# PROBLEM STATEMENT

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| Who does the problem affect? | The life cycle of an aircraft is measured by the value of its life counters. The number and complexity of the counters varies per aircraft type and operation type, but all have at least 3 basic counters, flight hours, flight cycles and Calendar Days. So, it is of utmost importance to make sure these are kept in control. One of the main issues we encounter in many airlines is that because of work procedures or interfaces between operations and maintenance |
| Why is it important that we fix the problem? | Passengers are increasingly affected by delays and cancellations .Thus these problems has to be fixed |

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| What is the issue? | common issues we encounter frequently is configuration control/management. This can be divided further into two areas: modifications control and components control. In the first area, it is common to see issues related with the incomplete information about certain modifications embodied on aircraft, specially on older fleets. |
| When does the issue occurs? | Only using the standard definitions and set up of the new MRO/M&E software system due to a lack of knowledge and even also thinking that it's a new system so everything is already better than the old one. |
| Where is the issue occurring? | The least punctual airline of all U.S. carriers was Frontier which had an average on-time arrival of 73.14 percent. Coming in just above that was JetBlue with an on-time arrival of 73.5 percent. |

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| What are the boundaries of the problem? | Pure focusing on transferring the data from the old MRO software system to the new MRO software system without ‘looking’ at the data itself. An error in system A will be an error in system B. This means engineers will have to deal with the same problems in the new system. |