Executive Jet Management optimizes efficiency using IFS Maintenix

Executive Jet Management (EJM) strives to be an industry leader in aircraft management and maintenance and a key element of its leadership strategy is the operation of leading-edge solutions that increase operational efficiencies and cost effectiveness. EJM's first significant move toward this goal was its implementation of the IFS Maintenix aviation maintenance management software, which is credited with enabling the company to increase the average number of aircraft per fleet manager from 4.1 to 6.7, resulting in a productivity increase of 63%.

As a result, EJM's Maintenance Repair (MR) operation has dramatically improved efficiencies and is logging significant cost savings with the e-signature functionality in the IFS Maintenix software, supporting its goal of paperless operations. Among other benefits, the company attributes a 60% reduction in work package setup time and nearly $400,000 in yearly labor cost savings to this most recent IFS Maintenix initiative.

Leading the way to paperless

EJM's plans for a paperless maintenance environment are long-held, says Dean Reynolds, Chief Inspector at EJM. "Going paperless was an objective of our VP of Maintenance when we first started to use the IFS Maintenix software."

Terri Raymond, assistant to the Chief Inspector at EJM, experiences the benefits of the paperless system every day. Responsible for creating up to nine work packages daily, Terri reports a 60% decrease in the manual activities associated with creating work packages. "It used to take half an hour to create a work package and now it takes 10 minutes," she says. "This allows me to perform new responsibilities like Electronic Record Keeping, Shift Scheduling, and the role of Document Controller."

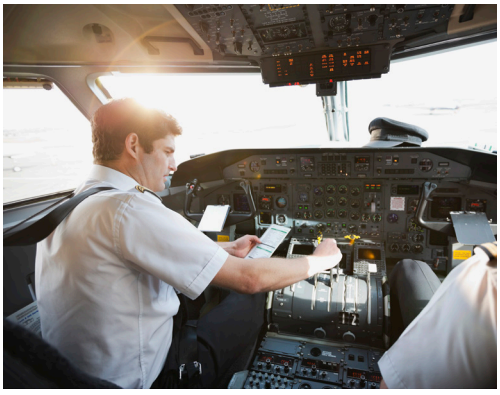
The paperless system also saves time and associated labor costs during shift turnover. "A typical work order might be 200 pages long, and at the end of a shift you'd have to thumb through every page to identify the open tasks, and then make that into a separate list for the next shift," Raymond explains.

About Executive Jet Management

Executive Jet Management (EJM) specializes in private jet charter and aircraft maintenance management for private aircraft and corporate fleets. As a subsidiary of NetJets Inc., a Berkshire Hathaway company, EJM's maintenance operations focus on two primary areas: the NetJets fleet of over 420 aircraft; and over 160 privately owned charter aircraft.

Operations summary

- 680 total aircraft maintained
- Approx. 1,000 work orders per year
- 122 employees/users



"That might take 20-30 minutes and it was easy to miss things. Now, the mechanics just click a button within the IFS Maintenix software to run a 30-second report that they can review with the next shift." Raymond estimates that the efficiencies within shift turnover activities alone add up to 10 labor hours saved each day. That's nearly $400,000 per year in labor costs and just one of the many areas in which substantial savings have been achieved.

Electronic record keeping also directly impacts the level of customer service EJM offers. "In the old system, you could not easily find out what was left to do on a specific aircraft tail," Raymond recalls. "Now, when a customer calls for an update on an aircraft's status, a supervisor can simply run the 'open items' report and very quickly give an accurate estimate."

FAA-Approved paperless MRO

EJM faced two key challenges in achieving their goal of a paperless maintenance operation. First and foremost, operations had to meet the FAA's Advisory Circular 120-78, which had three main requirements:

- The system had to be secure, with all confidential information protected and unalterable by any unauthorized user.
- All procedures had to be incorporated into EJM's Repair Station and Quality Control Manual.
- All records and information had to be available for review upon request by the FAA and National Transportation Safety Board (NTSB).

EJM worked closely with the IFS Maintenix design team to ensure regulatory requirements were met. "This collaborative approach led to a smooth approval process," said Reynolds. "It ensured the standard IFS Maintenix e-signature solution was designed to meet all of the FAA requirements, as well as those of other regulatory bodies such as CASA and EASA."

Beyond meeting FAA regulations, EJM maintains that the IFS Maintenix electronic signatures (e-signatures) feature has improved accountability and data quality over the paper-based process by increasing efficiency of maintenance sign-offs and improving the clarity of discrepancy sign-offs. "This results in excellent record keeping and historical tracking of completed work," says Jim Lewis, Senior Vice President of Maintenance Planning and Services.

The second challenge was the paper-centric nature of the aviation industry. In this regard, EJM sets the example by simply "just doing it". As the majority of EJM's suppliers and customers still send paper documents and records, EJM scans and recycles the documents using the Scan and Attach capability in the IFS Maintenix software. The scanned files are digitally attached to the appropriate electronic maintenance records. Even the original aircraft logbook entries and service tags are scanned and kept electronically in the system, resulting in quick retrieval of documents by tail and work order which is also an advantage during FAA audits.

Key features

- Maintenance & Engineering
- Planning
- Production Control
- E-Signatures

With this initiative, Raymond adds that the time it takes to search for historical work orders has been dramatically reduced. “Once we scan and attach everything in the software, it’s all right there at our fingertips. It’s easy to find in seconds–that is one of the biggest benefits of the paperless features in IFS Maintenix.”

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Setting the pace in aviation maintenance

Thus, while the impetus for the paperless maintenance system was a top-down vision, both the organization’s front- and back-office operations are reaping the benefits. EJM’s latest initiative is setting the pace for improved efficiencies and cost savings in the aviation maintenance industry.

With this most recent paperless project, EJM continues to leverage IFS Maintenix software for efficiencies and cost savings of more than 60%. From the hours saved every day in manual tasks to the labor costs saved during such routine activities as daily shift turnovers, IFS Maintenix software continues to improve accountability, minimize overhead, reduce costs, and streamline customer service at EJM.

Results

- Achieved a wholly paperless, FAA-approved aircraft maintenance process including all work orders and workflow management
- Saved more than 10 hours per day in shift turnover activities, leading to nearly $400,000 savings per year in labor costs
- Reduced time to set up work packages by more than 60%

Find out more

Further information, e-mail info@ifs.com, contact your local IFS office or visit our web site, ifs.com

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