

CLIENT CASE STUDY >>>



Creating Meaningful and Well-documented Desktop Procedures for Critical Business Processes

CHALLENGE



Our aviation client was challenged with **standardizing policies & procedures** to ensure compliance with management's expectations and regulatory standards.

Zeevo professionals documented the requisite procedures for critical business processes, **strengthening efficiencies, delivering leading practices, and providing cross-training to support** backfilling across the organization.

>>> APPROACH

- ▶ Provided professionals to work on cross-departmental documentation efforts
- ▶ Conducted interviews to understand key controls and processes as part of detailed walk-throughs
- ▶ Developed company-wide desktop procedure documents for critical business processes
- ▶ Evaluated procedure effectiveness through testing with various business process owners

ZEEVO'S VALUE ADD

- ▶ Leveraged Zeevo's methodologies and web-based collaboration tools to facilitate cross-departmental documentation efforts and assist with project management
- ▶ Delivered efficiencies through the deployment of leading practices and state-of-the-art tools and templates for standardized business processes
- ▶ Revised job and role descriptions for essential positions along with the delegation/grant of authority, and provided cross-training

>>> OUTCOME

- ▶ The client benefited from well-documented desktop procedures covering their leasing platform's key processes such as:
 - New Aircraft Speculative Orders
 - Aircraft Dispositions
 - Use Aircraft Acquisitions
 - Aircraft Marketing
 - New Leases/Lease Extensions
 - Utilization Data Management
 - Lease Restructuring
 - Sale Leaseback
 - Insurance/Claims Management
 - Deliveries
 - Configuration Management
- ▶ Delivered cross-training to increase the capabilities of cross-functional teams for added support
- ▶ Identified and recommended automaton for manual processes

WHY ZEEVO?

Our experience and expertise <

Our style and passion <

Our team of professionals <

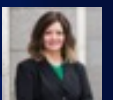
Our commitment to a strategic relationship <

LET'S TALK

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