

## Tom Schick



Prior to working for Boeing, Tom worked at a bank in NY while he was going to High School. Then in 1961 he went to work at PanAmerican Airways where he worked in the maintenance area and then moved to materiel. After PanAm he worked as a management consultant at Coopers & Lybrand. He was then hired at Allegheny Airlines which later became US Air. Prior to the name change, they conducted a marketing survey listing American, United, Delta, TWA, two foreign Airlines, and US Air even though there was no

US Air at the time. He was hired because of his previous big airline experience to help grow the airline from a regional to a large national airline. In the survey they asked “What was your best flying experience,” and 85-90% checked US Air. It had very high public appeal so Allegheny Air became US Air.

Tom started his Boeing career in 1992 in Customer Service at the Duwamish. He started as Assistant Vice President General Manager of Customer Service working for Gordon Bethune. Within 6 months Gordon went to the Renton Division and Tom was promoted to head Customer Service. He stayed in Customer Service for two years. Then he went over to work for Ron Woodward in the 10-60 and became Executive VP Commercial and the number two man supporting Ron.

Tom said he didn’t hold any job that he didn’t enjoy; even in hard times he always enjoyed working at Boeing. He feels the “Lazy B” term is totally ridiculous. During his time at Boeing he felt that all the employees were hardworking, really smart, intelligent, creative people! Tom said his only regret was that he didn’t start at Boeing earlier when he was younger.

When he was given the assignment to do DCAC MRM several individuals told him it was the death knell and there were several things he would never be able to accomplish. DCAC MRM was hard but only from the standpoint of complexity. Even people who were concerned about it worked hard to make it successful. Everybody wanted Boeing to succeed and prevail in aviation over everything and everybody. They were all highly educated, bright to even brilliant people. Everyone from IAM Mechanics, SPEEA Tech engineers, to sales people put in the extra time and effort required. Even when there were production problems, the employees worked their backs off to not have the problem.

Tom worked with many memorable people during his time at Boeing and he shared some of his memories although he felt there were many more that aren’t mentioned here. Dean Thornton and Phil Condit were memorable. Dean Thornton and Phil Condit were both very interested in Customer Satisfaction. They were always being willing to go the extra mile to keep the customer happy. They were, at times, at odds with production and everybody else but it always helped sell airplanes.

Dean Thornton, who while having a conversation with you would take a little piece of paper out of his pocket and write a few notes on it. Sometimes a year later in conversation he would pull the piece of paper out of his pocket and ask you the same question. If you answered differently

he would always ask why and you would have to explain. He didn't care if your opinion changed he just wanted to know why. Dean got out more information that way because he asked you to explain the circumstances and what guided your change in attitude towards the problem.

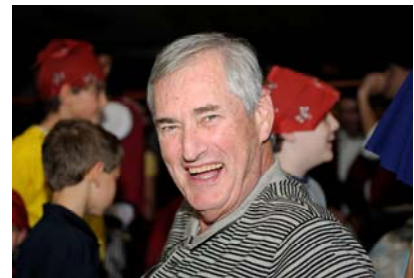
Frank Shrontz was also very memorable. When Tom first started at Boeing, working on spares projection, he got a call to meet with Mr. Shrontz to talk. Frank's whole reason for the meeting was to find out what was going wrong, why targets were being missed, and was there anything he could do with resources from the rest of the company. He also asked what Tom was doing to get back on track. There was no criticism; it was truly a business discussion about what could be done.

Bob Hammer one of the chief engineers, Boyd Given, Darce Lamb, Fred Mitchell, Garnet Hizzey, Alan Mulally, Phil Condit and Carolyn Corvi were excellent and there were many many more. Probably one of the most memorable was his administrative assistant, Jeannine Graves. He always said that she was in front of the office instead of in the office because if someone came in to do harm they would go right past her to get Tom and the whole department would go on functioning just as though he was still there. Dick Albrecht, Dick Pearson, and Jim Faherty, were all really smart, hard working great people to be with. Also, Gordon Bethune who could take several pages to address.

Ron Woodward was as memorable as or more memorable than many of them. He was hard working, brilliant, had a good sense of humor, he was considerate of people, and he had a drive. The company is still selling airplanes and building airplanes based on things Ron did when he was there. Ron had good vision and focus.

Tom was a member of BMA and did things in support of BMA but had so many things going on that he wasn't really active. In his role he was required to travel a lot and entertain the various customers making it hard to attend activities with BMA.

