

# It's Astronomical! Achieving Improvements in Information Flow



## Client & Opportunity

Northrop Grumman provides innovative solutions for customers in the defense, space, and aviation industries.

Complex processes lead to **bottlenecks** in the flow of information.



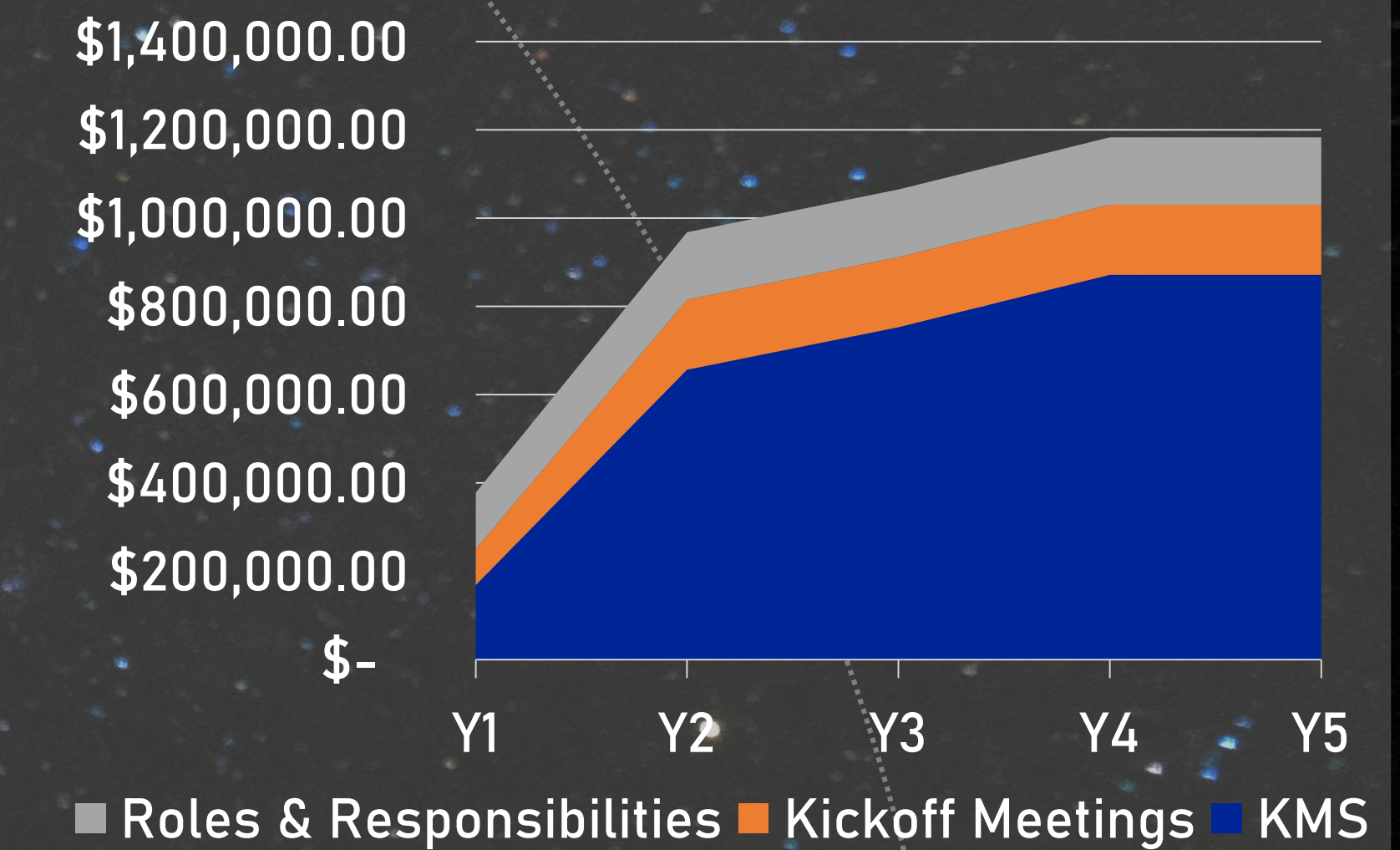
## Recommendations

- |  |  |   |
|--|--|---|
| <h3>Kickoff Meetings</h3> <ol style="list-style-type: none"> <li>Engage <b>all relevant stakeholders</b> at the start of each program.</li> <li>Improve <b>planning</b> and <b>scheduling</b> for downstream tasks.</li> </ol> | <h3>Improved Role Definition</h3> <ol style="list-style-type: none"> <li>Maintain record of <b>dynamic roles</b> and <b>responsibilities</b> through RACI Matrix.</li> <li>Ensure documentation is available for <b>future reference</b>.</li> </ol> | <h3>Knowledge Management</h3> <ol style="list-style-type: none"> <li>Optimize video &amp; text system for ease of <b>upload, modification, and searchability</b>.</li> <li>Capture <b>lessons learned</b> through Knowledge Management System (KMS).</li> </ol> |
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## Impact

**\$615,000** *avg. annual savings*

Improvements in productivity, proactivity, and root cause analysis



■ Roles & Responsibilities ■ Kickoff Meetings ■ KMS

- Kickoff Meetings**
- "I think involving all stakeholders would generate a **great deal** of value."
- Improved Role Definition**
- "It will give downstream stakeholders **early warning** of a need for resources."
- Knowledge Management**
- "This system **would be great!** Current systems make it hard to find what I'm looking for."

