



On-Wing Services Team Sees Dramatic Time and Efficiency Savings with Asset Panda

Summary

The On-Wing Services team at one of the leading suppliers of business aviation engines is responsible for maintaining more than 3,500 engines worldwide. Their work covers a very unique set of clients and is vital for keeping business jets moving safely.

Led by Director of On-Wing Services Tim Wyckoff, the team is made up of 50 technicians and supporting teams of quality and logistics professionals around the world. More than half of their clients maintain a fleet of just one aircraft and lack a dedicated maintenance team. They rely on the On-Wing Services team to perform critical maintenance services at Authorised Service Centres and call on them to address critical aircraft-on-ground situations.

Their work requires a great deal of coordination to ensure fast response times, and they found that manually tracking everything from tools to work orders with a spreadsheet wasn't getting the job done effectively.

By switching from spreadsheets to Asset Panda, the On-Wing Services team:

- Built consistency and accountability into their repair process
- Reduced time wasted digging through paper records
- Improved confidence in their records and tool availability
- Enhanced vital tool calibration efforts
- Created custom notifications to ensure tools are returned on time
- Increased security by limiting access to records

"We estimate that using Asset Panda saves us over

4,000
man-hours per year."

Tim Wyckoff
Director of On-Wing Services



The Challenge

Prior to using Asset Panda, the On-Wing Service Team was relying on cumbersome manual processes and Excel spreadsheets for a variety of use cases across their business.

Tool management is particularly vital for the team. The On-Wing Services group maintains its 5,500 tools in various global locations, and its tools range from those large enough to change an engine on an aircraft to small specialized tools. Their old process required lists of tools to be created for every job, which slowed down preparation for starting work.

Incident management for the team used to involve forms and manual entry into a spreadsheet as well as a separate system. Reporting current or potential issues helps keep lines of communication open, but reliance on manual efforts left the team vulnerable to errors and reduced access to vital historical information.

Work requests “...weren’t user friendly,” Wyckoff recalls. The team manages approximately 3,000 jobs a year, and every job requires a work request. Submitting these requests required customers to fill out and email Excel spreadsheets to the team.

On-the-Job Training for technicians was tracked using an entirely manual process. Employees had to fill out and submit paperwork for processing, and records had to be kept current and accessible at all times for quick reference.

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“The system wasn’t always accessible, and the whole process was just riddled with problems primarily due to how manual it was.”

Tony Ross
On-Wing Services Quality Director



“When we’re doing work on airworthy products, we can’t just go out and arbitrarily do the work. A big part of how we communicate with technicians is through work requests, and those include 40 data fields easily, ranging from addresses to specifics on tasks.”

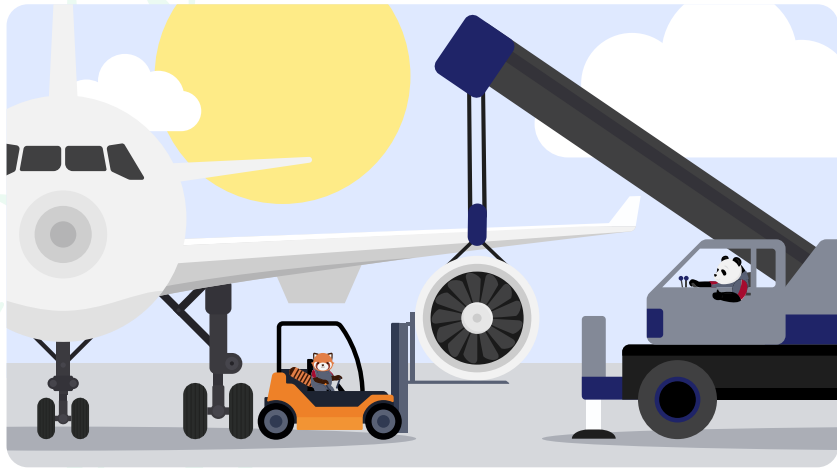
Tim Wyckoff
Director of On-Wing Services

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“We saw an opportunity to improve the things we were doing manually.”

Tony Ross
On-Wing Services Quality Director



“Instead of going in and pulling multiple tools every time, we build kits, pull that one kit number and effectively pull all 50 tools. That’s been very helpful and has saved us time. Every time that job comes up, we don’t have to recreate the list, figure out where the tools are and pull them individually.”

Tim Wyckoff
Director of On-Wing Services



The Solution

In 2018 the team began using Asset Panda, a move that brought the group’s operations to an entirely new level. It has made them more efficient, secure and user-friendly, according to Service Business Manager LaVonne Musson. By 2019, On-Wing Services opted to transition their entire tool tracking process to Asset Panda.

After importing their data -- a process Musson says was simple thanks to the “wonderful” support from Asset Panda’s team -- On-Wing Services were quickly using the app for everything from tool management to kitting, PME, training, and work requests. Their entire 78-member team now uses Asset Panda for jobs ranging from maintenance control to finance.

