

LESSONS LEARNED: “AN AIRLINE’S EXPERIENCE”



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OVERVIEW

- State of our industry
- Training
- Facilities/equipment/tooling
- Information improvements
- Closing thoughts



State of the industry

- Estimated impact to airlines since 9/11 is 8 billion
- Bankruptcies are up
- Economy is weak
- Revenue is down
- Analysts estimate huge losses for this year



How should we respond ?

- We must be even more focused
- If we need equipment/tooling,
we must ask for it

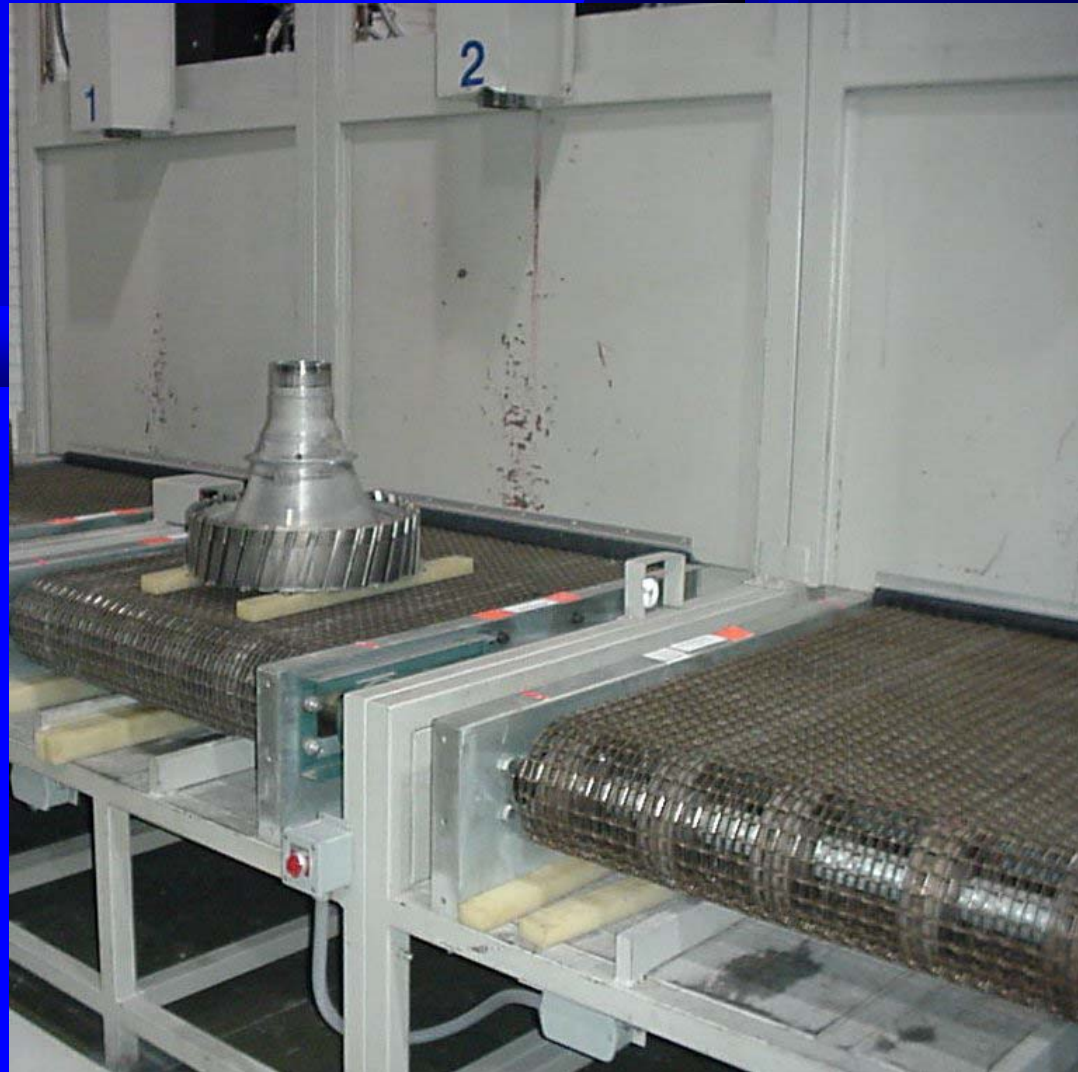


TRAINING PROGRAM

- Train cleaning department personnel
- Annual recurrent training is a must
- Structured on-the-job training (OJT)
- Certification assessment

