Improved On-Time shipments by 350 orders per week for a major aerospace manufacturer

OUTPERFORMA

Challenge

- A major aerospace company was struggling with on-time delivery due to business process issues.

Solution

- We performed Gemba's and Kaizen's to optimize business processes.
- We made changes to SAP order policy, created standard work for repair unit inductions, handling customer work instructions, and warranty adjudication.

Results

- We accelerated R&O Turn Around Time improvement.
- We improved on-time delivery by 350 shipments per week

Number of weekly shipments on–time improved:

+350 per week

Business Process Improvement

Background
- On time delivery performance was struggling and many major drivers were business process related. When On-Time delivery suffers, it impacts revenue and costs negatively along with customer satisfaction.

Challenge
- With a major aerospace company with many divisions that were acquired over the years do not always have the same standard work. Inconsistent application of how repair units are inducted, customer work instructions are interpreted and managed, warranty adjudication is performed, and cross-functional communications between Customer Support, Field Enginers, Warranty Teams, Customer Business Teams were not always quick and seamless.

Solution
- We leveraged key Lean activities at key plants around the globe. We performed Gemba's and Kaizens regularly to identify a large number of improvements. We accelerated induction processes for repair units, we helped condense warranty adjudication processes, we helped develop contracting strategies that were customer and operation friendly, we helped accelerate shipments of repaired units, and helped make order policy changes to optimize on-time delivery.

Results
- As a result we were able to streamline and standardize many business process procedures which resulted in an increase of over 350 on-time deliveries.

About OUTPERFORMA Consulting Group:
- We help senior leaders in the airline and aerospace industry to achieve transformational growth and productivity.
- We leverage our deep industry experience using proven best practices, extensive business analytics, and collaboration to drive transformative results.