M&E / MRO IT ADOPTION STUDY

"Optimizing M&E / MRO systems for business processes is crucial to successfully meet industry challenges"

About the M&E / MRO IT Adoption Study

The rate of technological change and innovation in the aviation industry is far outpacing the rate of adoption in M&E/MRO. Newer aircraft are more sophisticated and complex with inbuilt sensors, monitoring and data generation to better inform and foster ongoing maintenance. M&E and MRO organizations are thus challenged to quickly become more adoption ready. Ongoing adoption study and optimization of in-situ processes and systems is seen as the primary key to this change.

With our intimate knowledge of aviation M&E / MRO processes and systems coupled with strong relationships with leading systems suppliers, Aircraft Commerce and ICF consulting are ideally positioned as trusted subject matter advisers. Our experts have extensive experience in M&E / MRO systems and industry processes from both vendor and user perspectives, having successfully led and participated in several end- to-end M&E / MRO solution deployments over many years.
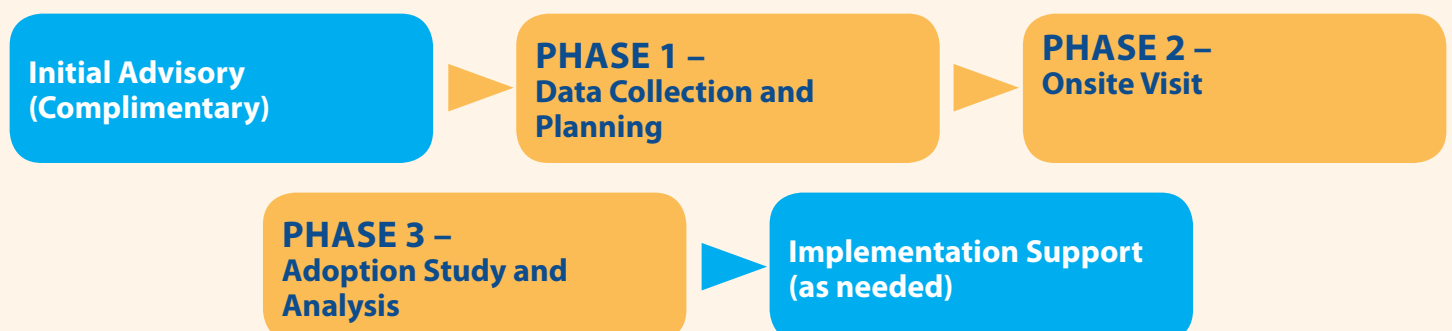
The Aircraft Commerce Consulting/ICF M&E / MRO Adoption Study, tailored to address each company's unique challenges and requirements, provides a clear guide, including:

- How to optimize business processes and IT systems to drive greater efficiency
- How to remove manual, labour intensive and paper-based tasks
- Setting a framework for continuous adoption of processes and system changes
- A benchmark comparison of current M&E / MRO processes systems usage versus best practice and industry standards
- An evaluation of how emerging technologies (e.g.PdM and RxM) may be leveraged to improve efficiency

The Adoption Study model is on your existing practices so there is no operational disruption. Based on the final scorecards, we offer full support to implement any prescribed solutions. In our experience an Adoption Study provides the right impetus to optimize M&E/MRO performance.

Our Unique MRO IT Adoption Study Program

The Adoption Study Program is divided into three complementary phases:

Initial Advisory (Complimentary) → **PHASE 1 – Data Collection and Planning** → **PHASE 2 – Onsite Visit**

PHASE 3 – Adoption Study and Analysis → **Implementation Support (as needed)**

Initial Advisory (Complimentary)
This is a 2 hour web session with our experts and your nominated M&E / MRO team. The agenda typically covers: business functions and processes enabled with IT systems; any challenges; an overview of industry best practices and trends for those functions; your chance to ask our advice and perspectives; formulation of a potential approach for an Adoption Study. Following this initial session, we will send a proposal for a tailored Adoption Study; using the information shared

PHASE 1 – Data Collection and Planning
Our team will prepare and share a checklist of needed data elements with your team. Concurrently, we will prepare a timeline of activities for the upcoming onsite visit. This will be a schedule of meetings, field observations, interviews, conference room simulations and system demonstrations. Your team will arrange to have the documents, resources, staff and systems available.

PHASE 2 – Onsite Visit
Our consultants arrive for a site visit, typically for two to five days (or more) depending on the prescribed and mutually agreed agenda. We will work with key stakeholders to determine weights for our scorecards; which we will use to

register findings and ratings for our agenda items. Essentially, we will conduct an analysis of all M&E/MRO business processes and their respective supporting IT systems using a combination of methods. We will also be validating some initial (prescriptive) observations for improvements and optimization. Daily briefings will be held with key leaders.

PHASE 3 – M&E / MRO Adoption Study results
This is typically done offsite and supported by virtual meetings as may be needed. Our reports will include scoresheets of how well current systems and processes fit the objectives of the organization. Any opportunities and gaps will be highlighted, and broad level solution approaches will be identified. Similarly, any gaps to industry leading practices and systems; deviant to what is available will be shown. Recommendations on how to close those gaps will also be provided.

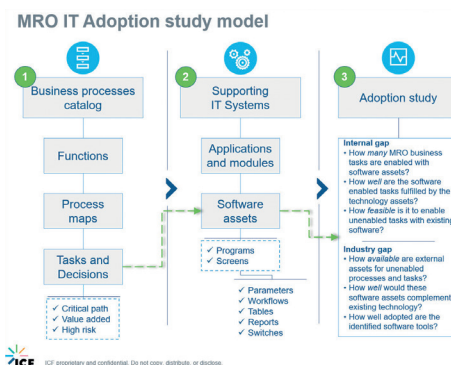**Ongoing Program Implementation Support (as needed)**
We support the full cycle from project planning to the realization of prescriptive solutions. This includes programmes for Systems Evaluation and Selection, Business Processes Mapping, Project Governance, Change Management, Data Migration, Solution Blueprinting; System Configuration, Testing, and User Training

Pricing

The Initial Advisory is free of charge. M&E/MRO is multi-faceted, and the business focus and associated systems will be different by organization. Following the initial advisory session, we will work together to create the right Adoption Study work scope tailored to meet your needs. This can be fixed cost or time and materials as you may prefer.

The M&E / MRO IT Adoption Study is a wise investment to have a clear vision of the current state of current M&E / MRO Systems and processes in relation to industry best practices, and to empower key personnel to optimize existing systems and processes and to explore adoption of technologies that will directly benefit efficiency.

Contact us for more information and book a complimentary Initial Advisory session

MRO IT Adoption study model

Operational Challenges and Key M&E / MRO IT Adoption Study Findings

According to specific requirements, an Adoption Study could include the following operational analysis, plus lots more:

- How are current M&E / MRO systems and procedures performing, and are they used efficiently and to their full potential? Could additional functionality or modules increase efficiency?

- Benchmarking current M&E / MRO systems and procedures against industry standards

- Do engineers and maintenance personnel have all the information they need to make timely decisions in order to carry out their work quickly and effectively?

- How well is key data captured and is it used and shared seamlessly between disparate business systems and business partners?

- With new hardware and software technologies coming to market all the time, is your organization ready to benefit from and leverage processes such as: Business analytics and Electronic records? Are you ready to reduce and eliminate spreadsheets and paper processes to manage key aspects of the business or to embrace new generation aircraft? Is new technology even needed?

- An outline of techniques to avoid and reduce costs, for all MRO functions

- How to efficiently respond to changes in business processes and software and exceed performance objectives

- Documenting a set of action plans and strategies for continuous improvement