

## CASE STUDY

Meggitt Avionics, Fareham



### ORGANISATION

Meggitt Avionics is part of Meggitt PLC, specialising in the design and manufacture of aircraft avionics for civil and military customers throughout the world.

### ASSIGNMENT

Business Process Design, Optimisation and Alignment

### SERVICE TYPE

QMAP Business Process Design

### BUSINESS ISSUE

Meggitt Avionics operates in a heavily regulated environment which was controlled by a plethora of written procedures. Finding what you wanted out of this mass of documentation was difficult and at times confusing for users of the system and auditors alike.

With the introduction of ISO 9001:2000 and the requirement to map processes another layer of documentation which did not fit readily into the procedural system, was introduced.

The need arose to create a system that added value to the business and was user friendly.

### SOLUTION

The introduction of process maps created the opportunity to look at how the business operated from end to end, rather than through departmental silos. QMAP provided the means by which we could readily construct maps and change them in a controlled manner during the mapping process.

Using QMAP the linking of processes to objectives allowed visibility and understanding of the aims and objectives and process performance throughout the business. The identification of measurements within the processes gave an indication that business objectives were being achieved. Mapping in that way met the requirements of ISO 9001:2000 para 4 and simplified the vertical auditing function by linking the objective and measurement in the process.

Documents both new and existing were controlled and accessed through activities within the maps. Thus negating the need to completely re-write the quality system by using maps to access existing documentation.

### CLIENT BENEFITS

QMAP was chosen for its clarity and ease of use, both in constructing maps and reading them.

Favourable comments and approval to continue progression with the mapping and documentation process has been gained from Lloyd's Register Quality Assurance and the Civil Aviation Authority.

The maps have been extremely valuable in demonstrating to customers and agencies how requirements are being met and controlled.

### CONTACT

For more information about how QMAP can help you please contact: QMAP Sales on Tel +44 (0) 1427 668999; Fax +44(0) 1427 668886; e-mail: [sales@qmap.co.uk](mailto:sales@qmap.co.uk)

