



# DOD Maintenance Symposium

## Integrated Logistics

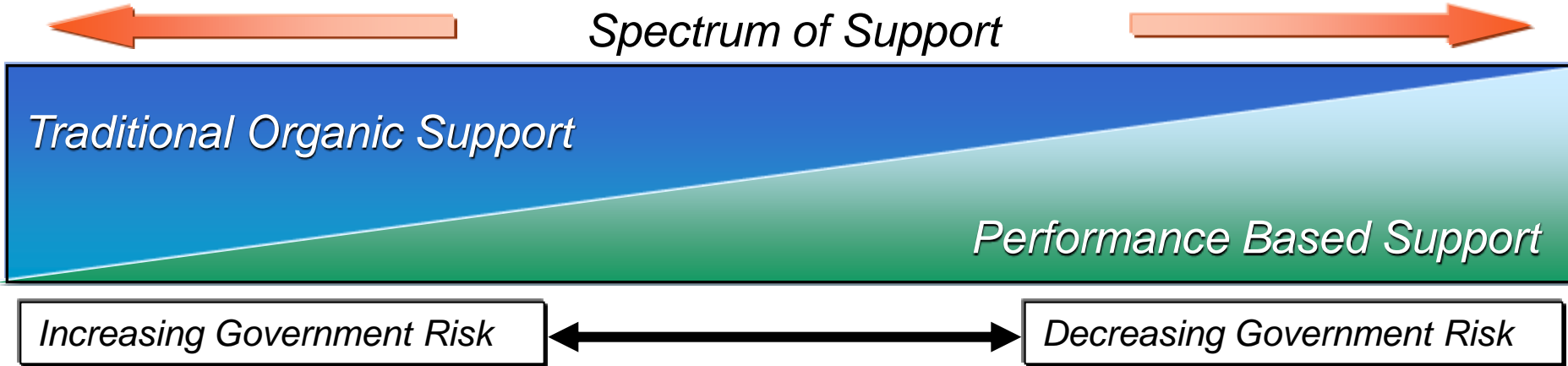
# Leveraging One Boeing

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17 November 2010

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# Products in the Spectrum of Support



