

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

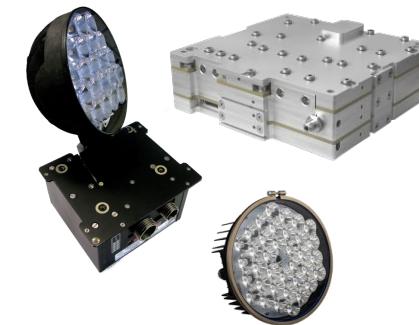
Unoptimized repair capacity

MRO Turnaround Time increased

Incurred parts shortages frequency

Compromised competitiveness

Goods maintained



>15 equipment families, notably including: corporate solutions, batteries, fans, stropes 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

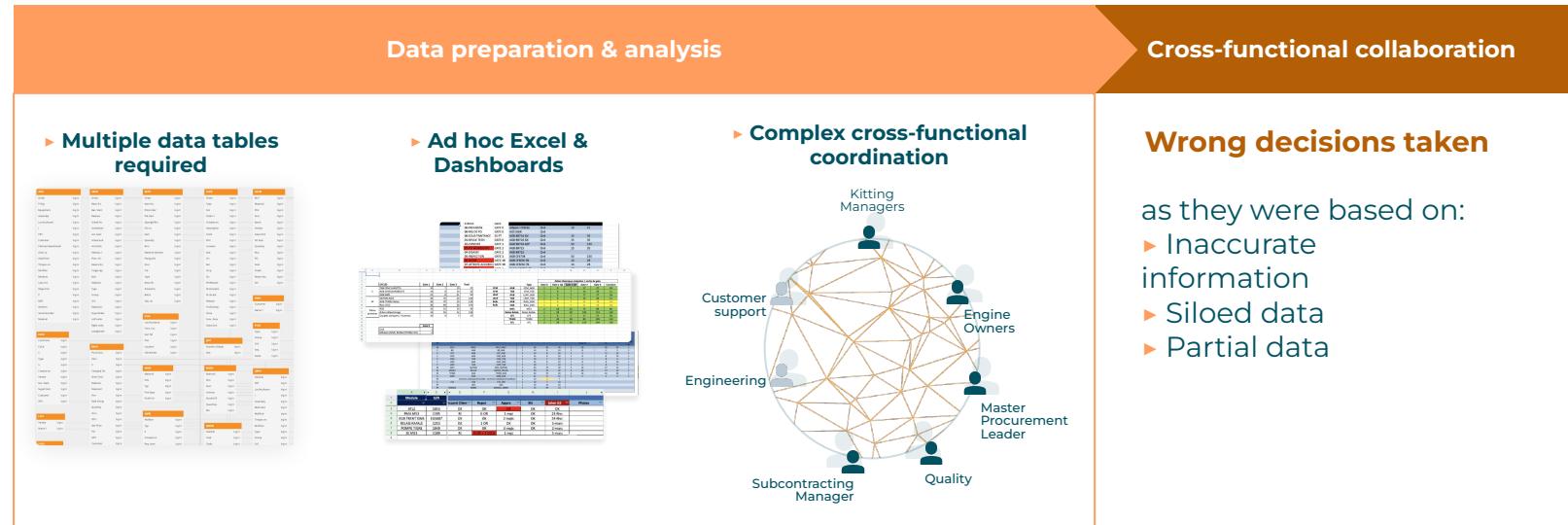


Lowered TAT leading to poor customer satisfaction



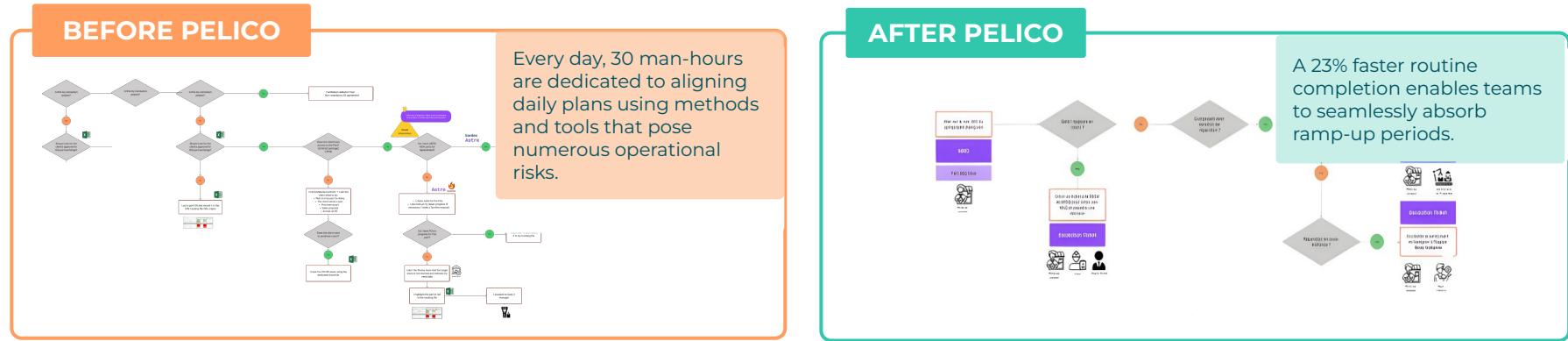
Process latency, inaccurate data and inadapted tooling made the daily adjustment to disruptions even more challenging for this MRO shop under pressure

