

Navigating Complexity: A Strategic Approach to Transformative Information Technology Management and Utilization




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In September 2017, TIME Systems partnered with the Office of Civil Rights (ACR) to improve organizational efficiency. This case study details the challenges faced by ACR, the solutions implemented by TIME Systems, and the subsequent success achieved through enhanced information technology.

CUSTOMER CHALLENGE

In response to departmental changes, ACR sought to refine its focus and address increased demands. To enhance efficiency, ACR engaged TIME Systems for project support, business strategy development, and executive program oversight. As operational challenges arose, ACR was prompted to seek TIME's expert solutions. Specific needs identified included project and task management, technical research, writing and editing, and document coordination. TIME Systems provided crucial support in these areas, ensuring ACR's ability to navigate complexities and maintain optimal efficiency.

CUSTOMER SOLUTION

TIME Systems executed a technology-focused project for the FAA's Office of Civil Rights (ACR) to enhance business processes. Collaborating with program managers, we identified key factors and operational definitions related to information and technology impacting ACR. This resulted in the development of Standard Operating Procedures and strategic measurement tools, culminating in a dashboard for executives and managers to monitor organizational health through key performance indicators.

We offered technology implementation coaching to facilitate the integration of technology into new work practices. TIME Systems crafted a technology performance roadmap and implemented SharePoint best practices in reengineered business processes.

Building on this success, we expanded our services to support ACR in obtaining ISO 9001 certification. This involved developing ACR's Quality Manual, defining training requirements, providing Quality Management Services Auditor Training, and assisting in managing Quality Processes. The team successfully passed the Stage 2 Audit, receiving a recommendation for Certification by the Auditor to the Certifying Body with no non-conformances.





CUSTOMER PROFILE

The Office of Civil Rights advises the FAA Administrator on civil rights activities, aiming to eliminate unlawful discrimination within the FAA. As the FAA's civil rights needs became more complex, ACR sought organizational improvement to uphold quality control. The expectation was efficient service delivery amid reduced resources, leveraging best practices and methodologies to support decision-making and quantify success.

Working with the client, TIME Systems identified the following business needs:

- Efficient and accurate project management.
- Documentation of multiple projects and tasks, considering dependencies.
- Monitoring progress and facilitating continuous improvements and upgrades.

CUSTOMER RESULTS/BENEFITS

- Assisted in obtaining 2008 ISO 9001 Certification
- Developed and implemented Quality Management System with associated Metrics and Analysis Tool
- Redesigned knowledge management portal site
- Successfully migrated knowledge management sites

"[The QMS Support Team's] support to me and the project has been invaluable. We certainly would not be at this point without [their] help on so many levels."

— FAA Program Manager



About TIME Systems, LLC

TIME Systems specializes in deploying highly qualified professionals for complex projects. Our workforce planning-based recruiting system ensures swift deployment of experts with specific subject matter expertise. ACR sought our assistance to enhance project management, documentation, and progress monitoring, and TIME Systems provided tailored solutions with efficiency and expertise.