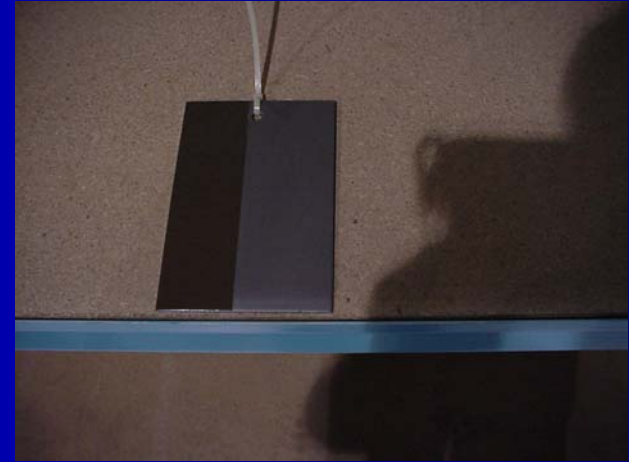


Parts Drying Ovens



PROCESS CONTROL

- Documented cleaning procedure
- Check before processing and after cleaning for residual inspection material
- Handling and storage



EQUIPMENT/ FACILITIES



- Proper tools/ equipment for the job
- Ergonomics / human factors
- Facility maintenance access

Large Part Line



Medium Part Line



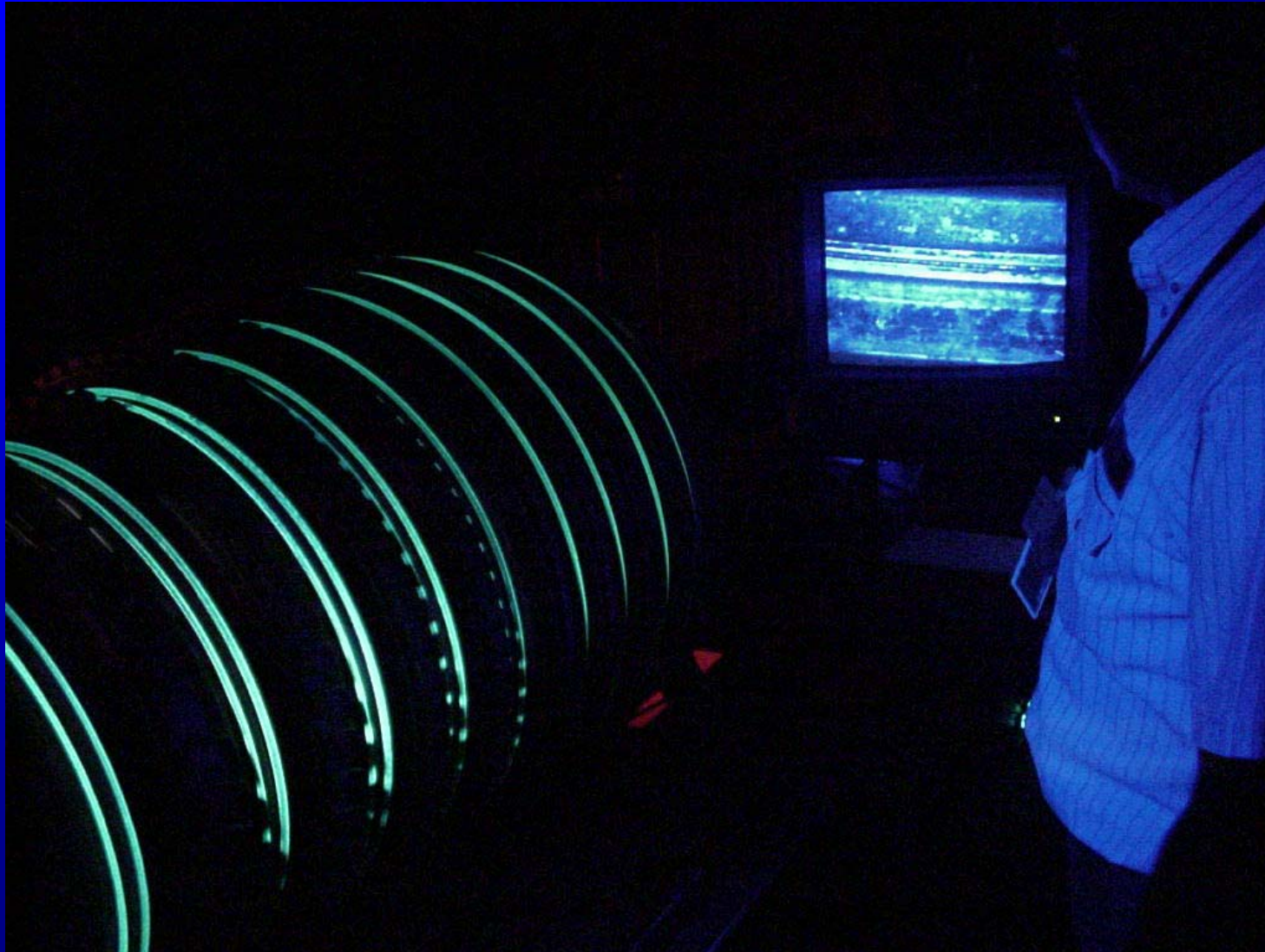
Maintenance Access



Inspection Environment



Inspection Tools



Information Age // “E” Technique Sheet

Disk-Turbine 1st. Stage (JT8D-15A, -219) 10/14/97

MFG# 882201

Technique# PT124-72A

NOTE: MFG # on Technique Sheet & Shop Order MUST match.

REFERENCE - DAL P.S 900-6-3 No. 02

Ref. M/M 72-52-00 Insp. 01

Ref. E.O. 49-70200-3

ACCEPT/REJECT CRITERIA: NO CRACKS ALLOWED

