DOD Maintenance Symposium
Integrated Logistics

Leveraging One Boeing

Jim O’Neill
VP/GM
Integrated Logistics
17 November 2010

The statements contained herein are based on good faith assumptions and provided for general information purposes only. These statements do not constitute an offer, promise, warranty or guarantee of performance. Actual results may vary depending on certain events or conditions. This document should not be used or relied upon for any purpose other than that intended by Boeing.

BOEING is a trademark of Boeing Management Company. Copyright © 2010 Boeing. All rights reserved.
Products in the Spectrum of Support

Spectrum of Support

Traditional Organic Support

Performance Based Support

Increasing Government Risk

Traditional Support

Supply Chain Services PBL

Decreasing Government Risk

Total System Support Responsibility
Fleet Cost/Performance Comparison

Cost per Flight Hour / Mission Capable Rate Comparison
(FY09 Average)

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

Real-time “fix or fly” decision support

- Fault data
- Parametric data
- Crew observation data

Copyright © 2010 Boeing. All rights reserved.
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

Customer Value Creation

Tapestry

Mobility Systems

CAS

Boeing – innovative Central Maintenance Computer (iCMC)

Boeing – Airplane Health Management (AHM)

USAF (AMC) - GO81 Maintenance System

USAF - Global Decision Support System (GDSS)

Copyright © 2010 Boeing. All rights reserved.
“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......"