

August ECUP Newsletter #2



What's on in this issue!

Welcome to our second ECUP Monthly Newsletter!! For those of you who aren't aware, ECUP stands for The Engineering Capability Uplift Program which was launched at the end of May, 2019. You can find out more in the ECUP Overview section of this newsletter. We will also provide an update on some of the key initiatives we have kicked off, introduce some new members of the ECUP Team and provide an update on some of the progress that we are making as a team.

Measuring ECUP Impact

ANG OTP
Link PNG OTP

Overall , inc Boeing (Prev mth 71%)
Overall (Prev mth 76%)

77% / 85%
72% / 85%

Fokker
Dash 8

Availability vs Schedule (Prev 84%)
Availability vs Schedule (Prev 84%)

87% / 100%
83% / 100%

FOKKER C-CHECK
DASH 8 C-CHECK

TURN TIME (Prev mth 208)
TURN TIME (Prev mth 65)

208 days / 90 days
65 days / 45 days

Data YTD as at Aug 12, 2019

ACTUAL / TARGET

Meet the growing ECUP Core Team

We are delighted that the ECUP Core Team continues to grow with several new additions in the last month

If you are interested in becoming more involved please reach out to one of the ECUP Core Team or Tim Gent or Mark Pigram from TG Aviation Solution

Sponsor: **Alan Milne**
Owner: **Benedict Oraka**
Program Director: **Heidi Duvun**
Program Director: **Daisy Pumwa**
Program Director: **William Soiat**

Champion Heavy Maintenance: **Richard Woolcock**
Champion Line Maintenance: **McJones Endiken**
Champion Link PNG: **Jeremiah Age**
Champion Maintenance Workshops: **Ricky Tongope**
Champion Line Maintenance: **Simm Kangadab**
Champion Line Maintenance: **Patrick Benjamin**

ECUP Overview, what's it all about?



1. Clearly articulate the Leadership
2. Implement common Measurements
3. Identify Clear Objectives
4. Drive a Culture of Accountability

ECUP is a structured program being delivered in the Engineering and Maintenance Department as part of the Higher Altitudes Program.

The four key focus areas of ECUP are shown here and they align directly with the Higher Altitudes pillars of People and Customer and Operational Excellence

We have over 37 initiatives which make up ECUP and we have started work on over 10 of these already. The snapshot below show what has been kicked off so far in each of the focus areas

TG AVIATION SOLUTION Commercial in Confidence © TG Aviation Solution Pty Ltd 2019

Leadership

L01 - Maintenance Organisation redesign
L03 - Leader coaching in Task Assignment

Accountability

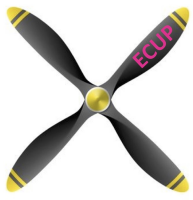
A01 - Define Roles and Responsibilities
A02 - Define Hangar Expectations

Measurement

M01 - Implement Purchasing and Supply KPIs and monitor
M02 - Visual Board - Hangar Housekeeping
M03 - Maintenance Schedule Compliance for Overnight and Line Maintenance
M05 - Forecast manhours by C-Check with S-Curve and burn-rate
M06 - Visual Board C-Check burn-rate

Clear Objectives

CO05 - C-Check Process design and implementation



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Task assignment training charges ahead

After the initial success of the CPORT Task Assignment training we have continued delivery with more than 6 sessions in total now having been delivered!

More importantly we are starting to train the trainer and have had William Soait and Jermiah Age co-deliver a number of these sessions. The fantastic thing about this approach is that we are now sharing the CPORT Framework broadly across ANG with our colleagues from GSE, Ground Ops, Ops Control, Network & Revenue and Freight!

A reminder that CPORT stands for C-Context, P-Purpose, O-Output, R-Resource and T-Time. Have a look on the ECUP Intranet site where you can access the training material and start using the CPORT framework to help you day-to-day!

Here are some photos of the team at the CPORT training. Over 80 Air Niugini employees have completed the training so far across almost every department across the business!!!

