

SERVICE: IT PROJECT MANAGEMENT

Boeing Commercial Airplane Group

Challenge

Boeing's airline customers, suppliers, internal engineers, and staff wanted the ability to download their custom Boeing manuals, drawings, and software; order parts; manage warranty agreements; and take training from an integrated web portal, twenty four hours a day, seven days a week. The system needed to support single sign-on, a common user interface, high availability, and streamlined business processes across dozens of functional organizations.

Solution

Ventura Project Group assembled a combined airline/supplier/Boeing business team to define the portal's vision and scope. A "sizzle demo" to executive management demonstrated how a portal would make it significantly easier and more secure for airlines, suppliers, FAA, etc. to do business with Boeing. Next, a new e-Business team was chartered to coordinate dozens of content groups as well as Boeing IT, Contracts, Export Control, Finance, Legal, and Licensing to develop or refine business processes and integrate over 51 existing and in-development Boeing Commercial Airplane Group web-based applications.

The team used Program Management, Process Management Improvement Methodology (PMIM), and rapid application/prototyping development methods to refine business processes and develop the MyBoeingFleet.com (MBF) portal. New applications were added to MBF about every six to eight weeks.

Results

Airline customers, suppliers, and government certification agencies were delighted with the ease of use, reliability, performance, and 24/7 self-serve access to their Boeing content. Quarterly Field Service surveys showed a marked improvement in customer satisfaction scores vs. Airbus as a result of introducing MBF, and thousands of internal Boeing engineers and other staff became significantly more productive by working with airlines and suppliers from a single source of airline and supplier data.

With web distribution of content via MBF, the equivalent of 130,000 ft in annual paper, microfiche, and CD ROM (nine times the height of Mt. Rainier) was eliminated. Integration between engineering drawings, maintenance manuals, and parts ordering generated hundreds of thousands of dollars in incremental revenue. The improved business processes increased staff productivity and allowed new MBF users to get access to their new content in 50% less time.



Hundreds of people working in functional areas—such as Contracts, Customer Support, Engineering, Export Control, Finance, IT, Legal, and Licensing who viewed each other with some distrust and trepidation prior to creating the MBF portal—came together to make it easier for their customers and suppliers to do business with Boeing.

"Co-creating MyBoeingFleet.com with David Gallimore and his team is the highlight of my 30 year career. After five years in use, 150 airlines, suppliers, and government agencies, and thousands of Boeing employees are significantly more productive. The site gets over 10 million hits a month. They delivered on our mantra: "make it easier for our customers and suppliers to do business with Boeing." David's program management skills and leadership ability were critical to our success in helping define an e-Business strategy, attract and manage a high performing business/IT team and consistently deliver business results."

Barb Claitman, Director of e-Business, Boeing Commercial Airplane Group,
The Boeing Company

Project Deliverables

- "Sizzle" Demo: A Day in the Life of Airline Customers Working with Boeing through the Web
- New e-Business Organization, Program Plan
- New Security and High Availability Architecture
- Rapid Application Development Methodology
- New and Refined Business Processes
- Contractor Skills Transfer to Boeing IT Team

To evaluate the effectiveness of a current IT and/or business project or plan a new one, contact Ventura Project Group at info@venturaprojectgroup.com.