

## **Boeing Supplier Customer Support**



#### **Tom Price**

Field Service Representative Shanghai, China

**Commercial Aviation Services** 

**Boeing Commercial Airplanes** 



## Overview of Boeing Supplier Support Programs

- Boeing Commercial Aviation Services Leadership
- Supplier Customer Support
- Field Service and Supplier Seamless Support



# **Boeing Commercial Aviation Services Leadership**

07-11-05



Commercial Aviation Services Lou Mancini



Executive Office
Assistant
Charmaine Weston



Customer Support Americas Ray Marzullo



Customer Support Asia / Pacific Bruce Dennis



Customer Support Europe / Central Asia Todd Nelp



Support
Middle East /
Africa / South
Asia Pacific
Carl Brandenburg



Technical
Customer
Support
Peter Weertman



Material
Management
and Spares
Mark Owen



Technical Services Tim Copes



Flight Services
Transition
Mark Albert



Alteon Pat Gaines



Jeppesen Mark Van Tine



PMO Mike Mesick



e-Enabling
Chris Kettering



Finance and Contracts Rick Swindler



**Legal** Lynn Ristig



Human Resources Curt Brusto



Regulatory
Affairs
Chet Ekstrand



Global Services & Support Partners
Saundra Cope



**Ethics** Dave Young



787 Services
Bob Avery



Communications
Shannon Frew



Engineering and Product Integrity Mel O'Neal



Information Systems
Barbara Claitman



Manufacturing and Quality Christer Hellstrand



Marketing Interface Deborah Dollard



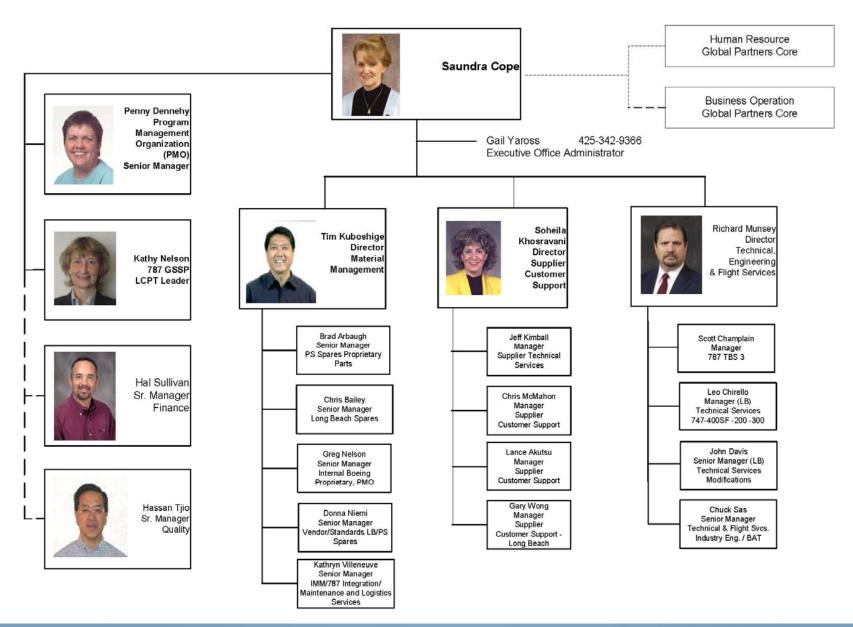
Sales and Product
Marketing
Dan da Silva



**Russia** Sergey Kravchenko



#### GLOBAL SERVICES & SUPPORT PARTNERS



#### **Technical Customer Support Leadership Team**





**Cheryl Larson Executive Assistant** 

Peter Weertman **Technical Customer Support** 



Mike DiDonato Global Field Service



John Banbury Fleet & Airline Support



**Jack Trunnell** Maintenance Support Engineering



**Leslie Lauer** Fleet Support Engineering



Ralph Sobon



**Dave Hurt** TCS Long Beach Warranty & Supplier Flight Operations Support Contracts Support & Training



Ken Caley



**Bob Manelski Operations Center** 



**Brent Hundey** SFAR88 / NGS



**Dave Binz** Program Management



Jill Langer Communications



Jeff Drury Finance



Michelle Martin



Gabe Hanzeli



Anastasia Dunn Human Resources Information Systems Lean Consultant



Lisa Van der Wel **BCS** Recovery



**Dave Tilzer** Quality



Soheila Khosravani Supplier Management Leader



**Deb Blount** TCS Marketing Focal

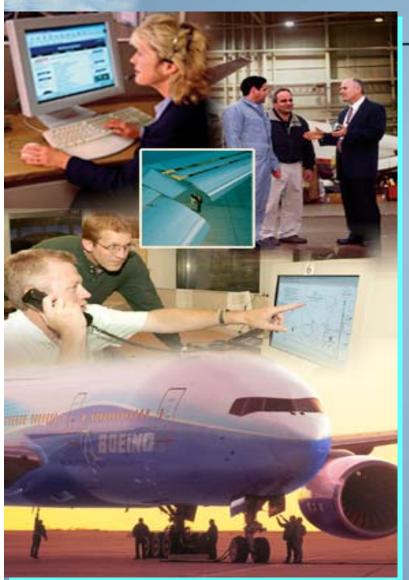


Wayne Maxey Regulatory Affairs



Mel O'Neal CAS Engineering & TCS Integration





Supporting a fleet of over 12,000 airplanes (2,800 D/MD and 9,200 7-Series)

- 2,100 professionals (330 field service reps in 63 countries) providing 24/7 support
- Serving 900 airline operators and 150 MROs
- Enhancing Maintenance Programs
- Managing 90,000 maintenance documents
- Managing 2,500 flight documents
- 180,000 Customer Service Requests annually
- Producing 1,200 Service Bulletins annually
- Approving 10,000 structural repairs annually
- Administering Warranty for 1,300 airplanes
- Integrated Operations Center (4Q05)





### **Improving Supplier Customer Support and Measuring Supplier Performance**



Ease

**Attitude** 



## **Improving Supplier Support Actions**

#### **Speed**

- Utilizing Global Service and Support Partners resources
- Product Support and Assurance Agreement (PSAA)
   Update
- Automated Supplier Scorecards/Managing by Exception



## **Improving Supplier Support Actions**

#### Ease

- Technical Data Guide
- Abbreviated Test Language for All Systems (ATLAS) new document



## **Improving Supplier Support Actions**

#### **Attitude**

- In-Service Supplier Support Review (ISSR) Meetings
- Improved Communication of supplier support performance
- Weekly Supplier Report Card
- Supplier Performance Measurement System (SPMS)



## Rising to the Challenges

#### **Speed**

CMM's on MyBoeingFleet.com (MBF)

#### Ease

Supplier Customer Support Group

#### **Attitude**

- Update Supplier Performance Metrics Alignment to Industry Metrics
- Customer Survey



# Material Management and Spares Strategy and Plan

#### Skilled and motivated team

- Working together learning together; new frontiers forever
- Highest ethical standards committed, trustworthy, accountable

#### Detailed customer knowledge and focus

- -Respect, listen, help
- -First responders are equipped, thoughtful and thorough
- -Support to first responders is total and timely

Parts that fly, value that grows



# Material Management and Spares Strategy and Plan

#### Market-driving products and services

- Right part the one the customer needs
- -Right place where our customer needs it
- -Right time no queues, no slides, no excuses
- -Right solution one size does not fit all

#### Quality and productivity

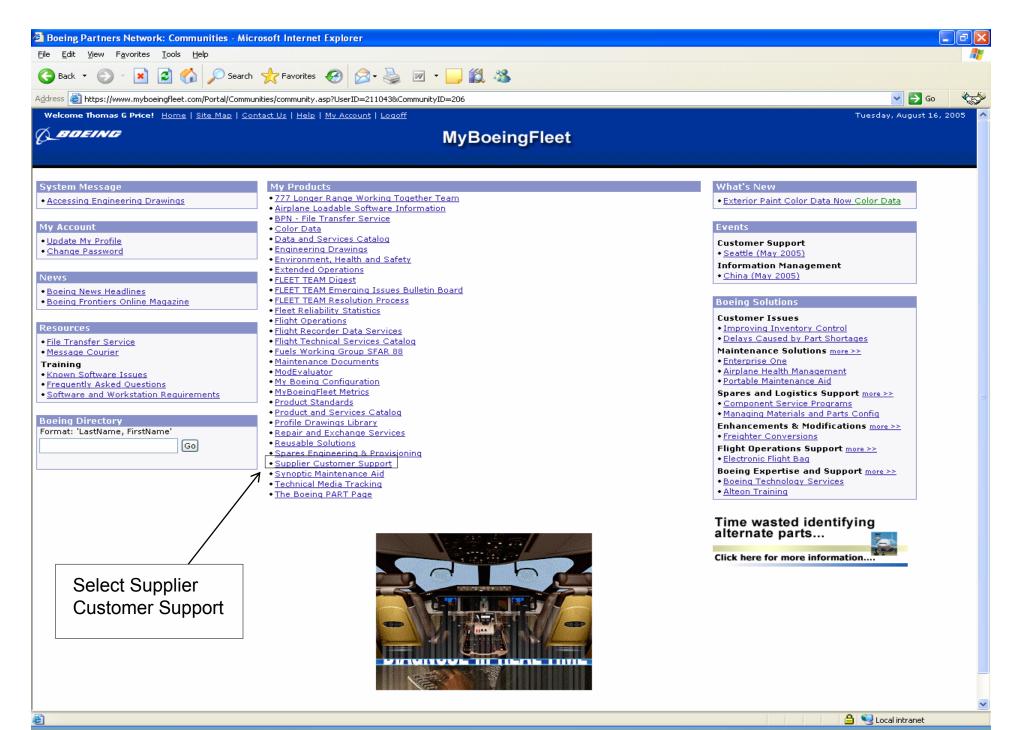
- Lean top to bottom, front to back side to side
- More front-end work, much less rework
- More focus, fewer competing initiatives
- Continuous improvement, collective learning

