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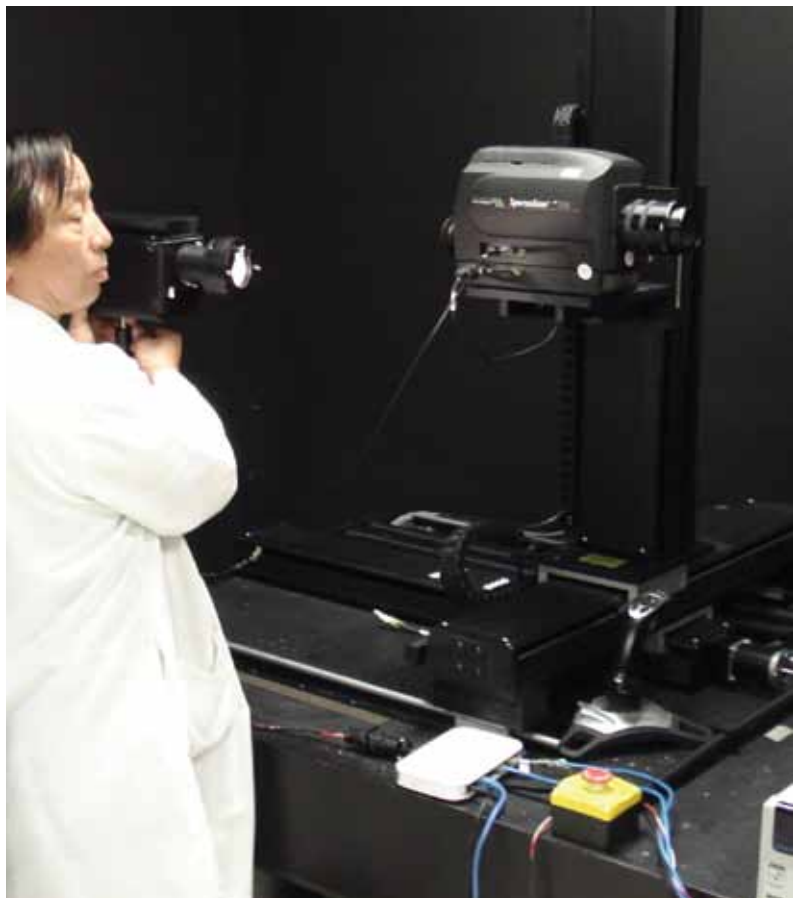
Keith Regan speaks with an Innovative Solutions & Support vice president to learn how changes in process and investments in technology on the ground will help the company fly to new heights of quality and customer satisfaction, even in a sputtering economy

To an airplane pilot, instrumentation is a necessary lifeline, with gauges and displays serving as their eyes and ears, their window into how the aircraft is performing.

Since it was founded in 1988, Innovative Solutions & Support (IS&S) has become a leading provider of such instrumentation, transforming the latest computer and communications technology into solutions for the commercial air transport, military and business aviation markets.

The Exton, Pennsylvania-based company's solutions are most often found in retrofitted aircraft and offer advanced functionality, enhanced situational awareness, reduced pilot stress and workload, and improved safety for pilots.

IS&S offerings include flat-panel display systems, flight information computers, engine and fuel instrumentation and other solutions that display a host of real-time data. In recent





years the company has focused heavily on finding ways to make those solutions in a setting that allows for the highest possible quality and the fastest throughput times, says vice president of operations Bob Hyland.

As it has done to almost every business in every sector, the sagging economy has buffeted IS&S, which at its peak employed about 200 people and now has 150 on the payroll. And in the fall of 2008, one of the company's main OEM customers, Eclipse Aviation, filed for bankruptcy.

As the page turned on 2009, the company ramped up its continuous improvement efforts with renewed focus, taking on a new process or operations area each month with an eye on finding efficiencies, driving out waste and assuring long-term quality. "Everyone recognizes that there are challenges facing all companies, and the things we can control most directly are our operations and the way we approach

