

## **Case Study: Airline MRO: Turnkey Maintenance Solutions**

Air Works is the first MRO in India to have signed long term contract with a major OEM to offer Turnkey Maintenance Solutions (TMS) to a recently launched commercial airline in India.

This program covers all the maintenance and logistics support elements necessary for the successful operation of the airline, including quick turnarounds during pre-flight transit checks, bespoke maintenance planning, cabin maintenance, snag rectifications, warehousing and logistics, among other services, all supported by proactive communication between the airline, OEM and AMRO.

The airline currently operates 9 aircraft across Delhi and several other locations in India, and is expected to ramp up its fleet size to 20 by end of 2017. Air Works has a dedicated team of over 100 personnel, including 25 Aircraft Maintenance Engineers (AMEs), located at the Delhi International Airport. Also, Air Works has a dedicated warehousing area of 200 sq. m. in Delhi International Airport for parts, stocking ~4,000 SKUs. All parts are procured through the OEM authorized vendors.

Air Works' has achieved technical dispatch reliability in excess of 99.25% over the first 12 months of operations.

### **AW's customer centric focus: Ability to fix aircraft technical snags in non-base locations**

Early in March, 2015, an AOG situation was created for the airline in Ahmedabad, due to aircraft door damage. Despite proximity to the AOG location, the airlines' MRO providers in Ahmedabad and Mumbai were unable to provide any assistance, resulting in an unnecessary grounding of the aircraft and the consequent revenue loss for the airline. In this instance, Air Works flew in its AMEs and technicians to Ahmedabad from Hosur, and resolved the issue within 3 days. Once the aircraft was ready to take-off, it was brought to Delhi, where Air Works performed a more comprehensive check on the aircraft.