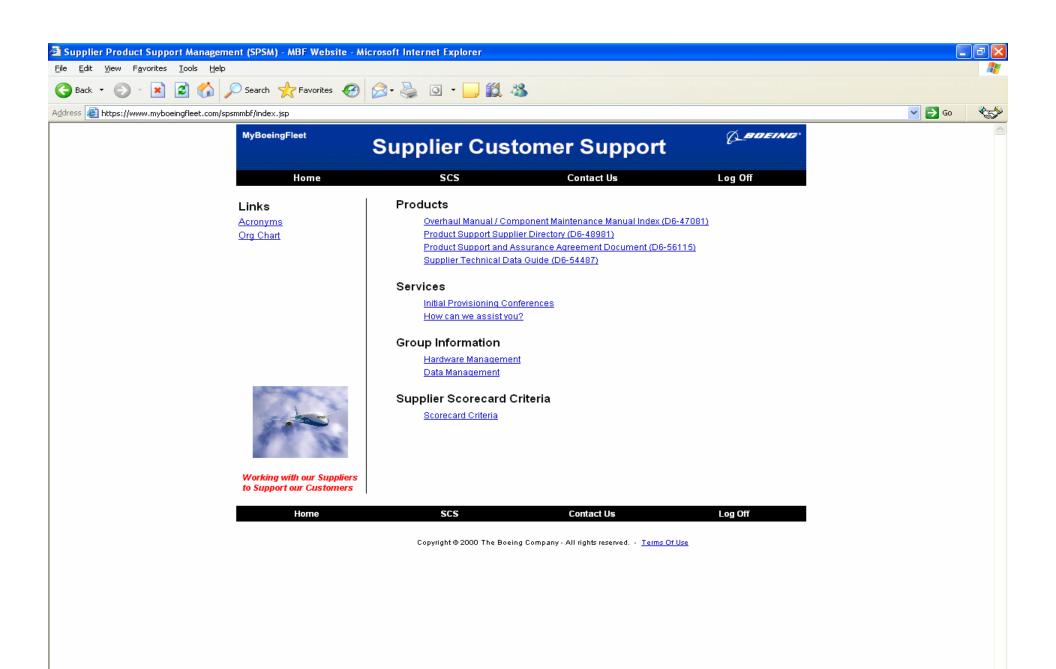
#### Parts that fly, value that grows

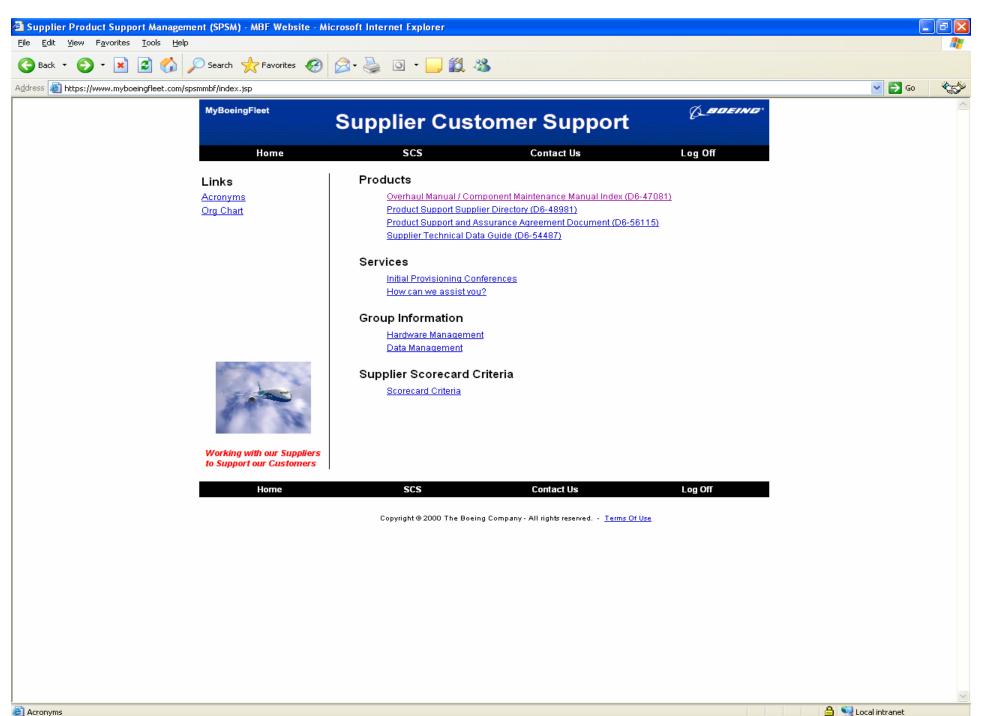


# MyBoeingFleet.com Supplier Customer Support

Using MyBoeingFleet.com for Supplier Customer Support







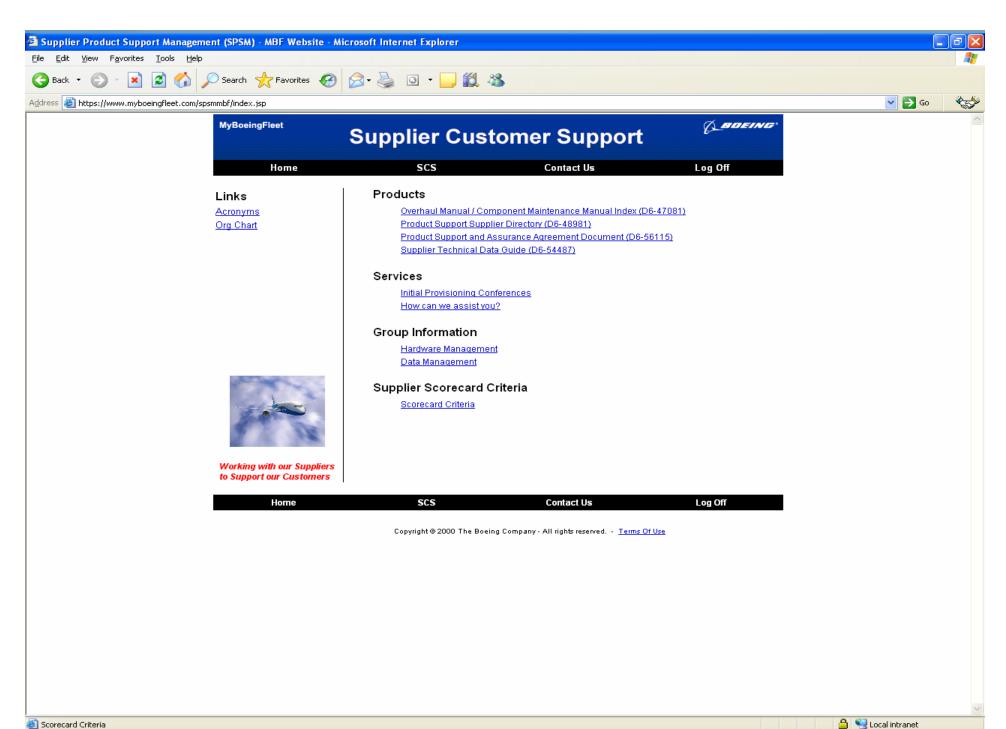


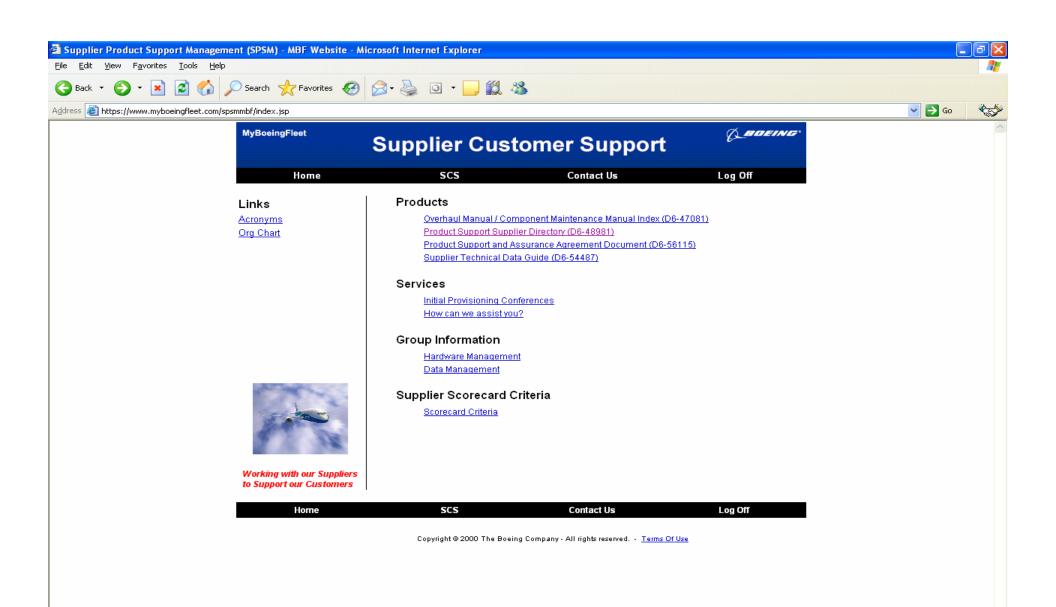
## Overhaul Manual / Component Maintenance Manual (OHM/CMM) Index

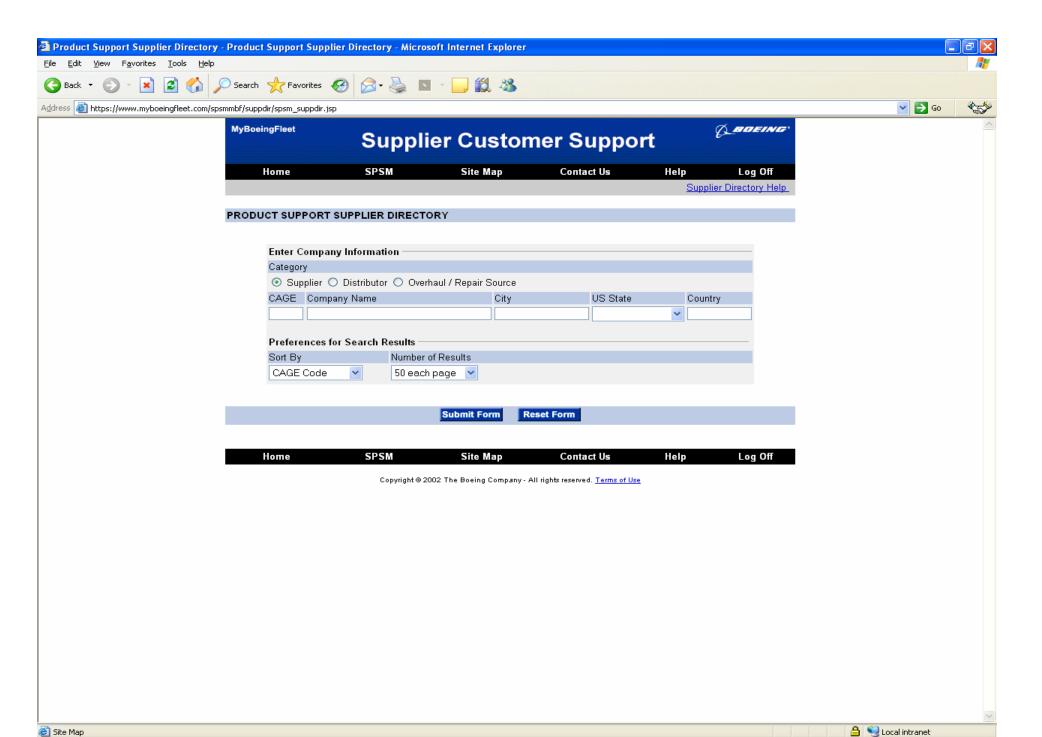
The purpose of the Overhaul Manual / Component Maintenance Manual Index is to provide the ATA number and revision status for the overhaul manuals and component maintenance manuals. This document contains Boeing proprietary and supplier part numbers list in numeric order.

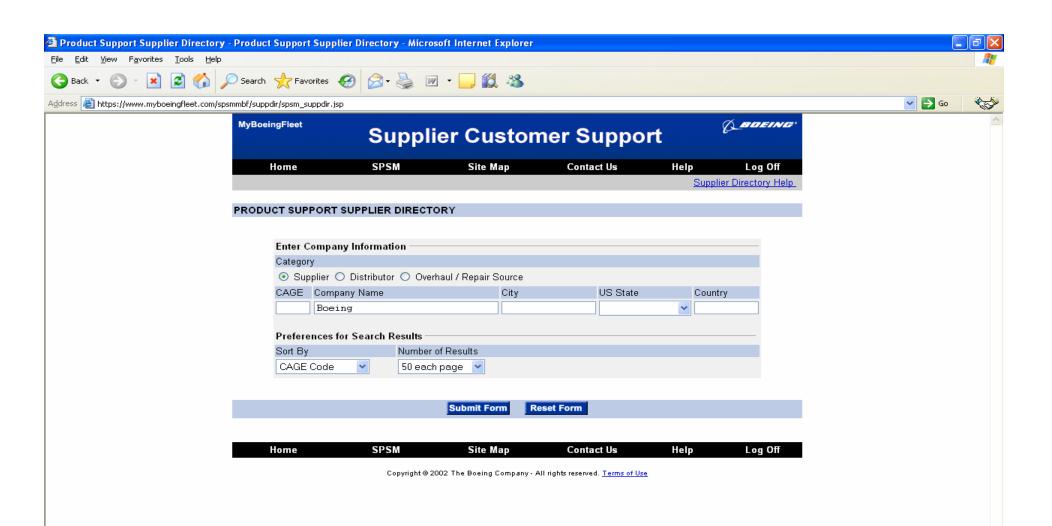
#### Available formats:

