

Systemam deploys 1000 BEAM-REPORT licenses at AIRBUS Engineering

CONTEXT: internal reporting in a 10,000 persons Division

The Engineering division of Airbus is in charge of designing and developing airplanes. An organization that has designed, in particular, the A380, is unlike any other. Its size, its multinational dimension, the variety of roles, make it an exceptional structure particularly demanding in terms of quality, methods and tools.

In that context, being able to have a clear and homogenous perspective on all activities is an essential challenge for the managers.

While many enterprise tools allow the monitoring of schedules and resources, it is less easy to capture and collect the unstructured data (e.g. highlights, problems, achievements) from the different teams; yet this kind of information is an essential input for agile governance.

Before BEAM-REPORT was introduced, this information was channeled through weekly reports, using traditional text processing tools. Once reviewed and combined at each hierarchical level, those reports made up an internal bulletin reflecting the key information.

This process was missing automation and could contain a few flaws :

- Lack of homogeneity across reports
- No convenient mean to prioritize information
- Handmade consolidation by “Copy & Paste”
- Upwards transmission delays to be optimized

THE CHALLENGE: capture and summarize efficiently information issued by the teams

For managers: to provide them with a clear view of the week’s highlights and of analyses made by the teams.

For writers: to propose a common structure and language to help them write their weekly reports, without training costs.

For the top management: to facilitate the team communication processes, and to minimize the upward transmission delays.

With two major constraints: to require no significant user training, and to minimize the support resources.

THE SOLUTION: a lightweight, collaborative approach

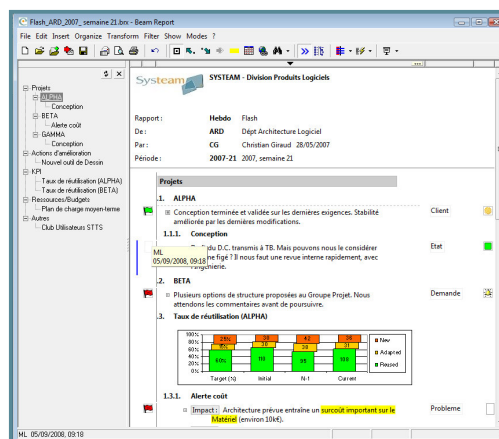
More than 1000 AIRBUS engineers and managers now use BEAM-REPORT to produce and merge weekly reports, and to support their decision making process.

The concept

Fig.1: Using BEAM-REPORT team members create their weekly reports, or simply update previous ones.

A list of predefined titles guides the user to structure the information in a consistent way.

The title consistency allows a smart merging of several documents into a unique one.



¹ This sample Beam-Report screen shot is not representative of Airbus weekly reports.

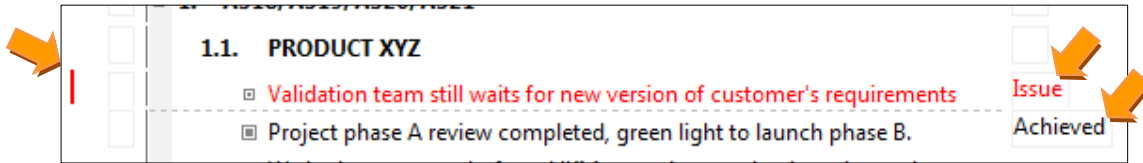


Fig.2: The text elements can be qualified by various attributes, with conventions defined by AIRBUS and common to all weekly reports.

Thanks to those markers, the BEAM-REPORT filtering, sorting, and dashboard tools can be used to immediately identify the key information.

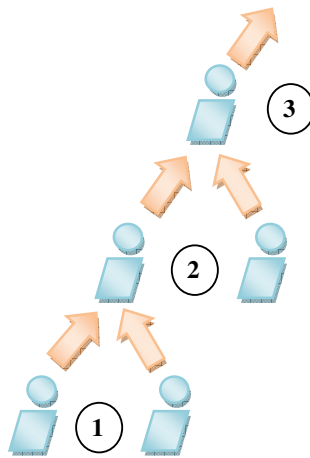


Fig.3: Each level of the decision chain can participate to the consolidation and refining of the information.

1. Team members write their weekly reports with BEAM-REPORT and send it through the integrated e-mail interface;
2. Managers automatically merge the received weekly reports. They obtain an immediate dashboard (synthesis, summary). They easily extract, complete and edit their own weekly report, and send it.
3. The process is repeated at each management level. At any time, PDF, RTF (word) or HTML reports can be exported.

The implementation

This step was limited to a 3-days effort for the customization of BEAM-REPORT, with the help of a few managers of Airbus’s engineering.

One of the objectives was to create a simple solution, ready to be used by managers, and requiring no help from specialized skills.

On the infrastructure side, no implementation task was needed, since BEAM-REPORT requires neither database server nor administrator.

The deployment

The migration to BEAM-REPORT was made by groups of 100 users at a time.

Most of the users could use the tool without any specific training, writing a BEAM-REPORT document being as simple as typing an e-mail.

The need for user support, including during the launch phase, has been very low.

THE OUTCOME: a reporting process made more dynamic

M. Murail, the Project Leader at AIRBUS :

“At the scale of Airbus Engineering, the BEAM-REPORT project was a relatively small one, but it brought a real productivity boost in the internal communication: the outcome is clearly positive.

We have reached the objective of ‘doing simple’ thanks to the flexibility of the tool. Its ease of use allowed a smooth implementation on the various European sites without significant change in local practices”