A Process Framework for Enterprise-Wide Integration

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Purpose

- Provide an overview of the GDAIS enterprise-wide process framework
- Provide insight into the effort required to create and maintain it
- Provide examples of the operational savings and lessons learned

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Topics

- Background Information -- Why change?
- GDAIS Enterprise Process Framework
- Enterprise Process Asset Library (PAL)
  - ↗ Web-Based PAL Implementation
  - ↗ Features
- Summary & Conclusions
  - ↗ Benefits & Lessons Learned
  - ↗ Questions

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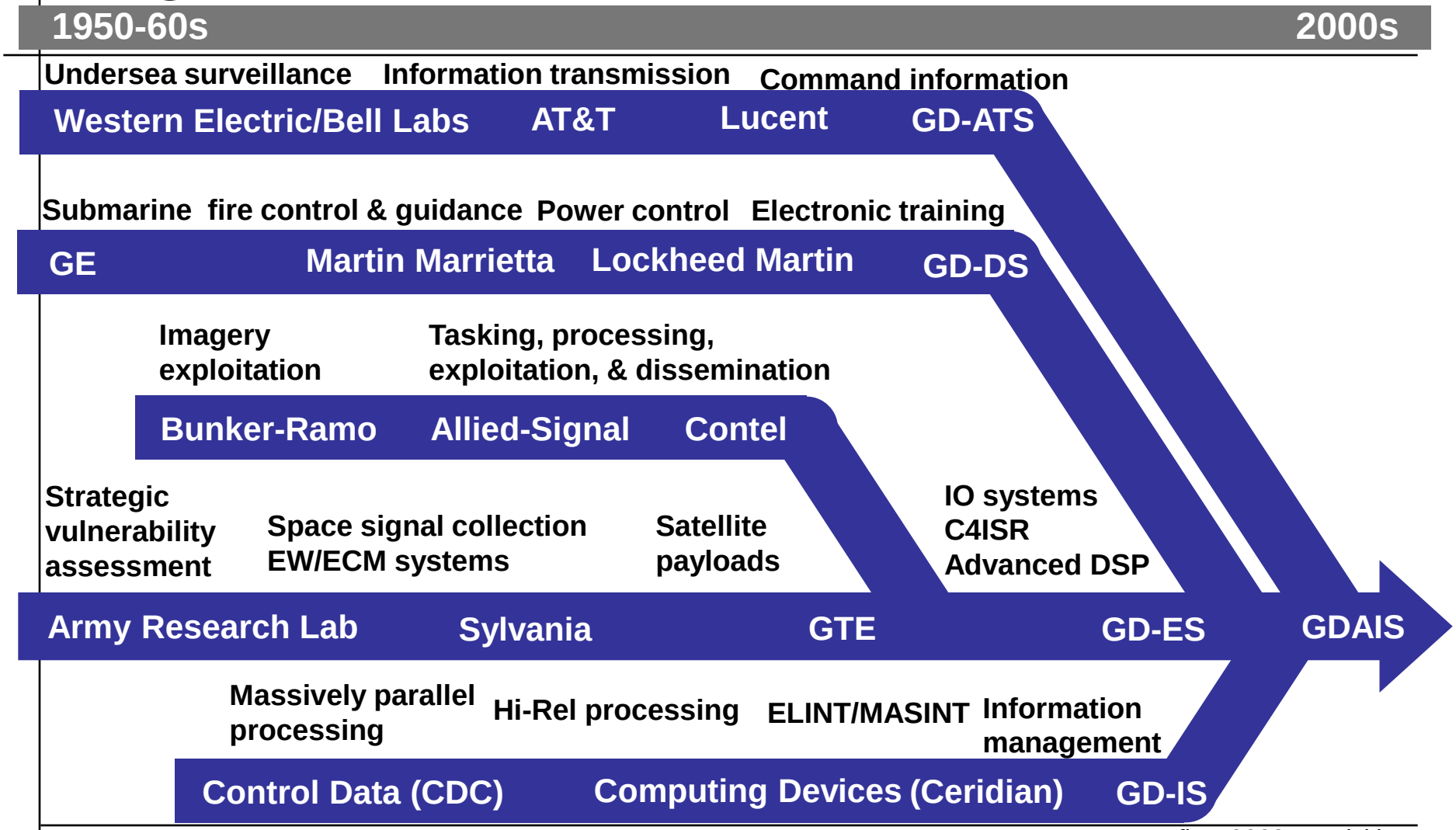
Organizational Context



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What We Have Learned…

- It's not just a software issue …
  - It's not just a systems issue …
    - It's not just an engineering issue
      - It's also an enterprise issue

- It's not just a value chain issue …
  - It's not just an organizational issue …
    - It's also a customer issue
    - It's also a teammate issue
    - It's also a supplier issue

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The Problem with Standards

- There are too many of them
- They are inconsistent
  - Overlap
  - Holes
- Customer mandate (or whim)
- They evolve (just like COTS)
- Future needs introduce a whole new set of challenges
  - Span of systems
  - Domain applicability
  - etc.

