

# Case Study

## Aviation Maintenance – Time & Motion and Operations Assessment

### P R O F I L E

An aviation repair and maintenance company desired a 3<sup>rd</sup> party analysis of their operation and recommendations for improvement to their operations and processes.

### O B J E C T I V E S

- Identify best ways to remove bottlenecks, increase efficiency, and provide critical input to understand, manage and improve the resource times needed to support service requests.
- Identify ways to streamline work processes and understand and quantify the capacity of associates and technician staff to support client services.

### A P P R O A C H

In support of the objectives listed above, perform an operations and workflow assessment project that will involve the review of the current operations activities with key management stakeholders, associates and technician associates. Perform time & motion studies and data collection that will studying of main processes, process times, at select offices/teams, interviews and direct observations.

### R E S U L T S

Opportunities in the following areas were identified;

- Increase productivity and utilization of resources:
  - Reduced overtime by 50%
  - Reduced expedited shipping services (extra cost) by 45%
  - Increased technician efficiency by 40%
- \$1.5 million in annual savings opportunities and efficiency gains.