Holograph X FLIGHT SAFETY FOUNDATION

Transforming Flight Safety Management: A Unified Approach for Global Operations

Client Overview

Since its inception in 1945, the Flight Safety Foundation (FSF) has been a leading force in enhancing air travel safety worldwide. As an independent, non-profit organization, FSF is committed to providing expert, unbiased safety guidance and resources for the aviation and aerospace sectors.

FSF plays a critical role in identifying key safety challenges on a global scale, setting priorities, and driving action through data sharing, education, advocacy, and communication. Its ability to navigate and unite diverse stakeholders—across industries, cultures, and political landscapes—has earned it international recognition and respect. By focusing on the collective goal of safer air travel, FSF inspires collaboration among individuals and organizations, transcending competitive interests for the greater good.

With more than 1,000 members in 150 countries, FSF is headquartered in Alexandria, Virginia, and also maintains a regional office in Melbourne, Australia.

Challenges

The Flight Safety Foundation faced several challenges in managing flight safety-related issues for airlines operating across the United States.

Need for a Unified Platform:

With numerous airlines and teams involved, FSF required a single, consolidated platform to track and manage flight safety issues efficiently across all entities.

Ease of Use for Both Tech and Non-Tech Users:

The platform needed to be user-friendly to accommodate both technical and non-technical users, ensuring all stakeholders could engage with the system effortlessly.

Feedback Collection Across Multiple Teams:

Gathering insights and feedback from cross-functional teams, including different airlines and departments, was complex. FSF needed a platform that could streamline feedback collection, making the process more efficient.

Enhanced Collaboration Across Disparate Teams:

FSF's operations spanned multiple organizations, teams, and airlines. A key challenge was facilitating better collaboration between these diverse groups to ensure a smooth exchange of information and quicker resolution of safety-related issues.

Scalability for Future Growth:

As FSF's operations and team sizes were expected to expand, they needed a cost-effective solution that could scale seamlessly with their growth while accommodating new teams and increased data volume.

Security and Access Control:

Ensuring that sensitive safety information was protected and accessible only to authorized personnel was a priority. FSF required a robust access and identity control system to safeguard the platform's security and confidentiality.

Protecting Sensitive Information:

Given the nature of the data involved, FSF needed a solution that would ensure the highest levels of security for sensitive safety information, preventing unauthorized access and potential breaches.

→ Solution Provided by Holograph

To address the challenges faced by the Flight Safety Foundation, we implemented a comprehensive solution using Jira Service Management, Jira Software, and Confluence. These tools provided a robust foundation for managing flight safety-related issues, while offering flexibility and scalability for future growth.

To further enhance the functionality, we integrated a variety of plug-ins:

1. Adaptavist ScriptRunner for Jira Cloud and Behaviours - ScriptRunner for Jira Cloud:
These allowed us to automate and customize processes, enhancing the overall efficiency and user experience.

2. Refined Sites for JSM:
This plug-in helped us improve the user interface, ensuring the platform was intuitive and easy to use for both technical and non-technical users.

3. Rich Filters for Jira Dashboards:
Enabled dynamic and customizable dashboards that provided real-time insights and helped the team track safety issues more effectively.

4. Table Grid Next Generation:
Allowed for advanced data handling and improved the organization of safety-related information across various teams.

5. Kepler - Attachment Fields Cloud:
Redesigned the service catalog to feature a rich, modern look and feel, aligning it with user experience best practices and improving overall usability.

We tailored the solution by building specific **processes, practices, forms, dashboards, teams, roles, and permissions** according to the needs of different teams. The platform was configured to handle notifications and approval workflows efficiently, ensuring smooth operations.

By using the right flavor of **Jira** for each team, we ensured that data, processes, and action items were represented in the most appropriate and user-friendly way, enhancing both team collaboration and information flow. This provided FSF with a seamless, secure, and scalable solution for managing flight safety data across multiple teams and airlines.

Implementation Process
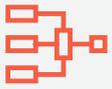
Timeline:
Approximately 6 months for implementation, followed by 1 year of support services.

Resources:
Senior Atlassian Architect, Atlassian Cloud Expert, Project Manager, and Business Analyst.

Approach:
Adopted the Agile Kanban methodology, where customers added backlogs, and tasks were prioritized and implemented in Jira.

Meetings:
Held weekly meetings with stakeholders and end-users, increasing to twice-weekly during critical stages.

Outcome:
Ensured timely delivery, customization of the platform, and laid the groundwork for future scalability.

Results Powered by Holograph

- **User-Friendly System:**
  A highly intuitive and easy-to-maintain platform tailored for both tech-savvy and non-tech users, ensuring seamless adoption across the organization.

- **Efficient Dashboards:**
  Interactive and user-friendly dashboards that display team roles and responsibilities, while ensuring the confidentiality of sensitive information is maintained.

- **Management Insights:**
  Customizable reports and dashboards that empower management with the information needed to effectively track and monitor flight safety issues.

- **Comprehensive Documentation:**
  Detailed user guides and process documentation created for both new and existing users, ensuring smooth onboarding and ease of use.

- **Training & Onboarding:**
  Training sessions and user-onboarding programs were implemented to ensure all stakeholders were proficient with the system.

- **Long-Term Scalability:**
  The system is designed for easy scalability, enabling effortless onboarding of future teams, while offering flexibility for ongoing customizations and enhancements to meet evolving needs.

These results not only optimized Hyundai Mobis' current operations but also positioned them for sustainable growth and efficiency in the future.

Holograph's tailored solutions have driven measurable results- let us help your business achieve the same success. Contact our sales team to get started.

Get in Touch: sales@holographtechnologies.com