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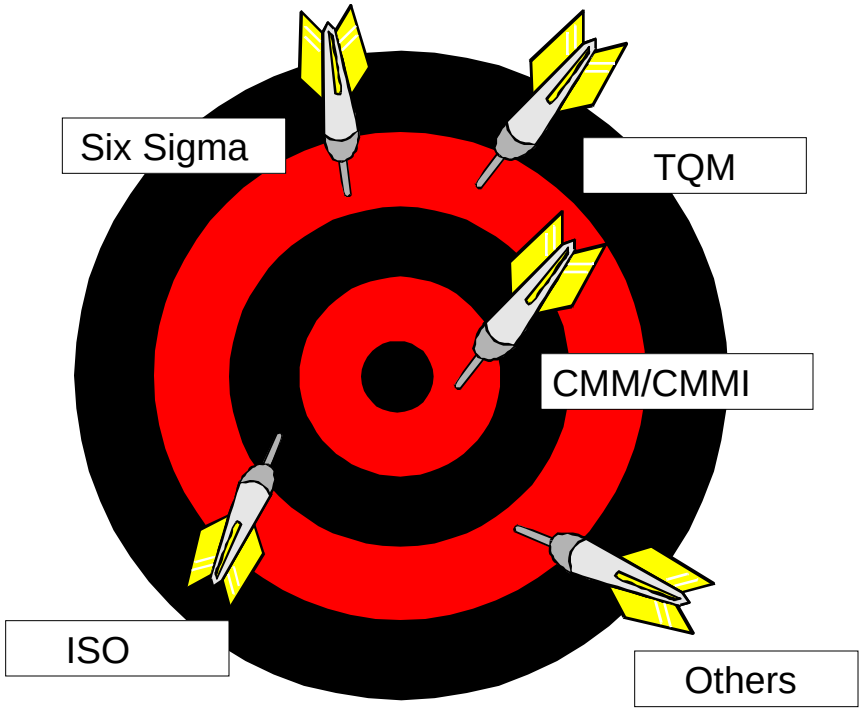
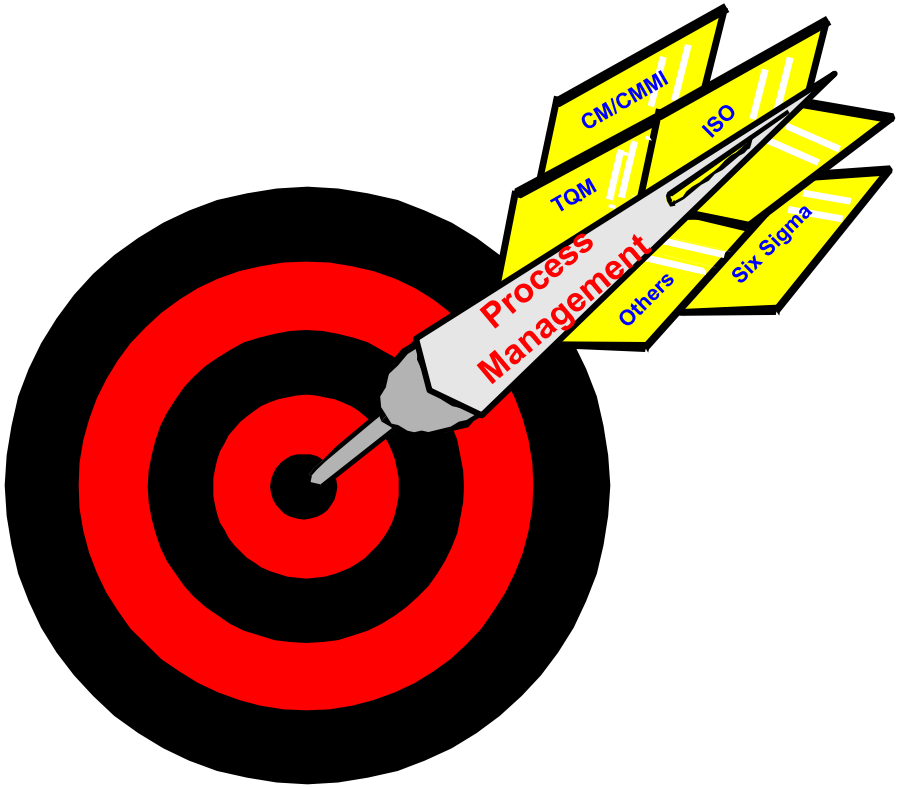
Approach 1 – Integrate Our Process Improvement Efforts



