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Tracing the Value of Solumina: MRO Best Practices

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Recap & How We Got Here

- How a Value Gets Realized
- Yesterday, Quality Management & SIM Process
- Today, Kathryn discussed with you "A Day in the Life" of many MRO Roles
- Now, a conversation about best practices that help define "A Day in the Life"
- Robot, Inc. in full production; values relayed to Customer Care

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How a Value is Realized

Identification

Representation

Realization

Indoctrination

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Today we will conclude a series of presentations identifying value drivers, how they are represented in our implementation methodology, and how they translate to meaningful Best Practices.

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Today's Agenda

- Value's path to Customer Care
- A Value's Journey to Indoctrination
- Value Realization
  - Best Practices for MRO
- Time for Questions

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A Value's Path to Customer Care

- Value Identification – Presales & Sales
- Value Representation – Process Maps & User Stories
- Value Realization – Executing User Stories
- Value Indoctrination – Services to Customer Care
  - CSD Document

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Services to Customer Care Handoff

- Conceptual Solution Design Document (CSD)
- Used to capture everything about an implementation
  - Build Version
  - Configurations
  - Anything else that will help in transition
- Meeting held with Customer Care to discuss, in depth, the implementation and customer values

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Customer Example

- Robot, Inc. – from paper to paperless
- Key Values – reduce repair and maintenance time
- Full Production for a while, units now need repairs
- Indoctrinating Solumina at Robot, Inc.

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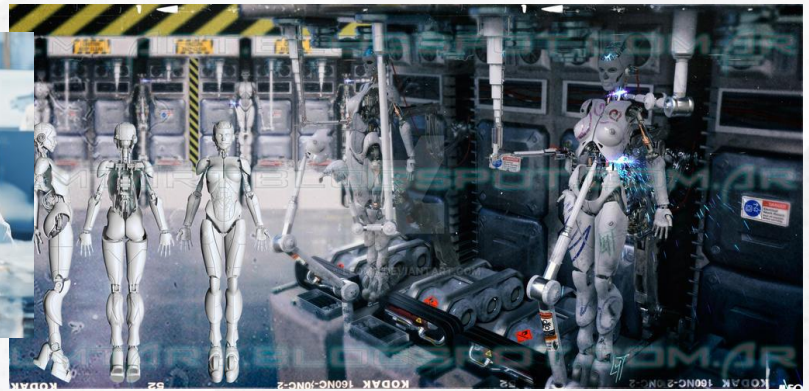
Value Indoctrination

- User Story Mastery
- Using MES, Quality, and MRO
- Solumina becomes second nature
- Hard to remember a time without Solumina



