



BORN TO ENGINEER

ENGINEERING SERVICES

Aero-Engine player

Solution change as Proposition

- Develop approved solutions for non-conformances on an engine part during engine fleet to support overhaul base, airline or vendor to facilitate engine build after overhaul.

Challenges

- Ensure that the leading aero-engine player's reputation of service to its customers is still maintained by delivering the product within the agreed SLA of Service (85% of the tasks completed within 20 calendar Days).
- Customer expectation was that they outsource the entire process to QuEST and QuEST is accountable to drive this from cradle to grave.
- Integration of Offshore and Onsite Processes to ensure effective and efficient operational model.
- Manage huge volume of tasks across customer's fleet of large civil engines (Approx 100 tasks a week and an uncertain volume/day) with varying complexity through a complex process.
- Customer wanted to do this work transfer within 6 weeks. Just to compare the original plan was to do the transfer in 12 months.
- Effective communication with was involved. A minimum of 3-4 departments would be involved to sign off each task.
- Ensure quick capability build up of QuEST engineers.

QuEST value and benefits to customer

- Exceeded the SLA for the first 6 months in 2010 (87% of the tasks delivered within the SLA of 20 days)
- Transfer of this process to QuEST has an ongoing primary cost saving of hundreds of thousands of dollars per annum to this customer.
- Any failure of this work stream to deliver would directly affect the customer satisfaction and cause delays in engine build accounting to millions of pounds.
- QuEST is managing the entire process from Cradle to Grave.