Disparate improvement efforts



Integrated improvement efforts

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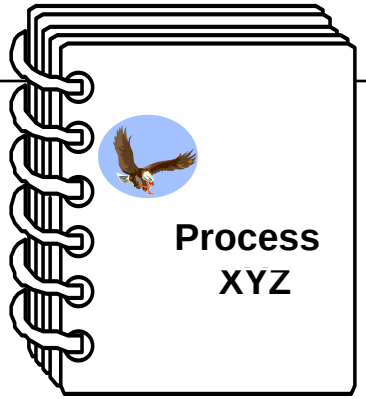
Approach 2 – Adopt a Changing Maxim for Our Processes

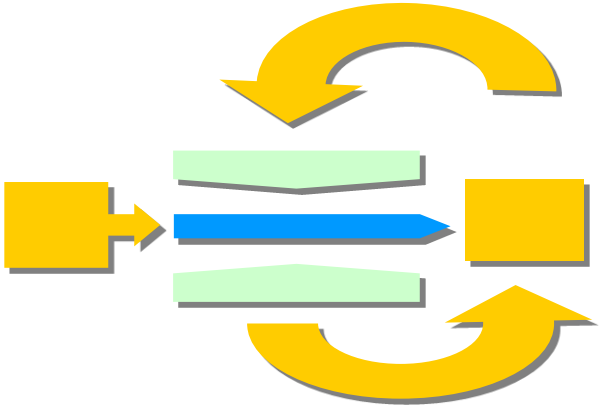
OLD: External compliance frameworks & standards drove the development of stove-piped documentation infrastructures; as a result, internal business needs & req'ts have been adversely impacted.



Document-based

Performance-based

NEW: Internal & external business needs drive development of a set of enterprise processes; in turn, through design, the enterprise processes will meet all external frameworks & standards.



