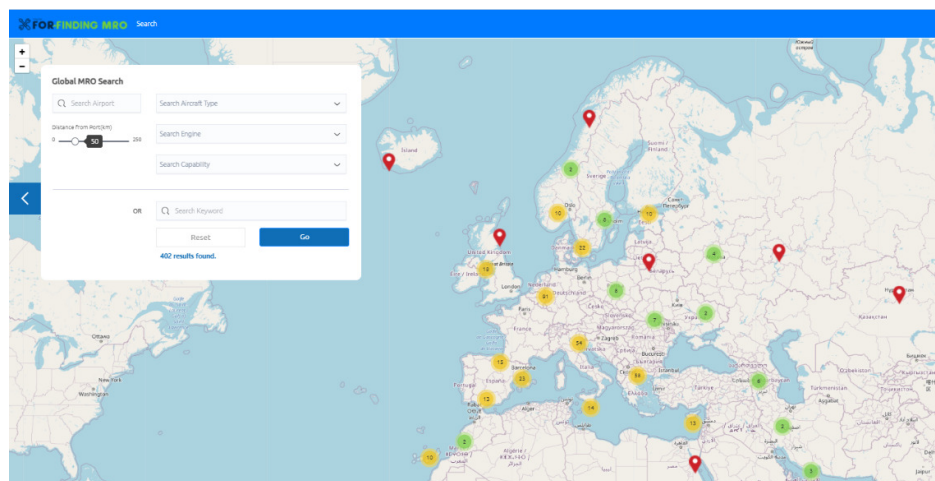


FOR-FindingMRO

User Guide



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Table of Contents

1	Overview.....	3
2	Subscription Models	3
2.1	Free of Charge (FoC).....	3
2.2	Low-Cost Subscription for Extended Features	3
2.2.1	Airlines.....	3
2.2.2	MRO/Service Providers	4
3	Users & Roles.....	4
4	User Registration & Login.....	5
5	Search Function	5
5.1	How to Search	6
5.2	Search Outcomes	7
5.3	Compare Short Listed Service Providers	9
6	FOR MRO & Service Providers	11
6.1	Why to Search	11
6.2	How to Search	11
6.3	Next Steps: Update/Add Contact & Capability Details.....	11



1 Overview

- For-FindingMRO is a **one-stop-shop** for searching aviation support services providers and identifying the most appropriate one to your requirement. It brings under one umbrella providers such as MRO, part suppliers, logistics providers, repair vendors, their capability and contact details, and facilitates airlines to rapidly search and locate the right providers across the globe.
- Currently it supports an airline's Plan B scenario where there is a need for aviation related services at a port which cannot be met by the airline itself, nor sourced from the airline's usual network of service providers.
- In the future, FOR-FindingMRO will support airlines Plan A as well, where the airline can create and maintain their own network capability.
- Both Plan A & B scenarios serve as a marketplace where MRO/Service Providers can advertise their services and airlines can find out the most appropriate ones as they require.
- Initial launch caters for only aircraft maintenance related service requirements. However, we are working on extending FOR-FindingMRO to all aviation services providers (e.g., Catering, Airport services etc.), as well as all regions globally.

2 Subscription Models

2.1 Free of Charge (FoC)

- The FoC version requires user registration for accessing this service
- The FoC version of the tool provides detailed search capability to locate the right providers on an interactive map UI.
- Once the best service provider is identified by FOR-FindingMRO the subsequent actions can be performed off-line:
 - **For Airlines:** reach out to the providers from the search outcome
 - **For MRO/Service Providers:** review accuracy/availability of their data and reach out to FORLOOP for updates.

2.2 Low-Cost Subscription for Extended Features

Low-cost subscription & aviation service providers access an extended feature set to personalize and manage their own data using the tool. model allows airlines

Note: *Reach out to FORLOOP for subscription-model & offers.*

2.2.1 Airlines

Extended Feature		Description
1	Organisational subscription	Register with FOR-FindingMRO as an airline and create and manage your own users
2	Personalised supplier database	Add additional data items and update them to reflect your experience with the service providers used by the airline, such as contract status, responsiveness, pricing details and other qualifiers. Always be up to date with suppliers'

		current status and capabilities, ditch your spreadsheet, get online.
3	Airline station/network capability matrix	Create a map for all the capabilities (internal & suppliers) you have at each and every station across globe, risk profile stations to take appropriate actions, have the most up-to-date internal and external info and again ditch the spreadsheets
4	Detailed analytics	Access detailed analytics info on the data generated through interactions and on your database

