Our eLog Journey

Markus Hakala - Manager Technical Support & Services
Engineering & Maintenance

Andrew Lowe - Strategic Programme Manager
Digital Strategy & Enablement

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Kia Ora

‘Hello’

1. Background
2. Approach
3. Design & Build
4. Test & Train
5. Approval
6. Success
B787-9 Launch Customer

12 ordered
9 delivered

In-Service
July 2014

eLog Operational
November 2015
### Mission

*Extend ‘e-Enablement’ vision and strive towards predictive maintenance.*
Decided to activate 12 months after B787 EIS

- New type
- Reduce workload
- Focus on eEnablement
Yesterday

<table>
<thead>
<tr>
<th>eLog</th>
<th>Paper</th>
</tr>
</thead>
<tbody>
<tr>
<td>N/A</td>
<td>Tech</td>
</tr>
<tr>
<td></td>
<td>Cabin</td>
</tr>
<tr>
<td></td>
<td>Service</td>
</tr>
<tr>
<td></td>
<td>IFE</td>
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<tr>
<td></td>
<td>De-icing</td>
</tr>
</tbody>
</table>
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Yesterday

eLog
N/A

Paper
Tech
Cabin
Service
IFE
De-icing

Today

eLog
Tech
Cabin
Service*

Paper
IFE
De-icing

*ACARS in-house solution for Fuel log
1. Background
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Project Approach

Engagement Plan
Design & Build
Test & Train
Approval
# Having A Cross-Functional Team

<table>
<thead>
<tr>
<th>Digital (IT)</th>
<th>Engineering</th>
<th>Maintenance</th>
<th>Flight Operations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Crew</td>
<td>Quality &amp; Safety</td>
<td>Regulator</td>
<td>Boeing</td>
</tr>
</tbody>
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Private and confidential
Investment in the Engagement is Critical

Regulator

Users
Gain literacy from operators’ references

“Not reinventing the wheel”
An overhaul of defect log processes

9 new SOP’s (training content)
An overhaul of defect log processes

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9 new SOP’s (training content)
Redesigned paper log to mirror eLog
1. Background
2. Approach
3. Design & Build
4. Test & Train
5. Approval
6. Success

Private and confidential
1. Background
2. Approach
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Private and confidential
Key Learnings from Testing and Roll-Out

User Testing and Validation

“What should happen and what works”
Key Learnings from Testing and Roll-Out

**User Testing and Validation**
“What should happen and what works”

**Simulated Logbook Tool (SLT)**
“Heavily leverage this simulator”
Key Learnings from Testing and Roll-Out

User Testing and Validation
“What should happen and what works”

Simulated Logbook Tool (SLT)
“Heavily leverage this simulator”

Roll Out Support
“Support outstations for first flights”
Creative input from CAA for trial approval

- eSign under test
- Use Print & Sign hardcopy as ‘approved form’
- No requirement to duplicate writing in logbooks
Approval achieved within 3 months

Criteria

- No loss of critical data
- BCP proven
- NZ & off-shore data networks
- Same processes at all stations

Results

- Data accurately captured
- Hardware reliable
- 104 flights NO delays
- Criteria met

Private and confidential
Electronic Logbook Statistics

9
787-9 aircraft have eLog

3 months
to gain operational approval

12 months
in operation

Over 4,000 sectors
flown across the fleet

800 sectors
the most flown by a single aircraft (NZD)

31 sectors
the least flown by a single aircraft (NZK)

60,000 total messages

20,000 logs raised
consisting of:

over 7,000 technical logs,

8,000 cabin logs and

4,500 service logs

No data loss
eLog - where to next...?

2017 / 18
Mobile solution on 30 x A320’s

2019
Mobile solution on 15 x B777’s
Key Take-outs

1. Engage Regulator and users early
2. Involve users from SOP’s to testing
3. Don’t Reinvent the Wheel
4. Use SLT for design and training
5. Don’t forget post-implementation support
Mā te wā
‘Farewell – See you again’