- Myboeingfleet.com online access
- CD Rom
- Diskette
- Microfilm
- Hard Copy

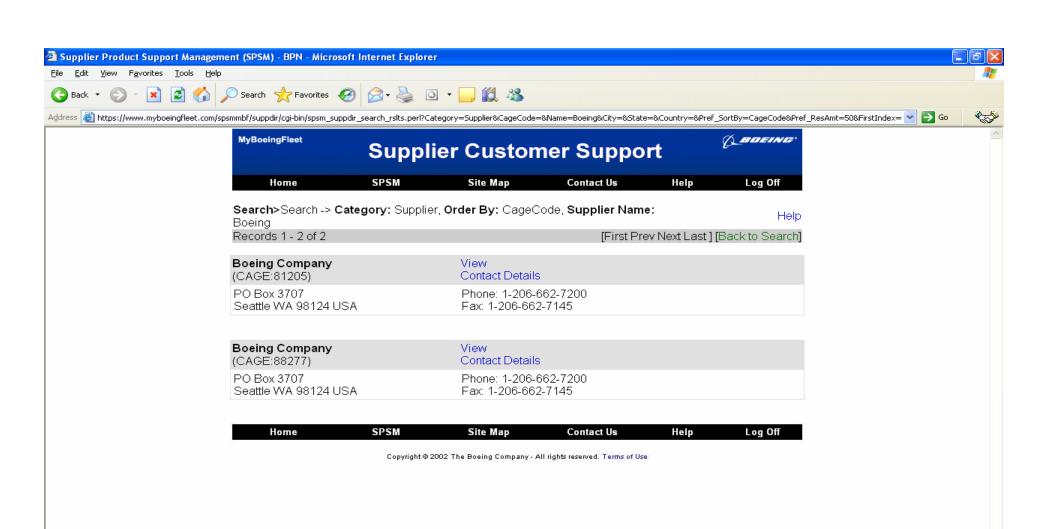


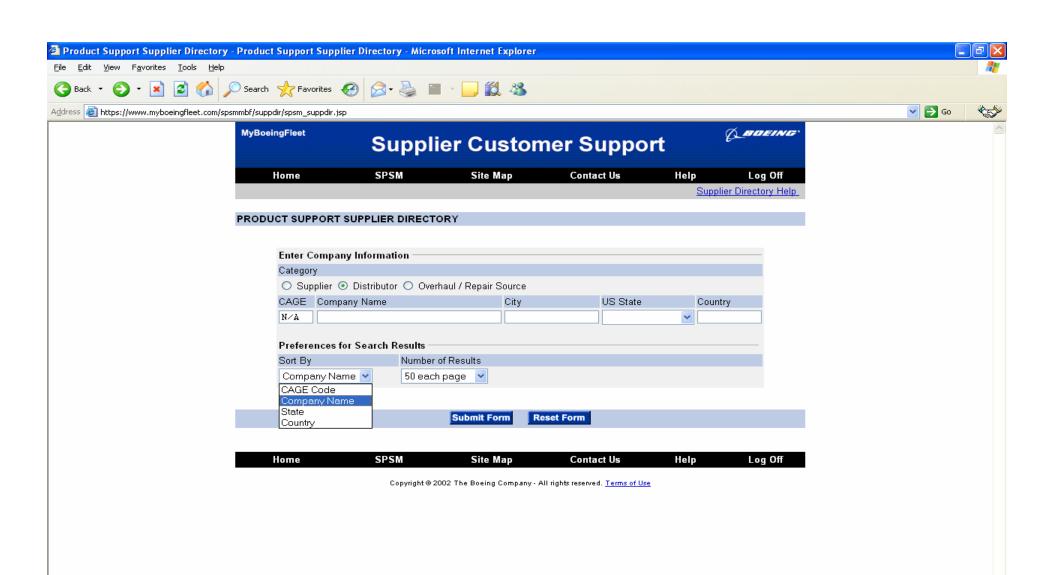


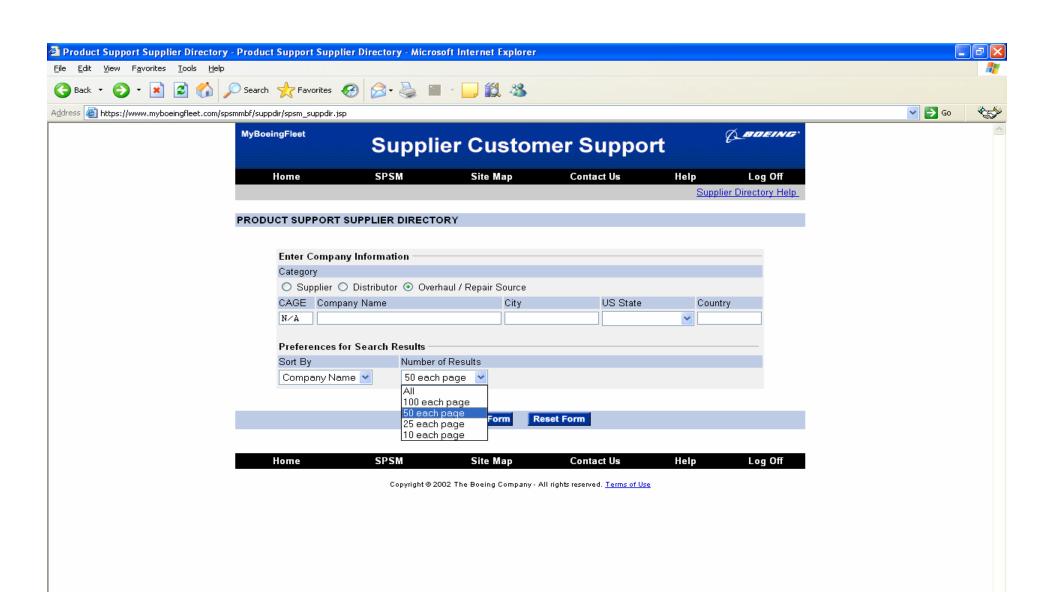




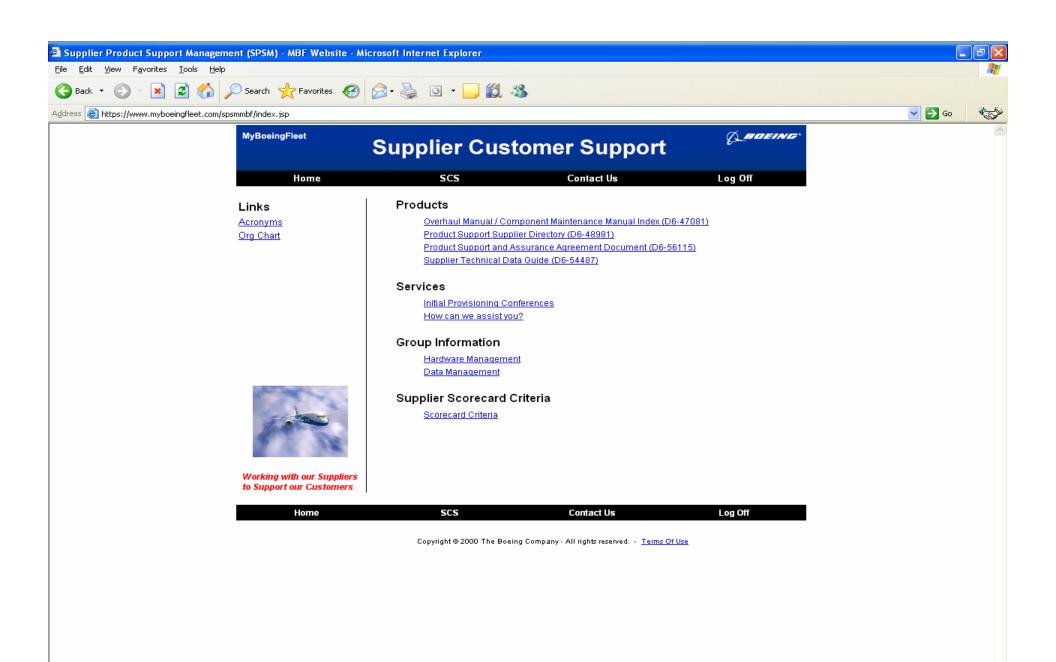
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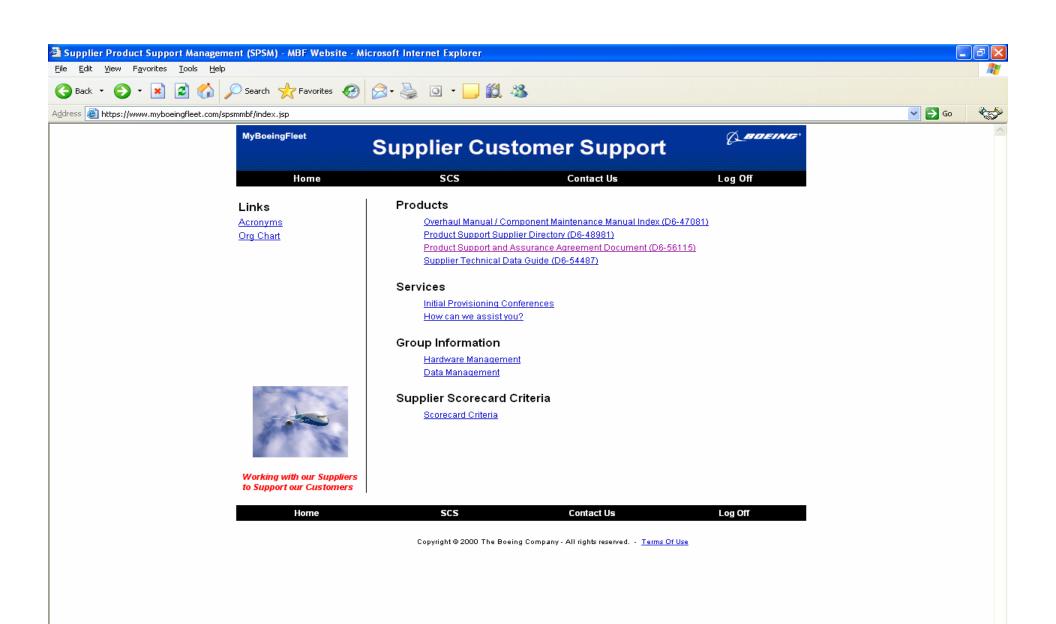


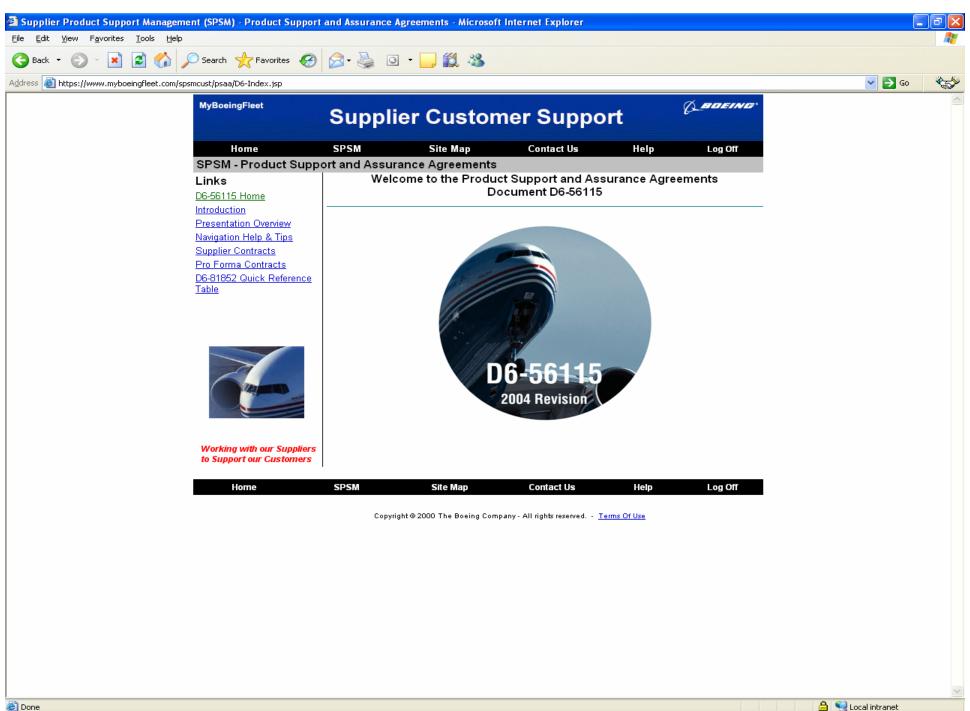




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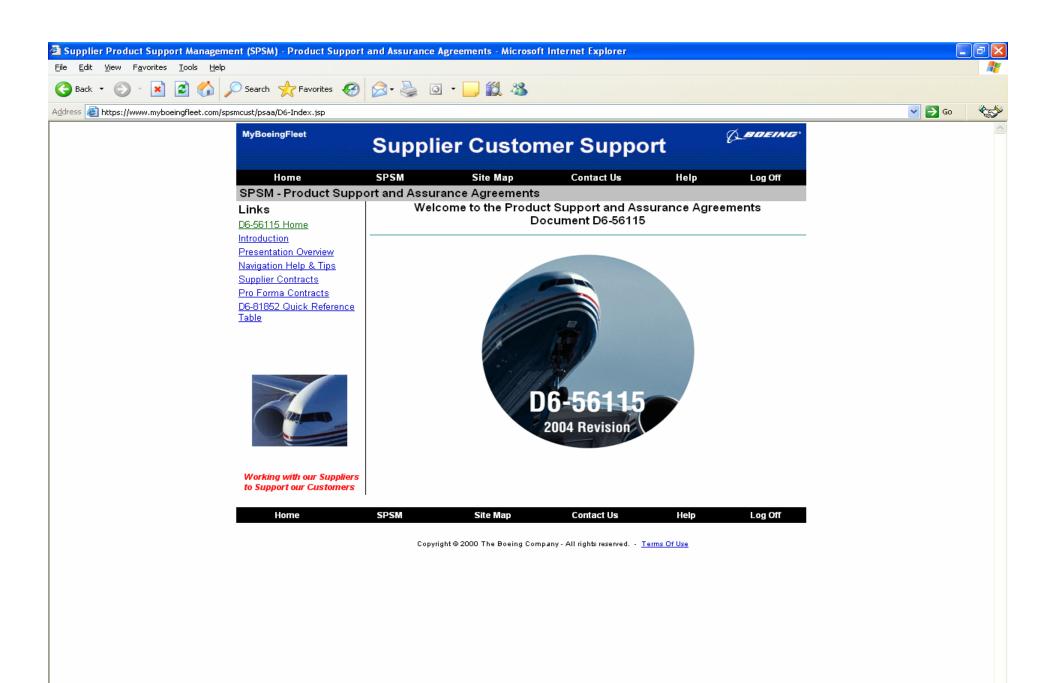


