QSET GROUPWARE™ CASE STUDY

SITA

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A First ISO 9002 Certification for Sydney - Network Services pass the grade with flying colours.

THE COMPANY

SITA has provided telecommunications and information services to the world's air transport industry for over 45 years. This experience and expertise in global networking and information management has enabled it to offer multinational organizations superior worldwide communications solutions for Lotus Notes GroupWare. The SITA Group set out to differentiate itself from other telecoms providers, based on the superior quality of its products and services, and has, building on its success in Managing Total Quality, developed its Q2000 programme as its approach to business excellence for the coming years. Q2000 ensures both internal and external recognition for SITA operations, Quality, and incorporates all of the elements of an improvement process:
Education, Planning, Analysis, Standards, Benchmarking, Communications and Recognition , as a continuous cycle revolving around the customer's needs.

BEFORE

One of the SITA Group operations, SITA Sydney Network Operations (SYD), set out to attain ISO 9002 certification for - Provision, Maintenance and Support of Network services within the Sydney Region & Order Processing, Customer Support and Network Control. The dawning of

Sydney's ISO 9000 project naturally followed MTQ/TQM commitments as part of SITA's Q2000 initiative. "The paper trails created as a result of the project spanned to most of our points of presence (at least twice)", comments Sarah Krapf, SYD Customer Projects.

CRITICAL ISSUES

SYD wanted to gain ISO 9000 certification because it is crucial to the growth of business in the government and major corporate spheres, since many of the customers now require such standards compliance as a mandatory element of a Supplier's bid.
In addition, SYD recognised that it is also a very helpful process for cementing "best practice" in high workload areas like those certified in the Australia & South Pacific Region, particularly for newcomers to the relevant departments. To achieve this, there was a need for the removal of ambiguity in the workplace with regards to responsibilities, and a central, easily accessible repository for all processes.

THE SOLUTION

Another SITA operation, Joint Venture Quality & Planning Services Department presented the electronic approach: QSET Groupware™, known internally as the Electronic Business Management System (EBMS), which incorporates central and local documentation.

IMPLEMENTATION

Once the system was in place, SYD underwent a very thorough 2-day grilling from an LRQA auditor. Customer Support impressed the auditor with their great understanding of business objectives, their interpretation into customer services, and perfect records to back up their promises. Network Support was also a focus, and the training process in Regional Training was also audited. The auditor

commented on how good it was to see company objectives interpreted and acted upon right through the organization.

THE RESULT

Successful certification was achieved. The teamwork involved in obtaining certification was significant and the team's responses and presentations to the auditor guaranteed a high commendation. Having been "forced" to map out how to deal with all facets of the business from customer complaints through to daily tasks, enhancements to the SYD operation were a natural consequence.
As all documentation used either exists or is referred to from the central repository, any changes are quite simple to implement.

Using the software reduced Sydney's project implementation time frame by approximately fourteen person - years.

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