



# MRO

## Top 5 Global Airport by Int. Traffic

### Challenge

A major MRO needed to cut aircraft check turnaround time (TAT), free capacity for revenue work, and reduce daily firefighting across Base Maintenance, Line Maintenance, and component shops.

### What We Did

We designed end-to-end value streams for aircraft checks and support functions: defined product families, set Guaranteed Turnaround Times (GTTs) for support shops, and created visual, takt-based execution with normal and abnormal flows, and standard responses. We also stood up a formal feedback cycle so each disruption corrected the next check by design.

### Implementation Highlights



Pre-flight & Launch: "I-minus" clean-start readiness for materials, tooling, equipment, and information; integration events locked by sequence.



Execute: Pitch boards by area/day/shift; rolling 3-day windows for material, tooling, people, and equipment; support shops triggered by visual signals and GTTs.



Flow-disruption system: Standard work and RCA loop with visible forms/boards; weekly Pareto and containment plans.

### Results

- 30% reduction in TAT for Flagship Longhaul C-Checks (pilot line) through preloaded materials, mobile crib kitting, point-of-use tooling, and standard/abnormal workflows.
- A-Check reliability gains: For Flagship Longhaul A-Checks, target TAT reduction of 25% moved to sustain with an 87% on-time "hit rate" over the prior four months (overall 59% of checks on target since VSM).
- Capacity & productivity uplifts in shops: Safety Equipment and Brakes/Wheel shops planned capacity increases and quantified productivity gains to support aircraft flow.

### Why it Worked

We built a single operating system for MRO that made status obvious, sequencing unambiguous, and support shops accountable to GTTs, so technicians could keep value-add work flowing while the system self-corrected disruptions at the source.

**30%** Reduced C-Check Turnaround Time

### Contact Us

**Phone:** +1 (401) 667-7299

**Email:** [thealey@dugganinc.com](mailto:thealey@dugganinc.com)

**Website:** [www.dugganinc.com](http://www.dugganinc.com)