

Case Study

Flight Training

Continuous Improvement



Working with Ascent Flight Training
a key supplier to the MOD who provide Pilot training

Data Visualisation and
Problem Solving
rolling out across
all four sites

The Client

Ascent Flight Training is a supplier into the Ministry of Defence providing UK Military Flying School training for Pilots in the Army, Navy and RAF.

They have four sites in the UK providing Helicopter, Fixed Wing and Multi-engine training.

The Context

Ascent Flight Training provides world class flying training to the UK Armed Forces.

Ascent saw the opportunity to increase the visibility of its measures.

Action Dashboards worked with the Operations Director to identify key measures and design both new methods of data capture as well as new Dashboards to make these visible to the organisation.

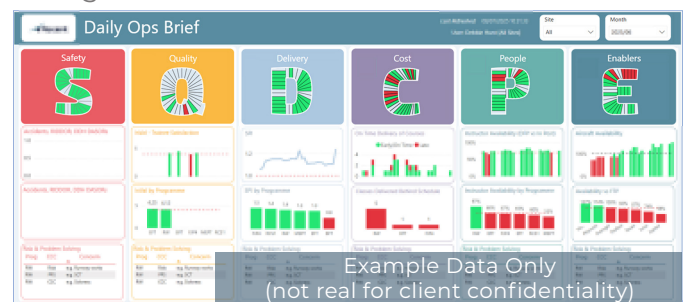
The Model Area

Ascent's operations at RAF Shawbury (helicopter training school) was chosen to be the model site for the Continuous Improvement implementation.

The Scheduling teams who plan each lesson are the key teams being worked with.

Data Visualisation

A Balanced Scorecard of key Data is now being rolled out across all sites:



Continuous Improvement

1

Digital & Stand Up Meetings

Information Centre Meetings are introduced to make visible key measures for the teams.

Digital Dashboards are now being rolled out and the physical boards aligned to measures that mean the most to the organisation

Digital and Stand Up Synchronised

Team 1 Daily

Team 2 Daily

Team 3 Daily

Continuous Improvement

2

Practical Problem Solving

A3 Practical Problem Solving is a standard but extremely effective method of problem solving. Accessible to all, it is now being rolled out across sites, targeting bite sized chunks of improvement but many of these with leadership focus.

Practical Problem Solving Board

Problem Solving Board

Continuous Improvement

3

Process Mapping

Process Mapping has been used to visualise each step of a process - yellow post its for the steps, red for concerns and green for improvement items. The process was then re-designed by the team to eliminate concerns and capture improvements.

Process Map

Continuous Improvement

4

(Leaders) Standard Work

Standard Work follows the re-design of the process where the team captures the new detail for themselves.

Standard Work for Leaders is a separate workshop we ran to capture a minimum task list for the role of the Team Leader and Manager

Standard Work for Leaders