

Building a Standardized Quality and Audit Program for a Major Airline

Business Situation

We helped a major U.S.-based carrier build a standardized quality and audit program. The client serves more than 750 cities in 120 countries across six continents, with annual revenues in excess of \$10 billion.

Challenge

The company's quality assurance and quality control audits relied too heavily on institutional memory and localized expertise.

The client wanted to do the following:

- Develop consistent terminology and "scoring" to rank risks across functional areas.
- Analyze data across functional areas to identify common issues.
- Minimize human error by verifying completion of corrective actions.
- Verify the effectiveness/ineffectiveness of corrective actions.
- Schedule audits in response to measured risk.
- Maintain all related information (employee and auditor information, vendor data, location data, contacts, etc.) in one centralized place for convenient access.

- Maintain all data with appropriate enterprise-level security and enable support for "attorney-client privilege," (i.e., sensitive information to be protected from general viewing).

Solution

After an end-to-end process analysis, we created a Web-based application with a centralized database that handles both quality assurance and quality control audits. The airline can now manage all aspects of auditing more efficiently -- planning, scheduling, audits and follow-up analysis. The program also initiates corrective/preventative actions when necessary and dispenses customized reports on demand.

Benefits

- Less potential for error, with one system to track all audits and data analysis across functional areas.
- Enforce completion of corrective actions in a timely and efficient manner, minimizing human error.
- Risk reduction through standardized terminology and scoring of risk across functional areas.
- Improved management decision-making through greater visibility of systemic issues and dynamic reporting.



- Increased audit efficiency.
- Greater flexibility around changes in the audit process when required.
- Automation of correspondence to regulators (e.g., IATA, FAA, OSHA, etc.).
- Role-based security policy to control access to assessment information.
- Easier access to all past correspondence.
- Clear identification of best corrective practices and inefficient procedures.
- A wide variety of reports, enabling executive management to see broad trends in safety and regulatory compliance.

About Cognizant

Cognizant (NASDAQ: CTSH) is a leading provider of information technology, consulting, and business process outsourcing services. Cognizant's single-minded passion is to dedicate our global technology and innovation know-how, our industry expertise and worldwide resources to working together with clients to make their businesses stronger. With over 50 global delivery centers and more than 100,000 employees as of as of December 1, 2010, we combine a unique global delivery model infused with a distinct culture of customer satisfaction. A member of the NASDAQ-100 Index and S&P 500 Index, Cognizant is a Forbes Global 2000 company and a member of the Fortune 1000 and is ranked among the top information technology companies in BusinessWeek's Hot Growth and Top 50 Performers listings.

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