



## **Aviation Project Profile**

### **Clark County Department of Aviation Las Vegas – McCarran International Airport *Business Process Review and Optimization***

**Client Profile:** The Clark County Department of Aviation manages McCarran International Airport (LAS) and four general aviation facilities. McCarran International is one of the busiest airports in the United States serving nearly 40 million passengers.

**Project Description:** The Solution Design Group, Inc. (SDG) was retained by Clark County to conduct a business process review to determine how to improve the overall business processes and increase efficiency throughout the Department of Aviation. A major component of this study was to determine how new technology solutions should best be deployed and integrated into an overall enterprise wide management program. Specifically, the SDG team completed the following:

- Mapped over 400 business processes for the Finance, Human Resources, Procurement/Materials Management, Business/Properties and Construction/Engineering and Planning departments.
- Made recommendations for process improvements for the DOA and specific departments, and provided key benefits of each recommendation.
- Identified critical success factors for the DOA to successfully implement the process changes.
- Interviewed other airports and identified a number of airport industry practices that could be successfully implemented at the DOA to improve efficiency within departments.
- Identified “work flow” requirements for the Construction/Engineering, Planning, and Finance groups for the implementation of a new document management system.
- Identified and developed policies and procedures for warehousing, inventory, and purchasing to take advantage of the capabilities of SAP and Maximo.

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