



# BUSINESS TRANSFORMATION NEWSLETTER

Issue 6 / September - October 2023

## RECENT SUCCESS!

BT&L Complete 100% Stock take.

Within October, the Business Transformation and Lean Department have carried out a 100% stock take prior to year-end and in support of the rollout of our new maintenance software.

Completion of a stock take does take time and can be disruptive to all business units but is absolutely necessary to be carried out to ensure that our records are accurate and correct.

Being heavily involved with the processes and counts gives us a great starting point for future improvements not only with stock takes but the entire Supply Chain effort.

## LINE MAINTENANCE SUPPORT

The Line Maintenance team provides support to transit flights, turnarounds, and overnight stays directly at the Airport Terminals. This is a dynamic area of the business where the teams handle both routine and non-routine maintenance and rectify any defects that may arise.

In the past two months, the Business Transformation & Lean team has been working on supporting our Line Maintenance teams with Lean processes during arrival and departure to ensure safety and customer satisfaction. They have been collaborating with our Safety and Quality Assurance Department to achieve this goal.

**Members of CASL Line Maintenance Supporting the Arrival of Shareholder Aircraft at Hong Kong International Airport.**



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***“Line maintenance is a dynamic area of the business”.***

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By working with our teams, clients, and partners we have been able to safely and successfully demonstrate a reduction in the resource required for each process.

## **TOOLING AREA**

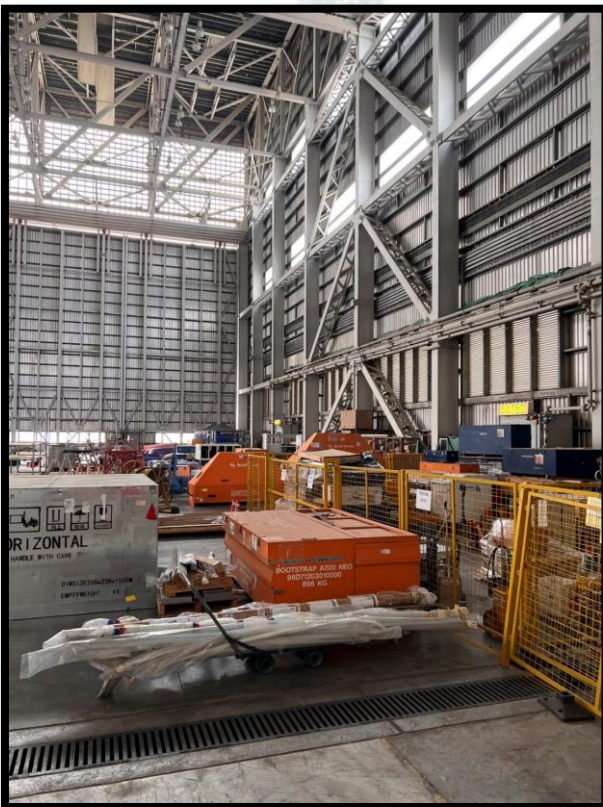
Space has always been a concern in Hong Kong, whether it's within an apartment or the CASL Maintenance facility. During a review of the supporting areas of the business, we identified that the tooling area needed to be improved. To achieve this, we completed a 5S acceleration project within a few days in September with the support of the Base Maintenance Team and Tool Crib Teams.