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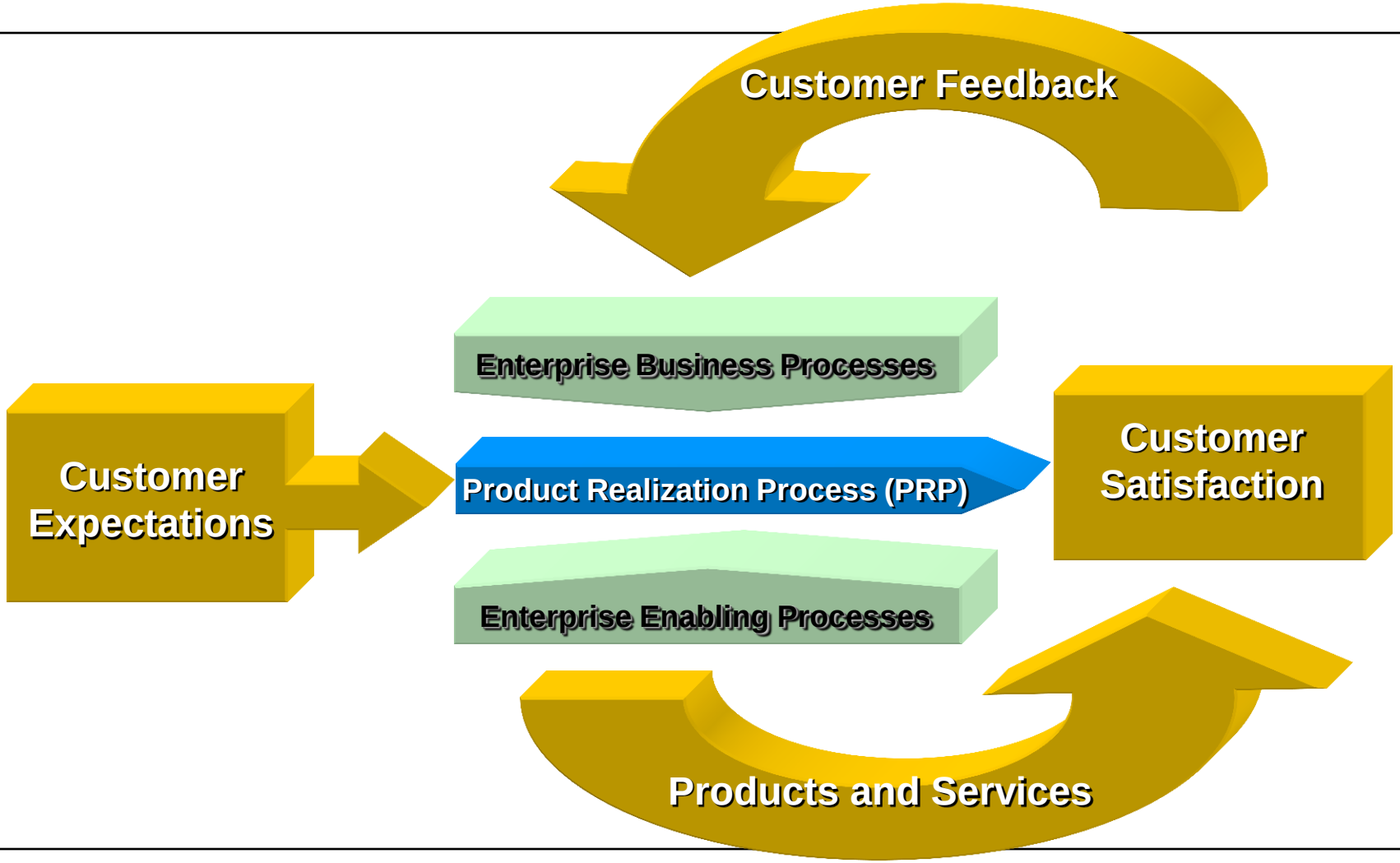
Process Framework Context



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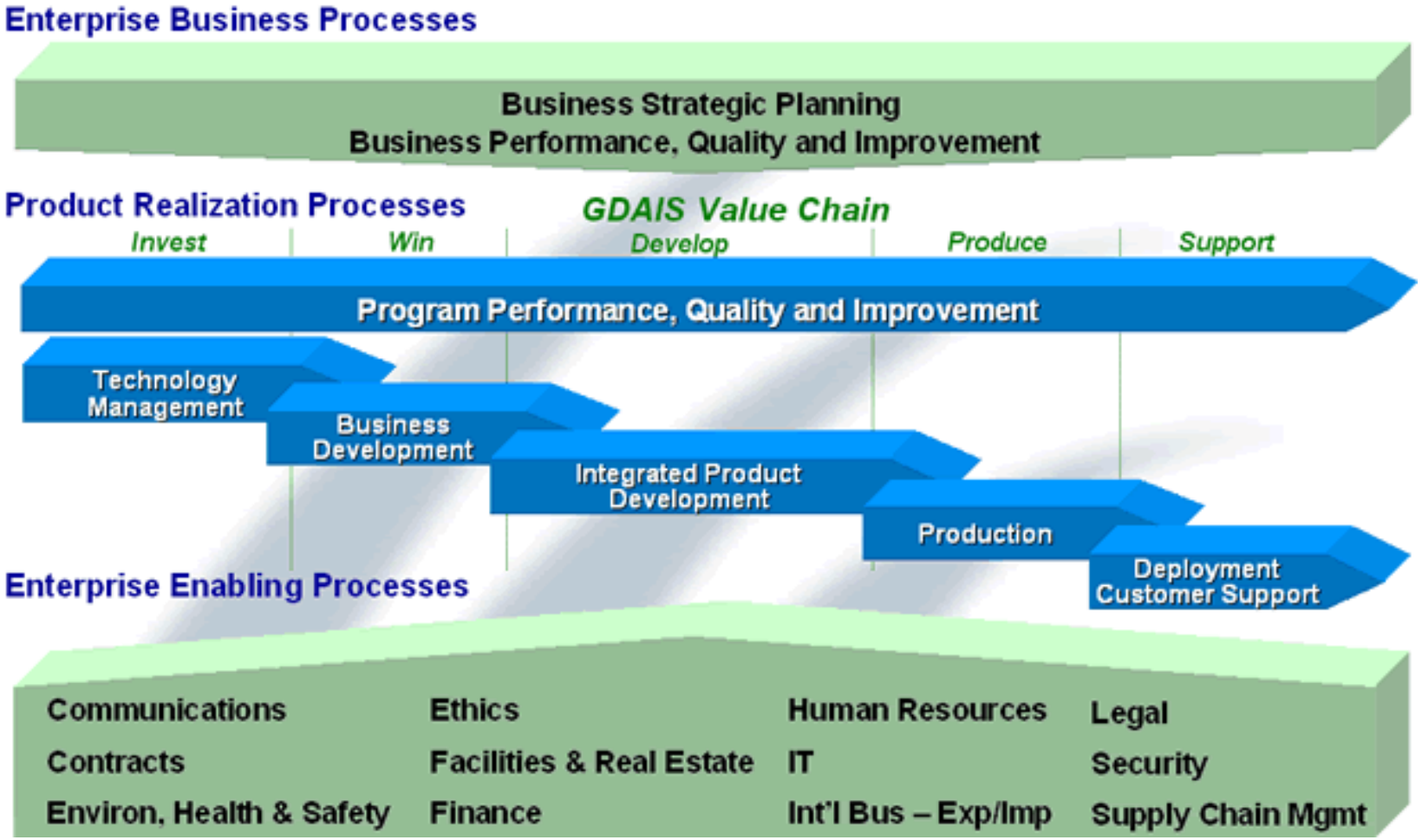
GDAIS Process Framework Provides Common Ways to Work at GDAIS



