



# BUSINESS TRANSFORMATION NEWSLETTER

Issue 4 / July 2023

## SPECIAL PROJECT

### RECENT SUCCESS!

As July 27<sup>th</sup> was Intern Appreciation Day, I would like to introduce Sienna Leung. Sienna joins the team for the summer to support and progress the many projects we have within the Business Transformation & Lean Department. On top of working within the Business Transformation & Lean Department, Sienna will be working along with IT and our Facilities Departments for the betterment of CASL. Welcome to the team, Sienna!



Within July, Business Transformation & Lean spent time supporting our HR and Commercial teams with marketing materials and communication ideas.

We have an innovative plan to demonstrate the complete range of services offered by our base maintenance facility. Our proposal includes using a drone to capture first-person video (FPV) footage. This will give viewers an immersive and ground-level view of our team members performing maintenance tasks on the aircraft being serviced.

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**“ It will put the viewer on the ground with our teams”**

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On the day of shooting, we were very lucky to have several maintenance inputs on the day which gave us a massive amount of opportunities for filming and showcasing what we can do in CASL.

One of the FPVs we have will be available to view with our HR team during the Hong Kong International Airport Career Expo 2023 4<sup>th</sup> – 6<sup>th</sup> of August. See you there!

**\*CASL will be at Hong Kong International Airport Career Expo 2023 4<sup>th</sup> – 6<sup>th</sup> of August at Booth Number C7.\***

## BRAINSTORMING SESSIONS

The Business Transformation & Lean Department have moved forward with Lean methodologies and begun training departments in brainstorming techniques.



The objective of this training is to equip our aviation teams with the necessary skills and techniques to conduct productive brainstorming sessions, fostering innovation, problem-solving, and collaboration within the Organisation.

We've begun the training by emphasising the importance and benefits of brainstorming sessions, such as generating creative ideas, promoting team unity, and finding innovative solutions to challenges. Highlighting the relevance of brainstorming in the aviation industry, where continuous improvement and adaptability are crucial.

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***“Continuous improvement and adaptability are crucial”***

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By introducing popular brainstorming techniques like "Mind Mapping," "SWOT Analysis," or "Six Thinking Hats" to stimulate idea generation and structured thinking and teaching employees to encourage both quantity and quality of ideas to promote a free flow of thoughts without immediate evaluation or criticism which encourages participants to build on each other's ideas, leveraging the power of collaboration and collective thinking.

**\*CASL will be at Hong Kong International Airport Career Expo 2023 4<sup>th</sup> – 6<sup>th</sup> of August at Booth Number C7.\***

## QUICK REVIEW & LOOKING FORWARD

CASL continue to keep moving forward with our continuous improvement projects as we provide our maintenance services to our clients and customers.

Within July, we have begun to train our line maintenance staff with 5s which has been widely taken on board by the teams.

The teams understand that continuous improvement is better than delayed perfection in which delivering small changes over time is better for our teams and our business than waiting until we have things in a “perfect” state and deliver all at once. By making small changes over time it offers a practical and sustainable approach to personal and organisational growth. As a business, it allows for incremental progress, reduces resistance, mitigates risks, fosters continuous improvement and builds confidence which leads to long-term success.



Members of Line Maintenance Department in 5s training

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***“Continuous Improvement is better than delayed perfection”***

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We didn't manage to add the 3<sup>rd</sup> S “Shine” to our support shops as we had hoped due to delays with materials required and also the support shops being utilised for our customer's needs. However, the materials are now here and we are a week away from a break in the schedule to accomplish Shine.

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## RECENT SUCCESS! 最近完成

由於 7 月 27 日是實習生感謝日，我想藉此機會介紹一下 Sienna Leung。Sienna 在今年夏季加入團隊，支持和推進我們業務轉型和精益部門內的許多項目。除了在業務轉型和精益部門工作外，Sienna 還將與 IT 部門和我們的設施部門合作，以改善 CASL。讓我們一起歡迎 Sienna 加入團隊。



## 特別企劃

在 7 月份，業務轉型與精益部花時間為我們的人力資源和商業團隊提供營銷材料和溝通主意支援。

我們有一個創新計劃來展示我們基地維修設施提供的全套服務。我們建議包括使用無人機捕捉第一人稱視頻 (FPV) 片段。這將使觀眾能夠身臨其境地看到我們團隊成員正在維修的飛機上執行維修工作。

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“它將讓觀眾猶如與我們團隊一起  
工作，身臨其境”

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拍攝當天，我們非常幸運地同時有多項維修工作進行中，這給了我們大量拍攝和展示 CASL 能力的機會。

其中一條 FPV 短片將在 8 月 4 日至 6 日舉行的 2023 年香港國際機場職業博覽期間播出。到時候那裡見！

\* CASL 將於 8 月 4 日至 6 日參加香港國際機場職業博覽 2023，展位號為 C7。\*

## 集思廣益會議

業務轉型和精益部門已推進精益方法論，並開始對各部門進行集思廣益技巧培訓。



此次培訓的目的是讓我們的團隊具備必要的技能和技術，以開展富有成效的集思廣益會議，促進組織內的創新、問題解決和協作。

我們在培訓開始時強調了集思廣益會議的重要性和好處，例如產生創意、促進團隊團結以及尋找應對挑戰的創新解決方案。強調集思廣益在航空業中的相關性，持續改進和適應性至關重要。

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### “持續改進和適應能力至關重要”

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通過引入現時流行的集思廣益技巧，如“思維導圖”、“SWOT分析”或“六頂思考帽”來激發創意和結構化思維，並教導員工鼓勵發揮有質量的創意，以促進思想的自由流動，而無需立即評估或批評，以鼓勵參與者利用協作和集體思維的力量，相互借鑒對方的想法。

\* CASL 將於 8 月 4 日至 6 日參加香港國際機場職業博覽 2023，展位號為 C7。\*

## 快速回顧與展望

CASL 在為我們的客戶提供維修服務的同時，繼續進行我們的持續改進項目。

7 月份，我們開始對航線維修人員進行 5S 培訓，並得到各團隊的廣泛採用。

團隊明白“持續的進步比耽誤的完美更好”，隨著時間的推移，持續微小的改變對我們團隊和業務來說比等到我們讓事情處於“完美”狀態才一次性交付所有更好。這為個人和公司的發展提供了一種實用且可持續的方法。作為一間企業，它可以實現漸進式進步，減少阻力，降低風險，促進持續改進並建立信心，從而實現長期成功。



航線維修部成員進行 5s 培訓

## “持續的進步比耽誤的完美更好”

因為之前所需材料延誤到達，及支援工場正用以滿足客戶需求，所以我們未能如願把第 3 S “清潔” 融入到我們的支援工場中。然而，材料現已經抵達，我們距離完成“清潔” 的進度還有一周的時間。

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