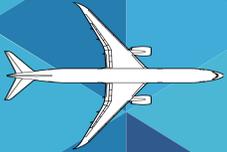


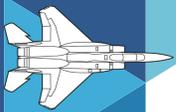
# Where the Rubber Meets the Roadmap



## The Boeing Company!

Boeing is the world's largest aerospace company and leading manufacturer of commercial jetliners and defense, space, and security systems and service provider of aftermarket support. As America's biggest manufacturing exporter, the company supports airlines and US and allied government customers in more than 150 countries. Boeing products and tailored services include commercial and military aircraft, satellites, weapons, electronic and defense systems, launch systems, advanced information and communication systems, and performance-based logistics and training.

With corporate offices in Chicago, Boeing employees more than 153,000 people across the United States and in more than 65 countries. This represents one of the most diverse talented and innovated workforces anywhere.



### PROBLEM

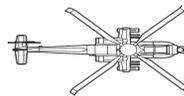
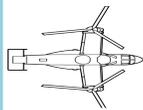
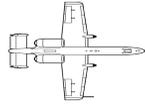
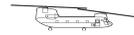
With over 50% of its IT workforce outsourced, Boeing cannot deliver IT services without robust supplier contracts and vendor governance. With increased competition for new talent (resulting in turnover) there is

a strong need for better tools, training, and mentorship.

### APPROACH

The goal for this project was to optimize how stakeholders work together throughout the sourcing lifecycle to set strategy, acquire IT products and services, govern supplier relationships, and manage risks. The process incorporates proven practices from Boeing and industry (e.g., International Association of Outsourcing Professionals, Sourcing Industry Group) that optimize and strengthen contractual agreements and business outcomes. Specifically, they improve first-time quality, reduce value leakage, avoid re-inventing tool/processes/templates, improve cycle time, improve responsiveness, clarify RAAs, assure policy compliance, on-board new employees more effectively, and improve

first-time quality, reduce value leakage, avoid re-inventing tool, processes, and templates, improve cycle time, improve responsiveness,



clarify RAAs, assure policy compliance, on-board new employees more effectively, and improve productivity.

### SOLUTION & RESULTS

Consequently, we developed what we call the Integrated Sourcing Roadmap and the Sourcing Knowledge Repository, as well as provided talent management and training including teaching an outsourcing class, creating SOW writing and Subcontract Requirements Engineering (SRE) training. Additionally we assigned mentors to assure consistency and improve outcomes across the enterprise in sourcing strategy, solicitation development, and supplier selection. The Roadmap clarifies RAAs, and contains procedures with drill-down processes at each step. The Repository is where the rubber meets the road(map) and goes from theory to reality, with hundreds of artifacts including: best practices, templates, training tutorials.

