

CLIENT CASE STUDY >>>



Standardizing Policies and Procedures to Ensure Compliance with Management's Expectations and Regulatory Standards

CHALLENGE



Our **aviation-focused client** was challenged with **standardizing policies and 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

- ▶ Mobilized the project and engaged client stakeholders and oriented them to the project
- ▶ Established the project schedule, created weekly status reports, and conducted detailed walk-throughs of in-scope processes
- ▶ Started a policy tracker by department and provided support for cross-departmental documentation efforts
- ▶ Developed company-wide policy and standard operating procedure (SOP) documents

>>> OUTCOME

- ▶ The client benefited from well-documented policies and SOPs covering key processes, incl. asset acquisition, leasing, project management, receiving, repair order management
- ▶ Suggested enhancements to the policy management process and structure and automated manual processes
- ▶ Drafted and refined a policy hierarchy document and memorialized policy categories
- ▶ Refined policy roles and responsibilities and provided relevant employee training

ZEEVO'S VALUE ADD

- ▶ Leveraged Zeevo's knowledge of ASA-100, AS9100, and ISO9001 requirements, 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, tools, and templates for standardized business processes

WHY ZEEVO?

Our experience and expertise <

Our style and passion <

Our team of professionals <

Our commitment to a strategic relationship <

LET'S TALK