2.2.2 MRO/Service Providers

	Extended Feature	Description
1	Organisational subscription	Register with FOR-FindingMRO as an organisation and create and manage your own users
2	Customised supplier database	Add additional fields that are searchable by the airlines. These custom fields can be things like slot availability, 24x7 capability, rates and anything you think would be relevant to airlines and that will increase your visibility to them.
3	Detailed analytics	Access detailed analytics info on the data generated through interactions with the airlines for future improvements

3 Users & Roles

FOR-FindingMRO caters to 'two' broad categories of users: Airlines and the Service Providers. Service Providers are again categorised into different sub-categories as shown in the table below:

User Types		
	For Airlines	For Service Providers
	<ul style="list-style-type: none"> Airline User 	<ul style="list-style-type: none"> MRO Parts Supplier Logistics Lab Services LG & Wheels

Note that the service provider types will be extended in the future to cover other aviation service providers

4 User Registration & Login

For the FoC version users can register themselves (refer screen shot below) by providing the following simple details:

- Name
- Organisation Type
- Organisation
- Official email ID
- Phone number

User receives an email verification link to complete the registration.

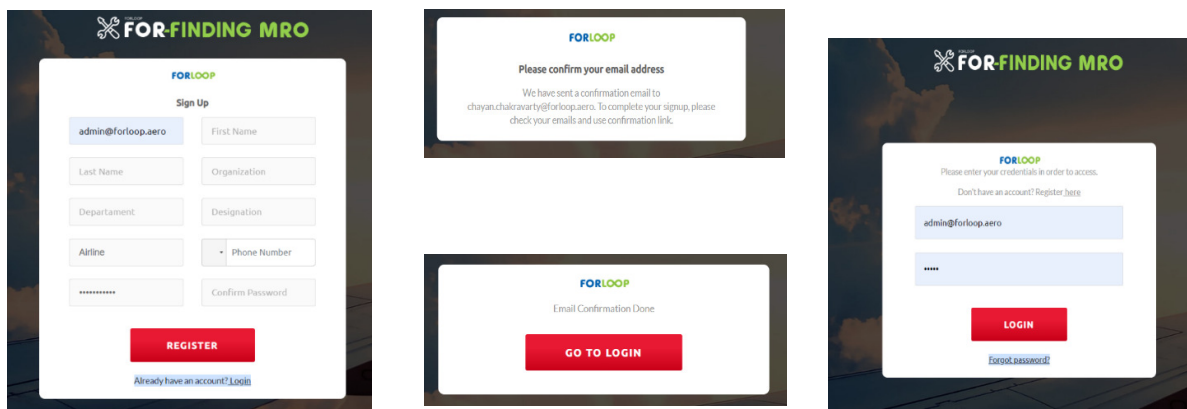


Figure 1: User Registration & Log In Screens

Once the registration is complete, user can log in and start searching for information. Use the 'forgot Password' link to re-set a password.

5 Search Function

FOR-FindingMRO, as the name suggests, is all about searching MRO/service providers or any support services in the aircraft maintenance areas. Airlines can search for the providers and look up their facilities, whereas the service providers can search themselves to verify the information available is current.

Generally, this is how the search works:

1. Enter the search criteria such as port, distance from port, fleet type, MRO capability etc.
2. View the brief information for the service providers found and displayed on the map
3. Select a service provider for more information and contact details, or
4. Select multiple service providers for comparison

5. Select a service provider from the comparison table for more information and contact details

5.1 How to Search

1. After logging in, FOR-FindingMRO will present a map User Interface showing a global map.
2. Click on the blue arrow on the left side of the map to activate the panel

On click of the arrow the search panel appears and presents the following dropdowns and free text search & filter options (See

3. Figure 2 below):
 - a. Search Airport: enter an airport code to search for service providers around that port, e.g. MEL.
 - b. A distance picker ('Distance from port'): find service providers within the specified distance from the port in the unit of km, e.g. 50.
 - c. 'Aircraft Type' dropdown – search service providers with certain fleet capability, e.g. A320Neo, B787
 - d. 'Engine' dropdown – search service providers that support specific engine types, e.g. CFM, PW.
 - e. 'Search Capability' dropdown – identify providers offering various capabilities. One or more values can be selected, e.g. Line, Base.
 - f. 'Additional Keyword' – to perform search with a keyword (such as – Name of the MRO, Any capability, aircraft types, engine type etc.), e.g. Nayak, AOG, A320Neo.
 - **Note:** The Keyword search is an independent search option to shortcut the search process and need not require other inputs such as Aircraft Types, Engine Types, Capability etc. User can use the port field along with the keyword search to fine tune the outcomes.
 - g. Reset button – clear all previously entered filters

