



Committed to Our Customers

Ultimus Case Study

- **Continuous** systematic process improvement
- **Improved** customer satisfaction
- **Strengthening** of competitive advantage
- **Significant** reduction of process cycle times
- **Improved** security and quality of process
- **Increased** profitability and budget control

Lockheed Martin UK



Process Description & Background/Need

Lockheed Martin UK is a fast-growing, UK-based company specializing in independent, high quality consultancy in command and control, communications, information security and aeronautical navigation applications. With the introduction of ISO 9001:200, Lockheed Martin saw an opportunity to review its entire operation within a well defined process-based framework, which has moreover become significant due to their rapid growth period in terms of staff numbers and geographical expansion since 2001.

The main principle of ISO 9001:2000 Quality Management is aimed at systematic organizational process improvement. Therefore, Lockheed Martin initiated a basic process review with the plan to implement the Ultimus BPM Suite to improve the quality of various business processes. These were initially their purchasing process, their new starter process, contract review, a training evaluation and safety checks process.

Points of Pain Addressed

Automation with Ultimus improves on the manual process, addressing the following points of pain for Lockheed Martin.

- Inefficiency with their new starter process due to high employee expansion rate of the company
- As a process managed on paper, high cycle times and unfinished tasks made the setting up of new hires a time-consuming task
- Difficult and time-consuming reporting
- Time and cost consuming internal purchase process due to complex approval rules that exist for different contracts

Solution Overview

“We selected Ultimus as our BPM solution because it offers the flexibility we need to design processes to fit the way we want to work,” said Steve Collier-Smith, Quality Manager at Lockheed Martin. “The integration capabilities, scalability and cost effective licensing model of the Ultimus solution made it the obvious choice.” Lockheed Martin selected the Ultimus BPM Suite mainly to comply with the ISO 9001:2001 Quality Assurance requirements, but also enjoyed the positive organisational side-effects of this initiative.

For the new starter process, the Ultimus process starts after the job interview and subsequent selection of the candidate and allows the company to settle all matters (legal forms, work equipment, notifications to departments involved: house facilities, payroll, IT) necessary for the new employee to start working. The process also includes a first employee review after 3 months of working.

Ultimus ensures that only authorised personnel receive the employee information, that all relevant data is provided and validated, and that all steps are completed in the right sequence. Moreover, exceptions such as offer negotiation/rejection and other changes are handled by Ultimus.



The purchasing process tracks all purchases from purchase approval through order placement and delivery to payment of invoices. The excellent integration capabilities of the Ultimus BPM Suite with other enterprise systems have improved the process to conform with different approval levels according to specific contract-bound agreements. Moreover, the automated process with its monitoring function improves budgetary control and thus prevents the company from redundant spending.

Recap of key benefits and summary

From a business perspective, there are numerous advantages due to the automation of the processes. Lockheed Martin's deployment of Ultimus-based processes has yielded a number of significant benefits, including:

- **Quality**
 - By maintaining the quality standards including the positive side-effects of the ISO 9001:2000 initiative leading for increased performance, security and profitability, Lockheed Martin is able to retain their significant competitive advantage.

- **Productivity**
 - Reduction of cycle times of formerly time-consuming, paper-based, processes
 - Automated New Hire, Contract Review and Training Evaluation processes increase individual as well as organisational performance.
 - Standardised processes in Purchasing and Finance prevent the organisation from overspending and improve budgetary control, ultimately paving the way to more profitability.

- **Satisfaction/Loyalty**
 - Contract and Training Evaluation review ensure excellent customer project execution as well as properly trained support staff, resulting in increased customer satisfaction.

To further comply with their Quality aims, Lockheed Martin have implemented Ultimus to automate a Contract Review process ensuring that customer requirements are fully understood, accurately documented and properly executed. Moreover, Lockheed Martin use Ultimus to manage a Training Evaluation process ensuring that training and development needs are recorded and subsequently evaluated with respect to their effectiveness.

A statutory requirement is the execution and evidence of regular fire safety checks in all offices. Lockheed Martin use the Ultimus BPM Suite to prove the execution of these checks created by a flobot, which is an automatic step leveraging third-party applications for routine tasks where no human step is required. The automation of various processes within and across departments with the specific aim to monitor, control and enhance the quality and performance of processes, systems and employees enables Lockheed Martin to comply with the Quality Assurance requirements.

For more information on the Ultimus BPM Suite and how it can help your company become an agile enterprise, please visit www.ultimus.com.