

# September ECUP Newsletter #3



## What's on in this issue!

Welcome to the third 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.

We have launched an ECUP Intranet site on the Air Niugini server where you can access previous newsletters and other information on the Program!

## Measuring ECUP Impact

**ANG OTP**  
**Link PNG OTP**

Overall , inc Boeing (Prev mth 77%)  
Overall (Prev mth 72%)

**77% / 85%**  
**72% / 85%**

**Fokker**  
**Dash 8**

Availability vs Schedule (Prev 87%)  
Availability vs Schedule (Prev 83%)

**87% / 100%**  
**84% / 100%**

**FOKKER C-CHECK**  
**DASH 8 C-CHECK**

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

**208 days / 90 days**  
**43 days / 45 days**

Data YTD as at Sep 30, 2019

## Meet the ECUP Core Team

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 now started work on over 20 of these. The snapshot below show what has been kicked off so far in each of the focus areas

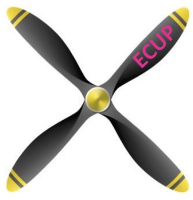
TG AVIATION SOLUTION Commercial in Confidence © TG Aviation Solution Pty Ltd 2019

## Happy Independence Day PNG!!

This month we celebrated PNG's Independence Day on September 16. The ladies from Engineering in Hangar 1 kept with tradition and came to work in the National Dress which looked absolutely fantastic!!

We hope everyone had a wonderful celebration and break over the long weekend





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## Talking KPIs in Purchasing and Supply

Our Purchasing and Supply group has a number of KPIs identified to help them improve how they provide services to the Engineering and Maintenance delivery teams. Early in the ECUP analysis phase, several of these KPIs were identified as needing some support to ensure they were measured effectively and consistently.

Two of our ECUP Champions (William Soiat and Jeremiah Age) have been assigned the task of working with Purchasing and Supply on these KPIs. Over the last few weeks William and Jeremiah have been meeting with key people across Purchasing and Supply to understand how their processes work and what data is readily available to help measure the KPIs for the group.

Once the data sources are identified, William and Jeremiah will work with the Purchasing and Supply Team to develop some simple ways to consistently measure and report on the KPIs identified which will ultimately help the group to deliver better service to their internal customers at Air Niugini

For each of the ECUP initiatives we develop and assign to Champions for delivery, we develop what we call a 6 blocker.

The 6 blocker provides a little more detail with respect to what the initiative is aiming to achieve, why it is needed, what the current and expected impacts to the business will be, who is involved and what the rough timeframes are for delivery.

By applying this discipline to our planning and execution of improvements we ensure that everyone involved in each initiative is on the same page and can contribute to a common goal!

The Purchasing and Supply KPI 6 blocker is shown here as an example. Keep in mind, anyone at Air Niugini can use this 6 blocker approach so why don't you give it a try!!

**M01 Project: Implement Purchasing and Supply KPIs**

**Problem Statement:**  
The Purchasing and Supply manual contains a page of KPIs applicable to the department (this is located on page 2-26 in Section 2.8) however none of these KPIs are actively measured or reported on

**Goal Statement:**  
Review the KPIs listed in the Purchasing and Supply manual and develop (in consultation with key people from Purchasing and Supply) processes to begin measuring and recording of each of the KPIs

**Project Team Members:**  
Project Team  
Project Owner: Jeremiah Age  
ECUP Prog Director: William Soiat  
Project Member: James Tira  
Project Member: Joyce Samoa  
Project Member: Esther Gilip  
Project Member: Max Samoa

**Business Impact:**  
• Without active measurement of Purchasing and Supply KPIs it is very difficult to target areas for improvement across the department and measure the effectiveness of any improvement initiatives

**In Scope / Out of Scope:**  
**In Scope:**  
KPIs listed on page 2-26 of the Purchasing and Supply manual  
Additional KPIs not listed in the manual which would add value  
Removal of any of the KPIs listed which do not add value or are impractical to measure effectively  
Updating the Purchasing and Supply manual to reflect the KPIs which have measurement mechanisms established  
**Out of Scope:**  
Measurement for any KPIs which are found to be measured elsewhere across ANG

