

## Q&A with a BOI Member



**Mark Dominik  
President & CEO  
Schweiterman Pharmacy**

1. *What is your favorite part of a typical day?*  
Anytime a customer appreciates the effort I put in.
2. *What part of your job would you gladly give up?*  
Being the funnel for all dissatisfied customers and unwanted sales person calls.
3. *What skill would you most like to improve?*  
The ability to get the people off of our “bus” that are not helping drive or steer.
4. *If you could go back and do one thing differently, what would it be?*  
I would have followed through on becoming a PBM. I applied for a BIN # in 1993 and did not finish the job.
5. *What keeps you up at night (if anything)?*  
Nothing.
6. *Who give you the best advice about your business and what was it?*  
My wife, she is my moral compass and sounding board.
7. *What is your favorite book on business and why?*  
*Good to Great* by Jim Collins because it looks deeply into being way better than average. Also, any book by Malcolm Gladwell.
8. *What accomplishment are you most proud of?*  
Other than keeping my family my number one priority, I am still searching for that accomplishment.