

Repair Services

10 tips to reduce your Turn-Around-Time (TAT)

Introduction

When we take our car to the garage, we always ask the same questions how much is it going to cost, when the car will be ready?

Deadlines are very important for us. We need to know them, to plan in advance a family trip or to know if tomorrow we can go by car to work. In aviation, deadlines are even more important, they have a big economic impact and a huge image impact. So what if I tell you that you have in your hands 10 tips to put into practice and try to reduce your Turn-Around-Time? I suppose that you will like this topic. So let's go into it.

Tip 1: Book a slot in advance – 00'42

First tip: try to book in advance a slot in the repair station. Our repair stations manage a huge workload. Sometimes they have unexpected peaks, so in this case, first come, first served. To avoid this, if you book in advance a slot, the people in the repair shop will be fully dedicated to your part, there will not be delays, we can secure a spare part, and the main topic, efficiency will be increased.

Tip 2: Send your price limit for automatic quote acceptance – 01'13

Linked to this efficiency topic, I would like also to suggest to you our second tip. Try to place a limit for an automatic quote acceptance. This means, when a part arrives to our repair station and it is inspected, if the quote is below a certain level, it will be automatically approved. This will mean that you will not have to take any care of the quote acceptance process, also have a good impact on your side, but the main thing: our people in the repair shop will not put your unit on hold until it's approved. So you can see that it's a great benefit if you stick to this small tip.

Tip 3: Quickly send the quote approval – 01'53

Coming to this tip and as a third one, I will tell you, in some cases you cannot have a limit that you can know in advance that it's going to be approved. In this case, what we suggest is that what you try to do is try to expedite, as much as possible, the quote. The fact is really the same. Our people in the repair station will be putting on hold your part, and maybe another one will be in the loop anticipating yours. Efficiency is, again, improved, and it's a small thing from your side, I think. So, let's try to do it.

Tip 4: Make sure to have the correct shipping address – 02'20

Fourth tip: Make sure you send the part to the correct address. Always follow the instructions that are provided by our representatives. In these instructions you will see the shipping address and also a contact person. In case you find information that is in contradiction with the information you have recorded in your system please always follow the latest instructions. They must be the updated ones. And a small detail that can change a lot is to put the contact details in the shipping instructions. Imagine that you send a part to Airbus Spain or Airbus Bremen. In these facilities we have 6,000 and 8,000 employees. So in case the right person is not contacted of course there will be a delay when the part is received.

Tip 5: Monitor your forwarder – 03'05

Fifth tip: Monitor closely your forwarder. Make sure that the forwarder is following clearly the instructions you provided to them, especially Incoterms. In case their Incoterms are not followed, this will probably create a problem in the goods-in area in the repair station, and you don't want that. Air waybill details are also important. If you share them with the repair station, they can plan a slot for receiving the part, and this will also anticipate their incoming processes.

Tip 6: Check online the order status – 03'31

Sixth tip: Go online and check your order status. I like sports, and I regularly check the results of my favorite teams online. This technology is also accessible in our industry. Make use of it. We have a portal where you can check the latest status of your repair orders. In this portal you will see all the deviation between the information that your forwarder has provided to you and the one we provide to you. In case there is any deviation, please let us know immediately. Using this portal will also help you to answer some questions such as: did the part arrive to the repair station the day it was supposed to arrive? Did it go well through the customs process? And many others.

Tip 7: Provide complete repair order data – 04'16

Tip number seven: Share with us all the information you have. Your professional expertise is really valuable for us. If you share all the information you have gathered throughout the repair process, we will take good note of that and make it very valuable. For example, our customers sometimes forget to send us the removal tag, which has been written down by the technician who removed the part from the aircraft. Sometimes in this removal tag, you find very interesting and very useful details that can help us to develop the repair in the fastest way.

Tip 8: Describe damage as detailed as possible – 04'46

Tip number eight: Describe your damage as detailed as possible. A picture is worth a thousand words. In addition to the previously discussed tips, it is extremely valuable if you can share with us all the visual material you have recorded throughout the repair process. I am talking about pictures, videos, thermographic images, et cetera. Today, this technology is really accessible via mobile phones, digital cameras and can be shared quickly via email. If you do this, you are helping us with the following tips: First of all, we can anticipate necessary spare parts for repairing your part, and second, we can also anticipate the need of special skills staff onsite. This means for some tasks we need special skill thermographic inspectors, X-ray inspectors, et cetera. So, knowing in advance that we would need them, we can reduce your Turn-Around-Time.

Tip 9: Provide engineering information and technical solutions – 05'40

Our ninth tip today will be, provide engineering information and technical solutions. In some cases, or a lot of cases, you have already made an assessment with Airbus engineering to see how you can repair your part. In this assessment, you share a lot of knowledge about the damage, and engineering also shares with you a lot of information about the repair process. Do not hesitate to share this information with us. It has an extremely high value. I will talk about an experience that we have commonly in Airbus of Spain. We perform repairs on single-aisle elevators. Single-aisle elevators, the inspection process is quite heavy, let's say that, and it's a bit long and involves a lot of tasks. One of the main ones are thermographic inspections. Sometimes after inspecting the part, our technicians report that the skin has to be replaced. We have detected that, in several cases, this information was already known by the customer because engineering told them that their repair process will need this skin replacement. This made the customer lose some time and also had a big economic impact on their repair order. Just to avoid this happening, we encourage you to send all the information you have gathered throughout the repair process or repair assessment with engineering to us. In this assessment, we can find a lot of valuable clues.

Tip 10: Select your regional repair partner – 07'07

Our tenth and last tip to reduce your Turn-Around-Time will be using your local repair partner. Why is this an asset? For several reasons. First of all, your local support, the same time zone. Easier transport connection, shorter distances, better economic deals. There are a number of them that you have in your mind that are related to our proximity topic. We have in mind your thoughts, and therefore in case you have to prepare an Airbus proprietary part, you can do it locally with Nordam in the Americas perimeter or with Triumph Aviation Services Asia, TASA, in the Asia Pacific region.

These were the ten tips we wanted to share with you today. At least I hope some of them are useful for you. In case you have any questions, feedback, or comments, please do not hesitate to contact me. I will be more than happy to answer them. Thank you very much and have a nice day.