

Multitasking - killer of speed, productivity and customer satisfaction

A leading airline reduces flight cancellations 62% by conquering multitasking in maintenance.

You might think multitasking is efficient. While juggling multiple assignments, emails and phone calls is stressful, don't you get more done? Well, one of the world's leading airlines found otherwise.

Client Background and Business Situation

Our client—one of the world's largest airlines based on fleet size and passenger traffic—needed to increase its Line Maintenance throughput to **reduce flight cancellations** during the summer peak and **raise its ranking** on the Airline Scorecard, an international review of performance.

Multitasking Problems in Line Maintenance

The airline's line maintenance operation is complex, servicing hundreds of aircraft and more than 10 different fleet types, at 30-plus maintenance stations. Working with Realization, the client found that:

- Not only were the various “pre-maintenance” departments such as Routing, Planning, Troubleshooting and Materials operating with separate priorities, but there were multiple priority lists within each department.
- The situation was worsened by last-minute changes to accommodate weather problems, flight delays, etc.
- As a result, when mechanics started working on a job, they were constantly missing parts, tools or the troubleshooting diagnosis. Each interruption caused them to stop what they were doing and jump to a different job. Traditionally, such multitasking has been considered efficient. But in reality, it only put more strain on mechanics and support departments, and lengthened delays.

The Synchronized Priority Solution

- A common priority list was established for Routing, Planning, Materials and Troubleshooting. Working to the same objectives in the pre-maintenance phase created a high level of preparation for maintenance.
- Mechanics could now fully fix an aircraft instead of finishing only a few items and leaving others for later. With less multitasking, maintenance throughput rose.
- Higher throughput and “full fixes” also gave the airline a buffer of planes that required no maintenance in the short run. That flexibility allowed them to absorb last-minute changes without having to cancel flights.

Ranking

The airline's ranking for canceled flights in the Airline Scorecard jumped from #9 in 2010 to #3 in 2011.¹

1 (FlightStats.com, Department of Transportation)



Results

The airline reduced its summertime maintenance cancellations from 29.3/day in 2010 to 11.2/day in 2011. Its ranking for canceled flights on the Airline Scorecard jumped from #9 in 2010 to #3 in 2011.¹ Profits and customer satisfaction both increased.

¹ (FlightStats.com, US Department of Transportation)



If doing projects 20-50% faster is vital for your organization, contact us at [+1.408.271.5100](tel:+14082715100) to get started.