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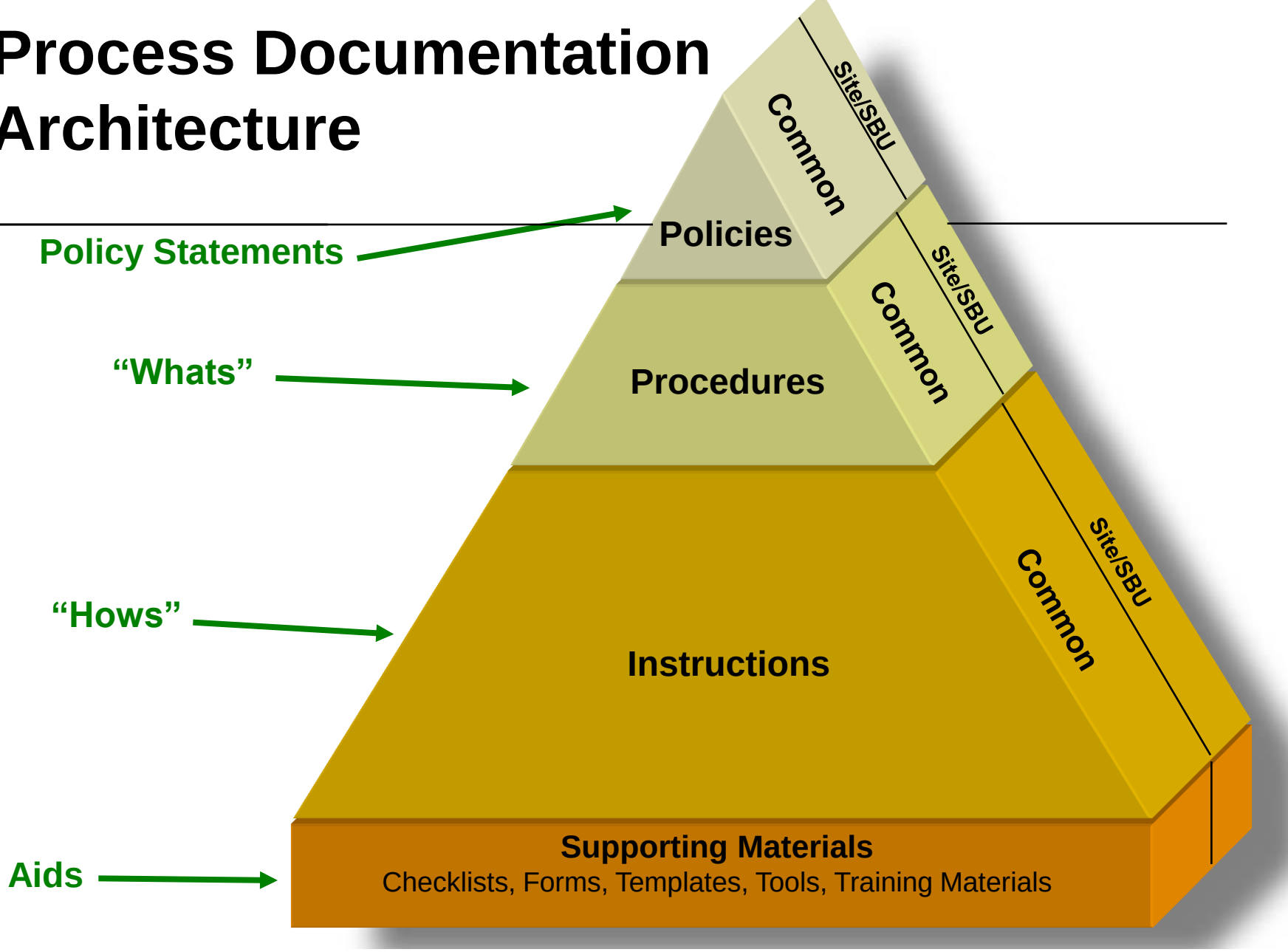
Process Documentation Architecture



