

Case Study



BAE SYSTEMS

The Client. **BAE SYSTEMS** Large Aircraft in Service Support is a business unit within BAE Systems the leading Defence manufacturer in the UK.

The Project. The provision of Quality Plan to underpin a common framework for Quality Assurance and Continuing Airworthiness at the forward operating base across all Services. These form the Nimrod MRA4 Partnered Support organisation and provide the facility with key processes, policies and other related information management, storage, retrieval.

The Challenge. The structure and requirements of the QMS would have to meet defined contractual, regulatory (including working towards MAOS) corporate and legal obligations defined in the BAE SYSTEMS Operational Framework, to provide a clear:-

- Quality Infrastructure
- Quality Management Organisation
- Quality Policy
- Quality Objectives

The expected outputs from the Quality Plan and QMS shall be assurance that the operation and the supply base are being controlled and are compliant. Key elements of the activities shall be Management Review, the Management System Maturity Measurement (MSMM), results of investigations, audit, corrective action status and associated quality data outputs. Opportunities for continuous improvement through lessons learned and best practice shall be actively promoted.

The Solution. A mutually beneficial approach was adopted within the key areas of the project organization during which their interrelations were identified. From this baseline data a Quality Plan was developed which captured and delivered a customized set of requirements and actions which would be required to meet the Quality Assurance challenge.

An action plan was created with 10 key drivers, supporting actions and a realistic timeline for implementation starting with a gap analysis event and concluding with an functional Quality Management System

Project Outcome. The Quality Plan and supporting processes were present to the Head of Manage Business and accepted as an implementation strategy.

Clients Comments Dave and his team provided an exceptional suite of documentation providing assurance to the management team that the delivered service would be significantly controlled from a quality assurance perspective and adhere to the highest UK standards required within the military aviation business.

John Collins, Large Aircraft Maintenance Manager