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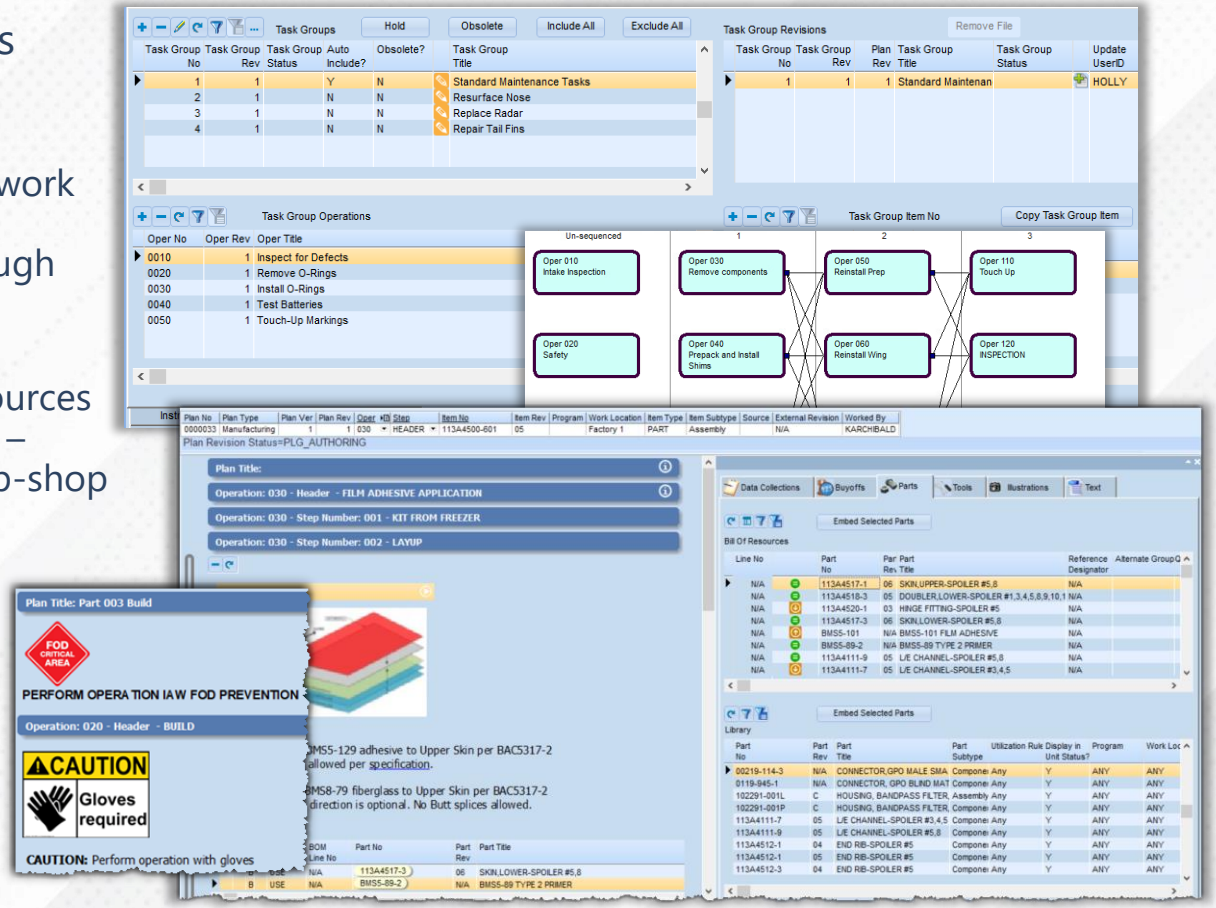
Value Realization

Value of MRO Planning

Solumina's Process Planning sets the MRO team up for success

- Detailed, organized & controlled work instructions based on inclusion and exclusion of work scope through the effective use of task groups
- Incorporation of all Solumina resources for repair, overhaul and upgrades – making the work order a one-stop-shop for execution
- Controlled libraries for commonly used standard items:
  - Data Collectors
  - Illustrations/Specs
  - Standard Text
  - Standard Operations



