

## **Boeing Customer Support Leader to Retire**

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Brad Cvetovich, the executive who heads the Boeing organization supporting the world's largest fleet of jetliners, has announced his retirement effective July 1. His retirement culminates a 39-year career in the aviation industry.

As vice president and general manager of Customer Support for Boeing Commercial Airplanes, Cvetovich has been in charge of a global team of engineering and technical experts who support the operators of nearly 12,000 Boeing and Douglas jetliners. This team is widely recognized as the industry leader in customer satisfaction.

Cvetovich has served in this position since early 1998. He has the distinction of having worked for all three companies comprising the "new" Boeing company created in 1997. He began his career in the 1960s as a design engineer at the former North American Rockwell Co. He then moved to McDonnell Douglas, where he spent 24 years in a variety of management assignments supporting commercial aircraft products.

Cvetovich joined Boeing in 1990 as director of Customer Services -- Americas. In 1994 he began a series of assignments related to quality assurance and process improvements, leading to his appointment as vice president in 1996. He has been active in aviation associations and conferences and has received broad industry recognition for his customer service expertise.

During the next few months Cvetovich will help to transition his responsibilities into a newly restructured Boeing Commercial Aviation Services organization.

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