

CASE STUDY

CASE STUDY IN LEAN SIX SIGMA | CUSTOMIZED TRAINING

CLIENT

Lufthansa Technik Philippines, a global provider of maintenance, repair and overhaul services for commercial aircrafts.

CHALLENGE

Faced with mounting pressure from global competitors, the Lean program management team needed a lean implementation and training program customized for their Philippine workforce. Their goal was to secure more third-party business and significantly improve their competitive advantage.

ANALYSIS

Kairos began with an audit of their pilot division, formulating a training program that introduced the lean culture, including instruction for use of the lean tools

- Conducted process reviews and interviewing internal customers
- Customized implementation & training plan for client environment
- Identified savings opportunities and prioritizing with management team
- Developed a communication strategy to reinforce the lean culture
- Utilized a digital dashboard to display progress and bottom-line impact

RESULTS

Increased productivity with reduction in aircraft turnaround times
Increased customer satisfaction by releasing aircrafts to customers sooner
Reduced labor hours; Reduced need for overtime
Reduced "downtime" for mechanics resulted in improved attendance

CASE STUDY IN LEAN SIX SIGMA | PROCESS IMPROVEMENTS

CLIENT

Lufthansa Technik Philippines, a global provider of maintenance, repair and overhaul services for commercial aircrafts.

CHALLENGE

The mechanics were preparing for instruction for a new aircraft type, and the lean management team wanted to identify opportunities to reduce cycle time for the new process by 15%.

ANALYSIS

Kairos' lean facilitator reviewed the new processes, focusing in on specific sections of the overall process

- Created multiple lean teams to facilitate lean analysis within the training period
- Identified immediate ROI opportunities and prioritizing with management team
- Developed a communication strategy to reinforce the lean training throughout the process

RESULTS

Improved aircraft turnaround time by more than 26%
Created specialized tools resulting in ease of use, more increased speed
Reduced labor hours