## Methodology

### Hypothesis Forming

Conducted **2** site visits to narrow down scope

Formed ideation process from stakeholder **feedback** and **insights**

Completed **23** interviews with **15** stakeholders

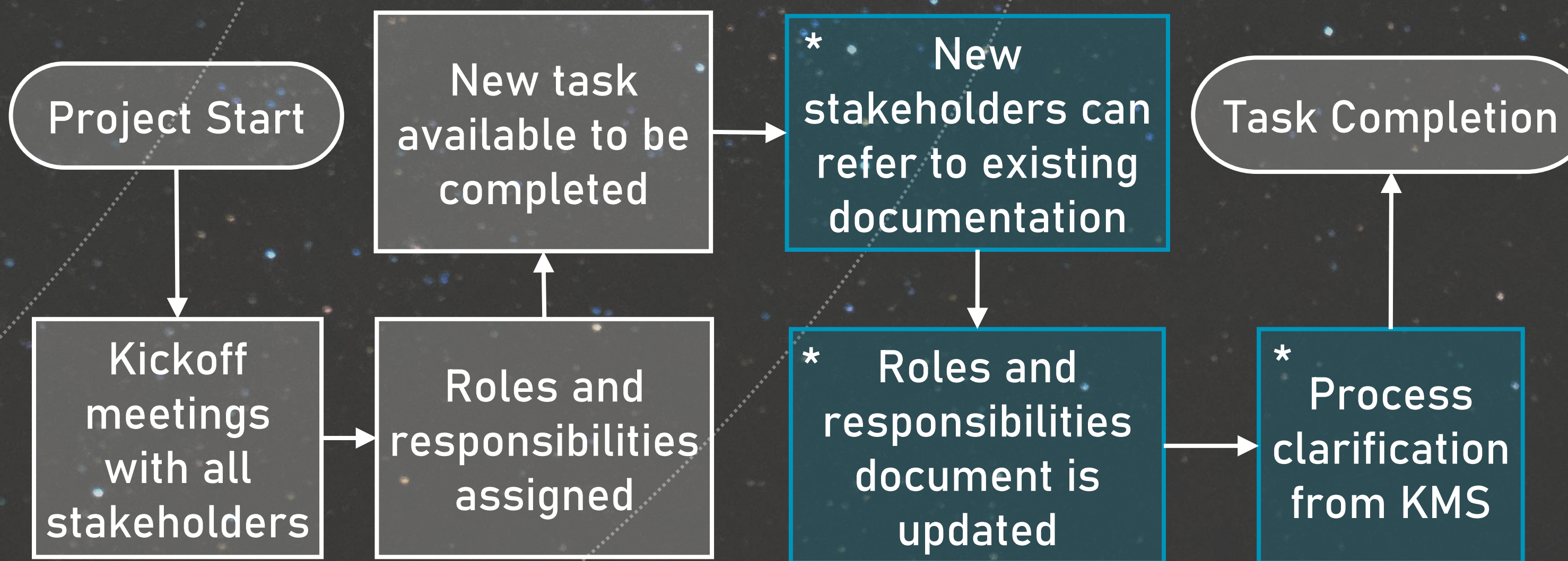
### Hypothesis Testing

**3** surveys to test recommendations

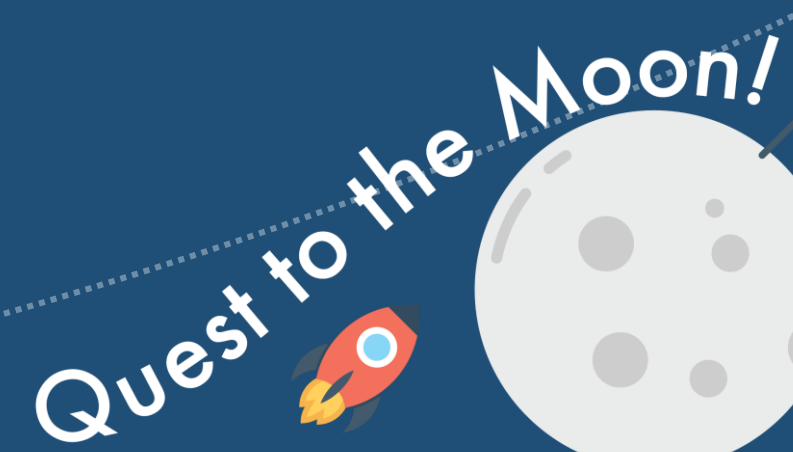
**2** wireframes to ensure a satisfying user experience

**1** pilot to get feedback on recommendations

## Ideal State



*\*Process improvement from recommendations*



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 Project Champion: Dan Nice  
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