



Customer Profile

Boeing Aerostructures Australia

Customer

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Term

VIC: 2003 - current

NSW: 2010 - 2012

Value

\$9.5m p.a.

Location

Port Melbourne, VIC

Bankstown, NSW

Facility Management and Asset Maintenance

Programmed have been providing Facilities Management and Asset Maintenance Services at Boeing Aerostructures Australia Port Melbourne site in Victoria since 2003.

Successful contract delivery over that time led to Programmed being awarded the Facilities Management and Asset Maintenance contract for the Bankstown site in New South Wales in 2010.

Both contracts include Facilities Management Services and maintenance of critical manufacturing plant and equipment including management of subcontractors and specialised suppliers.

Given the critical nature of the technical processes on these sites, both Boeing and Programmed have strict policies and procedures for all maintenance activities carried out on site which must be adhered to by all personnel.

Contract History

Programmed is required to deliver full maintenance services (including Facilities Management) at the Port Melbourne site. With strict downtime limits, Programmed uses innovative methodologies and the latest reliability engineering processes to keep Boeing's operations running smoothly 24/7.

Downtime along with other aspects of performance, are measured via KPIs. At Port Melbourne, Programmed has a 4 person management team consisting of a Site Manager, Supervisor/Planner and two Administrators, plus core and supplementary trades team that consists of Mechanical fitters, Electricians, Trades Assistants, and a Leading Hand to undertake corrective and preventative maintenance.

Previously at Bankstown, Programmed had a 3 person management team (Site Manager, Supervisor/Planner and 1 Administrator) and a 6 person trade team consisting of Mechanical Fitters, Electricians and an Apprentice.

Scope of Services

Services provided by Programmed include:

- ▶ Contract and Project Management
- ▶ Corrective and Preventative Maintenance of production equipment and facilities assets
- ▶ Maintenance of safety, health and environmental control equipment
- ▶ 24 hour 7 day per week coverage for emergency support
- ▶ Maintenance document development
- ▶ Manage critical spares inventory
- ▶ Subcontractor management
- ▶ Preventative maintenance plan development and modification
- ▶ Maintenance Improvement Plan development and implementation
- ▶ Management of maintenance records and database
- ▶ Routine reporting and review
- ▶ Continuous cost and performance improvement proposals
- ▶ Maintenance management services
- ▶ At risk asset analysis

Notable Achievements

Boeing - Port Melbourne

- ▶ Boeing's area of concern was their maintenance regime was not performing to a high standard. Programmed have successfully refined a number of equipment PM's which has resulted in less down time.
- ▶ All existing sub-contractors have been audited which has seen a number of the existing replaced with more cost effective suppliers who deliver a higher standard of work. This is an ongoing process which is constantly being monitored to ensure Boeing is receiving the best value for money. Programmed has introduced stricter policies and requirements for all sub-contractors including a contractor training matrix, safety observations and a 'no JSEA, no work' policy.
- ▶ 'Current Reality' assessment audits conducted by Programmed's reliability specialist revealed several areas of improvement in the existing maintenance plans including efficiency of the maintenance team and reduced downtimes; critical spare part holdings, reporting/recording activities and changes to maintenance activities to improve performance.

Boeing - Bankstown

- ▶ The transition period for Boeing Bankstown contract was only 2 months from contract award until fully operational on-site. During this period all incumbent trades were interviewed, sub-contractors reviewed and onboarded with Programmed; and site systems inspected. Approximately 1 month of this involved actual on-site activity to carry out inductions and become familiar with site activities.
- ▶ Contemporary root cause analysis and continuous improvement techniques applied to the Bankstown site had seen a number of historical issues permanently resolved. Including replacement of vacuum piping with clear piping to easily identify blockage points, rewiring of controls to avoid damage, reprogramming of failsafe controls to improve performance thereby achieving cost savings, reductions in downtime, improved efficiency and elimination of OHSE concerns.

