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"One of the Largest Airlines Carriers in SOUTH EAST ASIA simplified the tracking of SERVICE INCIDENTS for effective Safety and Quality Control"

The client is one of the largest Airlines Carriers in entire South East Asia. It is specialized in aircraft maintenance, repair and overhaul (MRO) services in the Asia-Pacific. The Company has a client base of more than 80 international carriers and aero-space equipment manufacturers. It provides line maintenance services for more than 60 international carriers, as well as airframe and component overhaul on some of the most advanced and widely used commercial aircrafts in the world.

The company is engaged in providing aviation engineering services of the highest quality, at competitive prices for customers and a profit to the Company. The team at the company strives for the highest professional standards in work and aim to be the best in everything they do.

The Situation

- **Mandatory Guidelines -** The airlines carrier was in need to deploy an Aircraft Quality and Safety Management System in accordance to the guidelines set by International Air Transport Association (IATA).
- **Routine Checks -** The system needs to capture all the incidents reported during the routine quality checks of aircrafts.
- **No Analysis -** A reporting / analysis solution is needed to analyze the incidents and take actions accordingly.
- **Different Teams -** Different maintenance teams check all aircrafts landing at the airport in terms of regular maintenance and preventive upkeep.
- **Manual Data Capture -** Different maintenance tasks are done by different individual technicians/employees. Each such task is captured in a checklist sheet on a paper.
- **Repeated Tasks -** These maintenance tasks are done after landing as well as before take off for every aircraft.
- **Quality Inspection -** Again, Quality Inspectors inspects the same maintenance works to quality assurance and cross verification. Wherever they find a loophole, they raise it as a pickup incident. Such papers were used for each department, for each quality inspector and for each flight (after landing and before takeoff).
- **Paper based Checklists -** These kind of paper-based checklists were managed for each flight. Thus, the data from such huge pool of paper checklists was later keyed-in into a system.
- **Number of Flights -** There are around 300 number of flights are operated from this airline average per day.
- **Manual Process -** Due to the manual process for aggregating the data, it was taking huge time to give proper information and also was leading to many data errors in the data entry.
- **No Real-time Data -** Data was not available in real-time manner, not even in on-time manner.

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Solution: Aircraft Safety & Quality Management System

- Our in-house developed Analytecs product is deployed for reporting on Incidents during quality checks / inspections.
- Data is captured on a near-real time basis (less than 15 minutes) from the Quality Management System into the Reporting Database.
- Canned reports and data exploration capabilities are built into the product.
- Aircraft Safety & Quality Management System Solution took around 3 months from Concept to Commissioning.

The Impact:

- **Real-time Access:** The solution has enabled the client to have the real-time access to Incidents on Quality and Safety Management.
- **Real-time Reporting:** Quality Check Inspectors can capture and report the incidents on real-time manner to the management.
- **In-depth Analysis:** The solution has enabled the client to get better visibility on the root cause of the incidents and pro-active action on avoiding the same mistakes again.
- **Full Text Search:** Search and full text exploration capabilities are developed to evaluate what are the most common incidents to enable safer aviation.
- **Digitized and Automated:** With the solution, the over all data collection is digitized and automated.
- **Operational Intelligence:** This solution has enabled the real-time operational intelligence and access to the entire incidence cycle.