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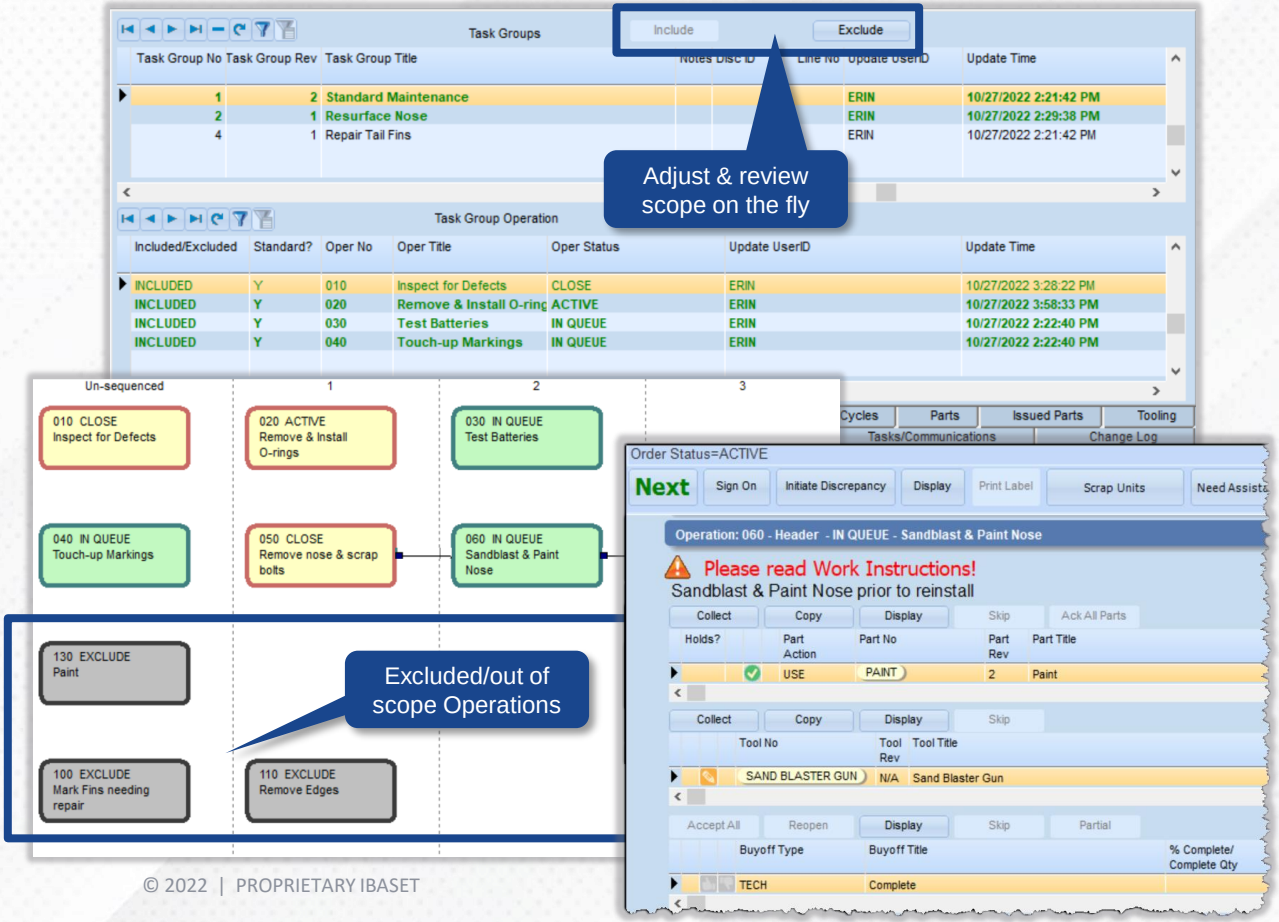
Value of Task Groups in Execution



- Dynamically determine Task Groups and/or Operations to Include / Exclude based on determined work to be performed
- Control of standard Repair tasks for entire families of Parts/Assemblies
- Capture labor, consume parts, collect data, view models, standard documents, select bulk processing, etc. as authored in MRO Plans to efficiently execute work
- Embedded quality through validated Data Collections

