



HOW A LEADING MRO SHOP IMPROVED TAT WITH PELICO

# Streamlining Cross-Functional Collaboration with Data Driven Decisions Reduces Part Shortages and TAT



## MRO operations excellence 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

Trusted by Aerospace Leaders

**AIRBUS**

 **SAFRAN**

**AIRFRANCE**   
INDUSTRIES  **KLM**  
Engineering &  
Maintenance



## An MRO shop was coping with: 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 customer portfolio with a variety of equipment categories.

### Poor OTD leads to

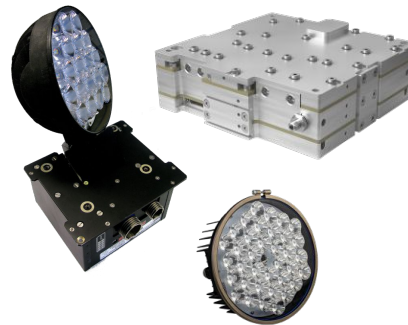
Unoptimized repair capacity

MRO Turnaround Time increased

Incurred parts shortages frequency

Compromised competitiveness

### Goods maintained



*>15 equipment categories, including: batteries, fans, strobes and parking lights.*



## Running MRO Operations While Managing a Growing Backlog Under 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



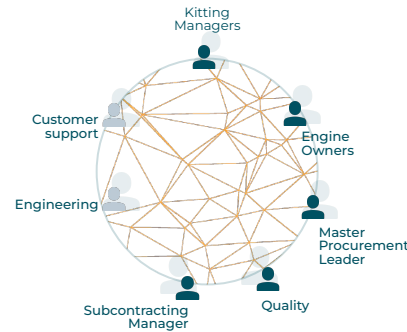
### Data preparation & analysis

### Cross-functional collaboration

#### ▶ Multiple data tables required

#### ▶ Ad hoc Excel & Dashboards

#### ▶ Complex cross-functional coordination

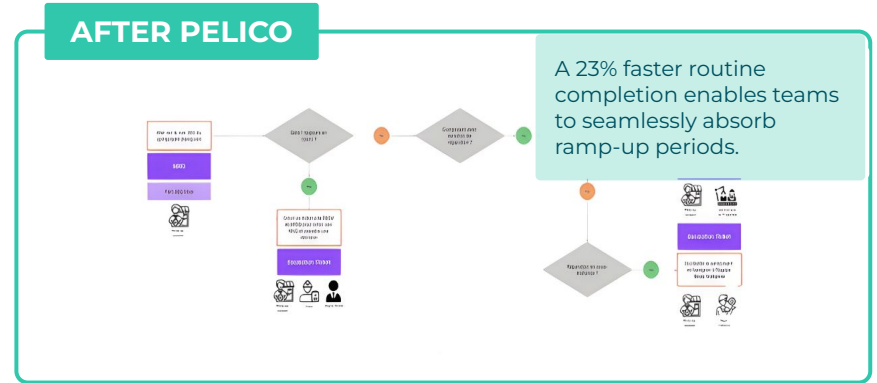
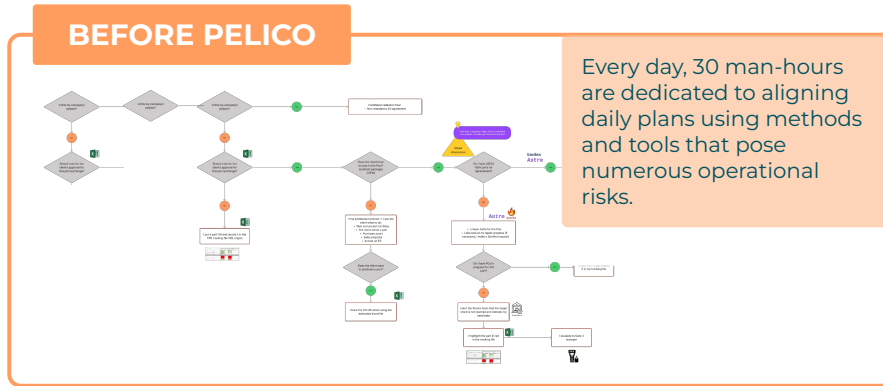


### Wrong decisions taken

as they were based on:

