IFS Applications™

Designed for the Aerospace & Defence Industry

Sikorsky Aircraft Australia Ltd/Helitech Customer Tutorial

Sikorsky Aircraft Corporation, a subsidiary of United Technologies Corporation, is a world leader in the design and manufacture of advanced helicopters for commercial, industrial, and military uses. In 2003, they acquired Helitech, a Brisbane-based company offering product support, component distribution and maintenance and repair of military and civil helicopters in the Australasian region. It was incorporated it into their division, Sikorsky Aircraft Australia Limited.

Sikorsky Aircraft Australia Limited (SAAL) offers product support, component distribution, maintenance and repair of military and civil helicopters in the Australasian region. In addition, the company provides design and engineering services, pilot services, and technical training. Helitech is located in Brisbane, Australia, with a support center in Auckland, New Zealand.

SAAL operates as an independent business unit of Sikorsky Aircraft Corporation and runs three separate divisions:

- Helitech – Focusing on civil helicopters – sales, distribution, maintenance, technical training and support.
- Sikorsky – Focusing on military helicopters – sales, distribution, maintenance, technical training and support.
- Derco – Logistic support of parts for military aircraft. (Currently an IFS customer in the US.)

SAAL has purchased IFS Applications with the purpose of establishing a finance/distribution/service management solution within Helitech that will provide a common platform for the other divisions.

Critical Issues

For commercial and military aviation sales and support companies, like SAAL, maintaining accurate documentation, managing thousands of spare parts/components and scheduling appropriate manpower where and when it is needed is critical for their operation.

1. Service Center – Helitech supports a large fleet of Bell helicopters supporting applications for private parties, corporations, charter/tourism, emergency medical services, search and rescue, electronic news gathering, agriculture and law enforcement. The Helitech Service Center is staffed by licensed aircraft maintenance engineers; fully qualified to service airframes, power plants and avionic components of all Bell Helicopters.

   The company performs a wide range of services including component servicing, repair and overhaul; surface finishing and non-destructive testing; rotor blade and bonded panel work; airframe structural repair; maintenance; and

SAAL, along with Jet Turbine Services (JTS) are two new customers in Australia that resulted from the first major Aviation MRO solution sold to Hawker Pacific Australia-New Zealand. Sydney-based Hawker Pacific Australia-New Zealand is a market leader in integrated civil and military aerospace sales and product support throughout Australia, New Zealand, Asia, and the Gulf States. The company, the largest non-airline aviation operation in Australasia, has MRO facilities in Sydney, Brisbane, Perth, Townsville, Cairns, Auckland, Singapore and Manila and is an approved service center for Beechcraft and Hawker aircraft, Dasault Falcon Jet, and Bell Helicopters in varying locations.

Hawker Pacific will implement and use IFS' Aviation MRO, distribution, financial, project management, document management, quality management, and business performance applications.

A joint venture between Qantas Airways and Patrick Corporation (part-owner of Virgin Blue), Jet Turbine Services provides MRO services for Qantas' GE90 and CFM56 engines used in its fleet of over 130 aircraft. At a later stage, these services are planned to be extended to other airline operators. Headquartered in Brisbane, Australia, JTS recently acquired the former Ansett engine maintenance facility at Melbourne's Tullamarine airport. JTS will implement and use IFS' Complex MRO, distribution, financial, project management, document management, quality management and business performance.

specialist aircraft configuration. The work is performed at the Brisbane Heliport facility or on the customer's premises.

2. Service Bulletins & Airworthiness Directives. SAAL operates an engineering department responsible for developing modifications and repairs for civil and military fixed wing and rotor wing aircraft. Operational and developmental flight testing, support and test equipment design services are also provided. Each month, SAAL's engineers receive Service Bulletins from component suppliers and Airworthiness Directives from the aviation authorities. These documents identify a problem with helicopter or component, supercede a previous Service Bulletin, or provide information necessary to perform better or more efficient maintenance. The document must be handled appropriately to ensure the safety of the helicopters.
3. Quality of Data – SAAL is constantly looking for ways to increase profitability by improving the job costing. Maintaining accurate labor and parts costs is critical to achieve this goal. Additionally, parts lists and stock availability records must be accurate in order to maintain high service levels because everyday thousands of parts are received, logged, categorized, replaced or overhauled.
4. Supply Chain and Component Management /Performance-Based Logistics – SAAL's customers have no time to remove a helicopter from service and perform unscheduled maintenance, so they want all the parts available at any given time. SAAL is challenged with trying to optimize its service levels while reducing costs and capital employed. Managing this process correctly can improve their bottom-line results.
5. Resource Planning & Availability – SAAL/Helitech employs approximately 150 technicians and mechanics. With a diverse range of services to perform in their service center, SAAL must carefully plan making sure the correctly licensed staff is available when needed.

The IFS solution

SAAL will implement IFS Applications in a 2-phase approach, beginning with a foundation of finance, distribution and service management. Beginning with Helitech and then expanding to Sikorsky and Derco units, SAAL will focus on creating a standard platform enabling financial consolidation of all business units possible at their headquarters. During the 2nd phase, additional IFS functions for document management, corporate performance management, human resources, and engineering will be added. In SAAL's case, the Sikorsky headquarters in Stratford, Connecticut has a corporate policy supporting SAP financials. This makes SAAL one of the IFS customers that are able to integrate an IFS solution that meets their specific divisional requirements together with a corporate policy supporting a competitive financial solution.

Techniques for Running Successful Processes

SAAL is implementing IFS Applications to provide a number of new process techniques designed to improve control and profitability for their entire operations in Australia.

Financial reporting and KPIs – In the first phase of the implementation, SAAL will set in place a common financial and distribution platform for their three divisions, beginning with Helitech. Business performance and corporate performance management will follow.

Reliability Centered Maintenance (RCM) – RCM shifts the maintenance paradigm from one of preventative maintenance to one of predictive maintenance so that appropriate action can be taken early on. It is a process of defining the most cost-effective schedule necessary to maintain reliable performance and uses continual analysis of data, along with reasonable expectations of performance, limitations and priorities for the part of component. Through continuous examination and investigation, the right work gets done at the right time, ensuring proactive asset management, minimal waste of time and the ongoing reliability of the part.

Tracking/Document Management – For security and regulation reasons, tracking is critical. Detailed records must be kept regarding what material or part was used, who supplied it, when was the maintenance performed, who performed it and who checked it. ■

For further information please contact info@ifsdefence.com

En2308-1 Production: IFS Global Marketing, November 2006