

Case: MANCHE

AN INNOVATIVE INITIATIVE OF CINDACTA III



ABOUT CINDACTA III

3rd Integrated Center for Air Traffic Defense - organization subordinate to DECEA. Predicted by Decree No. 95,864, dated March 23, 1988 - is responsible for the control and management of the brazilian airspace of an area that totals 13.5 million square kilometers.

THE PROBLEM

CINDACTA III, attentive to the needs, adopted the SQG - Quality Management System. After the adoption of the SQG, it was verified the non-effectiveness of the organization regarding monitoring and control issues. This jeopardized the certification of the organization, and made it difficult for strategic decisions to be made by the chiefs and the commander. Another important point was the increase in customer dissatisfaction, especially in the areas of attendiment and security.



SOLUTION

Then, from this problematic scenario, CINDACTA III - managed by SQG - developed the MANCHE - Process Monitoring System - using the Scriptcase. By virtue of optimizing process management at a strategic, tactical, and operational level.

RESULTS

98%

Increase in the satisfaction index of the users in the questions of security and monitoring of the aerospace space.

100%

Transparency in processes, performance monitoring and greater involvement of managers in the management of organizational processes.

95%

Reducing average risk of lack of control and monitoring of organizational processes. And reducing the risks of lack of control of documentation and records.

15 days

For insertion of data of processes in the system that previously took 180 days