- ▶ Inaccurate information
- ▶ Siloed data
- ▶ Partial data

## 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**



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



Manufacturing  
Orchestration  
Platform

## Updating the WIP report

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

Maintenance, repairs & overhauls

Status	Service Order	Equipment	Equipment
<span style="color: red;">⊘</span>	SO 90281	Solar Panels	HE18372
<span style="color: green;">⊙</span>	SO 90323	Oxidizer Tank	OC02847
<span style="color: green;">⊙</span>	SO 90391	Pneumatic Pisher	Y827381
<span style="color: green;">⊙</span>	SO 90391	Las Sump	MA4383
<span style="color: red;">⊘</span>	SO 90393	oxidizer Tank	Equipment
<span style="color: red;">⊘</span>	Blocking Missing Parts		
	10/10/2023	05138 - Lita...	Qty: 12
	10/21/2023	24245 - Wp...	Cond. Blocking
<span style="color: red;">⊘</span>	SO 7819	Grid Fins	LD8439

Alignment of all teams on a single source of data

Maintenance, repairs & overhauls

Status	Service Order	Equipment	Suppl. cost	Gas	Heat	WFO	Turns
<span style="color: red;">⊘</span>	SO 2832	Heat Shie...	-	1	1	1	
<span style="color: red;">⊘</span>	SO 4639	Main Par...	-	1	1	1	
<span style="color: green;">⊙</span>	SO 7356	Grid Fins	-	1	1	1	
<span style="color: green;">⊙</span>	SO 4601	Ring She...	-	1	1	1	
<span style="color: red;">⊘</span>	SO 17961	Gas Distri...	-	1	0	1	

Early anticipation of bottlenecks

Potential equipment standard exchange(s)

→ Offer a standard exchange to your client  
Inspected equipment: **Heat Engine**, **Oxidizer Tank** and 4 more.

\$144k  
+11%  
+9%  
Coverage

Given commitments and Pelico estimations, **Heat Shield** is projected to be 3 days late with respect to 07/28/2023. There is 1 used equipment/in stock that you can offer instead.  
→ Offer an exchange to LOMBARD.

Given commitments and Pelico estimations, **Oxidizer Tank** is projected to be 5 days late with respect to 08/02/2023. There is 2 used equipment/in stock that you can offer instead.  
→ Offer an exchange to HETAR.

Fast decision making

ERP update on **HEAT SHIELD** 10/10/2023 - 2:05pm  
New resolution date from 12/31/2022 to 10/12/2023

**Supply Marie GREY** on **WO 8769** 10/10/2023 - 2:05pm  
The supplier finally answered us and accepted the pull-in

**Ticket Tier Update** 10/10/2023 - 2:05pm  
Marie Grey changed from Tier 3 to Tier 1

**Supply Marie GREY** 10/12/2023 - 9:17am  
Parts received, please proceed **William ANDERSON**

**Production William ANDERSON** 10/18/2023 - 6:18pm  
**Marie GREY** SO launched

Streamlined cross-team collaboration

Simulation Room

Current Simulation    Fast simulation

75% + vs 75% + vs

75% + vs

Impacted Service Orders (4)

Service Order	Equipment	Material Cost	Material Cost	Material Cost	See Full Data
SO 8858	Gate Turb	⊘	⊘	⊘	10/10/2023
SO 3359	Low Speed	⊘	⊘	⊘	10/10/2023
SO 6221	Hot Bank	⊘	⊘	⊘	10/10/2023
SO 8880	Ballast	⊘	⊘	⊘	10/10/2023

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

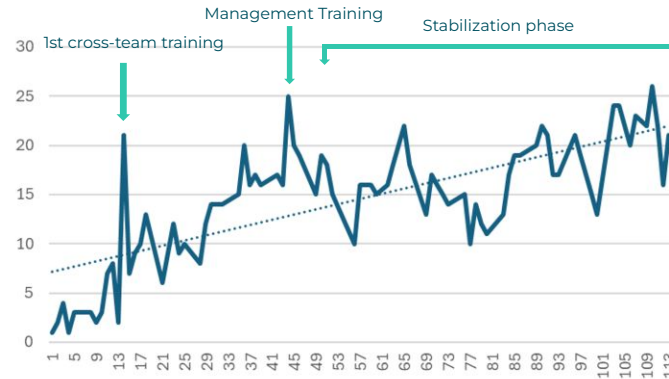
**2** hours saved per day

by Pelico users to maintain daily reportings

**X5** Increased usage

within 5 weeks, regardless seniority

### Daily Unique Visitors



# USER 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."*

## **Planner**

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

## **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."*

## **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."*

## **Planner**

# Planners

# USER FEEDBACK

## Ops, IT and Supply Chain

*"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!"*

**Senior Ops Manager**

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

**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)!"*

**Senior OPS Manager**

*"Pelico allows quick coordination."*

**OPS Manager**

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

**Senior Procurement Executive  
Supply Chain**



MANUFACTURING ORCHESTRATION PLATFORM

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