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



CHALLENGES

Thanks to this mapping, Pelico was implemented to support the productivity and efficiency of those routines



Time required to maintain daily reportings: **2 hours** vs. **5 minutes**

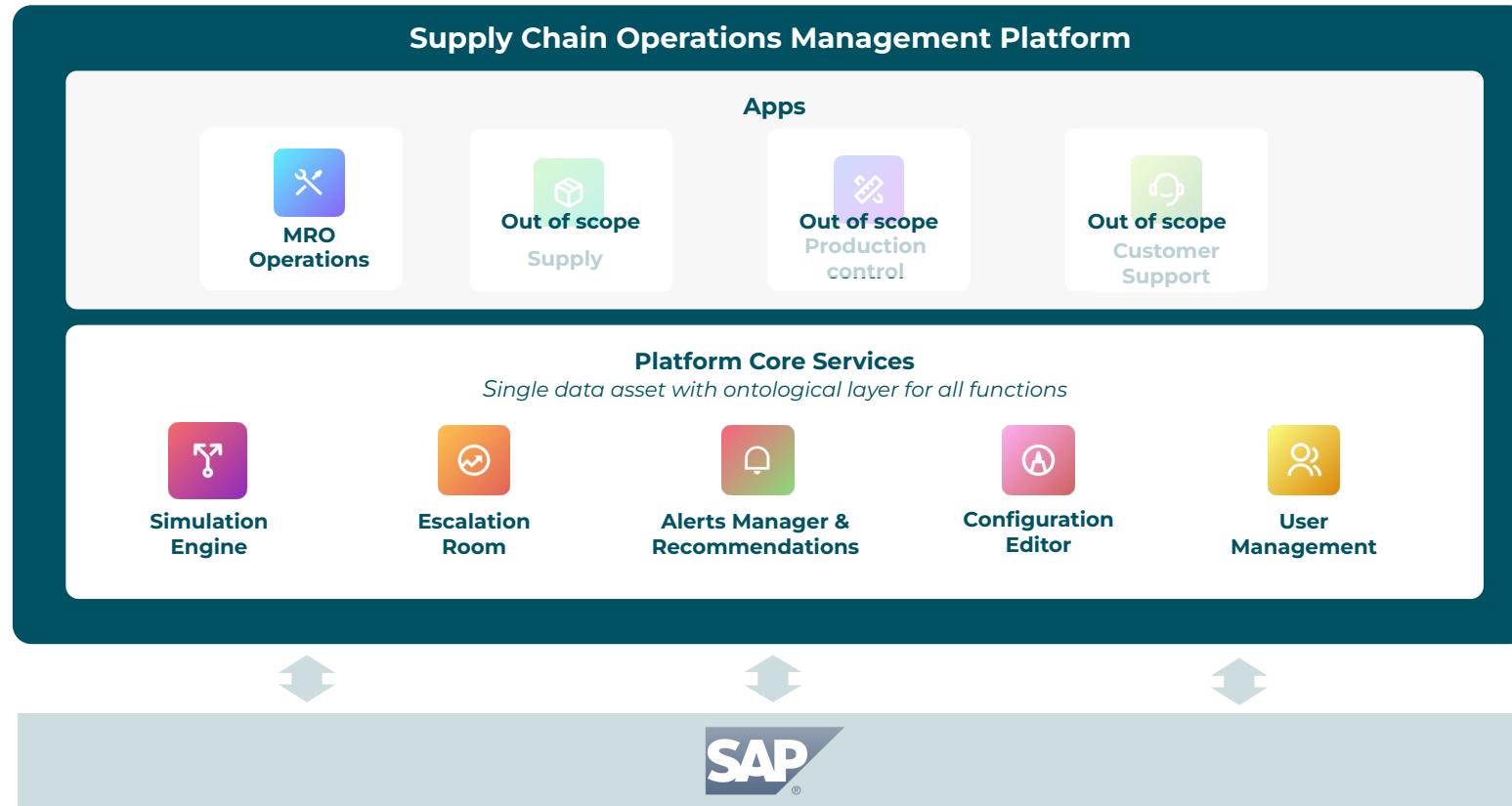


Number of tool(s) required: **5** vs. **1** PELICO

HOW TO LEVERAGE PELICO TO TACKLE THESE CHALLENGES

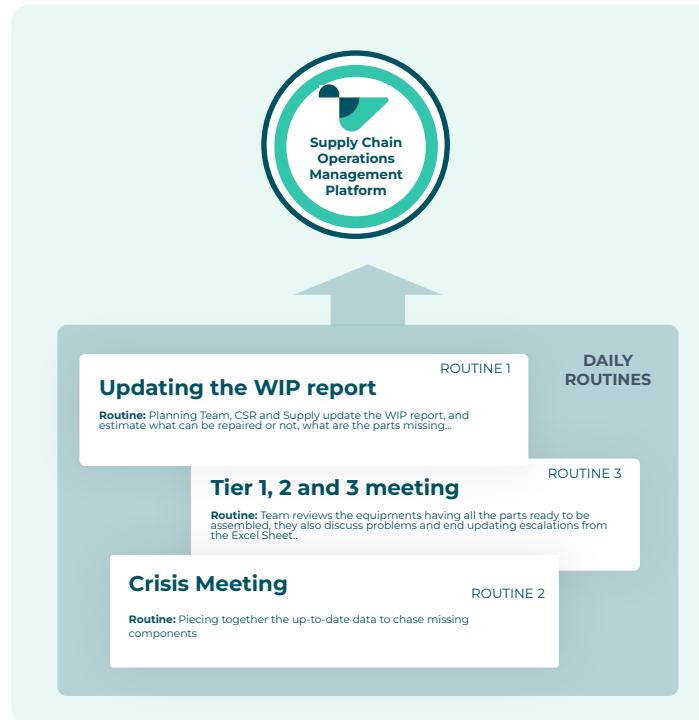


Set-up decided: Pelico's Platform Core Services and MRO App



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



The screenshots demonstrate the various features of the Pelico software:

- Maintenance, repairs & overhauls:** Shows a list of service orders, equipment, and missing parts. One service order (SO 92370) is highlighted with a cursor, showing details: Status (Blocked), Service Order (SO 92370), Equipment (Ovalizer Tank), and Missing parts (10/07/2023, Qty: 12, Status: Blocking).
- Maintenance, repairs & overhauls:** Shows a list of service orders, equipment, and missing parts. One service order (SO 92370) is highlighted with a cursor, showing details: Status (Blocked), Service Order (SO 92370), Equipment (Ovalizer Tank), and Missing parts (10/07/2023, Qty: 12, Status: Blocking).
- Potential equipment standard exchange(s):** Offers a standard exchange to a client. Inspected equipment: **Marin Engine, Oilfield Tank** and more. Date: 07/28/2023.
- Early anticipation of bottlenecks:** Shows a grid of equipment with status indicators (red, green, yellow) and a legend for 'Super racers', 'Gas Diesel', 'Heat Shield', and 'Wire Harness'.
- Fast decision making:** Shows a grid of equipment with status indicators (red, green, yellow) and a legend for 'Super racers', 'Gas Diesel', 'Heat Shield', and 'Wire Harness'.