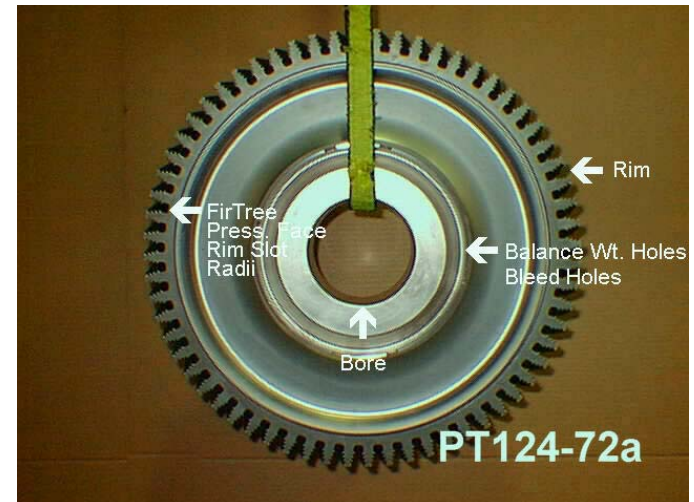
- Dept. 542A Line

Inspection Method D- Post-Emulsified

Penetrant Sensitivity - Class 2 - UltraHigh Sensitivity

NOTE:

- 1 - Mark reference point to insure complete inspection.
- 2 - Use inspection mirror or boroscope to inspect hard to see areas.
- 3 - Insure that inspection area is clean and free of excessive penetrant.
- 4 - Use sling and hoist in the Insp. booth to support inspection as necessary.
- 5 - During Inspection, " Look Before You touch".
- 6 - Inspect entire part for defects. Pay particular attention to areas noted.



CLOSING THOUGHTS



- Training – initial and recurrent
- Cleaning - equal importance
- Process control – continual oversight
- Equipment and inspection environment
- Safety first - We must not forget

CONTINUOUS PROCESS IMPROVEMENT

Thank You !