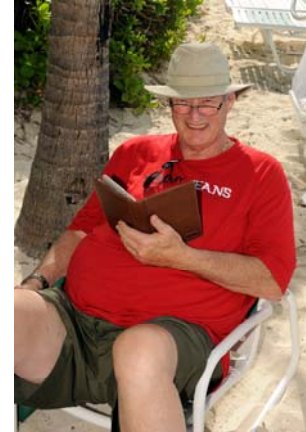
Tom retired in 2001 when his wife developed breast cancer. He decided that she needed his support. Gratefully she has been cancer free now for several years. Tom continued to be active on the boards of several companies.



He had broken his leg very badly in the 1960's and the leg had gotten to the point where he required surgery. The surgeon put a plate and several screws in and he had a cast on. Tom was doing great, in fact they went up to Whidbey Island to look at a different place at that time. In the evening he wasn't feeling well so he went and laid down early and when Collette came to bed he didn't want to tell her how sick he was. However, sometime during the night, his wife woke to find him sitting up in bed; having a hard time breathing and in a lot of pain. Collette wasn't going to argue about it, she was going to call emergency. She helped him out to the front room to a chair and called. They had actually bought on Whidbey because they had good medical capability. When the EMT's arrived at the house and saw the cast they immediately suspected a clot. They took him to the hospital which was just a few minutes away. There the Dr. said yes it was a clot and they airvaced him to Overlake Hospital where he had surgery. He was so sick that he decided to totally retire. They were doing some really important stuff with

the Companies whose boards he was on and he couldn't attend the meetings so he didn't feel like he could contribute. It took 8-9 months to recover from that surgery.

In retirement he stays busy golfing, crabbing, and fishing. They have a small home in Palm Dessert, a place on the beach on Whidbey Island, and the condo in Issaquah. All of their children and the bulk of their grandchildren live in the area. One grandchild is an attorney to the Federal court in Atlanta, GA and another is a mathematician for a company working with Microsoft. Tom and Colette have 3 daughters; two of them work at Boeing. They have six grandchildren ages 28, 24, 21, 8 and two that are 6.



Tom likes to read and spend time on the computer. He has retired from all the boards that he was on to have more time for relaxation and travel. They are members of the symphony but don't go much because their daughters get many of their tickets. Every two years they take all the kids and grandchildren someplace on a vacation.

This year they are taking everyone to Disney World to celebrate their 50<sup>th</sup> Anniversary.

Tom and his wife Collette grew up just two blocks from each other in Queens NY and have known one another most of their lives. They were close friends growing up but went to different schools. They didn't have little league but they did have church leagues and the church had after school activities. Tom ran track for the church and they played all sorts of sports especially baseball and basketball.

Tom attended NY State University and Boeing sent him to Harvard for Post Graduate work. He attended school at night while working for the bank and later for Pam Am. The only time he went during the day was when Boeing sent him to Harvard. Tom's dad died when he was young and his mom needed the money so from the time he was 16 he worked while attending school.

Tom and his wife support four kids through Compassion at their church. They provide them support all the way through college. They also support the Issaquah Food Bank and Seattle Gospel Mission. Life in retirement is so unstructured that it's hard to serve on boards or volunteer because they are in different places all the time so they support financially where they can.

When a Russian delegation was visiting Boeing, they invited them over to Whidbey for lunch. The Professor's assistant lived so far inland that she had never seen the ocean before and was totally fascinated. She enjoyed the beach and collected many shells to take home with her. When she was looking at the boat, she asked them how far out they took the boat and Tom lifted the rope and said "as far as this rope goes." He never wants to get out so far that he can't see the shore. They served Crab Louie, crab salad and homemade bouillabaisse. Everyone enjoyed lunch, especially one of the women who had never eaten fish!

Boeing bought titanium from the Russians at a great price and developed a close working relationship with them. The area they purchased the titanium from was struggling and they had a hepatitis outbreak. They didn't have the money to purchase the serum necessary to inject all the children. They needed between 20,000 and 30,000 doses so Tom offered to see what he

could do. He didn't know if there was really any benefit to Boeing other than developing a closer relationship with the Russians but when he asked Phil and Ron they didn't bat an eye, they just said go ahead. Boeing ended up spending \$200,000-\$300,000 and within in a week they got the medicine to the town. They had enough serum to not only do everyone in the town but also in the outlying area. Boeing is a really good citizen.

Tom said he is alive and well and living in Issaquah, Whidbey Island and Palm Dessert. He worked with many memorable people and if he left anyone off it is purely Alzheimer's setting in.