- Streamlined cross-team collaboration:** Shows a ticketing and communication interface. Tickets include: 'BSP update on HEAT SHIELD' (status: New, resolution date: 12/12/2022 - 2:05pm), 'Supply Marie Grey' (status: Open, ID: WD 8769, note: 'The supplier finally answered us and accepted the pull-in'), 'Ticket Tier Update' (status: Open, note: 'Marie Grey changed from Tier 3 to Tier 1'), 'Supply Marie Grey' (status: Open, note: 'Part received, please proceed'), and 'Production William ANDERSON' (status: Open, note: 'Supply GREY SO launched').
- Simulation Room:** Shows a simulation interface with a 'Current Simulation' section and a 'Past simulation' section. It displays 'Inventory Monitored' (75% x 95%), 'Inventory Available' (\$ 0.1M x 4 hrs), and 'Coverage' (75% x +9%). It also lists 'Inspected Service Orders (4)': SO 92370 (Status: Blocked, Last Update: 06/03/2023, End Date: 06/04/2023), SO 92370 (Status: Blocked, Last Update: 06/03/2023, End Date: 06/04/2023), SO 92370 (Status: Blocked, Last Update: 06/03/2023, End Date: 06/04/2023), and SO 92370 (Status: Blocked, Last Update: 06/03/2023, End Date: 06/04/2023).
- Easily analyze the impacts of alternative repair plans:** Shows a summary of repair plans with metrics: \$144K, +11%, +9%, and coverage details.

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

+8%
op

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



PLANNING

◆ 1st month using Pelico

Extended Scope



PLANNING



SUPPLY



CUSTOMER SERVICE



SALES



ENGINEERING



PLANT MANAGEMENT



SHOP LEADERSHIP

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

Planners

"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

"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

"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

"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

Ops, IT and Supply Chain

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**

"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."

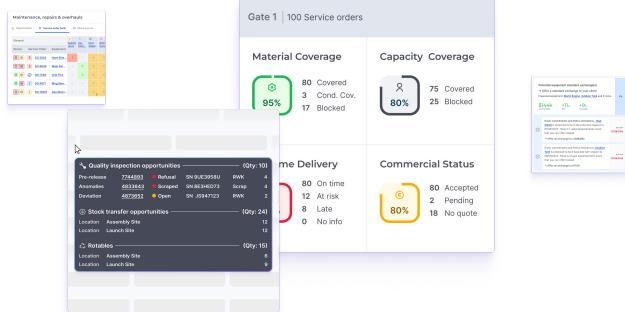
**Martin,
OPS Manager**

"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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