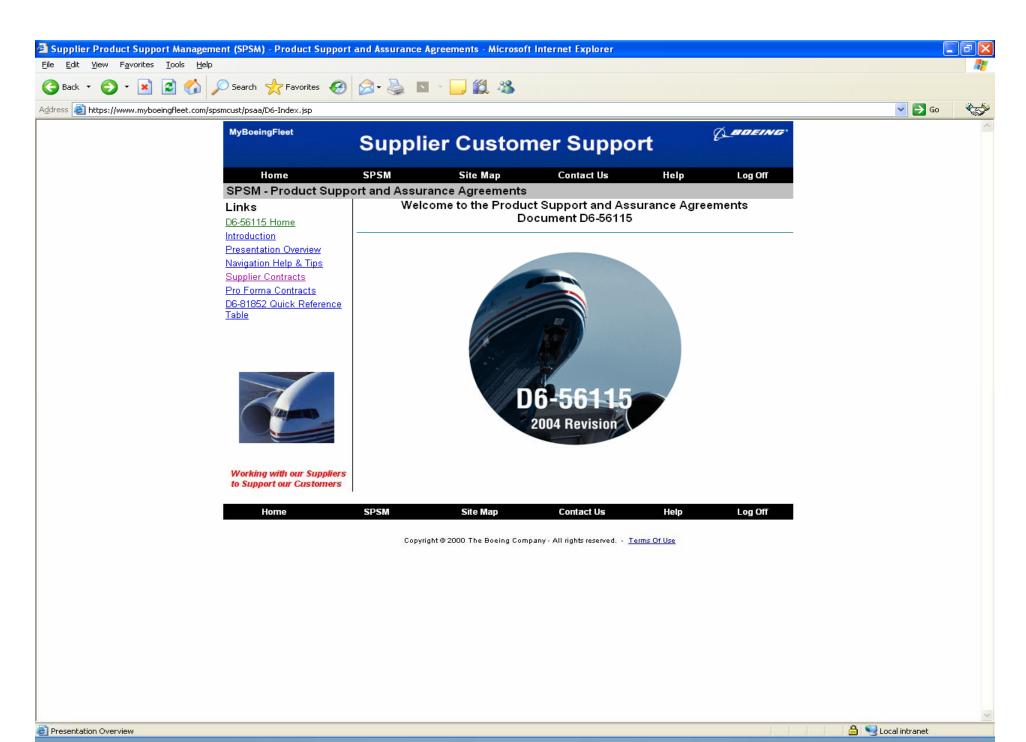


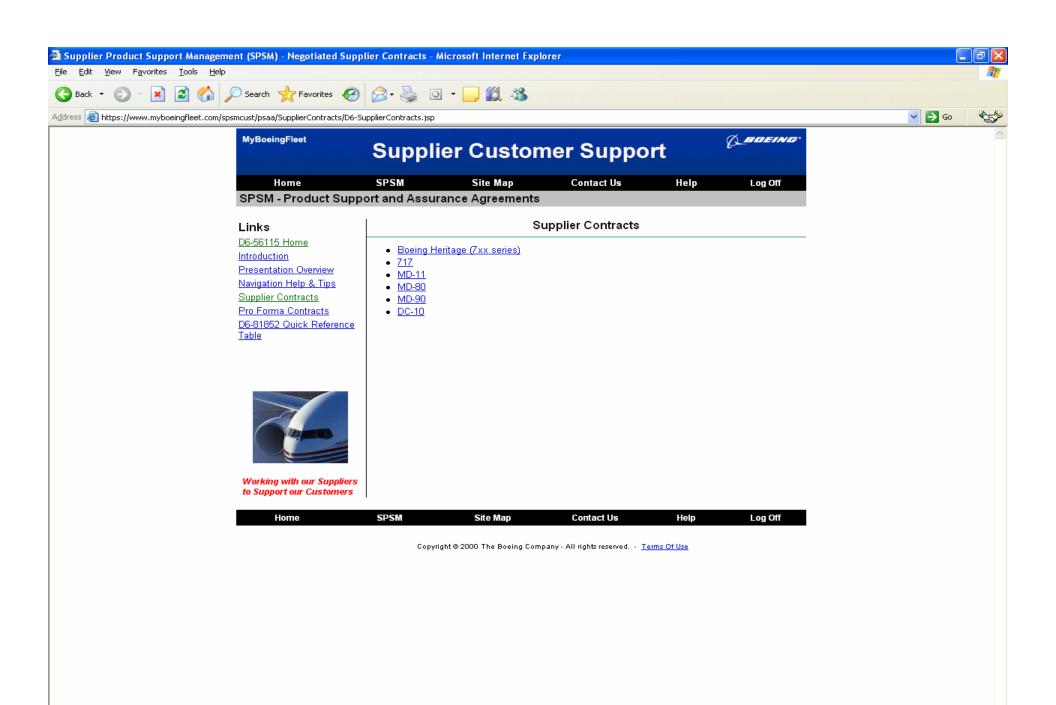
# The Product Support and Assurance Agreements Document D6-56115

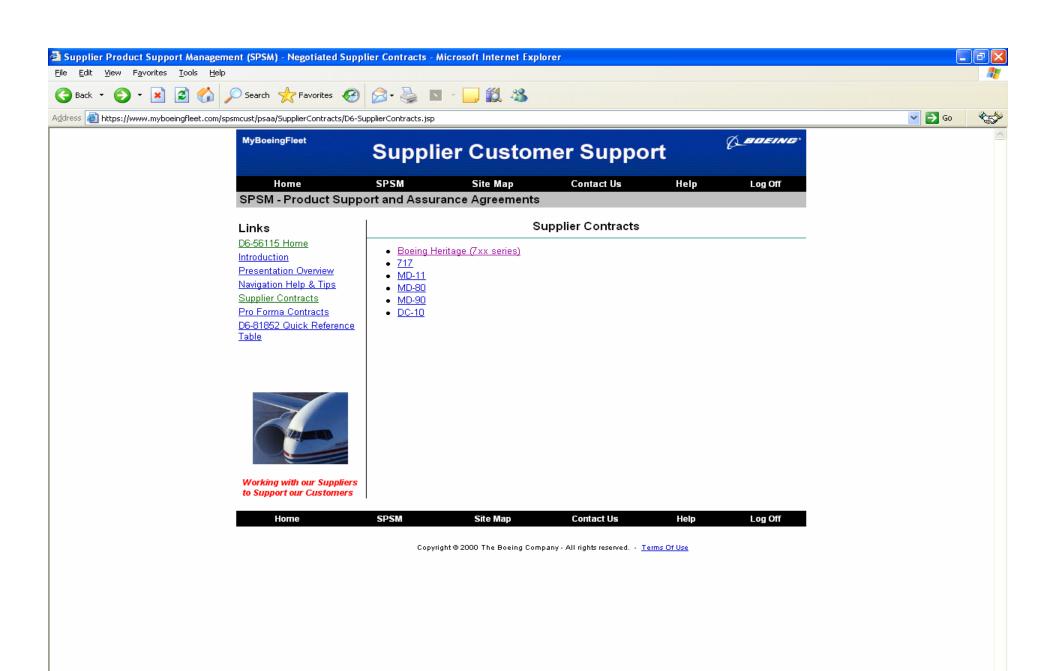
The Boeing Product Support and Assurance Agreements
Document (PSAA) provides our Customers visibility of Supplier
Product Support Agreements for aftermarket support.

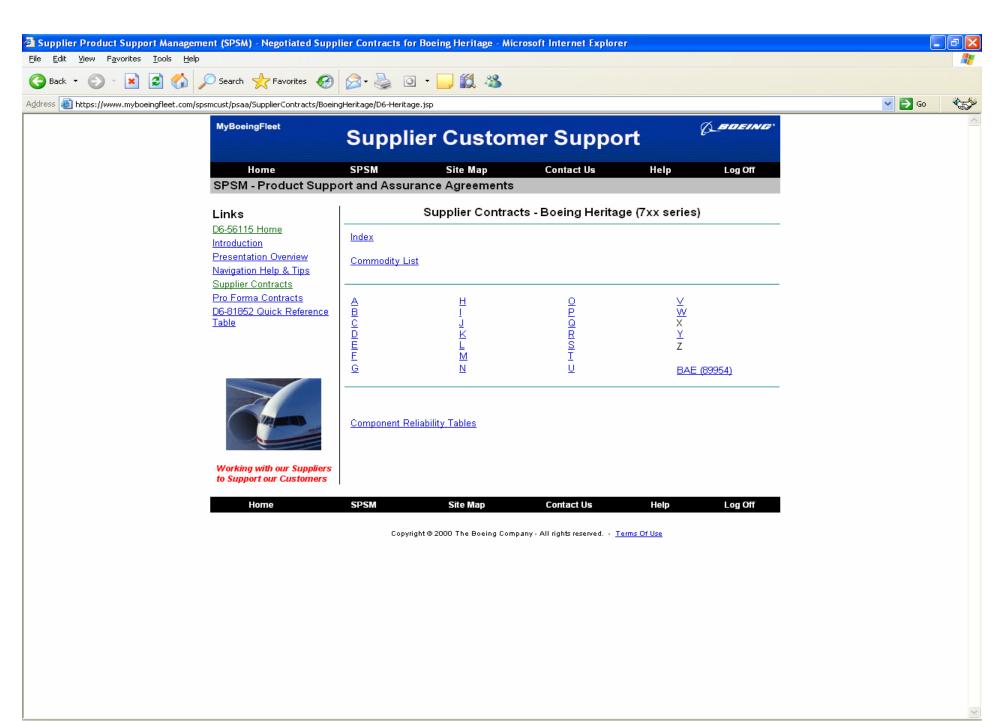
- •The Product Support and Assurance Agreements Document is revised on an as-needed basis.
- •The PSAA document is available in the following mediums:
  - · CD .pdf format
  - · Hard Copy
  - · Online access on MyBoeingFleet.com