With Asset Panda, the team has been empowered to overhaul its incident management system and eliminate the need for paper forms. Their account is configured to enable employees to access, submit and review incident data directly from their mobile phones. Tony Ross, On-Wing Services Quality Director, now gets instant notifications when incident management requests are submitted.

They are also working towards managing work requests in the mobile app, which is backed by a searchable database. Collecting all 40 fields for a request will be done in a standardized form that Wyckoff says has made the process easier “for users, our customers, and for those coordinating the jobs as well as technicians.”

Asset Panda has also improved tracking for on-the-job training. They now have a training skills matrix with employee names, skills, classes and coursework for every engine serviced by the team. Managers can now easily pinpoint qualified technicians and assign jobs accordingly.

The Results

By rolling out Asset Panda across their entire organization, the On-Wing Services Team saw process improvements that resulted in higher employee satisfaction, reduced levels of frustration, and greatly improved the accuracy of their data. They estimate that using Asset Panda saves them over 4,000 man-hours per year.

Tool Tracking	1,500	man-hours saved
Kitting	832	man-hours saved
MARS (incident reporting and tracking)	243	man-hours saved
PME (precision measuring equipment)	1,000	man-hours saved
On-the-Job training	180	man-hours saved
Skills matrix	250	man-hours saved
Bailments	60	man-hours saved
Consumables	100	man-hours saved
Total	4,165	man-hours saved





“With paper, you have no clue – absolutely none. Now we can look at revision histories to see who did what and when. That’s a vital piece of information on the quality side. And there’s security – we can lock people out, and we didn’t have that ability before. The visibility of our data and the ability to share that with everyone in the organization empowers employees and especially our technicians.”

Tony Ross
On-Wing Services Quality Director

Improved Traceability, Transparency, and Security

With pre-populated forms, the team has found they can ensure consistency, something that can’t be guaranteed with an Excel spreadsheet and manual data entry. Being able to trace the history of tools, work orders, and other tasks creates a culture of accountability.

“From a quality point of view, the biggest thing for me is efficiency – going from paper to electronics and being able to use a mobile device”

Tim Wyckoff
Director of On-Wing Services

Reduction in Paper-Based Processes

Switching to an easy-to-use mobile-enabled solution has eliminated the need for many of the paper forms the team used to use. “From a quality point of view, the biggest thing for me is efficiency – going from paper to electronics and being able to use a mobile device,” says Wyckoff. “We don’t have to go through multiple cabinets to find something we can easily find in Asset Panda. He adds that during the pandemic, “the ability to do things through a mobile app has empowered people to work from home.”

“It doesn’t take a lot of training to go in and use the app.”

LaVonne Musson
Service Business Manager



Confidence in Data Integrity

The team remarked on the confidence they have in their data on a minute-to-minute basis. With operations that are situated around the globe, On-Wing Services can find out immediately if a specific tool is available in another location without ever picking up the phone. Real-time, accurate data is right at their fingertips.



Improved Tool Calibration

“It’s helped with tooling relative to PME – tools that require specific measurements and calibration – it’s helped us really fine-tune that process of keeping track of calibrating our tools,” Wyckoff says.

“Primarily, Asset Panda has given us more confidence around calibrated tools and tracking of those – that’s critical to our business. Without our tools, we’re nothing.”

Enhanced Access to Training Data

Assessing every technician's level of competency is vital to make sure the right people are assigned to each job. When it comes to both new instruction or training for enhanced competency, every record is now stored in one place and can be quickly accessed from anywhere. Managers can easily filter based on qualifications to build teams, identify training opportunities, and even determine which technicians are qualified to train colleagues.

“Some of our tasks are complicated. In order to satisfy the requirements with authorities, we have to record when staff complete training, and we can do this in [the Asset Panda] app.”

Tim Wyckoff
Director of On-Wing Services



Automated Reminders and Alerts

Ross says that the team has set up alerts to notify them if a tool is overdue. “It’s a prayer answered for the quality department.” He illustrates why this feature is important: “Imagine that, with PME, we have due dates coming up in a month or so, so we want to get those tools back to us and out of circulation so they can’t be used to perform maintenance after they’ve expired. Humans being humans, sometimes people forget to send out notifications, but with Asset Panda, it goes out automatically.”

Conclusion

By streamlining its operations, increasing efficiencies, saving substantial time and enabling the On-Wing Services team to focus on their most critical work, Asset Panda enables the team to continue its mission of providing the highest level of safety and quality to its business partners and customers.

“With its flexibility and all of the ways we can use this tool, Asset Panda affects every aspect of our operations,” Ross says. “It’s the foundation of the way we’re doing a lot of things now.”



Visit assetpanda.com to learn more about how the On-Wing Services team and thousands of companies around the globe are saving time and money by using Asset Panda to automate manual processes