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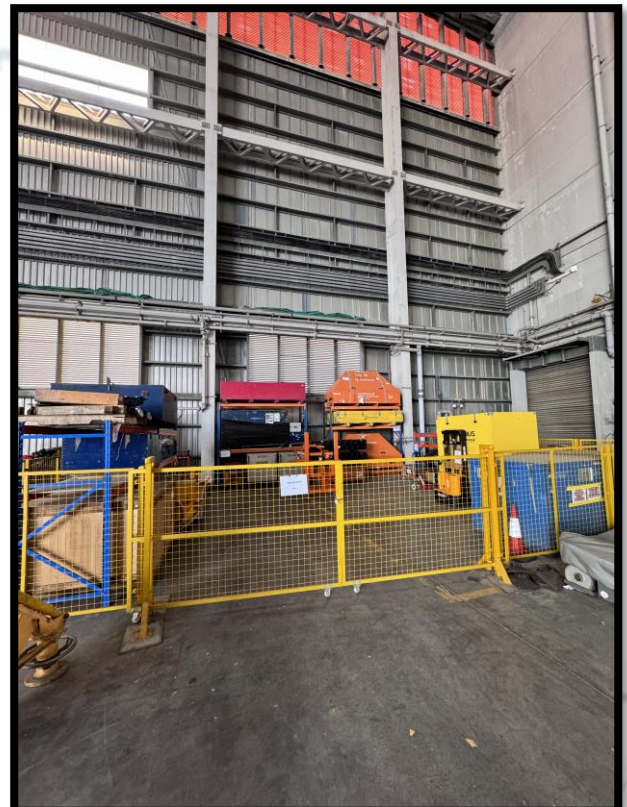
*“Surrounded by a 5S acceleration project”.*

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**BEFORE**



**AFTER**



We have created more space for additional tools by sorting, setting, shining, standardising and sustaining the area. This has made it easier for all users to access the tools with clear visibility of what is available in the area, making their lives easier.

## **SATELLITE WAREHOUSE (AIRCRAFT LOADING)**

As we continue to talk about the space available, ever since we relocated the tool crib area, we have been constructing a new area from the existing space that is suitable for loading aircraft and consumable collections.

We collaborated with our planning team to optimise the area, ensuring that all parts were loaded into their designated sections for aircraft maintenance on base. This will make the task much more manageable and efficient.

### **BEFORE**



### **AFTER**



Although the Supply Chain Management Department is responsible for the area, they work closely with the Planning and Technical Services Department. In this area of the business, success hinges on proper aircraft loading and resource management.

Therefore, it is crucial to have the appropriate processes and documentation in place to ensure that this department functions effectively and supports the business as intended.

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***“Aircraft loading and proper resource management are key”.***

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With every business transformation, we will continue to review the area and look for future improvements. Starting a new process is always difficult but starting is the most important part.

## **QUICK REVIEW & LOOKING FORWARD**

Over the past two months, we have made significant progress with our ongoing projects. We've also dealt with several "in the moment" projects over the months to support other departments like Supply Chain Management, Corporate Services and Commercial also our customers and partners.

As the projects are getting bigger, we have decided to send out the newsletter once every two months. This way, we can ensure that we are bringing you the most relevant information about our growth and success not only in the Business Transformation & Lean Department but also across the entire China Aircraft Services Limited team.

As we continue to work on projects that require more time and effort, we plan to move to a quarterly newsletter. This will help us provide more comprehensive updates on our progress and achievements. We are committed to keeping you informed and updated about our work, and we appreciate your ongoing support.



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





# 業務轉型通訊

第六期/2023 年 9 月 - 10 月

## 最近的成功!

BT&L 完成 100%盤點

10 月份，業務轉型和精益部門在年底前進行了 100%盤點，以支持我們新推出的維護軟件。

完成盤點確實需要時間，並且可能會對所有業務部門造成妨礙，但絕對有必要進行，以確保我們的記錄準備無誤。

深入參與流程和計算為我們未來的改進提供了一個很好的起點，不僅是在庫存方面，而是整個供應鏈。

## 外勤維修支援

外勤維修團隊為機場的過境，轉機和過夜航班提供支援。這是業務的動態領域，團隊負責處理例行和非常規維護，並糾正可能出現的任何問題。

在過去的兩個月裡，業務轉型和精益團隊一直致力為我們的外勤維修團隊透過精益流程在抵達和出發航班提供支援，以確保安全和客戶滿意度，我們亦一直與安全和品質保證部合作以實現這一目標。

