

## Austro Control: Successful Process and Quality Management with ADONIS

### Company Profile Austro Control, Vienna

Austro Control GmbH (ACG) is responsible for the flight control as well as the aviation security since 1.1.1994.

Every day up to 3,000 aircrafts controlled by ACG transit Austria's airspace. A lot of them are flying ten thousand meter or more and hardly anybody would suspect how much conscientious and nerve-racking work is needed from the flight control on the ground to route this traffic stream.

Approximately 350 fully trained air traffic controller supported by the newest technology, lead the aircrafts on their right 'airstreet' and pay attention that no other aircraft crosses their way. Consequently it supervises the security of aircrafts and the training companies for pilots.

It is responsible for a punctual and economical air traffic which runs smoothly. In addition it offers all needed aviation information as well as weather information to ensure a secure flight 365 days a year and 24 hours a day. 2006 it had to deal with more than 1 Million aircraft movements in Austria's airspace.



#### Facts and figures:

##### Company name

Austro Control GmbH (ACG)

##### Headquarters

Vienna, Austria

##### Employees

980

##### Industry

Aviation Control-Management

##### Website

[www.austrocontrol.at](http://www.austrocontrol.at)

**« Process Management means to work, structured and yet flexible. Exactly that is supported by ADONIS and the cooperation with BOC is based upon the same values. »**

(Roland Schmidt - Process Manager (CPO), Austro Control)

### The Challenge

Austro Control is heading for a place in Europe among the best in their field. This means ACG itself and its customers are dealing with a sustainable, calculable and reliable company.

Hence it is a company aim to excel their field and to stay there in the long run.

That means a continuous and sustainable increase in productivity as well as quality.

The derived strategic aims are:

- Transparent and controllable effectiveness: «To do the right things» meaning the things which are really needed and wanted.
- Transparent and controllable efficiency: «To do the things right», that means to proceed and end it economical once and if possible not making any improvements afterwards.
- Transparent and controllable quality: «Do the things in a way that they meet the requirement» appropriate to the quality standard of Austro Control.

### Process Management as the Key to Success

Increasing the customer and service orientation, process management came more and more into focus of the top and medium management to be a management and performance tool. Since 2000 it became more and more obvious that hierarchical commanding ways and the control of technical departments are not enough to meet the customers expectations in an effective and efficient way. Parallel to that the new international and improved series of ISO 9001:2000ff quality norm along with the rapidly increasing processing of the IT Infrastructure Library (ITIL) lead to a general raise of process attitude and awareness.

## Process Management at ACG ensures

- Fact based optimisation (processes, costs, results) under strict orientation towards the customer needs.
- Factual knowledge: What is the price for something? Who does what and when? Why?
- Delegation of responsibility through establishment of responsibility at the 'right' spots.
- Better and objective planning of resources.

## Efficient and effective Process Management with ADONIS at Austro Control

- Rapid and structured ability to react to short term requirements
- Bridging the gap between the understanding of the operating and supporting department, mainly between the 'operating specification' and the 'technical specification'



## Continuous roll-out of the Process Management in the whole Company

Starting 2003 the flight control core area began to implement processes and to live them actively. In 2004 the board of directors decided to implement the process management in the entire Austro Control with exception of the 'aviation agency'. The definite implementation began in spring 2005. The 'aviation agency' was involved in spring 2006, this involving the entire company.

In order to record, analyse and document the processes efficiently as well as structured (including the organisation and resources along with the point of view of the compliance, of the company) they chose the business process management tool ADONIS.

Austro Control and BOC developed the basis and framework for a continuous process management life cycle in ACG, supported by a role concept and procedures to establish process management permanently in the company. The roles were gradually occupied by trained employees who were also coached to fulfill their new roles. Especially the managerial staffs were intensively coached to create a common understanding according to the objectives and foundation of the process management.

The organisational implementation of the process management takes place in a 'Matrix'-organisation where 'line' and 'process' exist together and complement each other.

In this manner they accomplish the understanding for the procedures in the current departments along with the common understanding of the total procedures. The significance of the plan and its entire support through management is highlighted with the establishment of the staff position 'ACG process manager' on the 1<sup>st</sup> January 2006.

## Certified Processes as a Milestone

The achieved results of the process management and the continuous coordination with the quality management supported and made the efficient and effective processing of ISO 9001 certification possible (with a first positive ISO9001 certification in the fourth quarter 2007).

Merited by its experience and already achieved success, Austro Control is going to stay on the chosen path and to live and develop process management as a part of the overall strategy.

Web: [www.boc-group.com](http://www.boc-group.com)

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