

# Providing real-time visibility of operations to shorten turnaround times

A 3rd party MRO provider implements FleetCycle® MRO to improve operational efficiency

## Background/

The customer is a 3rd party MRO provider operating in multiple sites around the globe with approvals to complete maintenance on narrow bodied aircraft. The initial interest was in the execution module of FleetCycle® MRO which would provide full visibility of each work order in real time and across the entire business.

## Challenge/

The customer's current processes were impacting the efficiency of their operation. The pain points include:

- There was a considerable time lag between creation and evaluation of non-routines which must be handwritten and entered into existing system by the Production Controller.
- The oversight and execution of the non-routine evaluations were only visible to the respective department leads.
- Operator approval process can be lengthy and the task cards can be difficult to locate in the office.
- The only way to group and assign dependencies was through physically attaching one task card to another which was problematic when multiple departments were involved.
- The method of performing buy back and final inspections was ineffective.
- The system didn't allow for time tracking—the average response time in evaluating the appropriate staffing levels and possible ROI of additional personnel.
- The corrective action, which was still handwritten and often found to be illegible, had insufficient fields for auditing and contained errors in the date format.
- The supporting departments often didn't complete the right tasks at the appropriate times.
- In order to audit and tally task cards, the inspection team and the customer representative were forced to get the book from one another or wait until the other was finished.

## Providing real-time visibility of operations to shorten turnaround times

There were also a number of challenges that the customer had to overcome during the initial few weeks of implementation and most of them were around process change and getting engineers and technicians to understand why the changes were being implemented.

### Solution/

EmpowerMX implemented FleetCycle<sup>®</sup> MRO as a phased solution for a period of six weeks. It was initially launched in a single bay on a site with up to 9 bays then gradually spread out across all other bays on this initial site during several months.

Implementing FleetCycle<sup>®</sup> MRO solution made the following possible:



Electronic recording of non-routines by the Quality Control personnel



Departmentalized execution of electronic evaluations



Automated time stamps of task cards



Creation of groups, task card assignment to groups, and the assignment of dependencies



Electronic audit and tally record accessible by multiple personnel at any time










Assignments accessible from one page and can be sorted by date

# Providing real-time visibility of operations to shorten turnaround times

## Results/

By leveraging FleetCycle<sup>®</sup> MRO solution, the customer was able to realize the following benefits:

	Eliminated handwriting discrepancies		Task card accessibility by multiple departments
	Decreased time lag between creation and evaluation by nearly 24 hours per task		Computerized and legible entries with defined audit fields
	Real-time visibility on completion of non-routine evaluations		Improved operational efficiency
	Real-time approvals of time-stamped requests		

The customers who have implemented FleetCycle<sup>®</sup> have seen improvements up to:

57%

Reduction in the number of  
days to complete check

25%

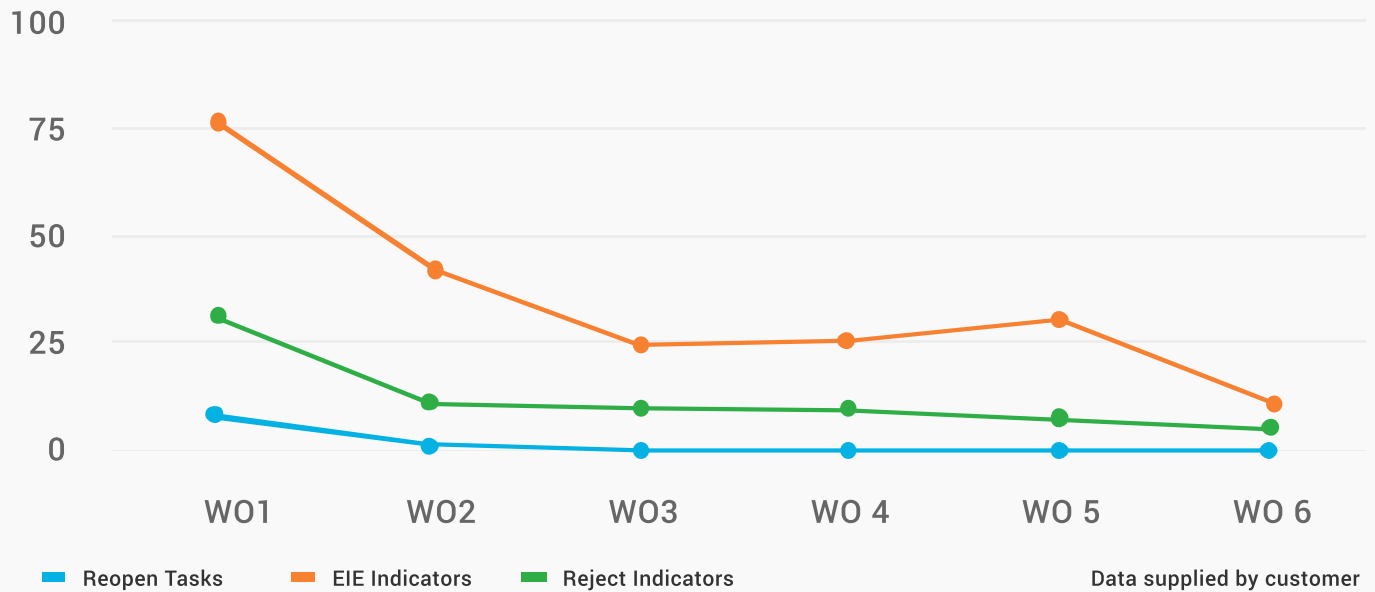
Reduction in planned days  
to complete check

44%

Reduction in actual  
man-hours spent on check

# Providing real-time visibility of operations to shorten turnaround times

## FleetCycle® MRO Business Improvement Measures



## FleetCycle® MRO Benefit Analysis