外勤維修人員正為股東航班抵達機場提供服務。



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**“外勤維修是業務的一個動態領域”。**

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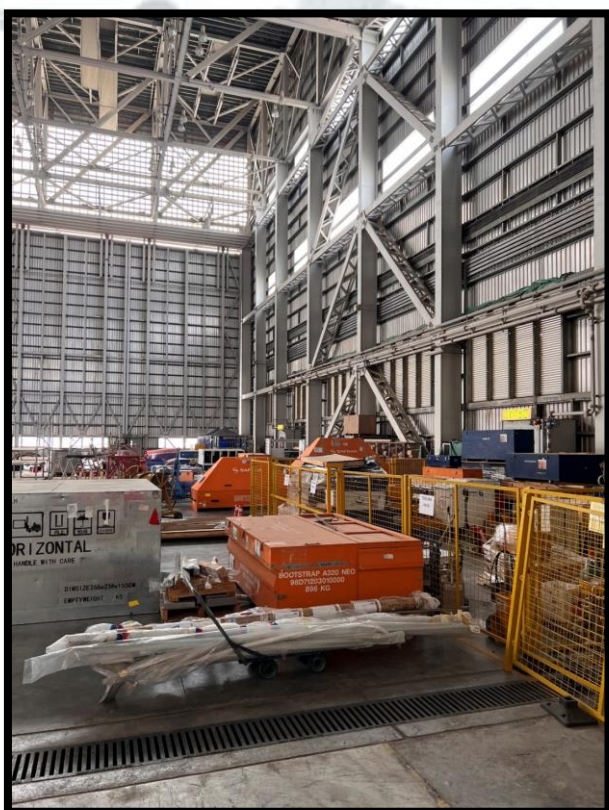
透過與我們的團隊、客戶和合作夥伴的合作，我們已經能夠安全、成功地證明每個流程可減少的資源。

## 工具存放區

空間在香港一直是一個令人擔憂的問題，無論是居住還是 CASL 維護設施內。在審查支援區域時，我們發現工具存放區需要改善。得到基地維修團隊和工具庫存團隊的支持，在九月的幾天內以 5S 加快專項實現了區域改善。

### “環繞住 5S 的加快專項”。

前



後



我們透過對區域進行分類、設置、拋光、標準化和維護，為額外的工具創造了更多的空間。這使得所有用戶都可以更輕鬆地存取這些工具，並清楚地了解該區域中可用的內容，從而使他們的生活更輕鬆。

## 衛星倉庫 (飛機裝載)

當我們繼續談論到可用空間時，我們重新安置了工具庫存區域，另外我們一直在現有空間的基礎上建造一個合適飛機裝載和消耗品儲存的新區域。

我們與策劃部合作優化該區域，確保所有零件都裝載到指定的區域進行基地飛機維護，這將使任務更加易於管理和高效。

前



後



雖然供應鏈管理部門負責該領域，但他們與策劃和技術服務部門密切合作而得以成功。這一業務領域之成功轉型，取決於適當的飛機裝載和資源管理。

因此，擁有適當的流程和文件對於確保部門有效運作並按預期支援業務至關重要。

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**“飛機裝載和適當的資源管理是關鍵”。**

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隨著每一次業務轉型，我們將繼續審查該領域並尋求未來的改進。開始一個新的流程總是很困難，但開始是最重要的部份。

## 快速回顧與展望

在過去的兩個月裡，我們正在進行的專項取得了重大進展。幾個月來，我們還處理了幾個“當前”項目，以支援供應鏈管理、企業服務和市務等其他部門以及我們的客戶和合作夥伴。

隨著專項規模越來越大，我們每兩個月發送一次簡訊，這樣，我們可以確保為你帶來有關我們的成長和成功的最相關信息，不僅是業務轉型與精益部門，而且是整個中國飛機服務有限公司團隊的成長和成功。

但隨著我們繼續致力於需要更多幫助和精力的項目，我們計劃轉向季度通訊。這將有助於我們提供有關我們的進展和成就的更全面的更新，我們致力於讓你隨時了解我們的工作，並了解最新情況，我們感謝你持續的支持。



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