

Parts of the solution

This Boeing service manages an airline's spares inventory, improving availability while reducing costs *By Nancy Standifer*

PHOTO: Jaya Veeramani (from left), Eunice Ng and Logan Logaraj, material planners, review the shipping documents for an urgent Japan Airlines AOG, or airplane on ground, shipment. *ALVIN TOH*



It's Monday morning at the Boeing Asia Regional Center in Singapore, and Logan Logaraj has a challenge.

Japan Airlines (JAL) has issued an order for its 767 fleet—a flap-bearing inspection. The work on the 11 767s in the Tokyo-based airline's fleet is to be handled during regular maintenance over the next 10 months. Boeing's Integrated Materials Management on-site team at JAL has asked the regional center to coordinate with suppliers so the work can be accomplished on schedule without unnecessary costs.

That's Logaraj's task. A material planner at the Singapore Distribution Center at Changi Airport, he knows some parts required for the job have long lead times for delivery; some are in short supply. He must ensure the 28 parts needed for the flap-bearing inspection are available as each jetliner comes in for maintenance.

Material Management Services employees work closely with customers to maintain and manage airlines' spare-parts inventories. They are part of Commercial Airplanes' Seattle-based Commercial Aviation Services, which supports customers around the world. The team manages supplier-owned inventory at airline

maintenance locations. That helps ensure parts are available, costs are as low as possible and pricing is predictable.

"Boeing has completely satisfied us by meeting our demand dates even when the schedule for an inspection is very tight," said Nobuyuki Okamura of JAL's Haneda Material & Component Management Department.

"We are proud to offer services that help our customers operate their business more efficiently," said Scott Rasmussen, director of the Integrated Materials Management, Asia Regional Center.

For JAL, the mandated flap-bearing inspections were completed on time and as part of scheduled maintenance.

"The program has the potential to save customers 20 percent in inventory purchases, holding cost and supporting infrastructure over the life of an agreement," said Larry Grulich, a material planner. "Ultimately, that saves millions of dollars even as it improves the service level to the airline mechanic."

It's also a great example, he added, of "One Boeing"—employees in Seattle and Asia working together to help customers. ■

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