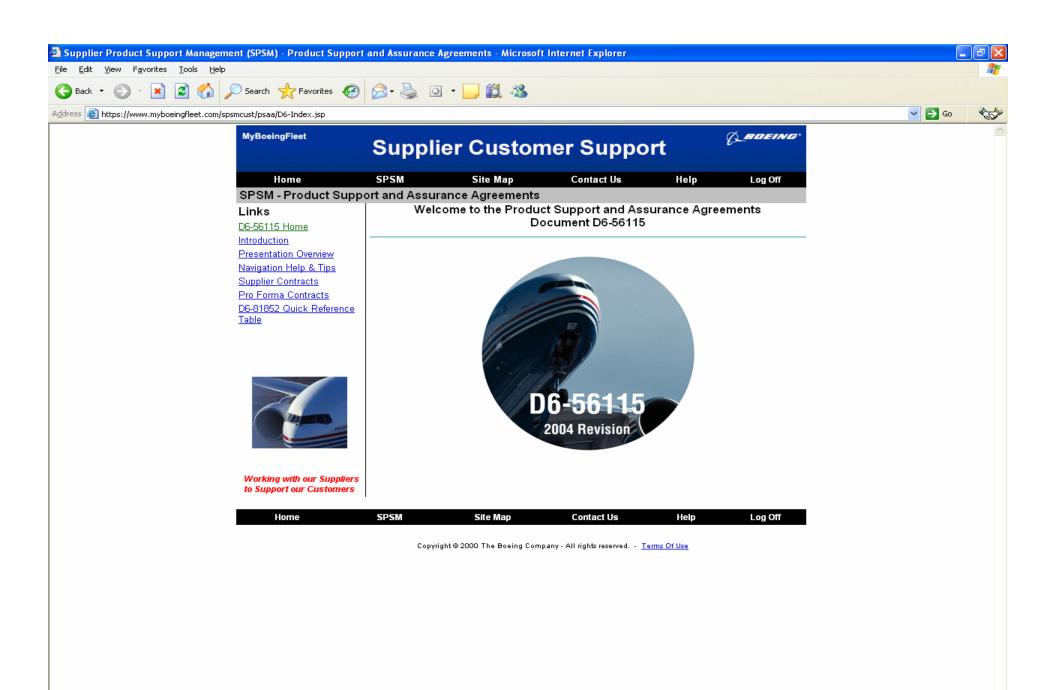


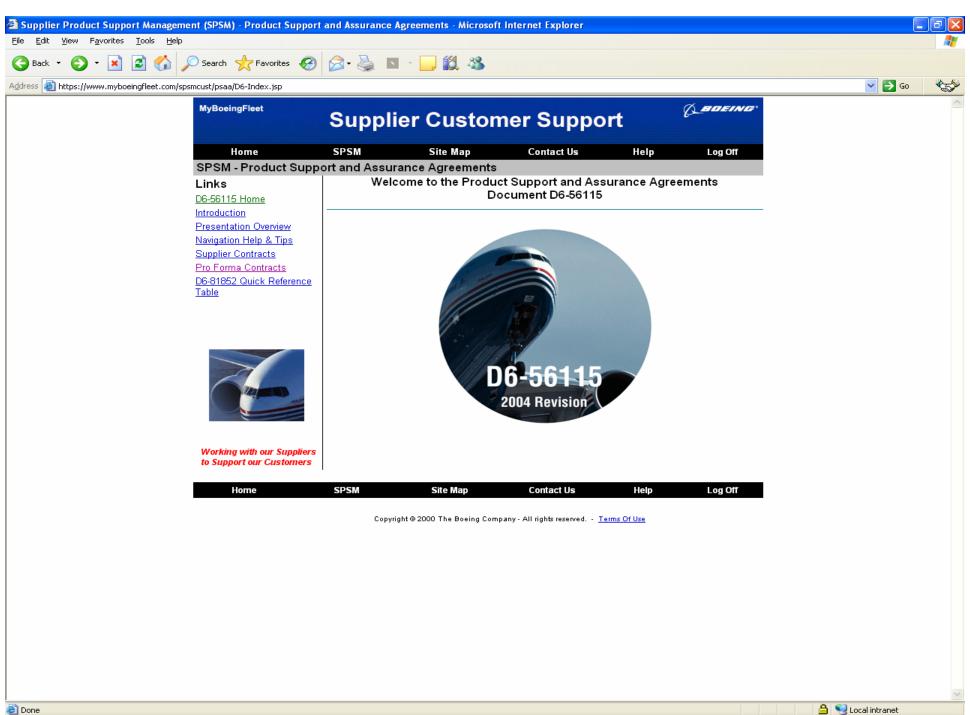


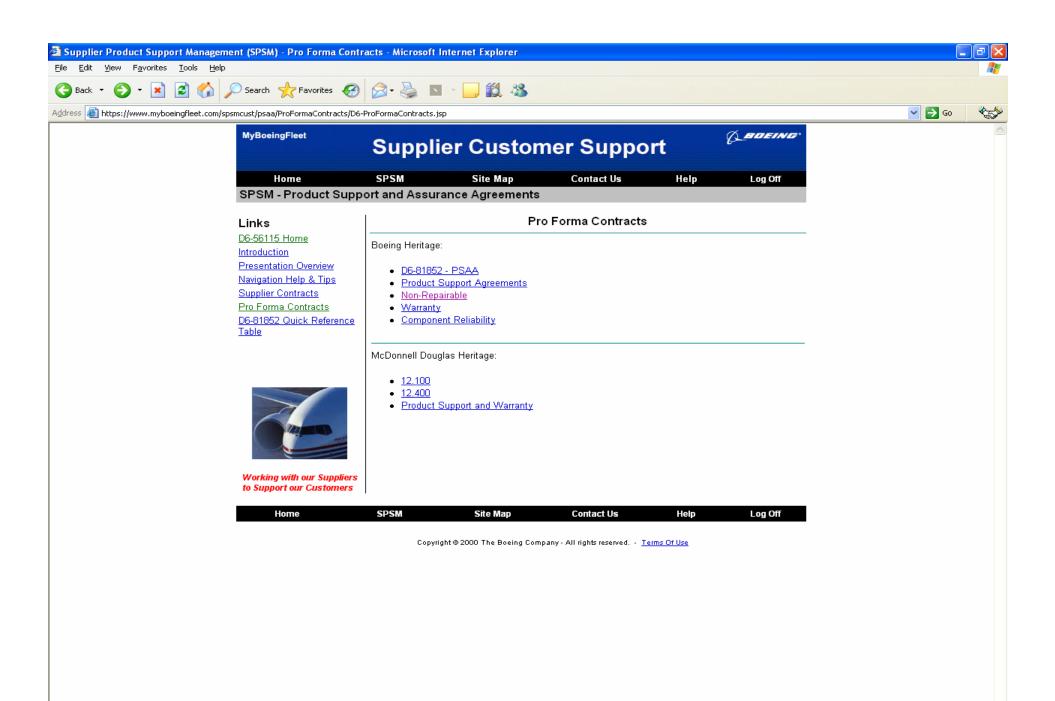


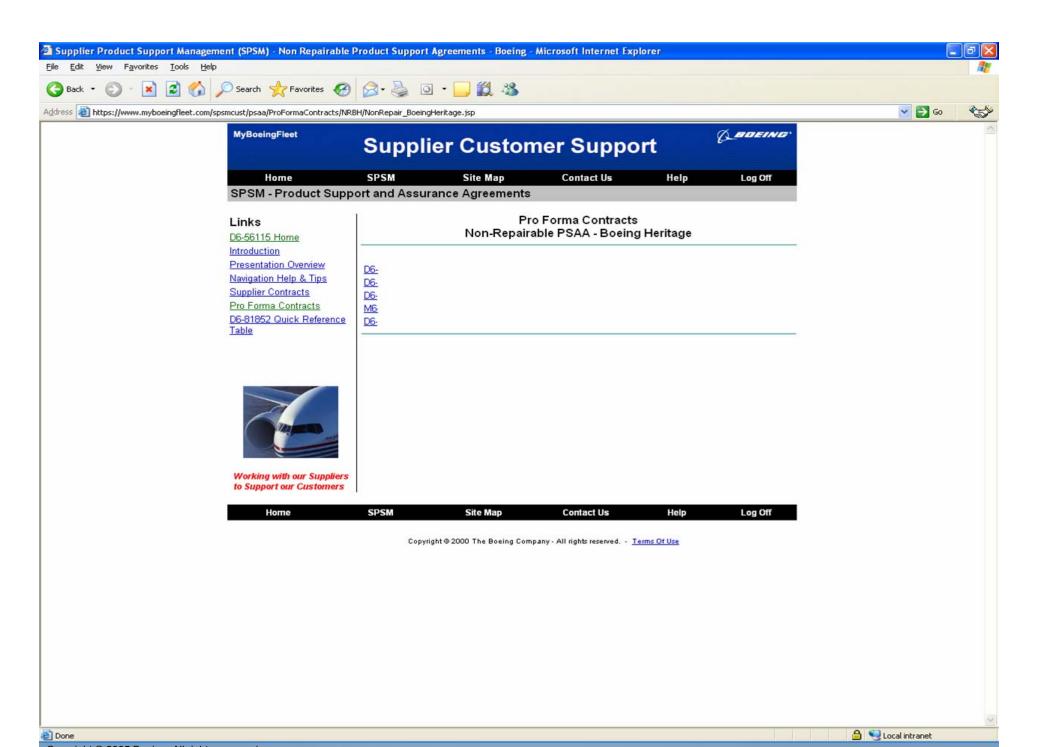








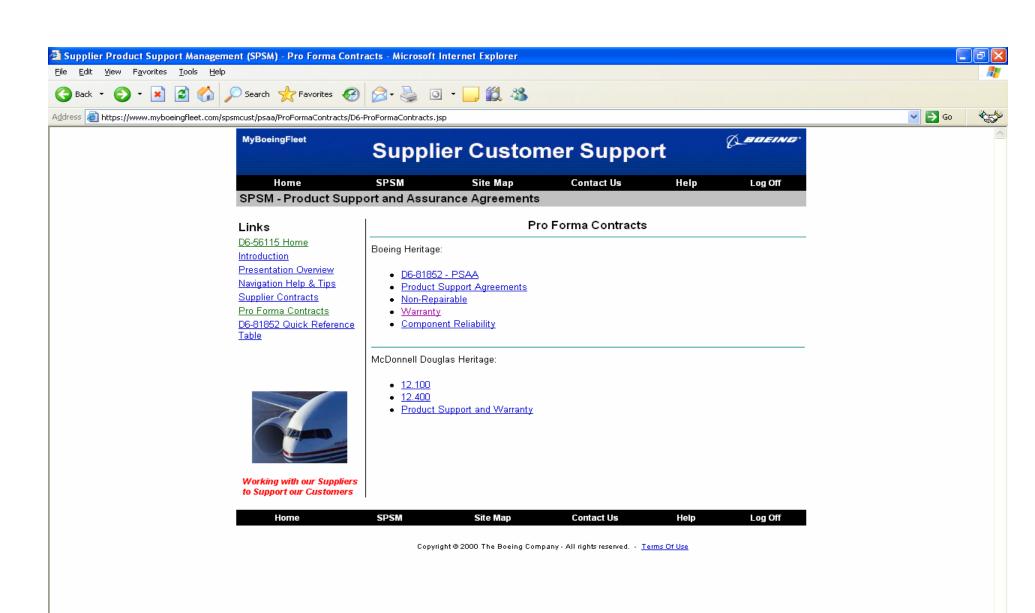


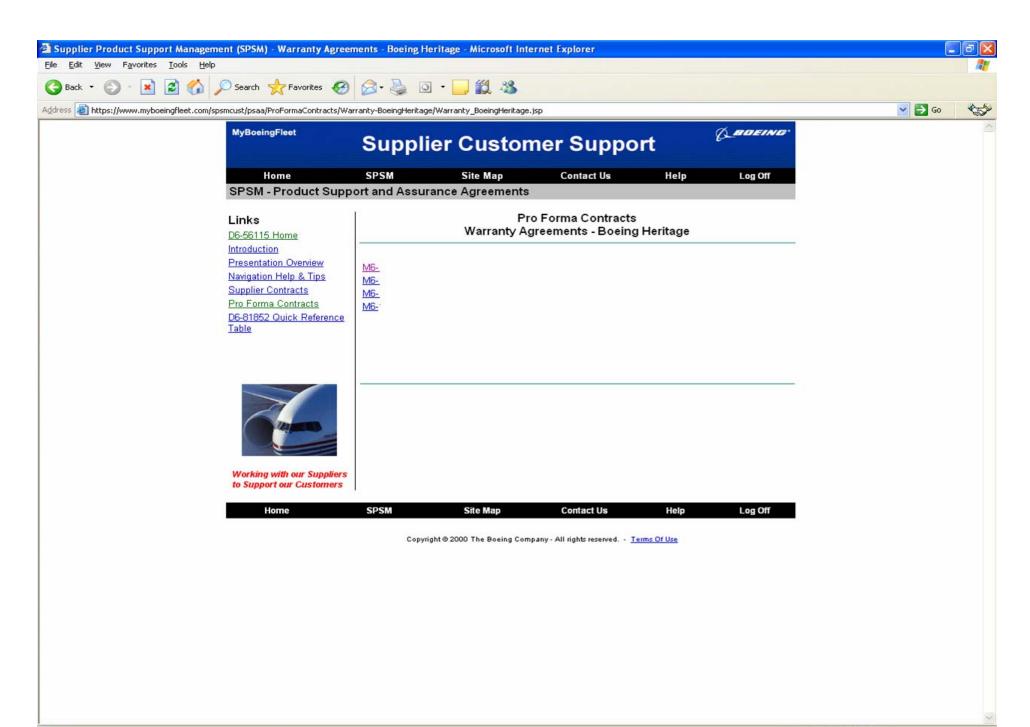




# Contractual Product Support Agreement For Supplier Designed Items Classified Expendable (Non-repairable)

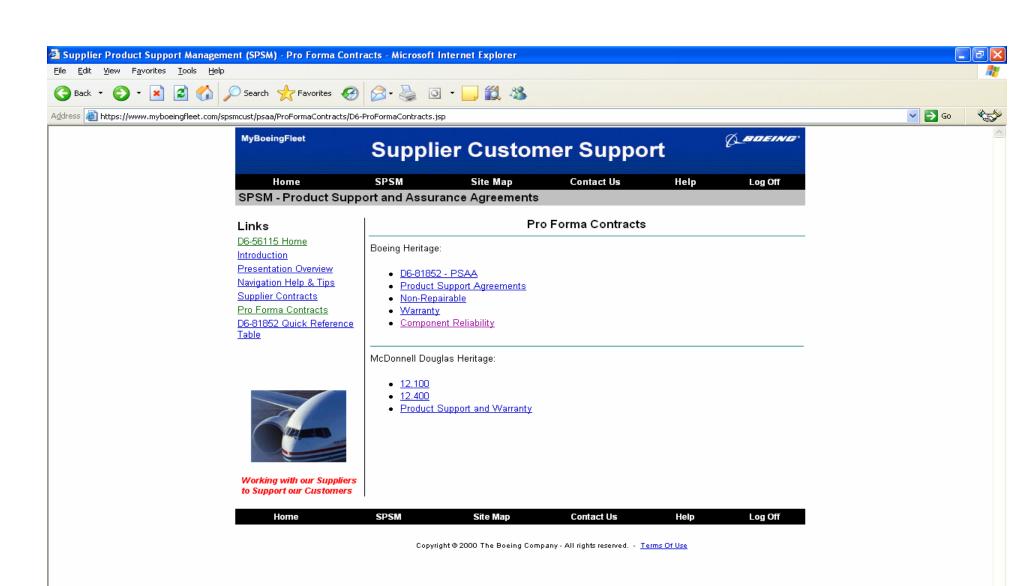
This type of agreement sets forth the basic requirements of the Product Support Program to be established and maintained by Seller.

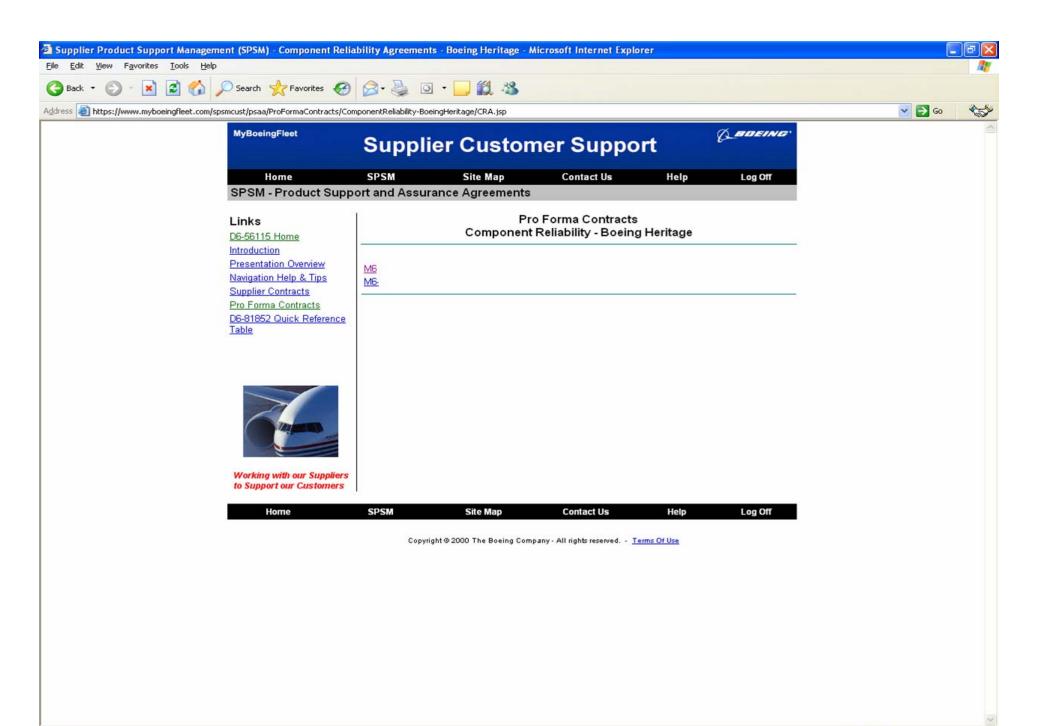




# Contractual Warranties and Related Product Assurance Provisions for Suppliers Designed Items

This type of agreement provides uniformity between the Airplane sales contracts and Buyer's agreements with Seller and provides a one source of reference in the contract for warranties, warranty repair agreements, patent indemnities and related subjects.