Figure 2: Initial Search Panel

4. Provide your search criteria as required before initiating the search as shown in Figure 3 below.

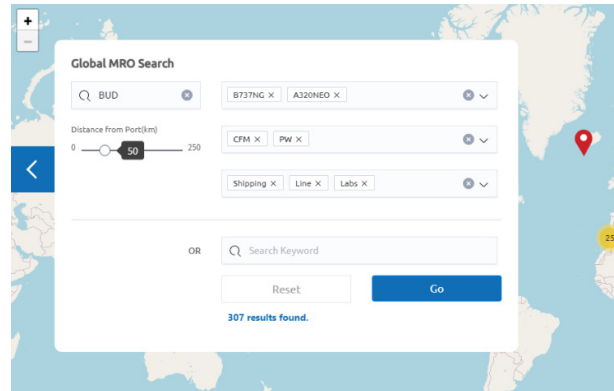


Figure 3: Search Criteria

Note: Port is the primary information to provide FOR-FindingMRO a starting point. Thereafter you can use the filters to narrow down the search to the find the right providers for your requirement.

5.2 Search Outcomes

Once the search is executed, FOR-FindingMRO provides the count of the MRO/ Service Providers found and identifies the providers on the map based on matching search criteria, individually or at an aggregated level, if there are multiple hits (See Figure 4 below). User can then zoom in or directly click on the markers to see further details on each.

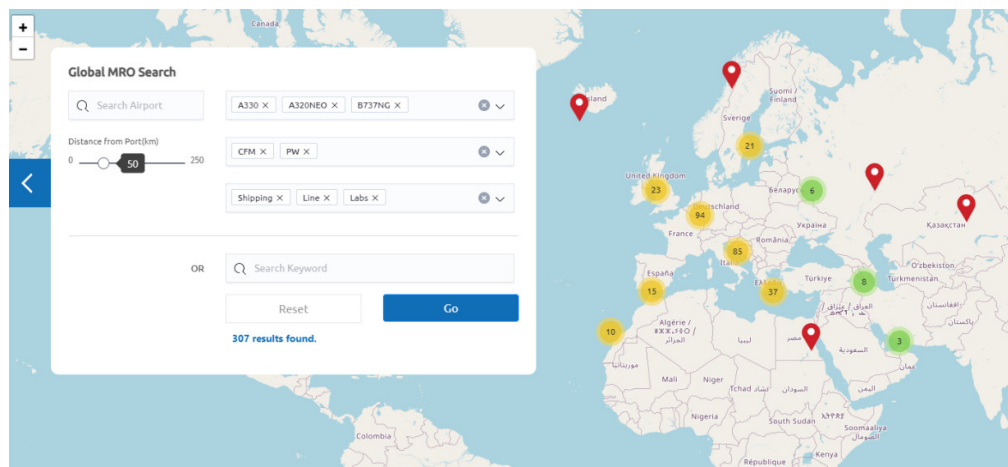


Figure 4: Search Outcome

At this point, the 'Search panel' can be collapsed to get more map area exposed.

1. Click on a particular pin to view a pop-up with basic details of the service provider, such as provider's name, high level capabilities, Airport location around which it's located.
2. Click the '**Shortlist**' button to get more detail as well as to add it to your short list (see Figure 5 below).

