JOURNEY TO PAPERLESS - JAZZ AVIATION

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Cornerstone's of Electronic Signoff

Core system that support electronic signoff (Regulations, Lease agreements)
TC - AC 571-006
FAA - AC120-78A

Separation of duties – Development and Production teams, and a process that controls change (CAB).

Security, Backups, Business Continuity Plan (Regulations, Lease agreements)

Electronic Audit to ensure all everything correct/verified to support electronic signoff (Reporting/BI)
Electronic signoff – Step 1

**Technical Records**

TO

Production

Technical Records

Production
MTC Production Optimization

• Production Control at Jazz has always been about organizing the Aircraft MTC events to reduce down time, MTC costs, and risk.
• Started off with control boards full of paper
• We added white boards with milestones
• We added Excel sheets for check lists and to record data
• We add MS access DB to store the flow/templates of the C – Checks.
• Hours of Continuous Improvement using Lean/Six Sigma
• Mobility - We used Citrix, Toughbook's and ToughPad’s
MTC Production Optimization

• Key Issues and Drivers for full automation
  – **Manual process** for managing the Aircraft planned work had become a limiting factor.
  – **Initial check review** - It is almost impossible to analysis a C-check of 500 task cards Manually or 30 Line MTC overnight checks, human error.
  – **Manual interface - Supervisors and Crew Chiefs** where spending all of there time driving these tools and very little time supervising.
  – **Communication** between Heavy Maintenance shift to shift or to supporting business units was inconsistent and lacked focus.
  – **Reactive process** - Its was a reactive process not proactive - Updates all came at the end of the day
  – **No flexibility** - Large to intermediate changes driven by MTC Programs or Non-routine findings would easily push the outdate.
  – **Walk time** - AME’s walked back and forth from the Aircraft to the PC for Work Order information – Task Cards, to create Non-routines, order parts/tools, MTC Manual information, to requests engineering support........
  – **Data analysists** – Data was transcribed onto paper then into the PC, the core data was good but the supporting data was poor and difficult to analyze.
    • We had a large Gap between Task Card hours and paid hours
  – **Rework** – Panels reopened to complete a Task Card
  – **System integration** - Poor visibility of manpower/skill availability/Task Cards (Manual integration, human error)
Maintenance Optimization - Roadmap

**Trax**
- Core system

**Trax Mobile**
- Real time data entry
- Reduced walk time
- Improved data
- Record real time labour capture
- Reduced paper usage

**Perfect Task Card**
- Allows Trax to do more for us
- Customized Task card
- Detailed lean process flow

**Production Control**
- MTC Operational Window (FT Plot for MTC)
- Optimize Man power assignments and utilization
- Task card planning and recovery optimization

**Maintenance Document and Manuals**
- Documents on to a Tablet platform
- Off line access
- Access to the documents required where they’re doing the work.

**Business Intelligences**
- MTC Touch time (Schedule analysis)
- MTC performance by base, shift, Fleet type...
- Over Time trending
- Task Card analysis
- Driving process and system improvements

**Maintenance Optimization**

Lean Production System
Current process versus New process

Current process

Trax entry

Planner

Completed or Cancelled

Supervisors or Crew Chief assigns the work to the Crew/AME

MTC Crews

New process

Trax entry

Planner

Completed or Cancelled

Supervisors or Crew Chief assigns the work to the Crew/AME

MTC Crews
MTC Mobility

- Trax TaskControl Heavy/Overnight line/Line Day Work Orders
- Trax QuickTurn – Line Day Defects
- Comply365/MyMobile365 - MTC Manuals
- Citrix
- Office 365 – Email/OneDrive
- Employee schedule
- Setup/Management – 15 minutes setup
  - AirWatch
  - Apple DEP
  - Cisco ISE (Identity Services Engine)
Task Card data setup in Trax

- **Perfect Task Card**
- **WO Task Card/Non routine flow**
  - Phase open up to close up
  - Task Card Predecessors
- **Automated the flow of the check**
- **Remove duplication**
- **Setup Task Cards to provide a clear picture of all the required man-hours**
• This will provide MTC with an Operational Window (Flight Plot for MTC) for the planned work and the available manpower.
  – **Optimization** - The system will provide Task card and Manpower Optimization
  – **Recovery optimization**
  – **Real Time visibility** of Labor/skills, Work load, and Work in progress over multiple heavy checks.
Production Control

• The system will provide exception based monitors driving higher accountability and focus on the core issues.
Task Control

- **Real time data**
  - Work in Progress (SGML/Task Card item level data) provide production control with the real time data entry to help drive the optimization and real time recovery.
  - Real Time data Display the assigned work to the AME, with real time changes to the assignment.
  - Part request and fulfillment
  - Part removals
  - NR creation and editing
  - Inspection RII
  - Read and sign
  - Skill control

- **Automated Data Capture** - Task Card time capture
Saving

• MTC Optimization
  – Improving task card completion rate.
  – Ensure optimal utilization of manpower
  – reduce the down time of the Aircraft and labor costs per check.
  – Real Time data capture driving more of a proactive process
  – Data Quality driving process improvement
  – Reducing walk time – having everything you need on the Tablet

• Paper copy required/Dirty finger print
  – Part removal form
  – Part requests/Picklist to stores – Legacy process / Mobile Store
  – Old Aircraft lease agreements, AD’s, SB’s, and structural deviation.
Live Demo
QUESTIONS

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