

Transforming Aviation Operations with **AI-Powered** **SOP Automation**



CUSTOMER SUCCESS STORY

ABOUT THE CLIENT:

Air India is one of India's **leading full-service airlines**, operating a vast domestic and international network. The organisation manages large-scale daily operations across flight, maintenance, and ground handling teams, where critical procedural information is frequently exchanged through **audio-based communication**.



INDUSTRY:
AVIATION

BUSINESS CHALLENGES



Critical operational knowledge shared during audio calls remained undocumented.

01



- Manual SOP creation from recordings was slow, inconsistent, and error-prone.

02



- Information was fragmented across teams with no centralized repository.

03



- Compliance risks increased due to lack of auditable and up-to-date SOPs.

04

SOLUTIONS OFFERED:



ThoughtSol deployed an **AI-powered solution** to automate SOP generation from audio recordings.

01



- **Transcribes** calls and processes conversations using advanced AI models.

02



- Extracts **structured SOPs** with key steps and decision points automatically.

03



- **Standardizes SOP formats** aligned with aviation regulatory requirements.

04



- **Reduces manual effort** while improving accuracy and consistency.