

CASE STUDY

In 2000 CAA restructured their business moving from functional groups to customer oriented units

Wordsworth worked with CAA to develop an information strategy that broke up functional information silos and distributed the information across the entire organisation

ISO 9001

Civil Aviation Authority

Information Strategy Consulting



Background

In 2000, CAA (Civil Aviation Authority) restructured its business, breaking up its purely functional departments (for example audit) and reassembling them as customer oriented business units (for example airlines).

Problem

At the time of the restructure the business maintained extensive documentation covering official policy and procedure. But this was structured around each of the functional areas. Under the new structure each customer unit needed access to information about multiple functions.

Ensuring compliance with aviation regulations is one of CAA's main focuses. Without a coordinated approach to developing, distributing and maintaining critical information, CAA faced the very real risk that over time practice in each customer unit would vary, compromising CAA's integrity.

Employees were also experiencing a small number of classic documentation woes – not all the information was complete or up to date and it could be hard to find the right policy or procedure.

Solution

Wordsworth helped CAA resolve both these issues simultaneously by developing a comprehensive information strategy and design.

Wordsworth identified information that is common to more than one group, and information that is particular to single groups, and proposed a fundamental structure based on the information's purpose – e.g. management, quality, administration etc. Layered over the top of this centrally controlled repository are multiple views, one for each customer unit, that provide access only to the information relevant to that team.

Wordsworth then assisted CAA in their choice of an intranet management tool and handed the document development over to CAA's Professional Standards Team. Wordsworth continues to provide quality assurance on an ongoing basis.

Benefits

As a result of this coherent information strategy, CAA guarantees that all units will act consistently as well as ensuring that the resource is easy to maintain and develop.

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Wordsworth delivered a multi dimensional information architecture that allowed individual units to view and access only the information they need

This guarantees consistency of policy and process throughout CAA