

Rosyth Royal Dockyard



The Benefits

- Improved communication throughout the base
- Improved internal confidence in compliance issues
- Improved external confidence (Regulatory Bodies) in compliance issues i.e. Lloyds Register
- Faster change mechanism
- Vehicle for Strategy Change
- Clearer accountability and visibility of exact Business Processes
- Alignment to Company Strategy
- 25% greater efficiency in Change Management Projects due to visibility of Business Process

The Challenge

Based in Rosyth, Fife, Scotland, Rosyth Royal Dockyard primarily undertakes refitting of Royal Navy surface fleet. Owned by Babcock PLC, Rosyth Royal Dockyard has a reputation built on quality. However, they were aware that there was the potential for a major product quality failure in part due to the volume and complexity of their paper based integrated management system and also the combination of a reduced workforce.

The volume of paper based procedures had become increasingly difficult to maintain and important details regarding product and service requirements were lost in a sea of text. A major internal effort had been employed to flowchart their core processes and rationalise the number of procedures. This had been done using paper based systems via off the shelf flowcharting software. Whilst achieving significant gains they realised that paper based systems weren't agile enough to respond to their market needs.

“ Babcock in Rosyth has worked closely with BusinessPort for over a decade now. In that time the company has helped Babcock grow into what is now a FTSE 100 organization.

Recent benchmarking facilitated by our IT function of the global management system provision market has confirmed that Agility is a class leading solution which, as a result, is now being spread across our UK Marine and Technology companies in order to realize effective integration of our companies. ”

Head of Quality at Babcock

Solution

BusinessPort were engaged to supply a number of services in support of this challenge. Our flagship Agility system was installed to provide a number of capabilities:

- Provide a process mapping capability to ensure explicit knowledge contained within existing policies and procedures was easily accessible and quicker to understand
- Reduce the maintenance effort by 80% through utilisation of the centralised administration function
- Rationalise the overall process base by approximately 50% through cross departmental process maps
- Deliver an inherent safety risk assessment capability linked to the policies and processes within the system
- Provide alignment between ISO9001 requirements in support of their certification programme
- Provide the basis of future improvement programmes by bringing clarity through visual representation

Result

An experienced BusinessPort Business Architect worked with the client's internal resource to map the full suite of processes across the company. This proved to be a major success, providing an intelligent customer link between site and the technical experience of Head Office. Graphical brand customisation of the system was delivered and a major communication campaign was undertaken to ensure that everyone had full awareness of the roll-out.