*Traditional Support*



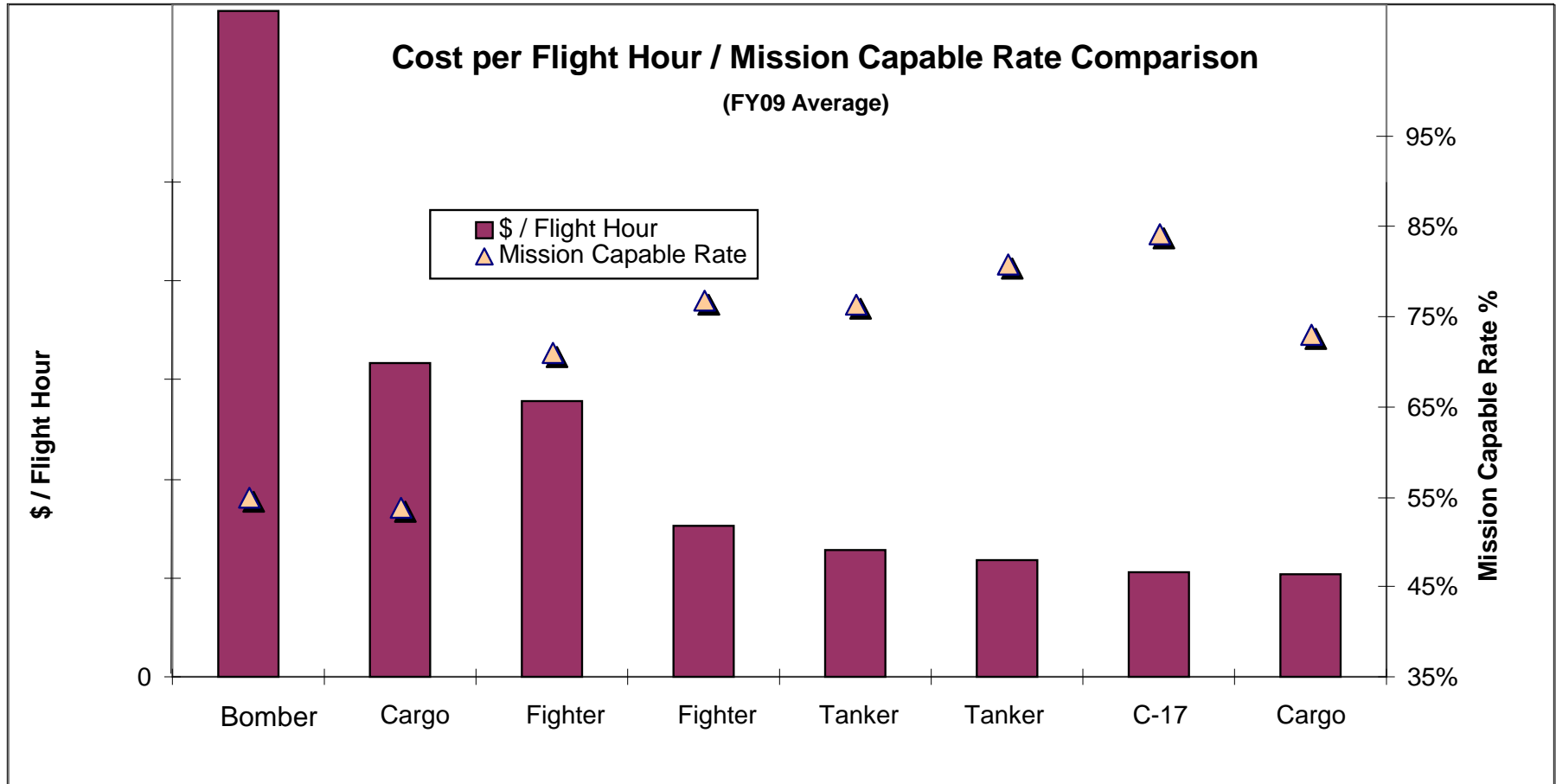
**Supply Chain Services PBL**



*Total System Support Responsibility*



# Fleet Cost/Performance Comparison



**Highest Availability at Lowest Cost**

# Airplane Health Management (AHM)

*Remote monitoring of airplane data to understand its current or future serviceability and performance*

- **AHM - A Boeing hosted software application on MyBoeingFleet B2B Portal**
- **Combines real-time airplane data and information into an integrated decision-support tool**
- **Primary benefit is increased airplane and airline fleet availability through improved maintenance and engineering efficiencies**
- **Airline operator users include:**
  - **Maintenance controllers**
    - Real-time fleet management
  - **Engineers**
    - Reliability analysis, Prognostics, and ad hoc research
  - **Mechanics**
    - Advance awareness of inbound airplane health and access to relevant maintenance documentation

