

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

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| <h3>Kickoff Meetings</h3> <ol style="list-style-type: none"> 1 Engage all relevant stakeholders at the start of each program. 2 Improve planning and scheduling for downstream tasks. | <h3>Improved Role Definition</h3> <ol style="list-style-type: none"> 1 Maintain record of dynamic roles and responsibilities through RACI Matrix. 2 Ensure documentation is available for future reference. | <h3>Knowledge Management</h3> <ol style="list-style-type: none"> 1 Optimize video & text system for ease of upload, modification, and searchability. 2 Capture lessons learned through Knowledge Management System (KMS). |
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Impact

\$380,000 in annual savings
Improvements in productivity, proactivity, and root cause analysis



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

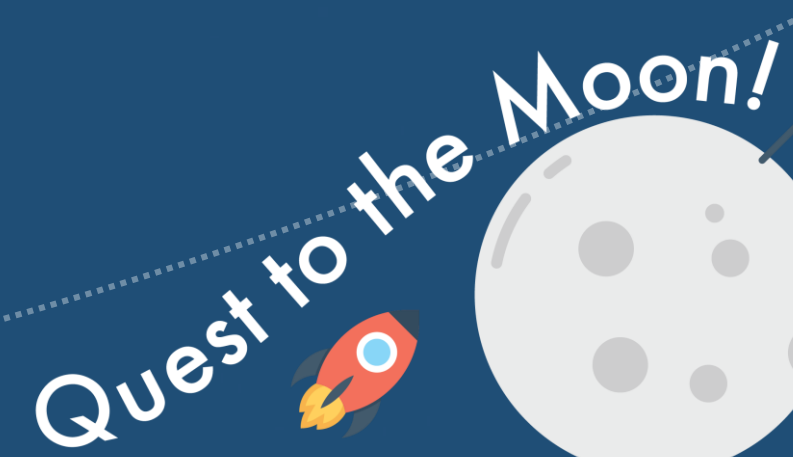
2 wireframes to ensure a satisfying user experience

1 pilot to get feedback on recommendations

Ideal State



**Process improvement from recommendations*



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