.** If legal claims remain unresolved, both parties sign an agreement to abide by the arbitrator's decision.

787 Final Assembly on track

Final assembly of the first Boeing 787 Dreamliner began on May 21 at the Boeing site in Everett, Wash., and is progressing well. "The 787 production system is the culmination of the lessons we've learned building previous airplanes," said Steve Westby, 787 vice president of Manufacturing and Quality. "Using composites on the 787 airframe has a number of manufacturing advantages. We are able to build a huge structure in just one piece, which means we essentially have six major end items coming together in final assembly—the forward, center and aft fuselage sections, the wings, the horizontal stabilizer and the vertical fin." At press time the final body join was well along, with the entire body and wings in position. The horizontal stabilizers and vertical fin were to be installed next. The first 787 will be rolled out during the 787 Dreamliner Premiere event on July 8.

GAIL HANUSA PHOTO



BOEING AT PARIS

It was an active week for Boeing at the Paris Air Show, one of the aerospace industry's biggest gatherings. Company representatives were at this event in June to build relationships, underscore Boeing's continuing commitment to customers and tell the Boeing story. In addition, Boeing and customers such as International Lease Finance Corp., Lion Air, GE Commercial Aviation Services and AIR FRANCE-KLM Group announced jetliner orders. Here's a look at some of the Boeing scenes from the event.



1. Jim Albaugh, Integrated Defense Systems president and CEO, conducts an interview with a BBC reporter.

2. Scott Carson, Commercial Airplanes president and CEO, addresses reporters' follow-up questions after his press briefing.

3. A Jet Airways' 777-300ER is towed past a Boeing-built C-17 Globemaster III airlifter at the grounds of the Paris Air Show. Both aircraft were on static display during the event.



4. Walt Skowronski, president of Boeing Capital Corp., explains in a video interview how BCC's presence at the air show fits into the organization's mission of supporting Boeing's business units.

5. Steve Schaffer (left), Commercial Airplanes vice president and general manager of Global Partners, and Dan Korte, Integrated Defense Systems vice president of Supplier Management & Procurement, were at the Paris Air Show to meet with current and prospective suppliers and discuss new opportunities for the business.

6. A Boeing-built F/A-18F Super Hornet takes to the air. The aircraft performed flying demonstrations during the show.



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