

HOW A LEADING SINGAPORE-BASED MRO SHOP SECURES TAT WITH PELiCO

Streamlining Cross Functional Collaboration with Data Driven Decisions to Reduce Part Shortages and TAT





MRO operations xcellence leads to tangible results

+8%p

Coverage rate
by service orders

+23%

Repair Orders
Ramp Up

+20%

Productivity

From easier daily
reportings
maintenance

X5

Increased usage

within 5 weeks,
regardless seniority

Aerospace Leaders Trust Pelico

AIRBUS

 **SAFRAN**

AIRFRANCE 
INDUSTRIES


KLM
Engineering &
Maintenance

The Dual Challenge of this MRO Shop: a **Complex Production & Supply Chain Environment** Paired With a **23% Ramp-Up**

Context

-70% to -90% below target

Business Units overall far below targets

92% blocked WIP

WIP deprecated due to numerous part shortages, quote refused or hold by customers

15% decrease in OTD

Due to suboptimal anticipation of **critical shortages**

>100 Customers

Large customers portfolio with a >17 variety of equipment families maintained.

Poorer OTD leads to

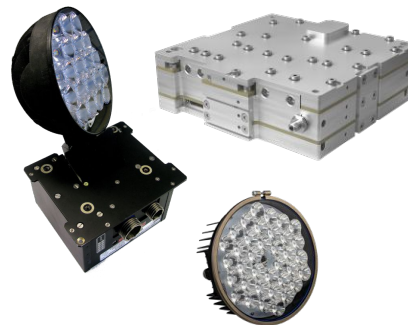
Unoptimized repair capacity

MRO Turnaround Time increased

Incurred parts shortages frequency

Compromised competitiveness

Goods maintained



>15 equipment families, notably including: corporate solutions, batteries, fans, strops and parking lights.

Running MRO Operations While Managing a Growing Backlog Amidst Steep Production Ramp-Up

Daily disruptive factors occurring frequently...

70+ Missing purchase orders



Manpower shortages



>700 Past due service orders in customer hold



Siloed data hindering productivity



...hindered shop operations...

Difficulties to align teams & prioritize subjects



Time consuming spreadsheets maintenance



Firefighting mode creating high stress levels amongst teams



Hefty penalties for belated deliveries



...affecting supply chain performance

Lack of visibility on Service Orders status



Longer backlog hindering shop performance



Sub-optimal repair planning



Lowered TAT leading to poor customer satisfaction



Process latency, inaccurate data and inadapted tooling made the daily adjustment to disruptions even more challenging for this MRO shop under pressure

70% of operations teams' bandwidth is allocated to piecing together the data required to adjust repair planning to MRO shop disruptions

