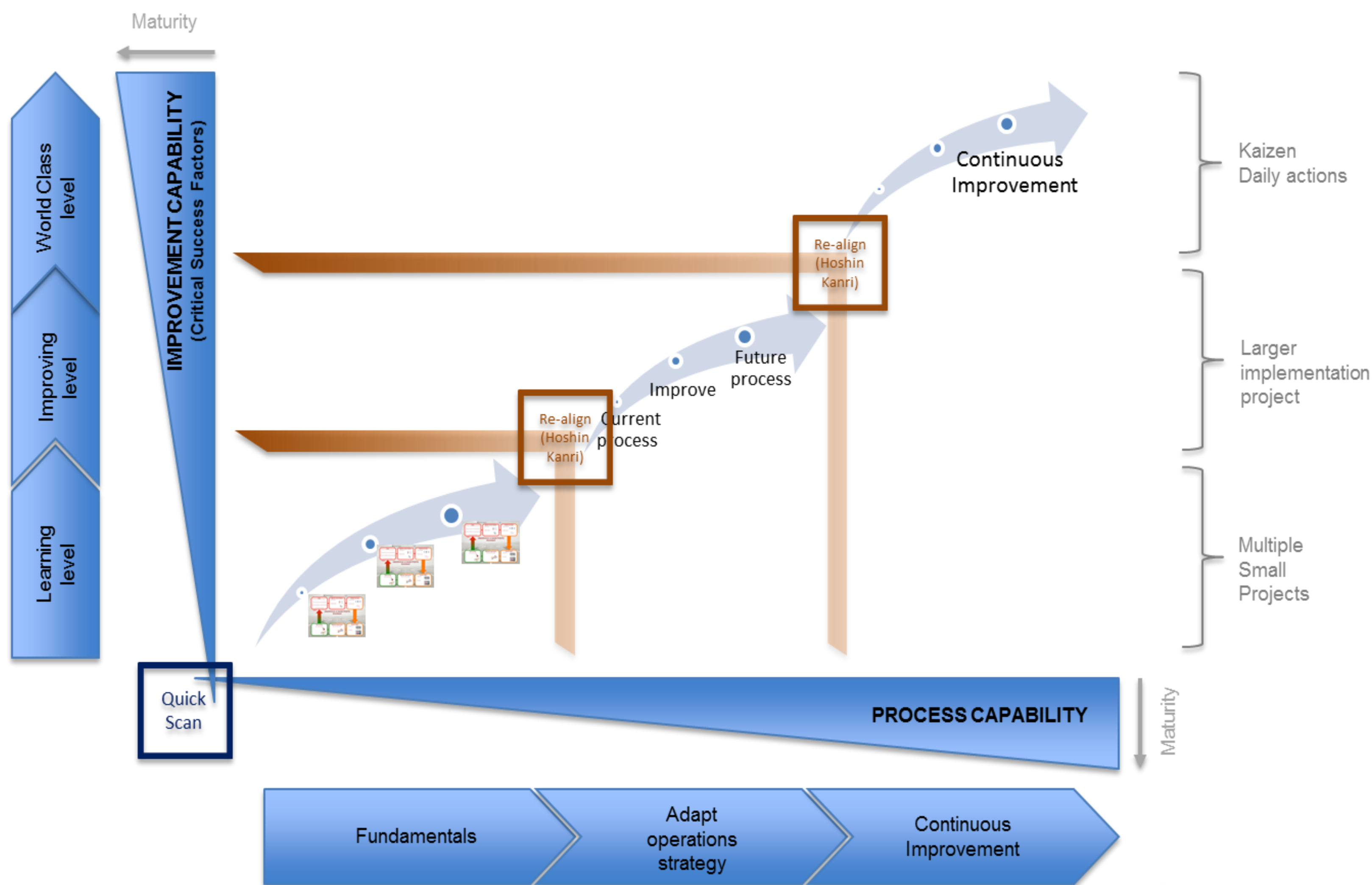




MAINTAIN YOUR COMPETITIVE EDGE PROCES OPTIMIZATION IN THE SME MRO SECTOR.

WHAT ARE THE POSSIBILITIES FOR SMALLER AND MEDIUM SIZE MAINTENANCE, REPAIR AND OVERHAUL (MRO) ORGANISATIONS TO IMPROVE AND CONSOLIDATE THEIR PERFORMANCE, GIVEN THEIR TYPICALLY UNSCHEDULED AND INCIDENTAL MAINTENANCE CHARACTERISTICS?



The framework

The project is executed by the Aviation Academy of the Amsterdam University of Applied Sciences and focuses on finding custom-made process improvement methods for performance enhancement at Small- and Medium Enterprises in the Maintenance, Repair and Overhaul industry. The project is a cooperation between the Amsterdam University of Applied Sciences and different companies in the sector. This collaboration result in the possibility to do scientific research and implement the results at companies immediately.

Process capability and Improvement capability

Proces optimization consists of two dimensions :process capability and improvement capability. Proces capability is the knowledge about process optimization and the ability to use optimization tools. Improvement capability is the ability to implement improvements within the company , this dimensions focusses on the softer 'human' side of process optimization. Using these two dimensions gives the company a clear insight in where they are, what they want to achieve and what they need to learn and do to achieve this goal.

Implementing optimization

During the collaboration between companies and the University, six steps are performed to reach our joint goals to improve and consolidate their performances.

The quickscan is a kick off to identify improvement opportunities within the organisation on process and organizational level.

Multiple small projects as a result of the quickscan are executed following six steps. From defining the problem to secure success. These steps learn participants optimization fundamentals.

If the company is able to perform these projects by it selves, the company is ready to realign the targets and goals. **Hoshin Kanri is part of this realignment.**

The next step after the realignment is **Implementing a larger project.** A large project adopts an operations strategy, implementing flow and pull for instance.

When companies are successful and did another **realignment**, they are ready to start with continuous improving their process on a daily bases. They use the theory they learned , the fundamentals they implemented and the capability the company achieved.



**Research program Aviation Academy,
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