SIA - Customer Responses

Pls refer to responses in blue text and attached document with comments.

What specific issues and challenges are you facing with the current Excel-based system?

· Large volume of data is processed via excel, requiring consolidation of data from various sources. There’s a higher risk of human error due to the data volume and the manual process of data consolidation.

Do they use any barcode or RFID technology for inventory tracking?

· Inventory issuance and receipt is managed in SAP. Don’t think there’s any barcode or RFID technology to track the physical movement of each component through the serviceable/unserviceable cycle.

What criteria do they use to determine when to purchase parts based on price fluctuations?

· Currently parts are purchased at the start of the year when provisioning exercise is carried out and replacement purchases are made through out the year when parts get removed and have to be scrapped (when deemed not repairable/not economical to repair). There’s currently no predictive purchasing mechanism as we are not able to forecast price fluctuations in the market.

Do they have preferred suppliers or online marketplaces for purchasing parts?

· Suppliers have to be in our approved vendor list. Prior to each purchase, a Request for Quote (RFQ) has to be launched to take in vendor quotes.

Who will be the primary users of the system (e.g., maintenance staff, inventory managers)?

· Mainly inventory managers

Do they have APIs to connect to their existing systems?

· The current inventory review tool used is standalone.

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