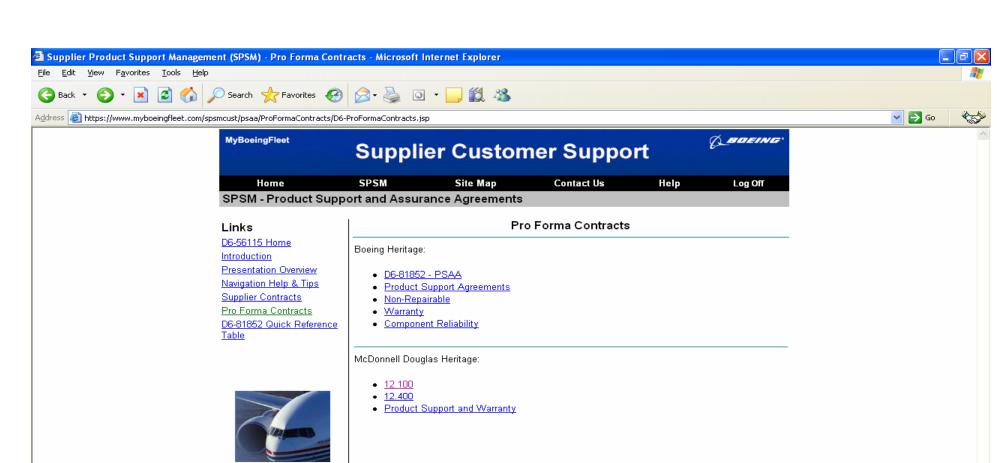






# Seller System Reliability (MTBMA) Program-fault Tolerant Maintenance Significant Systems

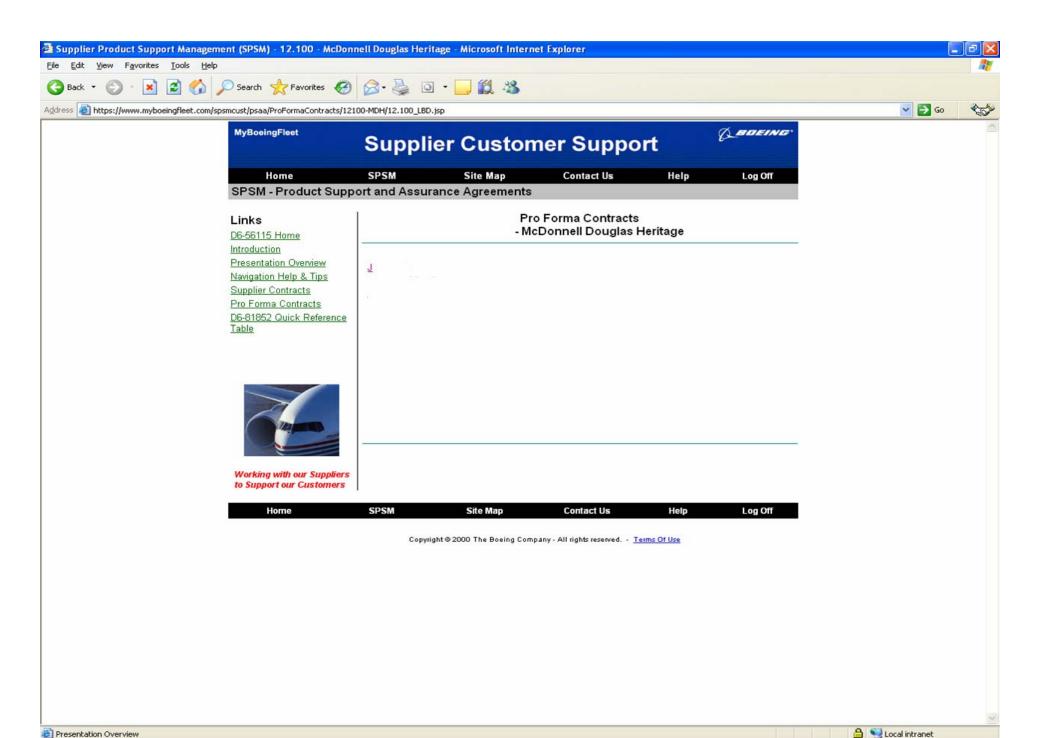
The System Reliability Mean Time Between Maintenance Alert (MTBMA) Program for Fault Tolerant Systems



Working with our Suppliers to Support our Customers

Home SPSM Site Map Contact Us Help Log Off

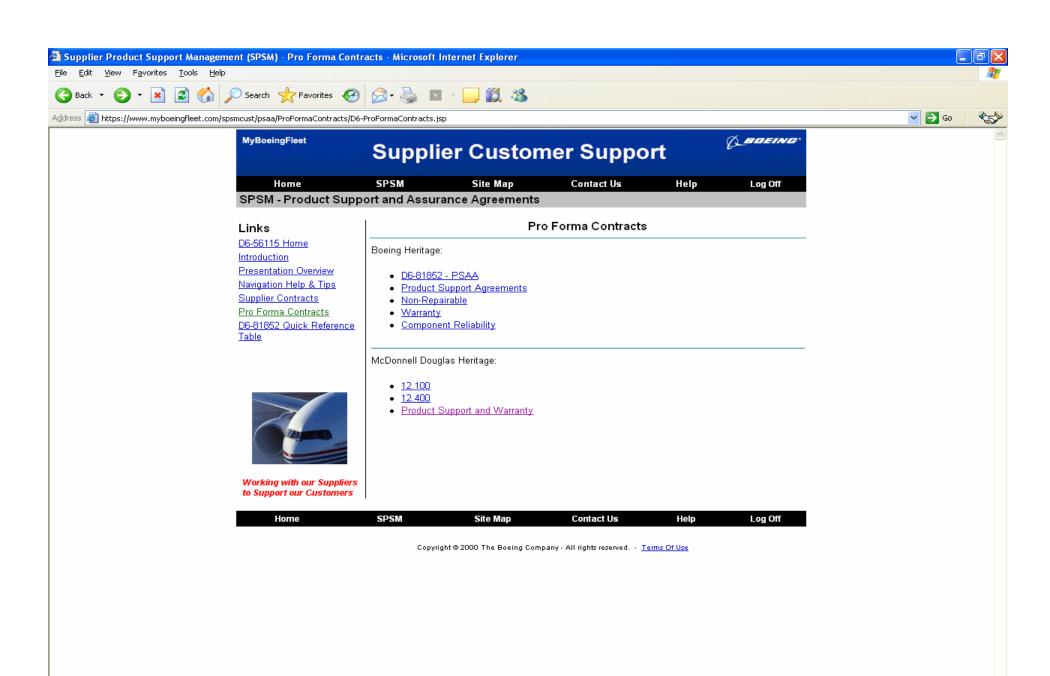
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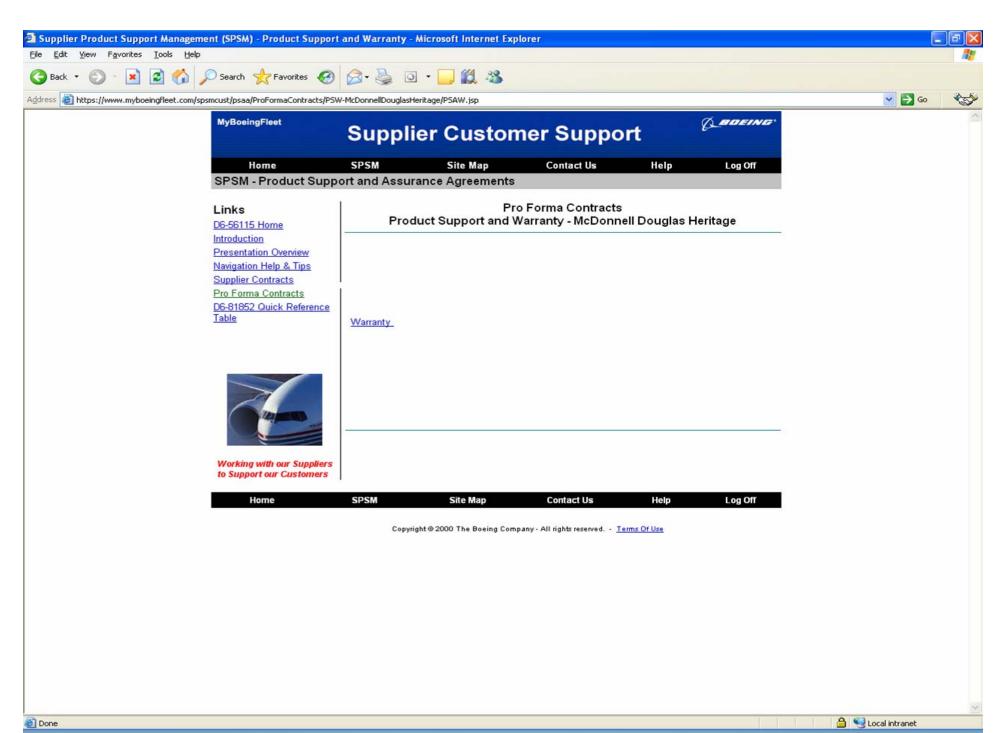




# Contractual Product Support Agreements For Suppliers Designed Items

- This type of agreement establishes the terms and conditions between Buyer and Seller to provide support of Spares.
- This Agreement establishes Seller's obligations including performance standards for the development, operation and management of an effective program for support of Spares installed on, or used with, Aircraft during the Support Period.

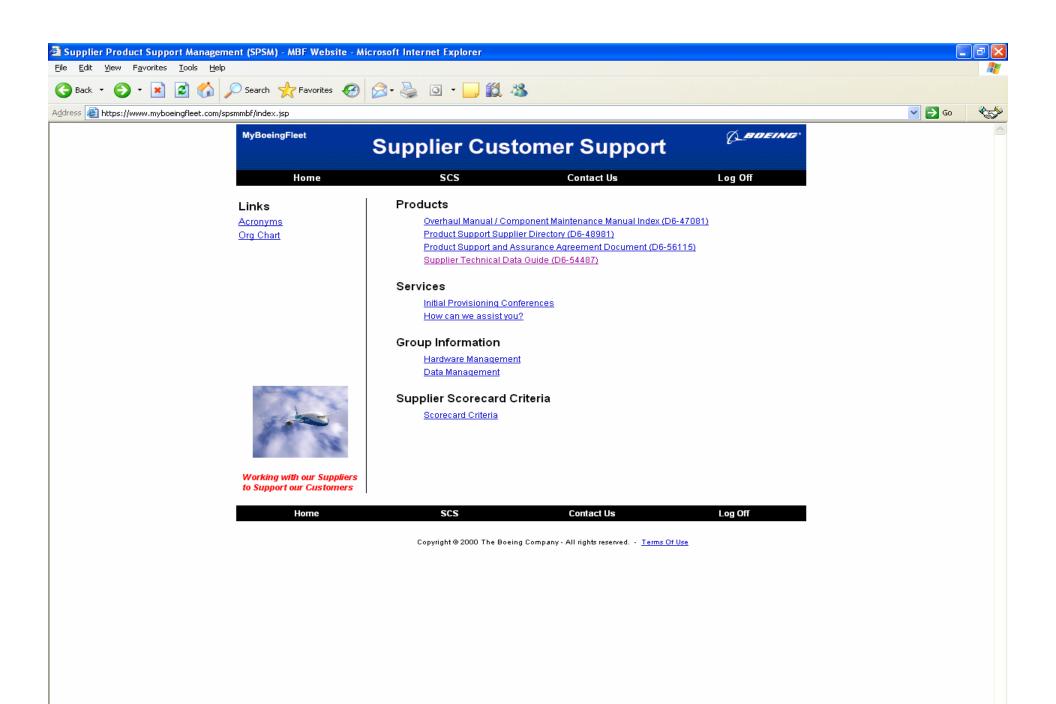






# Supplier to MDC Contractual Warranty Clause

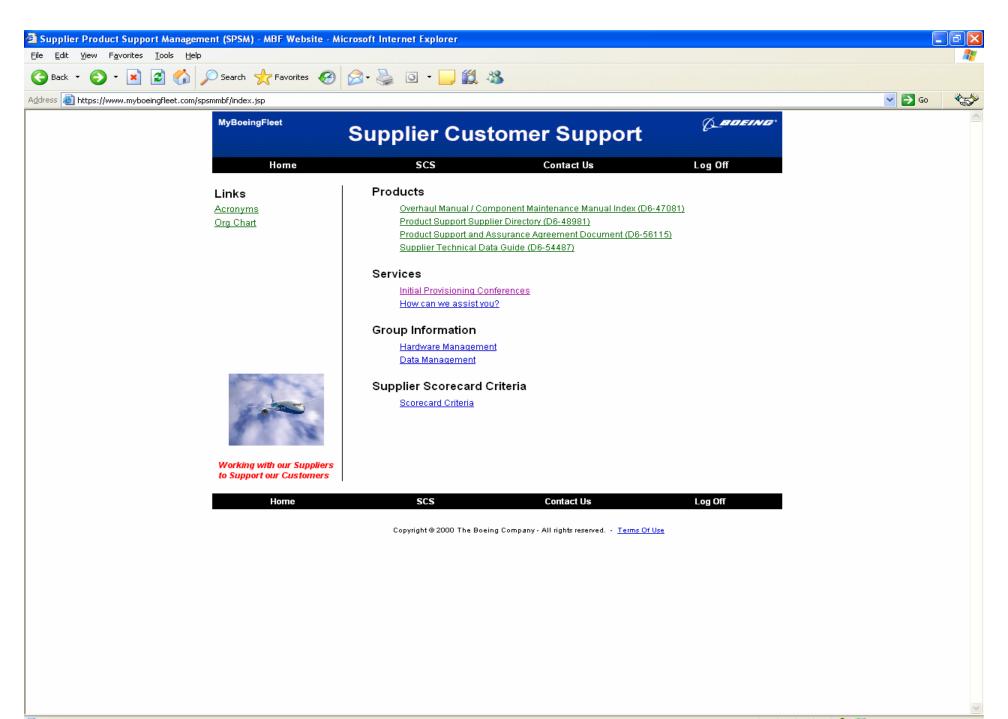
- Conformity to specifications or drawings
- Free from defects in material and workmanship
- State of the art as of the date of such design or Contract
- Merchantable and fit for the purposes intended.