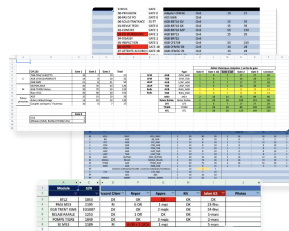


Data preparation & analysis

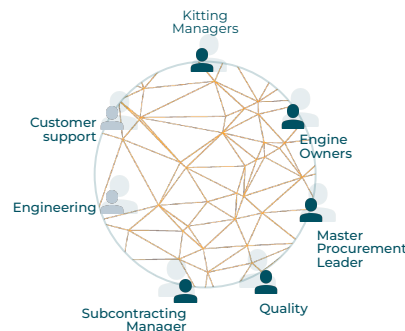
► Multiple data tables required



► Ad hoc Excel & Dashboards



► Complex cross-functional coordination



Cross-functional collaboration

Wrong decisions taken

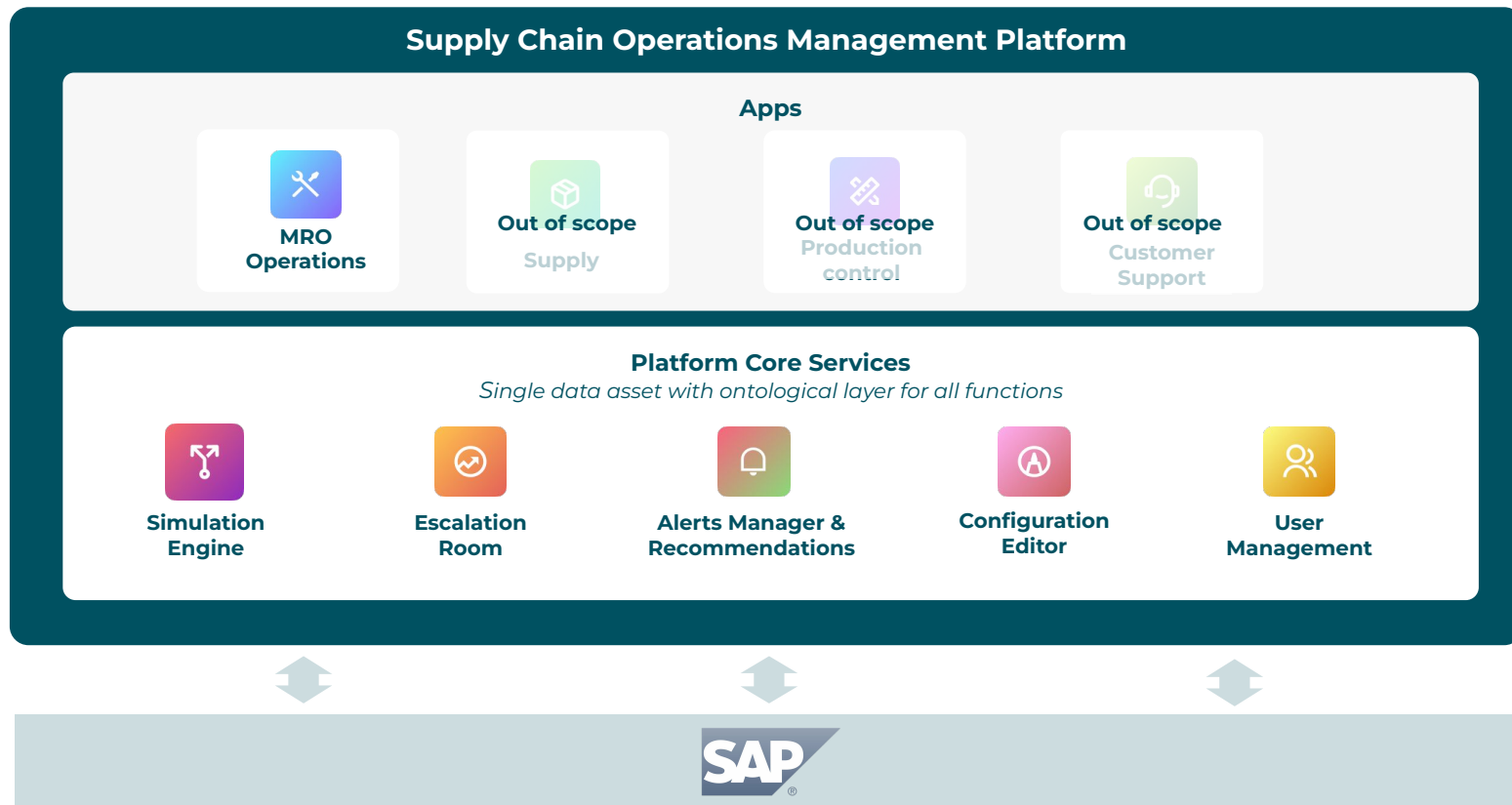
as they were based on:

- Inaccurate information
- Siloed data
- Partial data

HOW TO LEVERAGE PELICO TO TACKLE THESE CHALLENGES



Set-up decided: Pelico's Platform Core Services and MRO App



HOW TO LEVERAGE PELICO TO TACKLE THESE CHALLENGES



Because all teams **could keep their existing processes while using Pelico**, the adoption of the tool went fast and smooth



Updating the WIP report

ROUTINE 1

Routine: Planning Team, CSR and Supply update the WIP report, and estimate what can be repaired or not, what are the parts missing...

Tier 1, 2 and 3 meeting

ROUTINE 3

Routine: Team reviews the equipments having all the parts ready to be assembled, they also discuss problems and end updating escalations from the Excel Sheet...

Crisis Meeting

ROUTINE 2

Routine: Piecing together the up-to-date data to chase missing components

DAILY ROUTINES

Status	Service Order	Equipment	Equipment
🔴	SO 9281	Star Panels	HE18372
🟢	SO 1273	Oxidizer Tank	KO2847
🟢	SO 3761	Pneumatic Pusher	Y127381
🟢	SO 5391	Lex Sump	MA4383
🔴	SO 2923	Extruder Truck	Equipment
🔴	SO 138 - 1st	Qty: 12	Blocking
🔴	SO 245 - 2nd	Qty: 12	Cond. Blocking
🟢	SO 7818	Gold Fine	LD8438

Alignment of all teams on a single source of data

Status	Service Order	Equipment	Superf. Area	Gas	Heat	Weld	Turn
🔴	SO 2832	Heat Shie...	-	1	1	1	1
🔴	SO 4639	Main Par...	-	1	1	1	1
🟢	SO 7258	Gold Fine	-	1	1	1	1
🟢	SO 4071	Ring Ste...	-	1	1	1	1
🔴	SO 17601	Gas Dist...	-	1	1	1	1

Early anticipation of bottlenecks

Equipment	Exchange	Exchange	Exchange
Heat Engine	Heat Engine	Heat Engine	Heat Engine
Oxidizer Tank	Oxidizer Tank	Oxidizer Tank	Oxidizer Tank
Lex Sump	Lex Sump	Lex Sump	Lex Sump
Extruder Truck	Extruder Truck	Extruder Truck	Extruder Truck

Fast decision making

Equipment	Update	Update	Update
Heat Engine	Heat Engine	Heat Engine	Heat Engine
Oxidizer Tank	Oxidizer Tank	Oxidizer Tank	Oxidizer Tank
Lex Sump	Lex Sump	Lex Sump	Lex Sump
Extruder Truck	Extruder Truck	Extruder Truck	Extruder Truck

