



Chapter IX

Lucas Chuang

Eva Airways

Just relax, your home in the air.

My name is **Lucas Chuang**. I am currently the chief information officer at EVA Airways.

Personal History

I was born in Madou, a town with a population of around 50,000 located in the southern part of Taiwan. I attended elementary and middle high school in Madou where I was born. For senior high school, I went to Tainan. Then, for university I went to Taipei. I received a Bachelor of Science from National Chengchi University in 1979, with a major in mathematical sciences. Immediately following university, I did my military service. I served as a second lieutenant in the Marine Corp. As a radio operator on board a destroyer, I was responsible for coordinating fire support for landing operations.

I joined Evergreen Marine in 1981 as a programmer, and was transferred to Evergreen's New York office in 1983, where I was in charge of a team of about

10 software development personnel. In 1988, I returned to Taipei as a manager for software development. Soon after my return I was lucky enough to be assigned to a team of about 20 people responsible for all information technology development for the formation of an airline company as part of Evergreen Marine. I was the project manager in charge of a team which built a new generation air cargo system. I believe it was the first client/server based air cargo system installed in the airline industry.

Company History

The idea of starting a new airline in Taiwan was pioneered by Evergreen Marine Corporation in mid-1988. I was one of 20 team members assigned to organize the formation of EVA Airways. At that time Evergreen was the world's number one in shipping containers and container vessels. The timing seemed right to extend the company further into other forms of transportation. Also, while there were a number of domestic airlines in Taiwan, there was only one international carrier. So, a market was identified. Our experience shows that this was a good decision, as we have done well financially.

Formal government approval was obtained in 1989 and the inaugural flight was July 1, 1991. The mission of EVA Airways is to become the best service airline. We focus on safety and service. Our freight ton kilometer (FTK) rating for 2003 placed us seventh in the world.

Currently, we are the second largest airline in Taiwan. We fly to more the 40 destinations in Asia, Australia, New Zealand, Europe, and North America. Our fleet in 2005 includes Airbus A330-200s and Boeing B777s for long haul flights. The backbone for our future will be the Boeing B777s

My Company and Me

I took the position of chief information officer (CIO) at EVA Airways 2 years ago.

The first major issue that I had to deal with is the lack of staff. Because of a downturn in the economy, we had not hired staff for some time. Our entire IT operations and systems development involved only 145 people. We could have used around 190. So, we were understaffed, and our people were under a lot of pressure. They were working a lot of overtime. I worked with our Human Resources Department to try to increase our staff compliment. I received a lot of help from our users. They

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