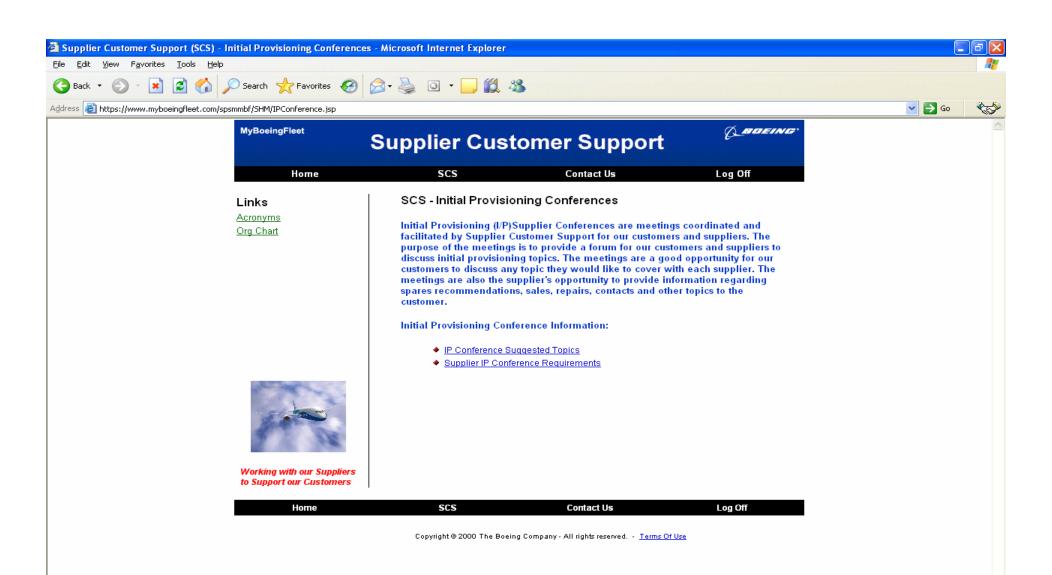


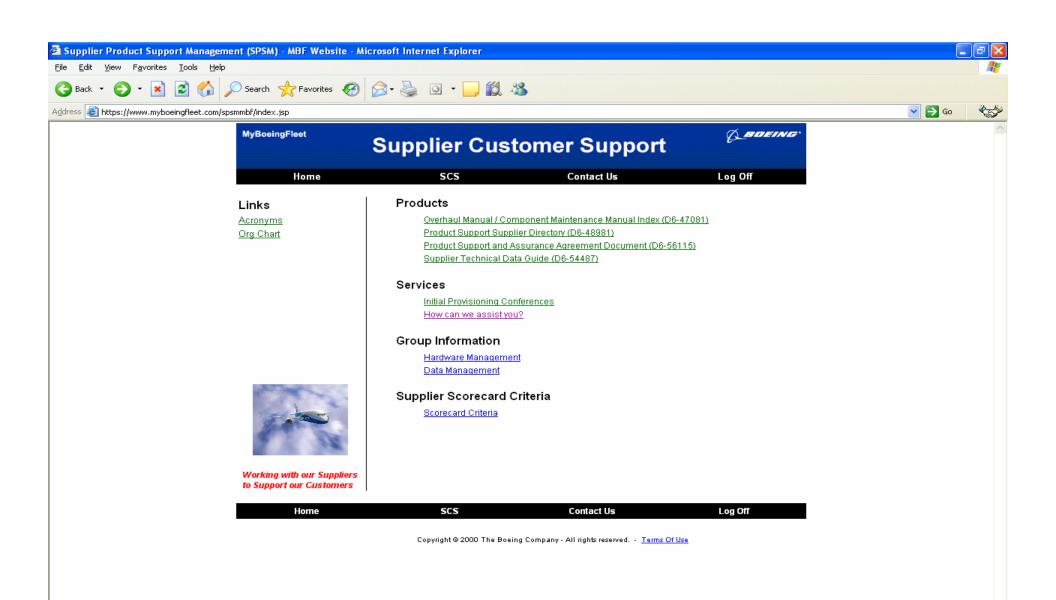


### The Supplier Technical Data Guide

The Supplier Technical Data Guide was written to help Suppliers meet Boeing and Industry requirements for product support data. It includes guidelines and examples to help Suppliers prepare PSAA Data and Materials for Boeing Commercial Airplanes and our mutual Customers. This document was developed by Boeing to clarify ATA100 and other industry standards.







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# When to Contact Boeing Supplier Customer Support (SCS)

Customers should contact Boeing when they have received an unsatisfactory response, or no response, from a supplier in regards to supplier designed equipment. Following are some of the supplier support issues Boeing will assist with upon receipt of a customer request.



# Contact SCS for assistance in the following categories:

#### Hardware Expedite:

Expediting a purchase order with a supplier.

#### **Expedite Repair Turnaround Time (RTAT):**

Expediting a repair order with a supplier.

#### AOG:

An AOG situation with a supplier.

#### **CMM Issues**:

Assisting in obtaining CMMs from a supplier or confirming the latest revision level of supplier CMMs on My Boeing Fleet.com.

#### Parts Manufacturer Approval (PMA):

We can assist in determining if a supplier has PMA for a part or parts. If a supplier does not have PMA we advise customer to order parts through Boeing.



# Contact SCS for assistance in the following categories:

#### **FAA Approved Repair Facility**:

We can assist in determining whether or not a supplier has an approved repair facility.

#### **Out of Production Spares:**

We can assist in determining if a supplier part which is out of production.

#### **Supplier Source**:

Locating a supplier source for a part number they provide.

#### **Supplier Contact Information:**

Finding contact information (phone, fax, address, email, contact name, etc.) for a supplier.

#### **Supplier Technical Information:**

We can coordinate with supplier and Boeing technical support in finding information regarding a supplier part.



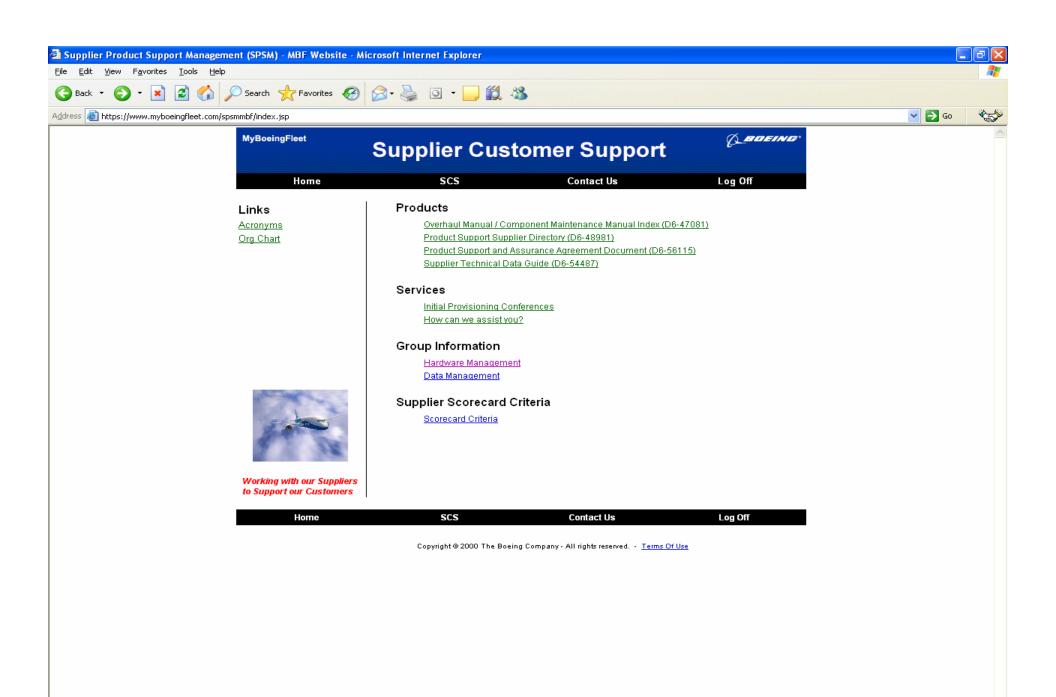
# Contact SCS for assistance in the following categories:

<u>Supplier Non-Response:</u> Obtaining a response from a supplier after they have already tried to contact the supplier.

<u>Miscellaneous</u>: Any issue that is not covered by the other categories.

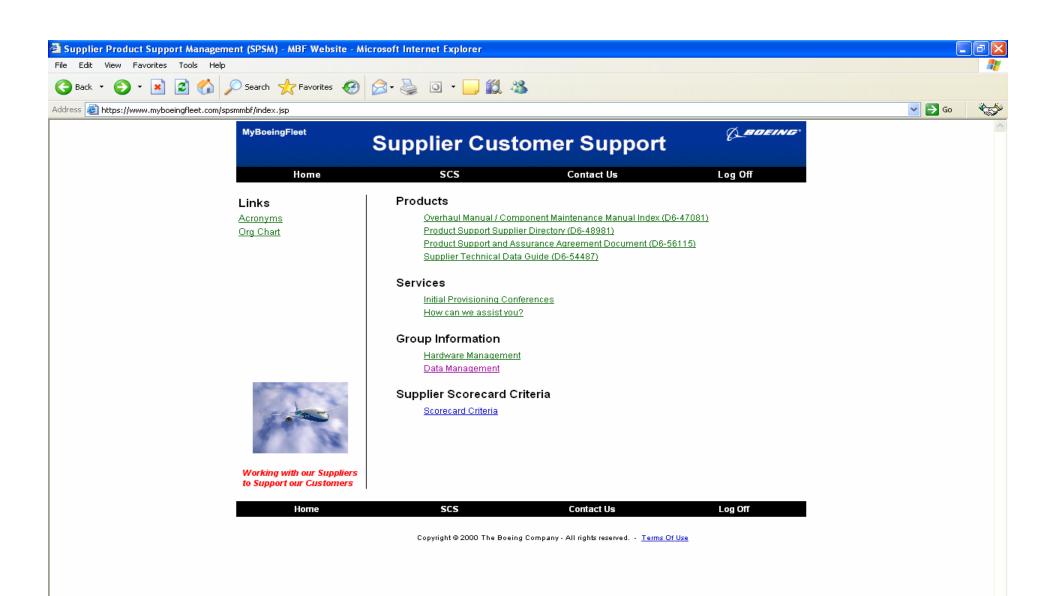
<u>Supplier Interchangeability or Replaced by Part</u>: We can assist in coordinating with supplier and Boeing technical support in verifying if a supplier part is interchangeable with, or replaced by another part.

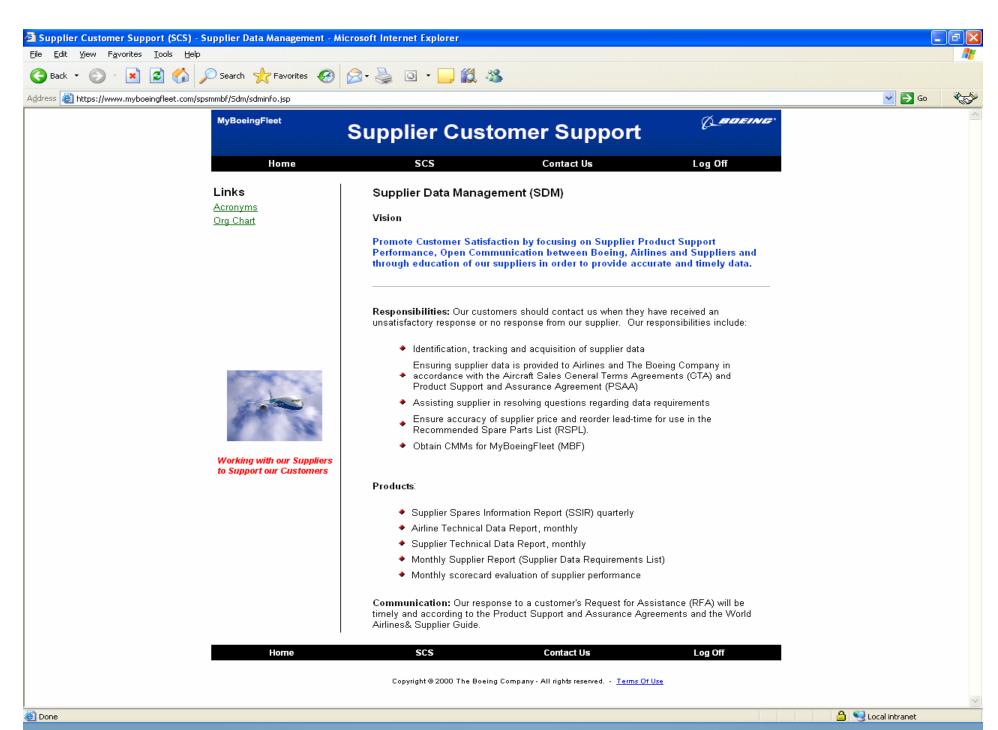
Buyer Furnished Equipment (BFE) /Seller Purchased Equipment (SPE):A supplier part that is considered BFE/SPE.

