



Supplier Performance Impacts Your Customer

Client: One of the world's largest international airlines.

Business Need: Improve quality of service providers through automated measurement system. Identify trends system-wide as well as by specific stations, supplier and issue. Desired real-time results of audits and inspections.

Challenges: Inspections and audits were transferred manually from paper forms to spreadsheets. Internal metrics were not immediately available on turn times of aircraft, first flights out in morning. Corrective actions delayed because refueling, cabin service, and maintenance supplier performance results took days to assemble and distribute.

Value Proposition: The web-based, easy to use capabilities of equation[®] ASP software provided instant documentation and notification of inspections, audits, and turn time results. Airline customer began with 40 users and within 4 months expanded to more than 400 users. Audits now performed on handheld devices and immediately documented and distributed both internally and to supplier. Graphs, charts and heat maps show "at-a-glance" results and trends immediately available to stakeholders. Corrective actions immediately requested, documented and sent with audit/inspection failures.

Results: Inspection and audit results are now disseminated immediately with proper documentation and corrective action requirements for failures. Customer began with cabin service audits and within 4 months expanded usage to other areas of operation. One year later, they had more than 500 users. Supplier performance improved in all areas of use.