

# United Space Alliance



United Space Alliance supply chain improvement projects focus on safety, quality and process efficiencies, utilising recognized model and tools, for space flight operations.

**United Space Alliance has made a long-term commitment to improvements by utilizing the SCOR Model and Xelocity's SCORWizard.**

As the prime contractor for NASA's Space Shuttle Program, United Space Alliance is responsible for the day-to-day operation and management of the U.S. Space Shuttle fleet.

The logistics of this task are staggering. An integrated Space Shuttle, in a launch-ready state, is made up of more than two and a half million parts, and United Space Alliance's responsibility extends far beyond maintaining the shuttle itself. It includes mission design and planning, software development and integration, payload integration, astronaut and flight controller training, and much more.

United Space Alliance set itself an aggressive combination of business goals: optimise its supply chain operations, enhance its service to its main customer (NASA), and improve quality and safety while realizing cost savings in its operations. In part, in order to achieve this, the company turned to the Supply Chain Operations Reference (SCOR) model, an all-encompassing supply chain analysis model generated and maintained by a leading international supply chain standards organization, the Supply Chain Council (SCC).

SCOR combines elements of business process management, benchmarking, and leading practices into a single framework. The fact that it is such a substantial resource is both its strength and its weakness. It contains so much information that applying it to an individual business without a specialised tool is a huge job.

United Space Alliance first validated and gained confidence in SCOR by applying it to some small

internal pilot projects, but it soon became obvious that applying SCOR to the business as an enterprise was not only feasible, but preferred. That's where Xelocity's SCORWizard came in.

SCORWizard is a unique software application developed by Xelocity, which automates many applications of the SCOR model.

SCORWizard maps a company's supply chain, and assists in identifying areas for improvement across the entire supply chain. This overview enabled United Space Alliance to make pragmatic decisions about which areas to focus on, and to quantify the potential return on investment for a project before starting it.



*"Xelocity's knowledge, professional approach and dedication to provide 'whatever it takes to succeed' have greatly enhanced USA's ability to forge ahead with a number of complex projects with minimum interruptions."*

Scott Sealing, Project Leader, USA

Xelocity placed a strong emphasis on empowering a chosen United Space Alliance team, instructing them how to use SCORWizard to best effect and giving guidance on selecting future projects.

United Space Alliance now maintains a project roadmap, encompassing current and future projects in a "project portfolio". It is well on its way with project payback periods ranging from "just go do it" to 6-9 months.

The company is one of the first to get serious about combining SCOR with Lean Manufacturing and Six Sigma – two complimentary business methodologies – and using them under one architecture to get complete coverage at all levels across the business, and optimal project success.

Scott Sealing, Project Leader at United Space Alliance, stated that Xelocity has been instrumental in supporting the success of the company's supply chain improvement projects.

## **The customer**

Headquartered in Houston, Texas, United Space Alliance (USA) is one of the world's leading space operations companies. Established in 1996 as a Limited Liability Company (LLC), USA is equally owned by The Boeing Company (NYSE:BA) and Lockheed Martin Corporation (NYSE:LMT) and employs people in Texas, Florida, Alabama, California and Washington, D.C.

USA manages and conducts space operations work involving the operation and maintenance of multi-purpose space systems, including systems associated with NASA's human space flight program, Space Shuttle applications beyond those of NASA, and other reusable launch and orbital systems beyond the Space Shuttle and Space Station.

As the prime contractor for NASA's Space Shuttle Program, United Space Alliance is responsible for the day-to-day operation and management of the U.S. Space Shuttle fleet and brings a broad range of expertise to the job, including Mission Design and Planning; Flight Operations; Software Development and Integration; Payload Integration; Integrated Logistics; Astronaut and Flight Controller Training; and Vehicle Processing, Launch and Recovery.

## **The business challenge**

- Improve quality and safety
- Improve service to main customer (NASA)
- Streamline supply chain operations
- Realize cost savings internally & externally

## **The Xelocity solution**

- Implement the SCOR methodology and track progress using SCORWizard

## **Benefits/ROI**

- On track to achieving project successes
- Improved productivity
- Highly successful pilot projects have led to adoption of SCOR (and SCORWizard) as a corporate methodology embedded in the company culture

*“They have been instrumental in supporting the success of the company's supply chain projects.”*

Scott Sealing, Project Leader, United Space Alliance

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