



BUSINESS TRANSFORMATION NEWSLETTER

Issue 5 / August 2023

RECENT SUCCESS!

On 4th August, The Business Transformation & Lean Department was able to support with the Hong Kong International Airport Careers Fair 2023 which was a great success for the entire aviation community in Hong Kong.

It was great for us to meet with colleagues from around the airport areas.



HR, CEO Office, IT & BTL Dept's Celebrating the Job

SHINE ADDED TO BACK SHOPS

In August we have successfully begun to add the 3rd “S” (Shine) to our back shops.

Shine is exactly that, to shine the area and clean up. We do Shine by ensuring that all areas are in a clean and orderly manner. Shine can identify any hidden problems that may arise within the area such as oil leaks and broken items in need of repair.

“ It gives the teams a sense of pride in their workplace”

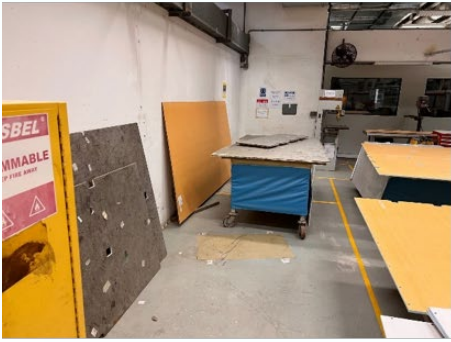
The workplace and its items look brand new and it gives the team a sense of pride in their workplace area.

When implementing the 3rd S of the 5s methodology you should keep five goals in mind:

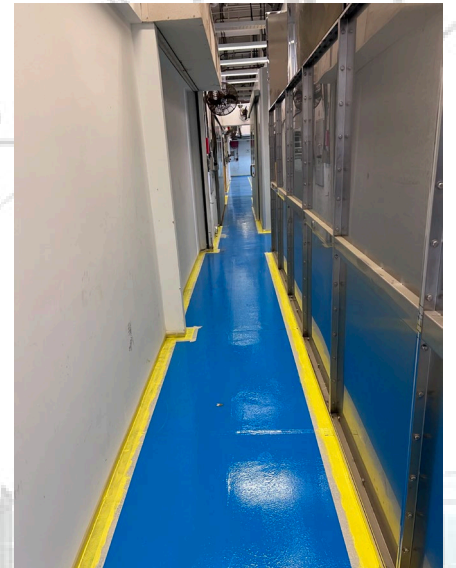
1. Improve the production process – more efficient, safer, reduce waste, prevent errors, and defects.
2. Safer workplace and easier navigation
3. Look for opportunities to eliminate dirt, debris and grime whilst maintaining a clean working environment.
4. Capability for anyone, familiar or not with the space to detect issues or problems immediately.
5. Install the proper tools to help clean and utilise cleaning boards.

SHINE ADDED TO BACK SHOPS (CONT)

BEFORE



AFTER



PAIN POINT IDENTIFICATION

As a continuation of last month's brainstorming sessions, this month we have sat with department heads to identify pain points that are occurring. This was a volunteer option for our department heads to come in and discuss and give feedback. When done correctly, by asking the right questions, you can help identify pain points before they become a big issue.

“ For the teams that are *“perfect”* and don't have paint points, try using a VoC”

When looking for feedback, ask some of these questions to get to the heart of the pain points.

1. What isn't working about your current solution to this problem?
2. What is the biggest challenge you face on your side of the business?
3. What would you change about your business unit?
4. What takes the most time out of your day that you want to streamline?
5. What is preventing you from hitting your desired outcomes or goals?

For the teams that are *“perfect”* and don't have any pain points, try using a VoC (Voice of the Customer) for the departments you interact with and see if they feel the same way as every department you interact with is an internal customer.

QUICK REVIEW & LOOKING FORWARD

We've continued to deliver changes within August and move forward with each project we currently have. BT&L currently has just under 30 projects in motion.

Within August, we spent a lot of time with our Line Maintenance colleagues to understand the challenges they face directly at the airport and being in the mix with our aviation customers. Within the Airport, there continue to be challenges for all Airport tenants post-pandemic, but we continue to move forward, together.

Lastly, thank you to Sienna for her months of hard work within Business Transformation & Lean. On behalf of CASL, we wish you all the best in your further education.



