



# Five ways to make your MRO operations run more smoothly

Is your aerospace & defense company struggling to ease the pain of record-level Department of Defense cuts? You're not alone. While defense department spending is plunging to pre WW II levels, the commercial sector—particularly maintenance, repair, and overhaul (MRO) operations—is showing record growth. UK analyst firm [visiongain](#) reports that the **global military MRO** market will reach \$48.27 billion in 2014. According to [Intelligent Aerospace](#), the value of the commercial aircraft MRO market in 2014 will reach \$53.4 billion.

---

Here are 5 ways to help make MRO operations run smoothly and efficiently—and maximize profits.

1

## Manage supply chain visibility—even global partners

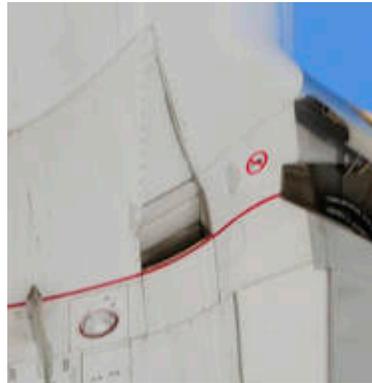
According to PwC, **50 to 60% of maintenance costs are driven by supply chain**. So, to have more profitable MRO contracts, you have to get this aspect of your business right. Since your ultimate goal in MRO is to ensure that parts are available to mechanics and technicians when they need them, you need to build a reliable supply chain with flexibility, and visibility. You need to be able to quickly and efficiently procure parts made from specialty composite

materials, carbon fiber, super-alloys, and titanium—many of which aren't widely available. And you need visibility into how your supply chain is performing—no matter where in the world your partners may be—so you can shift gears quickly when there's an unexpected delay or disruption to services.

## 2

### Manage complex processes and parts with ease

From tracking the lifespan of thousands of multipiece components to predicting demand and stocking replacements parts, you have to keep track of materials and their as-serviced history. Managing inventory is even more complicated today as manufacturers increasingly turn to new materials, like carbon fiber. Because some older aircraft may still use traditional materials, MRO contractors often are forced to manage dual inventories and have technicians who are trained on both materials. This adds to the complexity, as different materials may have different maintenance requirements and lifespans. You need an IT infrastructure that can keep up with the multitude of SKUs, serial numbers, and configurations— or you may risk letting serious safety infractions slide by.



3

## Stay on top of software upgrades to allow real-time information flow

Whether you're working with military or civil aviation contracts, you have to meet the specific government mandates for flight times, maintenance, and program cost management. Audits, fines, or grounded aircraft can have devastating consequences for any MRO company. Spreadsheets just won't cut it. You need contract management capabilities, plus serial and lot traceability for build and product maintenance, so you can comply with contractual demands and government mandates, while maintaining strict quality control.

4

## Deliver on your promise

Your service is only as good as your technicians. So, make sure they're in the right place, at the right time, with the right equipment. Aircraft have become more complex, with highly advanced components that require specialists to maintain. Managing those specializations adds complexity to scheduling repairs, inspection, or routine maintenance. You need specialized software to ensure that the technician you send out on a job has the right certification to complete the assigned task. You also need to make sure technicians have access to the information they need. With smart mobile devices, technicians can access critical data, such as an inventory of parts and service history on a particular component, while they're on the tarmac or in hangar. This helps speed the service process.

5

## Track everything

Most MRO contracts are extremely complex, so knowing if your business is truly profitable can be a guessing game. To succeed, you need to track everything—from parts and tools, to time spent on a project, resources, and more. Hidden costs and high investment in replacement parts and inventory can mask true bottom line performance. Advanced time tracking tools can help you get a handle on resources, so you're more likely to comply with personnel requirements. And advanced analytics can make it easier to track profitability, manage contract renewals, and accurately quote on new contracts.

Visit the [Manufacturing Matters](#) blog to learn more about this topic. >



Share this: [in](#) [f](#) [t](#)



Copyright © 2014 Infor. All rights reserved. The word and design marks set forth herein are trademarks and/or registered trademarks of Infor and/or related affiliates and subsidiaries. All other trademarks listed herein are the property of their respective owners. [www.infor.com](http://www.infor.com).  
641 Avenue of the Americas, New York, NY 10011

INF-1449818-en-US-1014-1