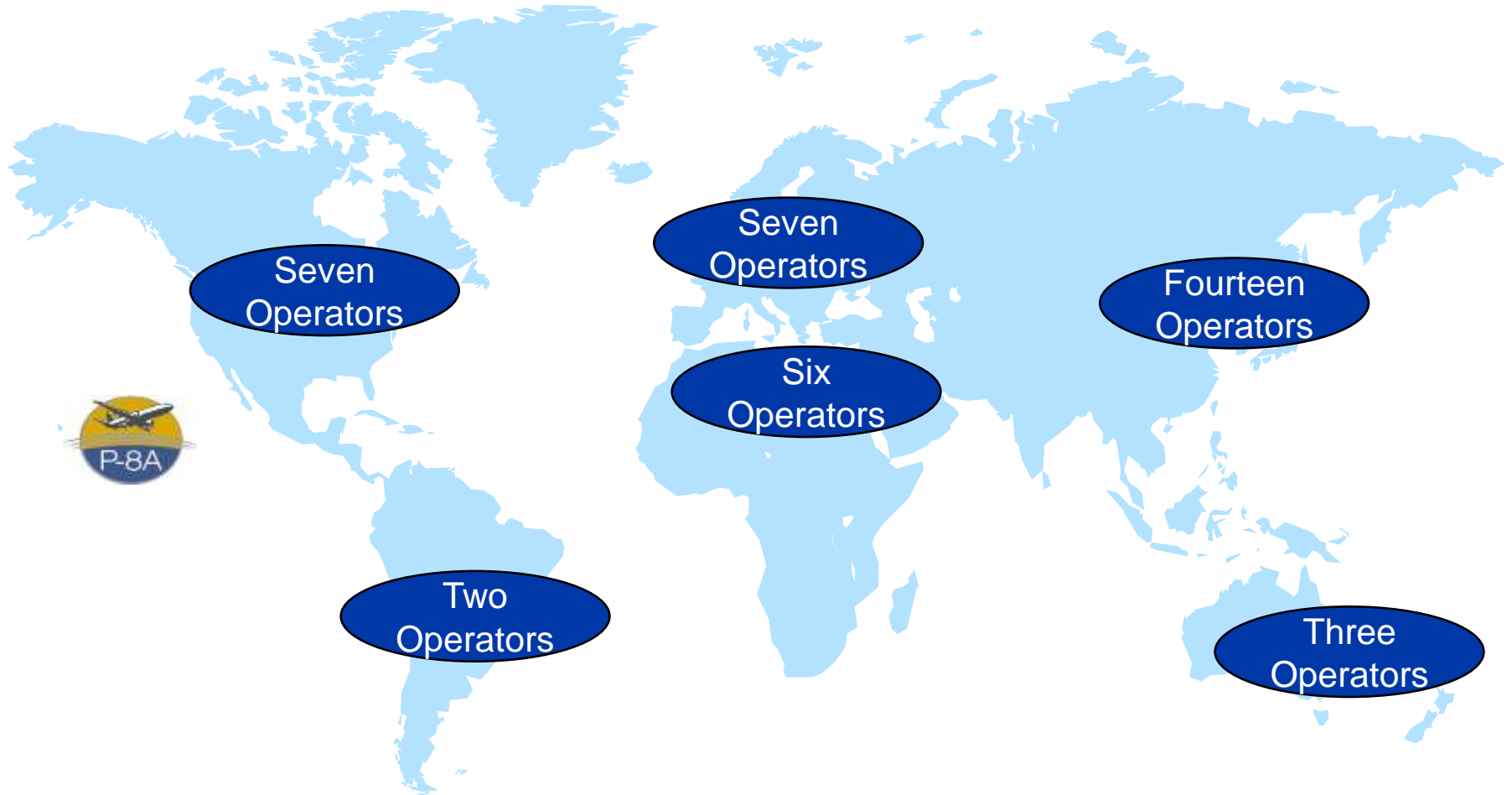


- **Fault data**
- **Parametric data**
- **Crew observation data**

 ***Real-time “fix or fly”  
decision support***



# Current AHM Customer Base



**40 Customers, 1100 airplanes, 65% of 777 airplanes enrolled**

# Military – Airplane Health Management (Mil – AHM)

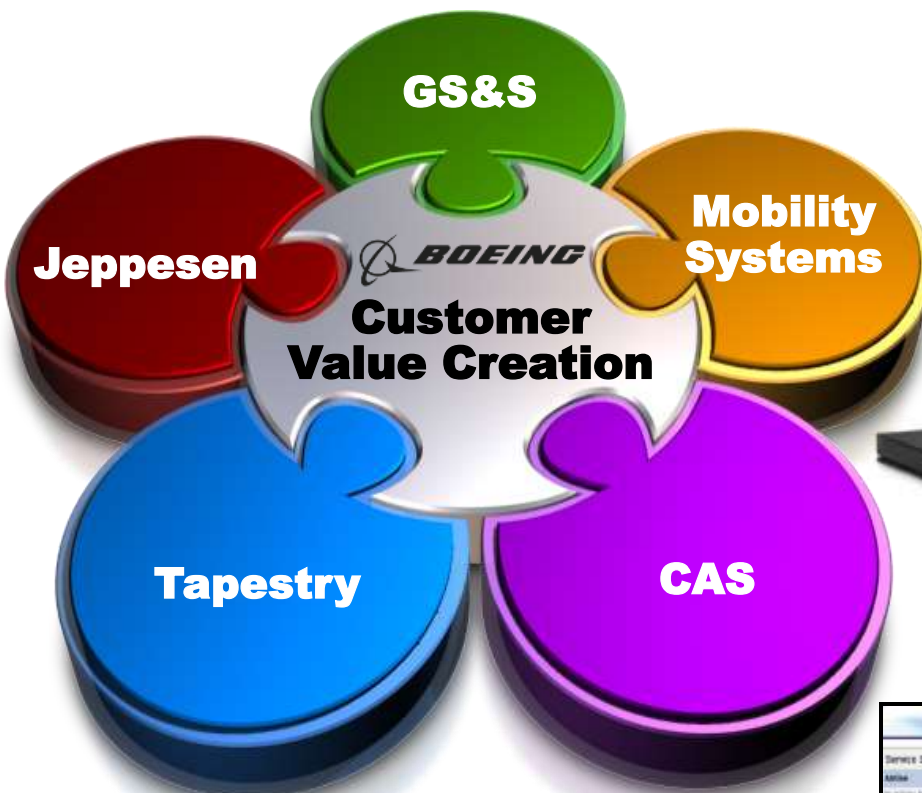
Electronic Flight Bag (EFB)  
eLogbook/Fuel Management