Streamlined cross-team collaboration

Simulation	Simulation	Simulation	Simulation
Heat Engine	Heat Engine	Heat Engine	Heat Engine
Oxidizer Tank	Oxidizer Tank	Oxidizer Tank	Oxidizer Tank
Lex Sump	Lex Sump	Lex Sump	Lex Sump
Extruder Truck	Extruder Truck	Extruder Truck	Extruder Truck

Easily analyze the impacts of alternative repair plans

After 1 week of Pelico usage, the planning team started deriving value from the platform

+8%p

Coverage rate by
service orders

Successful
Ramp-Up
Absorption

Without additional
resources

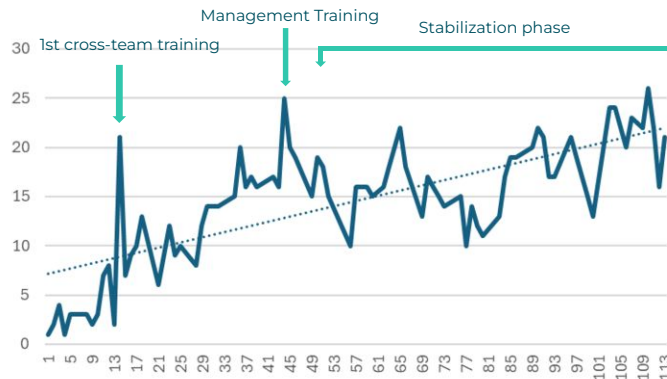
2 hours saved
per day

by Pelico Users to
maintain daily
reportings

X5 Increased
usage

within 5
weeks, regardless
seniority

Daily Unique Visitors



Continuing Pelico's deployment among different teams for optimal collaboration

◇ 1st day using Pelico

Initial Scope



◇ 1st month using Pelico

Extended Scope



+



39 daily users across hierarchy including plant managers

Thanks to its rapid and strong adoption, particularly due to the escalation room feature, Pelico's scope expanded from 1 to 7 teams in just one month.

USERS' FEEDBACK

"Pelico is great, especially its heatmap, which provides excellent visibility. The platform saves me over an hour every day because I no longer need to create and update my open WIP analysis daily."

**Danny,
Planner**

"We estimate that Pelico will save a 2 hours in total per day for planning, Sales, Customer Support, and Supply Chain teams."

**Cheng Liu,
Planner**

"Pelico is going to help me make better use of my time before the production meeting to tackle more issues. We see the potential to shorten the planning meeting when shop leaders have already updated the gate dates in Pelico, allowing us to focus only on important escalated topics."

**Cheng Liu,
Planner**

"Being able to see where spare parts can be better utilized to complete service calls within the target TAT is extremely valuable. I will integrate this analysis into my daily routines."

**Danny,
Planner**

Planners

USERS' FEEDBACK

"Having the single blocking spare part analysis in Analytics saves me an hour every second week. In the past, I couldn't perform this analysis more frequently due to time constraints, even though I wanted to. Thanks to Pelico, I always work with up to date data and can immediately address critical part shortages with the right people!"

Lam,
Senior Ops Manager

Ops, IT and Supply Chain

"Pelico is a very active supplier. When issues occur, they're very responsive to resolve them"

Blessie,
IT Manager

"I was wondering if it would be possible to easily see the impact of a part shortage and identify quick wins to expedite it with the supplier using Pelico. It definitely is: the first time I've used Pelico, I've unblocked 4 service orders (> \$10K worth)!"

Lam,
Senior OPS Manager

"Pelico (...) allows quick coordination."

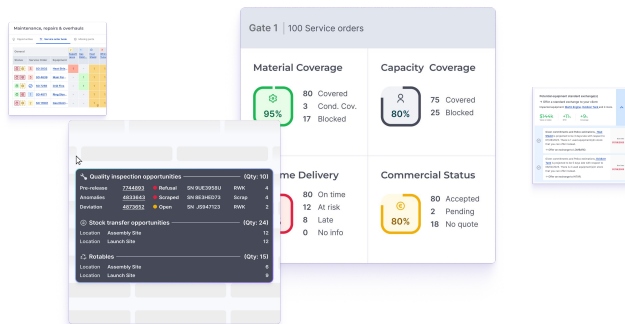
Martin,
OPS Manager

"The new analysis, adapted based on our feedback, is saving the entire supply chain team 8 hours per week!"

Rajkumar,
Senior Procurement Executive | Supply Chain

Learn More on How Pelico Serves its MRO Customers

To learn more about how Pelico serves its MRO customers, **visit our website** to explore detailed insights or watch a video testimonial from Safran Transmission Systems' MRO Shop, which has reduced its part shortage by 88% and won a Safran Innovation Award.



[Pelico
for MROs](#)

"In 4 months, we reduced by 88% the number of our part shortages and we don't have any missing components left without PO associated."



Sammy YASSINE

Repair Station Director
SAFRAN CABIN
Former MRO Station Deputy Manager
SAFRAN TRANSMISSION SYSTEMS

[Watch the
testimonial](#)





SUPPLY CHAIN OPERATIONS MANAGEMENT PLATFORM

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