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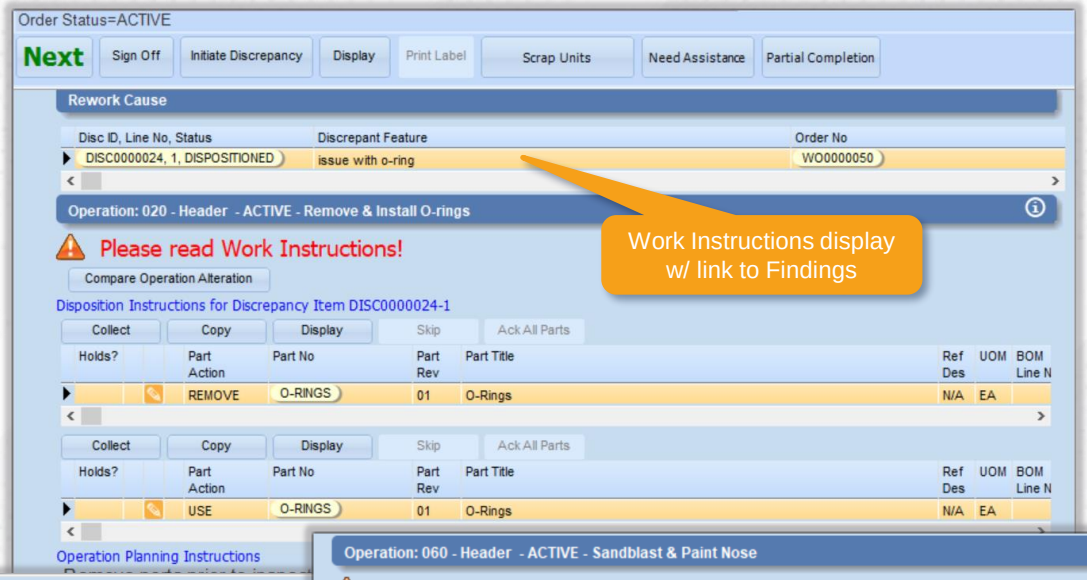
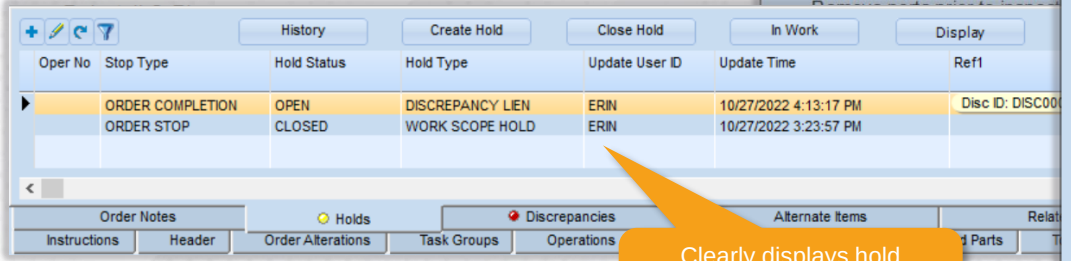
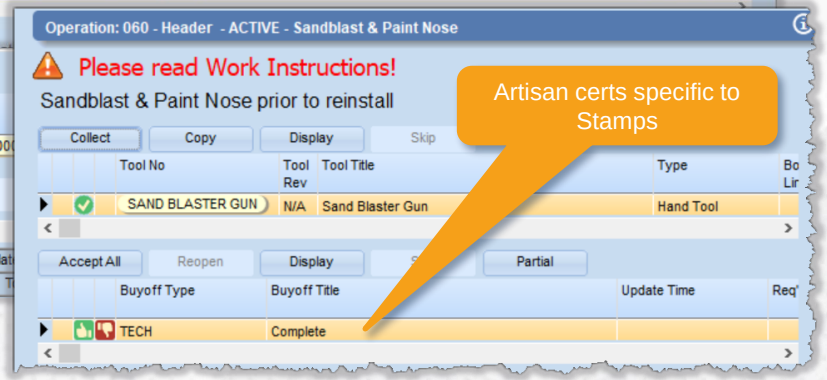
Value of Findings Management

- Raise issue directly from Task Card with visibility through Disposition & automatic holds
- Proactive course correction with Artisan skills + certifications, Artisan-Inspector Audits and Stamps
- Over and Above Alerts & Authorizations
  - Utilize workflows for customer approval before spend
  - Utilize standard repair tasks
  - Plan on the fly for non-standard tasks
- Beyond Ethical Repair (BER) Management







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MRO Best Practices

- Use standard templates in authoring – Operations and Text, Illustrations, Data Collects…
- Leverage Data Collections
- Be cautious in using Buy-Off's
- Work instructions (Operations/Steps) written to a work shift or less
- Create a Style Guide
- Tasks Groups = flexibility
- Re-use, Re-use, Re-use
- Planning, Planning, Planning
- Finally… Be prepared for whatever comes through the door