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Web-Based PAL

Address http://home.gd-ais.com/AIS_Process/ Go

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GENERAL DYNAMICS
Advanced Information Systems

- Corporate P&Ps
- ISO 9001
- CMMI®
- Process Information
- Process Framework
  - Bus Strategic Planning
  - Business PQ&I
  - Program PQ&I
  - Technology Mgmt
  - Business Development
  - Integrated Product Dev
  - Production
  - Deployment/Cust Suppt
  - Communications
  - Contracts
  - Env, Health & Safety
  - Ethics
  - Facilities & Real Estate
  - Finance
  - Human Resources
  - Information Technology
  - Int'l Bus - Export/Import
  - Legal
  - Security
  - Supply Chain Mgmt
- Derived Process Asset Repository
- PIR System
- Customer Satisfaction

SUBMIT PIR

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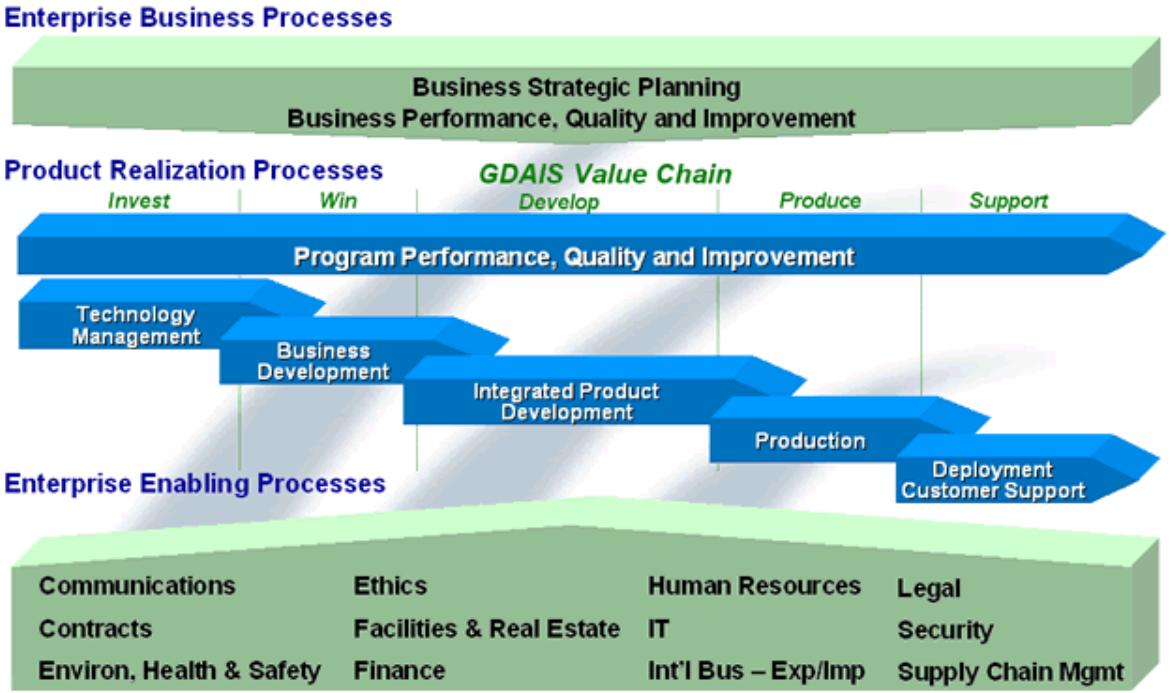
Process Framework