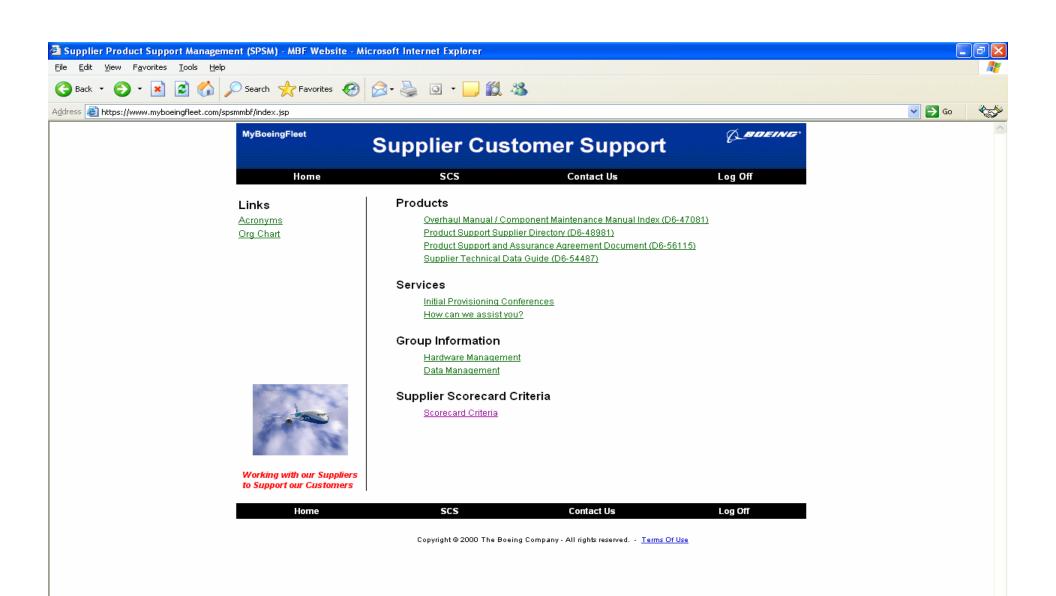








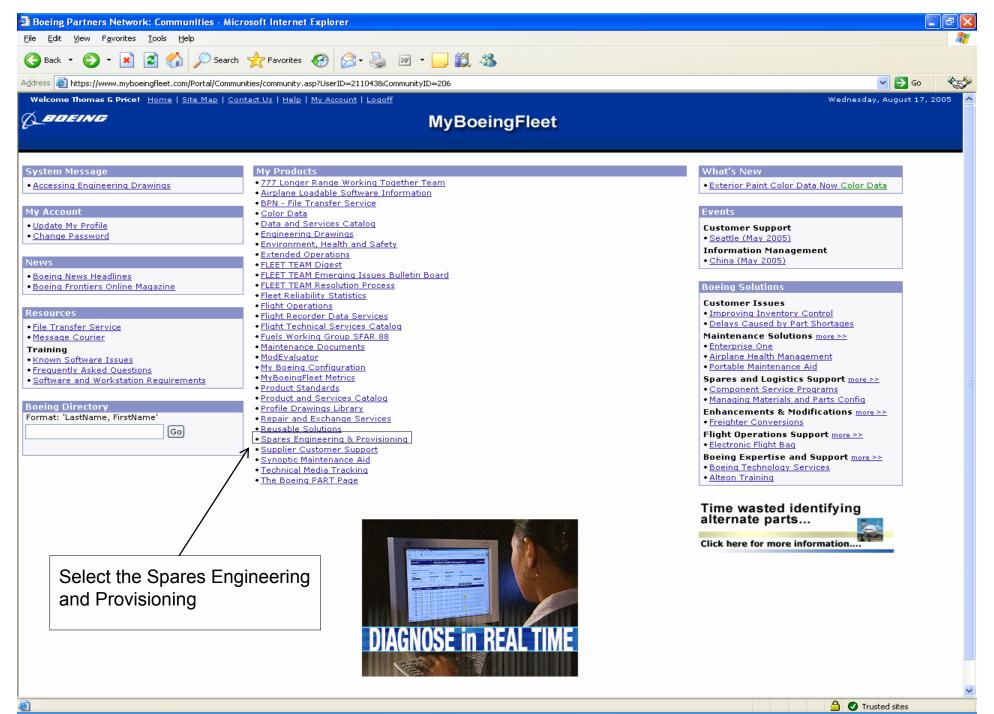


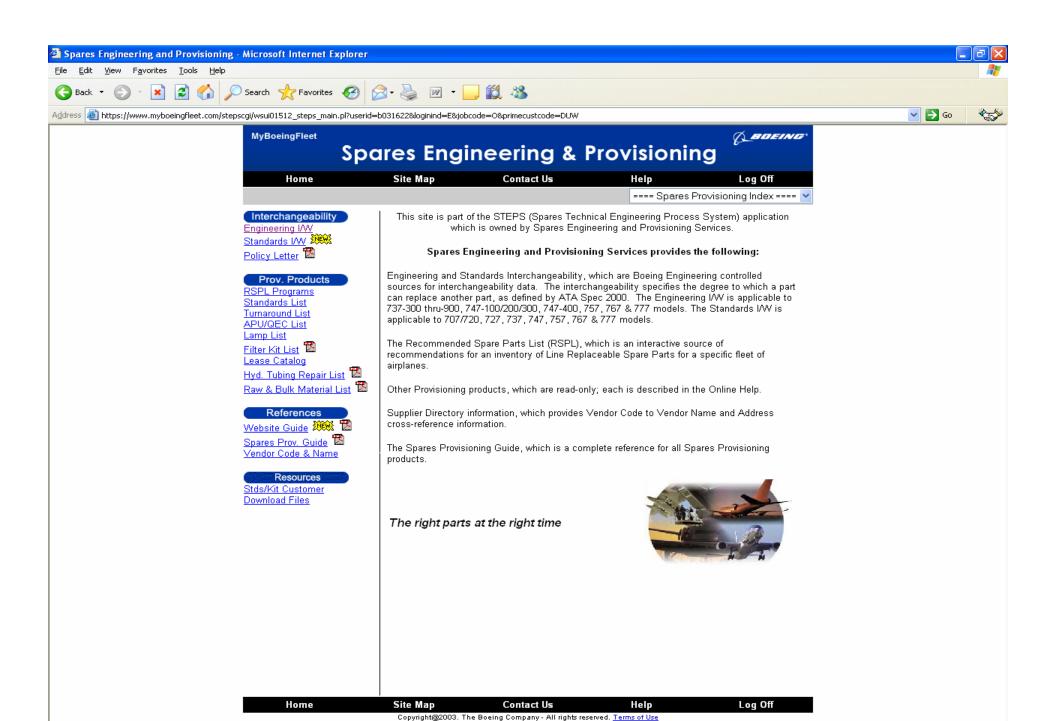




### MyBoeingFleet.com Spares Engineering and Provisioning

Using MyBoeingFleet.com for Part Interchangeability issues





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Cancel

Create Text File

Clear

Create PDF File

#### 🛂 Spares Engineering Parts Interchangeability - Microsoft Internet Explorer



<u>Contact Us</u>

<u>Close</u>

Create PDF File

Create Text File

#### **Boeing Spares Engineering Parts Interchangeability**

<u>Help</u>

	Part Number	RP/RB	RP/RB Part Number	I/W Code	Rework Code	Model	Prime Chap	Replacing Part Used On	DCN/ ADCN	Replaced Part Used On
0	5050-102	RP	6001624	2	2	R	24	65B40633-4	L	
0	5050-102	RP	6002428	2		R	24	65B46033	API	

Record 1 of 2

#### Notes for Highlighted Record

PN DESC: SENSOR BRAKE

PN Mfr = F9111 RP/RB PN Mfr = OB9R9

Page Down

Page Up

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Next

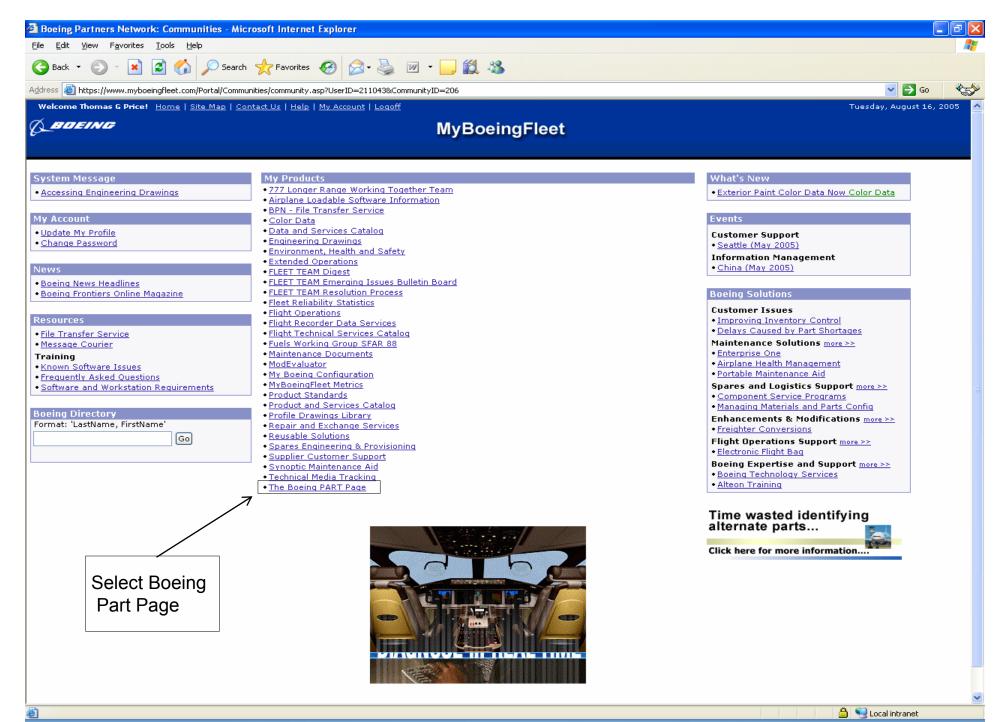
Search

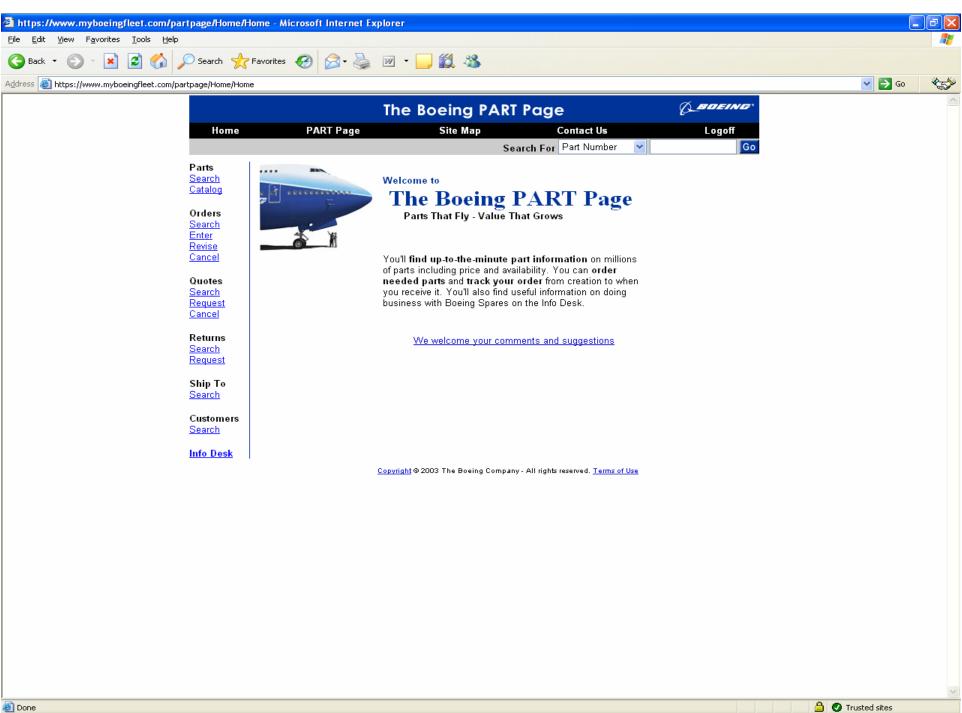
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### MyBoeingFleet.com Boeing Part Page

Using MyBoeingFleet.com Boeing Part Page







## **Working Together**

# Field Service Seamless Support Working Together Relationship



### **Common Processes**

- Guidelines for gathering information required across manufacturers
- Eliminates duplicate data gathering
- Reduces airline inconvenience by asking for data once

# Im

## **Improved Communication**

- Personnel and location changes disrupt established working relationships
- Data directories establish up-to-date data directories
- Peers quickly and easily identified



## **Cross Company Familiarity**

- Cross-training helps rep's anticipate needs of counterparts
- More integrated response to customer
- Visits to other manufacturers provides installation and maintenance awareness
- Not expected to support counterpart's products
- Not expected to share competition-sensitive data



### **Transparency**

- Boeing administers seamless support program
- Transparent to our customers
- Customers continue to request support in their usual manner



## The "Us" Philosophy

- System and component interdependent
- Reliability of the "whole" different than reliability of the "individual's
- No one looks good if we don't all look good
- Reliability estimates require input from all to establish "system" reliability



## **Seamless Support Summary**

Purpose of Seamless Support is to ultimately lead to enhanced customer satisfaction through:

- Improved communication & coordination
- Product cross-training
- Burden of coordination on Boeing; not operator

Customer operates "Business as Usual"