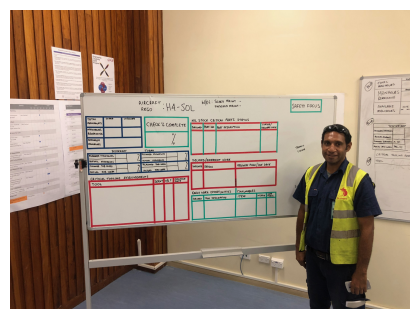


Visual Boards in Hangars are helping with communication and awareness

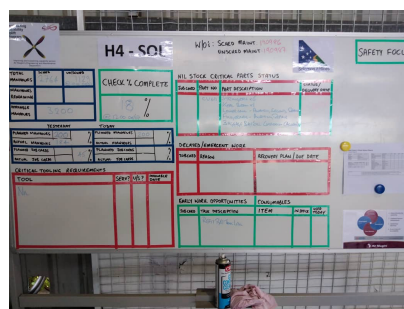
Visual management of operational and maintenance activities in an environment such as our hangars can help with communication between shifts, and supporting groups. This leads to an overall higher level of awareness from everyone involved around what the critical elements of an ongoing C-Check are and therefore what needs to have the highest priority in terms of attention.

We have implemented a visual board in Hangar 2 for the SolAir check. After using it for 2 weeks the team came up with some improvements they felt would make the board easier to use and more effective so we updated the board to the new layout.

We have now established a second board in Hangar 1 which is being used for the P2-ANU C-Check beginning Aug 26. Below are some photos of the Visual Board development and evolution!!



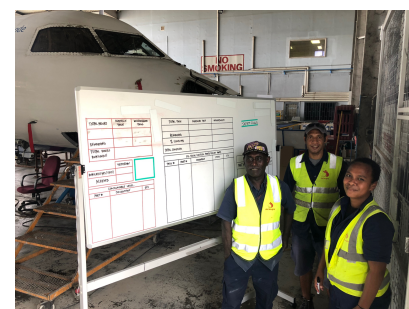
Initial Hangar 2 Visual Board Design



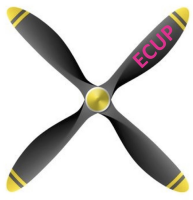
Hangar 2 Visual Board in Action



Working on the Hangar 2 Visual Board update



The updated Hangar 2 Visual Board



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Solomon Airlines Dash 8 - 100 C-Check in Hangar 2

The Solomon Airlines Dash 8 - 100 C-Check is nearing its completion. This C-Check has provided us with a fantastic opportunity to test and develop some of the elements of our Heavy Maintenance Planning and Delivery Framework which was introduced in our first newsletter last month.

As part of ECUP, we have managed to introduce some greater rigour around assessing risk of delivery dates for the check and putting in contingency measures to reduce risk where it is deemed to be too high. This has us well placed to deliver the aircraft back to Solomon Airlines on time.

We will also be conducting and sharing a lessons learned at the completion of the Solomon Airlines C-Check and applying those lessons to our future heavy maintenance activities whether they are performed on our own aircraft or on a customers. By treating our own in-house C-Checks more like delivery of a service to an external customer, we hope to sharpen our planning, performance and timeliness.



First ANG Female LAME - Elena Mai issues RTS for P2-ANK



Earlier this month saw Air Niugini and Elena Mai from our Aircraft Maintenance team achieve a significant milestone. Elena became the first female Licensed Aircraft Maintenance Engineer to officially sign off the Return to Service (RTS) for one of our aircraft P2-ANK at the end of its C-Check.

This is a wonderful milestone both for Air Niugini and Elena and we would like to pass on our congratulations to her on this achievement.

P2-ANU and P2-ANV early preparations enable business decisions

Last month we flagged how we had started preparing for the upcoming P2-ANU and P2-ANV C-Checks well ahead of our normal preparation timeframe and using our new Heavy Maintenance Framework.

This preparation has let us bring P2-ANU's C-Check forward by 3 weeks to begin on Aug 26. This action has been taken to ensure we limit the number of out of service Fokkers over the upcoming peak period between Nov 19 - Feb 20.

Our HMV Calendar now has us progressing P2-ANU beginning Aug 26 in Hangar 1, and P2-ANV beginning Oct 1 in Hangar 2. This will be a couple of weeks after the SolAir C-Check is complete and the Hangar 2 area and stores are tidied up and prepared with the P2-ANV pre-load materials.

This photo shows our Heavy Maintenance C-Check Coordinator Richard Woolcock walking the Hangar 1 team through the Visual Board we will be using for the P2-ANU check.



Once we get P2-ANU's C-Check kicked off we will be adopting the same planning approach to P2-AND. This will involve getting the workpack ready and released from WinAir with manhours included and also an assessment of pre-load requirements for the check including coverage of all the robbed parts from the past ~6 months.