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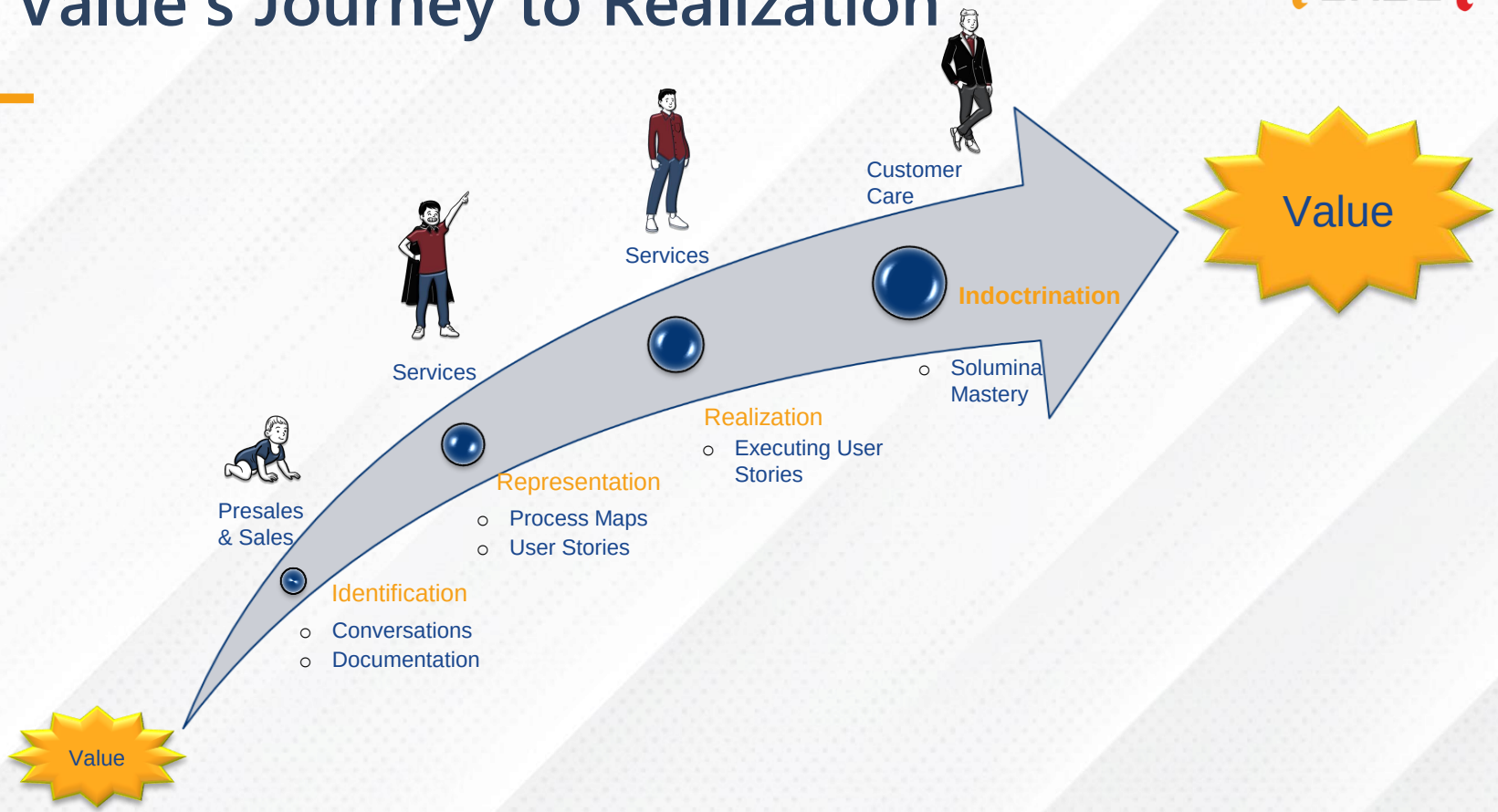
A Value's Journey to Realization



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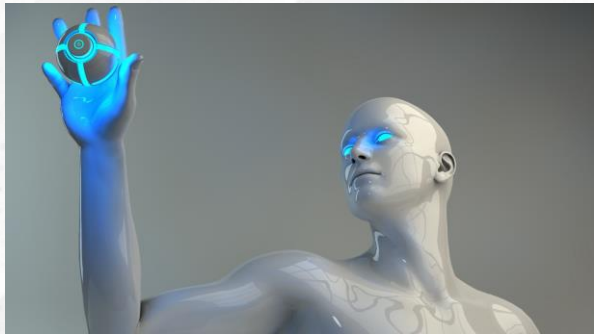
Checkup on Robot, Inc.

- **VALUE REALIZED**! Robot, Inc. has reduced repair and maintenance time by using Solumina!
- Indoctrinated as best practice
- Realized all value drivers
  - Streamline the shop floor
  - Improve performance by identifying non-conformances and reducing corrective actions
  - Reduce repair & maintenance time
- In full production!



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Key Takeaways

- Full Value Traceability Achieved
- Value Indoctrination through Solumina Mastery
- Follow Best Practices
- Remember, you are not alone

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THANK YOU

QUESTIONS?