中國飛機服務有限公司
China Aircraft Services Limited





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RECENT SUCCESS! 最近完成

在 8 月 4 日至 6 日，業務轉型與精益部門協助我們的人力資源部門舉辦了 2023 年香港國際機場招聘會，這對香港整個航空界來說是一次巨大的成功。

很高興與來自機場各地的同事見面。



為“支援工場”清潔 (SHINE)

在八月份，我們成功將第三個 “S” (Shine) 加到我們的支援工場。

“Shine”正如它所說的那樣，照亮該區域並清理乾淨。為此，我們確保所有區域都乾淨有序。Shine 可以識別該區域內可能出現的任何隱藏問題，例如漏油、破損以及需要維修的物品。

“讓團隊對自己的工作場所感到自豪”

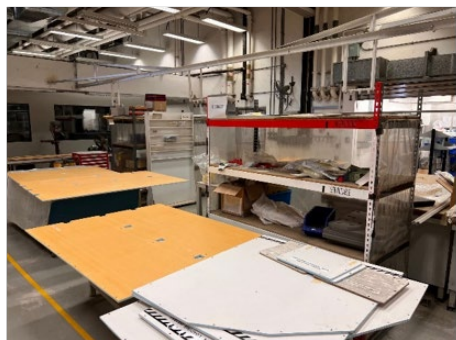
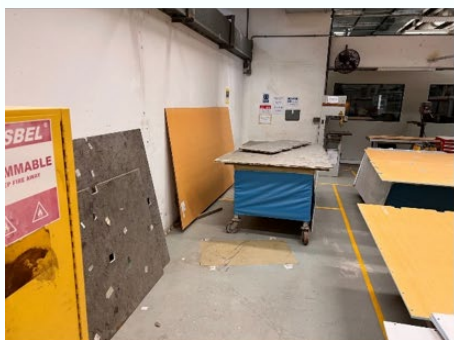
工作場所及其物品看起來煥然一新，讓團隊對自己的工作場所感到自豪。

在實施 5s 方法中的第 3 個 S 時，大家應該牢記五個目標：

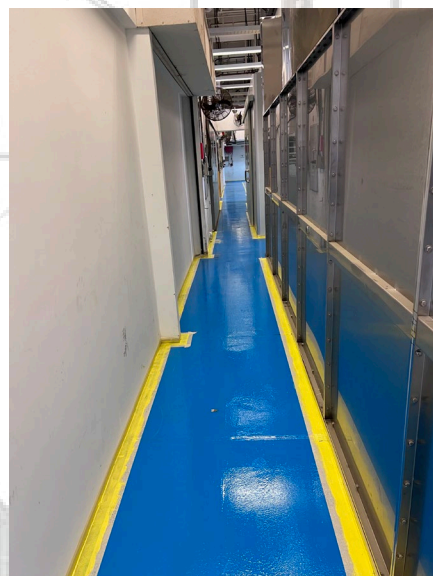
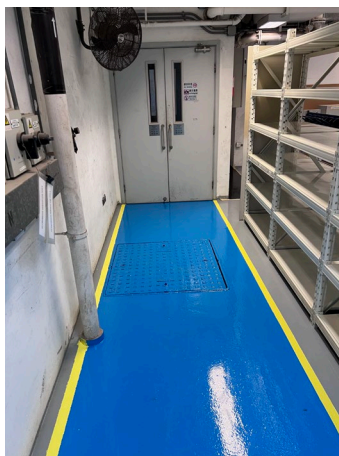
1. 改進生產流程——更高效、更安全、減少浪費、避免錯誤和缺陷產生。
2. 更安全的工作場所和更容易找到方向
3. 尋找機會清除灰塵、碎片和污垢，同時保持清潔的工作環境。
4. 任何人，無論熟悉或不熟悉該領域，都能夠立即發現問題。
5. 使用合適的工具來幫助清潔並善用清潔警示板。

為支援工場 "清潔" (SHINE) (續)

BEFORE 之前



AFTER 之後



痛點識別

作為上個月集思廣益會議的延續，本月我們與部門負責人坐在一起，以確定正在發生的痛點。這是我們部門負責人自願選擇參與討論和提供反饋。如果做得正確，通過提出正確的問題，這能夠協助您在痛點成為大問題之前識別它們。

“對於完美且沒有痛點的團隊，請嘗試聆聽‘客戶之聲’(VoC)”

在尋求反饋時，請提出其中一些問題，以找到核心痛點。

1. 您目前的解決方案在哪些方面不起作用？
2. 您在業務方面面臨的最大挑戰是什麼？
3. 您希望對您的部門做出哪些改變？
4. 您想簡化一天中最耗時的事情是什麼？
5. 是什麼阻礙您實現預期的結果或目標？

對於完美且沒有任何痛點的團隊，嘗試對與您交互的部門使用 VoC（客戶之聲），看看他們是否有同樣的感覺，因為與您交互的每個部門都是內部客戶。

快速回顧與展望

我們在八月份繼續進行改進，並推進我們目前擁有的每個項目。BT&L 目前有不到 30 個項目正在進行中。

在八月份，我們花了很多時間與航線維修部同事一起了解他們在機場以及與航空客戶接觸時面臨的挑戰。在機場內，所有機場租戶在疫情后仍然面臨挑戰，但我們將繼續共同前進。



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