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Finding Information

Click here to link to the GD Corporate P&Ps

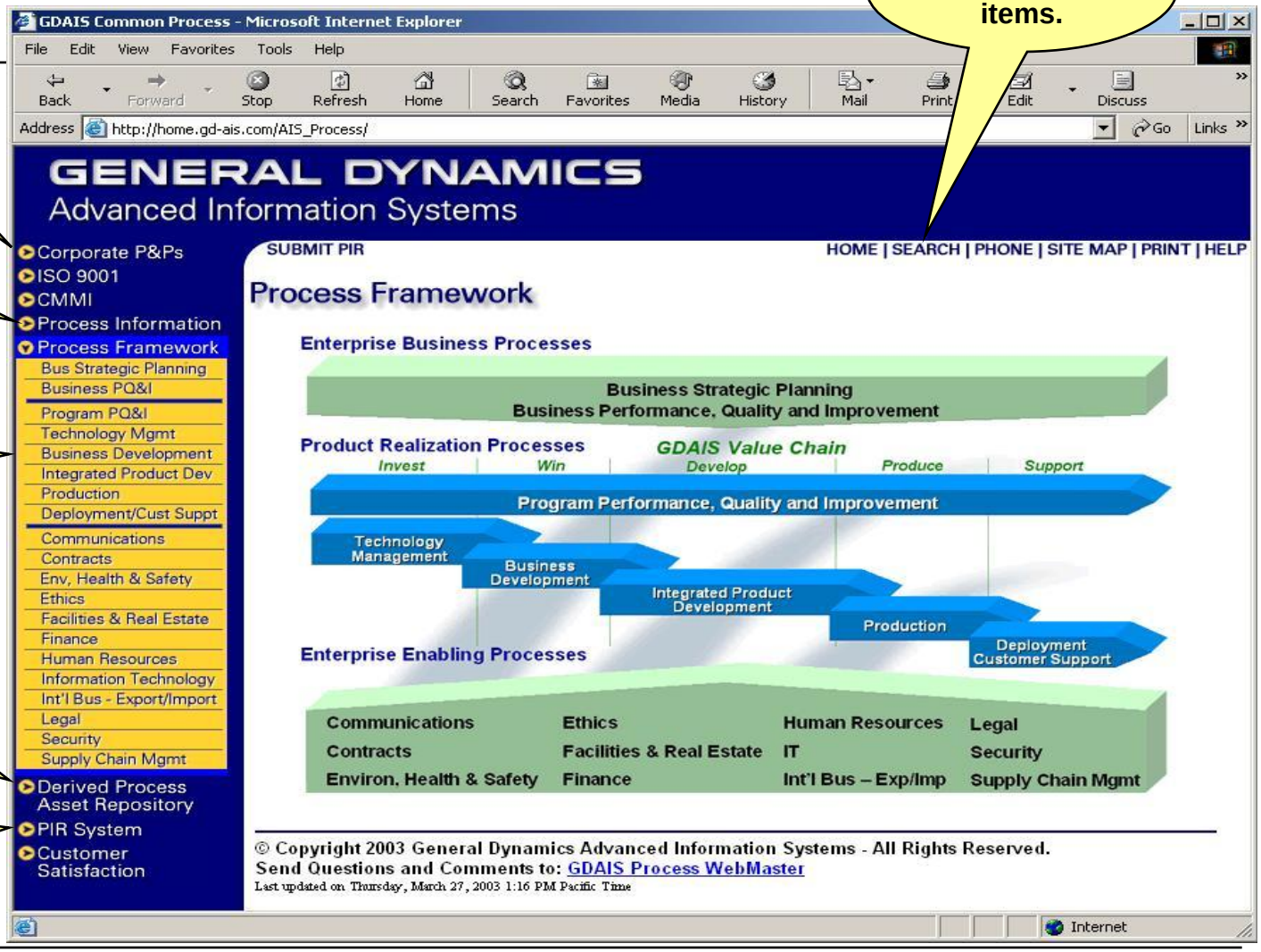
Click here for general process-related information

Click on this area of interest in the left frame or on the Framework diagram to get to process assets

Click here to access exemplary assets from previous programs.

Click here to submit performance improvement requests

You can also search for items.



