

# Case Study

## GroupSystems Success Story: Air Force Manpower Agency

### The Challenge

The Air Force Manpower Agency (AFMA), located on Randolph Air Force Base in San Antonio, Texas, determines manpower requirements for different organizations throughout the Air Force and identifies ways for those organizations to make processes more efficient.

During the last few years, many Air Force functional organizations have been required to undergo the AFMA-developed and facilitated re-engineering process to increase efficiencies and validate required manpower. The AFMA processes examine and evaluate all aspects of the operation, including best practices, manpower standards, performance management, activity based costing and competitive sourcing procedures.

### The Solution

AFMA is using GroupSystems group collaboration and team decision-making applications as part of the re-engineering process to capture information faster, reach consensus sooner, make better fact-based decisions, and take swifter action all while reducing costs. "With more than 200 AFMA personnel playing a role in different aspects of the re-engineering, competitive sourcing and performance management processes, traditional workshop tools for information gathering and decision making were proving cumbersome, time-consuming and inefficient," explains Captain Kevin Basik. "So, we turned to GroupSystems applications and methodologies to help us meet our strategic challenges."

### The Results

AFMA conducts five day workshops on a regular basis with different groups of 18 to 20 people using GroupSystems to brainstorm ideas, narrow in on key issues, organize information, prioritize alternatives, build consensus and prepare for action. "The process produces high quality results, consistently," said Basik.

Basik believes GroupSystems has made the re-engineering process more efficient and effective than ever before. "We're much more productive now because we've been able to systematize the process," he said. "For example, we can have a group evaluate about 80 processes or initiatives against 2 to 3 weighted criteria, prioritize the list and discuss next steps in about an hour. Previously, using flip charts and sticky notes, this process would have taken days and been very painful for the group. In addition, using GroupSystems, we have the buy-in of all the participants who represent thousands of people."

The GroupSystems group collaboration and team decision-making software solution is now ingrained into the decision-making process at AFMA. "GroupSystems' applications are not just moving the process along faster, but providing us with better analysis and faster consensus," Basik said. "Plus, we've lessened our travel costs. We now have plans to use of the GroupSystems to link together participants at different geographic locations via the Internet. We're excited about the possibilities."



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