**Timeline/Key Milestones:**  
**Define:**  
Sep 5, 2019: Pre-kick off meeting with James Tira and available team members to review plan for the initiative  
Sep 18, 2019: Follow up kick-off meeting with James Tira and all project team members to review the initiative plan and brainstorm options for KPI measurement  
Sep/Oct 2019: Jeremiah to work with Mark and William to plan how the measurement of the KPIs will occur and then implement with Purchasing & Supply

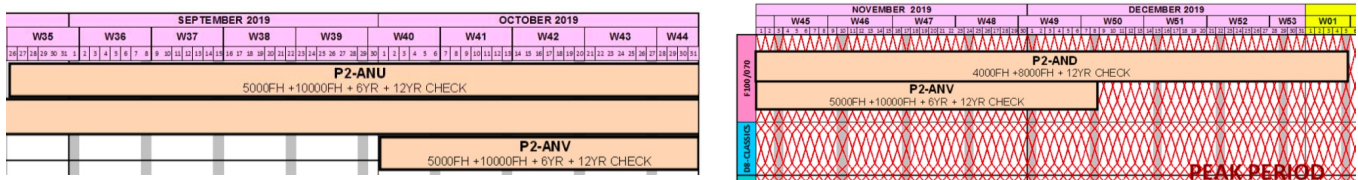
COMMERCIAL IN CONFIDENCE FOR DISCUSSION ONLY

## Heavy Maintenance planning beginning to show results

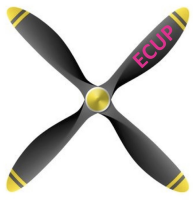
A large focus of ECUP to date has been developing and implementing more rigorous planning regimes in relation to how we prepare for our in house C-Checks. This work is starting to show results with P2-ANU's C-Check progressing to schedule at the moment in part thanks to the early preparation and planning work that the Maintenance, Engineering, Purchasing and Supply teams conducted several months ago.

The same early preparation approach was applied to P2-ANV which is due to come out of service on October 1 for its C-Check. All of the pre-load materials for this Check have been in stores for a number of weeks so when the aircraft is inducted the teams will have everything they need at their fingertips to progress the Check in an efficient way.

As we have a full C-Check calendar for the coming 12 - 18 months last week we turned our attention to preparations for P2-AND's C-Check. This Check was started at the beginning of the year however due a range of operational reasons, it has not been able to be progressed. The current Heavy Maintenance calendar has P2-AND coming in for its C-Check into Hangar 1 as soon as P2-ANU is complete. P2-ANU is due to return to service on Nov 8 and is currently on schedule for this date. Given P2-AND has had many parts robbed from it while it has been out of service we have assigned a small C-Check preparation team to re-assess the work package for the aircraft, identify all of the robbed parts and the status of their replacement and begin to assemble pre-load materials for the checks commencement in early November



This is a snapshot of the HMV Calendar for our Fokkers over the coming months



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## Solomon Airlines Dash 8 C-Check Complete and Lessons Learned Captured

The Solomon Airlines Dash 8 - 100 C-Check was successfully delivered on time to the customer at the beginning of September. This achievement represents a significant milestone for Air Niugini with such a good outcome from our first MRO C-Check.

There are however always opportunities to improve our performance which is why we have also conducted a detailed lessons learnt with key stakeholders involved in the planning and execution of the C-Check.

The lessons learnt summary provides an detailed reference point for our teams to review and consider when planning the next MRO C-Check. While we delivered the Solomon Airlines C-Check on time we had to change our approach to a number of scope items throughout the Check. This involved items such as sourcing of paint for the aircraft and working longer shifts than originally planned to maintain the delivery date. The lessons learnt activity has identified action we could take before the next MRO C-Check begins which will greatly reduce the potential of similar mitigating actions being required in the future.

The MD also paid a special tribute to the Hangar 2 team who worked so hard and so diligently to make the SolAir C-Check such a success at the return to service ceremony shown in these pictures.