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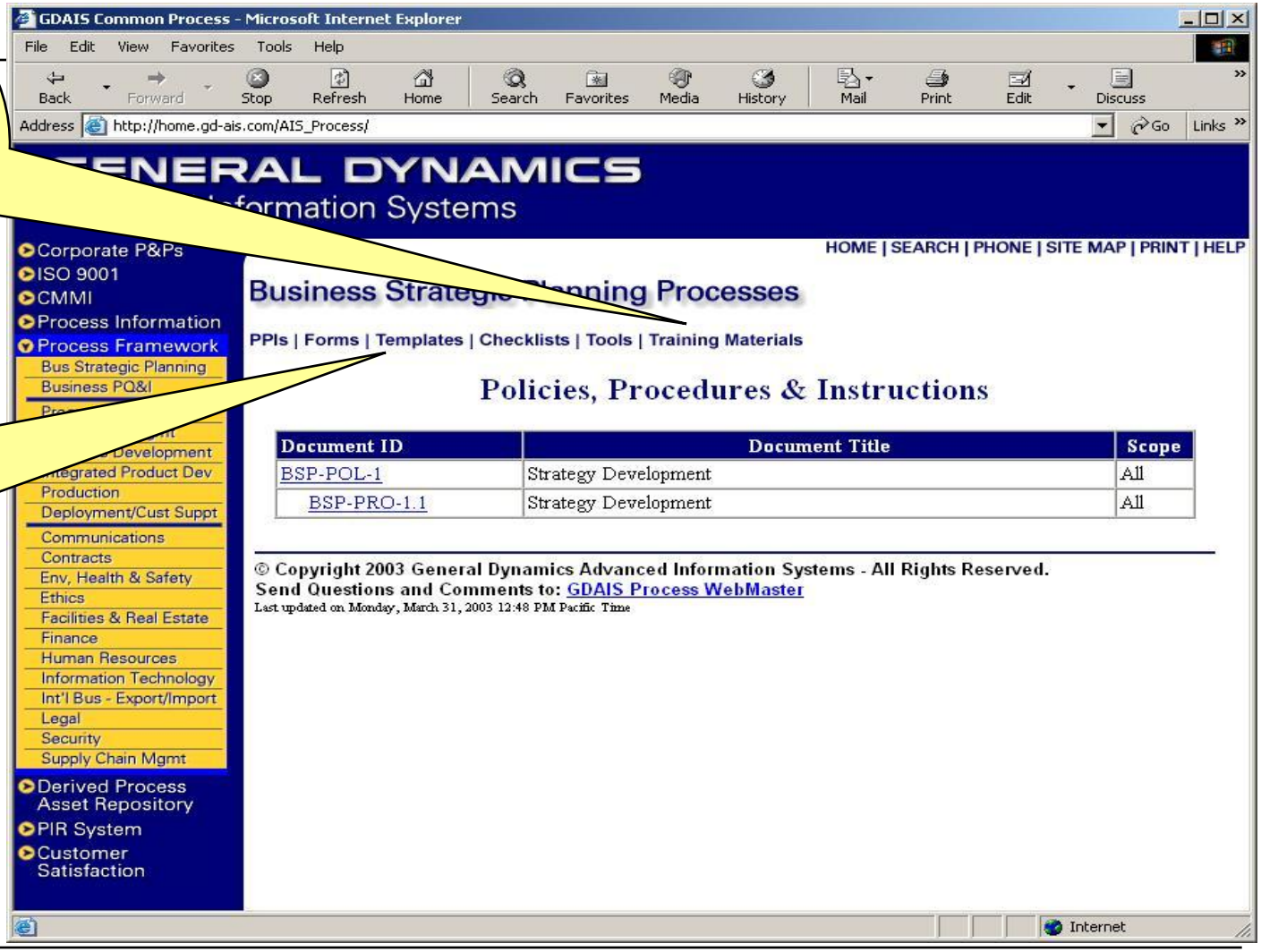
Finding Information

Training Materials can be accessed directly on GDAISU or by linking to GDAISU through the Training Materials link in the process area

Use these links to get to the list of process assets -- Policies, Procedures, and Supporting Material



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Benefits & Lessons Learned

- Benefits
  - Common language
  - Enterprise focus
  - Reduced maintenance costs

- Lessons Learned
  - Need top-level support
  - Keep ownership with the functional organizations
  - Web-based system increases accessibility

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