



ALL SYSTEMS GO WITH MRO SOLUTION FROM IFS

Since its inception in late 2003, LTQ has been subjected to a tight schedule in order to commence MRO operations. The Tullamarine facilities were acquired in July 2004 and with staff access to site commencing in September. Significant effort by the LTQ team saw the first engine arrive for maintenance in early December 2004, with facilities and systems ready to go.

LTQ has a single level facility that is custom designed for engine overhaul, with ample facilities for technicians and specialist crews.

A full blown Electroplating Laboratory is located within the MRO complex which avoids the added cost of shipping and returning engine parts to external contractors.

Close by the MRO shop on the Southern fringe of Melbourne International Airport there is a secure test cell fully equipped with control room facilities. LTQ was awarded a CASA certificate of approval for CFM56-3 works in November, 2004 and additional approval was gained for CF6-80C2 in April, 2005. LTQ also inducted its first CF6-80C2 customer engine during this period.

THE CHALLENGE

LTQ faced many challenges in establishing and commencing operations. From a business systems perspective there were also hurdles to jump.

Being a start-up operation, creating and building a team was a continuous activity during 2004 and together with obtaining site access and undertaking workshop fit-out meant that excellent planning and execution were critical requirements. A core activity during this time was the implementation of the company's business system. The challenge was to ensure the managers and leaders of finance, logistics, engineering and maintenance were able to provide adequate input into the formulation of the system together with their responsibilities to establish the site ready for operations.

THE SOLUTION

LTQ selected IFS in March 2004 and work commenced in earnest on phase 1 activities in June. Phase 1 centered on providing financial functionality to the company. Phase 2 commenced in detail in August 2004 and covered the distribution, engineering and maintenance business processes. Phase 2 went live in early December to coincide with the arrival of the first engine for overhaul.

ABOUT LTQ

LTQ, an Australian-based operator, is rapidly becoming a global leader in jet-engine maintenance with consistent delivery to its customers through superior quality of work, reduced cycle time, and cost advantage. Operating from a purpose-built engine overhaul facility in Tullamarine, Victoria, LTQ is an independent Maintenance Repair Organization (MRO) specializing in GE/CFM jet engines. LTQ is a joint venture between Qantas Airways and Lufthansa Technik.



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The implementation approach was based on utilizing IFS standard MRO processes with minimal modification. This enabled a short timeline for implementation activities and allowed users to concentrate on the key process requirements.

In February 2005 business process leaders within the company defined a number of targeted process changes to optimize the use of IFS Applications for LTQ-specific process requirements. These changes were finalized in May 2005 and completed the task of providing efficient business functions to run the company.

Further developments will occur in extensions to clients and suppliers through web portals and e-procurement requirements, while internal requirements for business analytics will become an important management deliverable. These will see IFS Applications Web Portals and Business Performance tools being implemented.

BENEFITS

With strong project control and a clear understanding of the system requirements to service aviation MRO processes, LTQ and IFS have combined together to provide a system that was ready for business on day 1 of operations. Collection of important operational and financial data and the provision of structured procedures crucial to the successful running of a complex environment are critical outcomes of this project.

LTQ has obtained tight control over inventory, with full traceability of serialized and batch controlled parts thanks to IFS Applications. Other benefits include the ability to kit prior to assembly, and enhanced control of the process from workscope preparation and engine induction to teardown, dispositioning, and assembly, all the way through to customer billing. Moreover, engineering, maintenance, procurement, and financials are now fully integrated. IFS Applications has also given LTQ better control over MRO operational costing and an integrated document management system.

The strong foundation of the system will enable LTQ to expand its business as required and also to take advantage of further aspects of IFS Applications where appropriate. Emphasis will remain on streamlining processes to ensure LTQ's view that "It's all about delivery". IFS Applications is enabling LTQ to continue to place customers and quality turnaround at the forefront of its business practices.

BENEFITS

- Tight control over inventory
- Ability to kit prior to assembly
- Control through the process of workscope preparation, engine induction, teardown, dispositioning, assembly and finally to customer billing
- Integration of engineering, maintenance, procurement and financials
- Full traceability of serialized and batch controlled parts
- Control over MRO operational costing
- Registration of controlled documentation

SOFTWARE

IFS Applications suite for Complex MRO