Jeppesen

GS&S

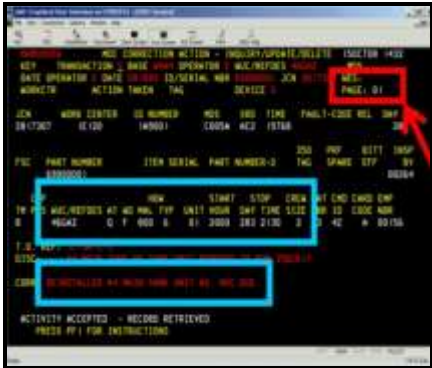
Mobility  
Systems



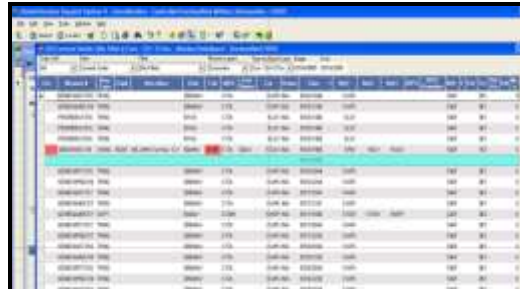
Boeing – innovative Central  
Maintenance Computer (iCMC)



USAF (AMC) - GO81  
Maintenance System



USAF - Global Decision  
Support System (GDSS)



Boeing – Airplane  
Health Management (AHM)

Service Summary - AFU OIL	AFU OIL		AFU OIL		AFU OIL	
Line	Model	Start	Airplane Identifier	Summary Item	Graph Type	Filter
1	AFU OIL	11-Aug-11	01	AFU OIL	11-Aug-11	01
2	AFU OIL	12-Aug-11	01	AFU OIL	12-Aug-11	01
3	AFU OIL	13-Aug-11	01	AFU OIL	13-Aug-11	01
4	AFU OIL	14-Aug-11	01	AFU OIL	14-Aug-11	01
5	AFU OIL	15-Aug-11	01	AFU OIL	15-Aug-11	01
6	AFU OIL	16-Aug-11	01	AFU OIL	16-Aug-11	01
7	AFU OIL	17-Aug-11	01	AFU OIL	17-Aug-11	01
8	AFU OIL	18-Aug-11	01	AFU OIL	18-Aug-11	01
9	AFU OIL	19-Aug-11	01	AFU OIL	19-Aug-11	01
10	AFU OIL	20-Aug-11	01	AFU OIL	20-Aug-11	01
11	AFU OIL	21-Aug-11	01	AFU OIL	21-Aug-11	01
12	AFU OIL	22-Aug-11	01	AFU OIL	22-Aug-11	01
13	AFU OIL	23-Aug-11	01	AFU OIL	23-Aug-11	01
14	AFU OIL	24-Aug-11	01	AFU OIL	24-Aug-11	01
15	AFU OIL	25-Aug-11	01	AFU OIL	25-Aug-11	01
16	AFU OIL	26-Aug-11	01	AFU OIL	26-Aug-11	01
17	AFU OIL	27-Aug-11	01	AFU OIL	27-Aug-11	01
18	AFU OIL	28-Aug-11	01	AFU OIL	28-Aug-11	01
19	AFU OIL	29-Aug-11	01	AFU OIL	29-Aug-11	01
20	AFU OIL	30-Aug-11	01	AFU OIL	30-Aug-11	01

# Leveraging One Boeing...

## Enhanced Customer Performance

**“AHM has provided an unprecedented amount of information to the maintenance and engineering team. In a recent month, we estimate five exceptions were avoided using AHM data.”**

Warren Johnson, VP UPS M&E in Aircraft  
Technology Magazine, Issue 96



“Flight Control System message encountered enroute...5 hours prior to estimated landing at destination... MEL was a NO GO item... 7 hours scheduled ground time at destination...part found and sent to destination... **Cancellation prevented...**”

**“AHM provides maintenance predictability....we can adjust maintenance staff at specific airports if issues arise or we can send parts to meet the aircraft when it lands..... we've experienced only 2 mechanical delays in the first 6 months of operation of a new fleet type.....”**