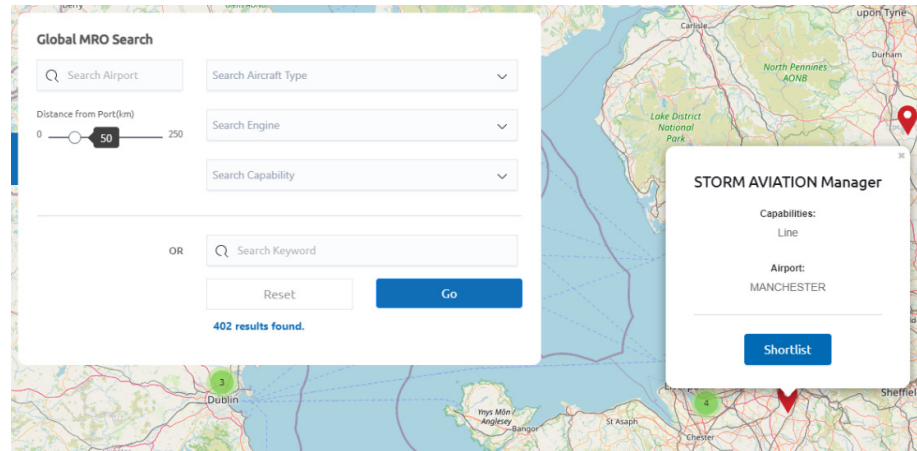


Figure 5: Initial Search Results

Once the **'Shortlist'** button is clicked – the service provider is added to a short list and displayed in the Right Pane called 'My List'. See Figure 6 below.

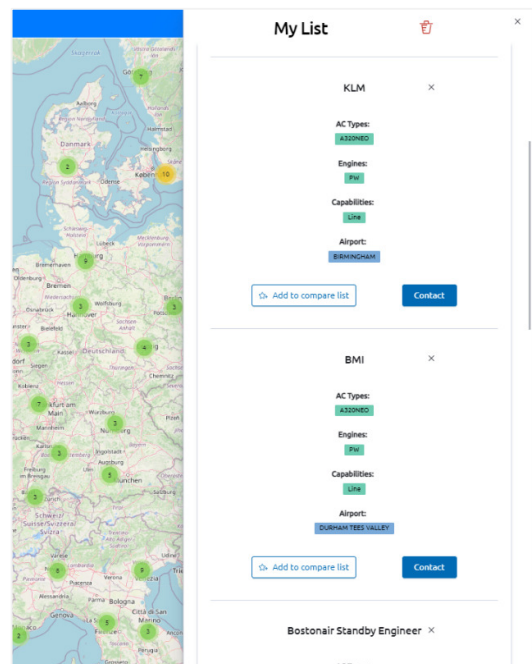


Figure 6: Short Listing Service Providers

'My List' provides further details on the providers on capabilities, their contact details etc. User can click on 'Contact' button for each provider to retrieve the contact details (Name/ Department, email, phone numbers) for the provider, as available in the FindingMRO database. See Figure 7 below.

Any of the service providers in 'My List' can be contacted at this point, or they can be added to a comparison list to compare their capabilities and see how they match the search criteria.

For contacting the providers via email, user can click on the email link on the 'Contact' which opens up the email browser for the user prefilled with provider's email address and a generic subject: 'Request For Information' from the user. This is to assist users and reduce the manual activities as much as possible.

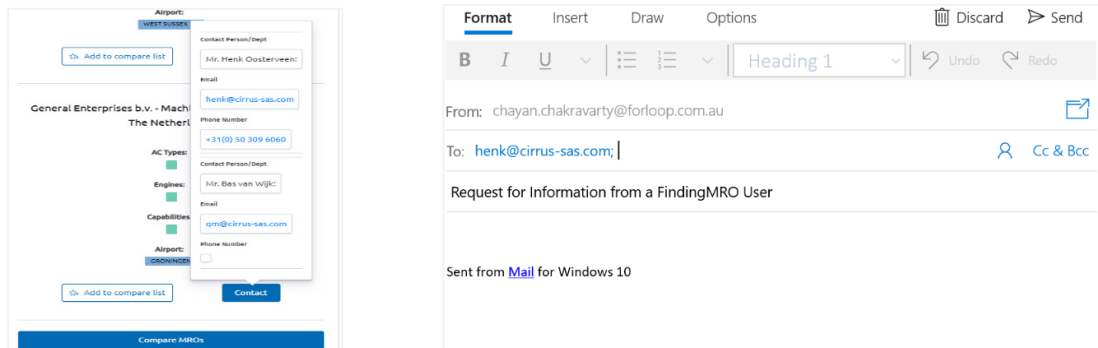


Figure 7: 'Contact' & email launch

Note: MRO & Service providers are encouraged to review the contact and capability related details to verify their correctness and reach out to FORLOOP for any changes, if needed, to update the latest details.

5.3 Compare Short Listed Service Providers

1. Select the desired service providers for comparison by toggling 'Add to Compare list'. Use the Delete icon to remove all or the 'X' icon at the upper right corner of each provider's details to remove only the particular provide from the 'My List'. See Figure 8 below.

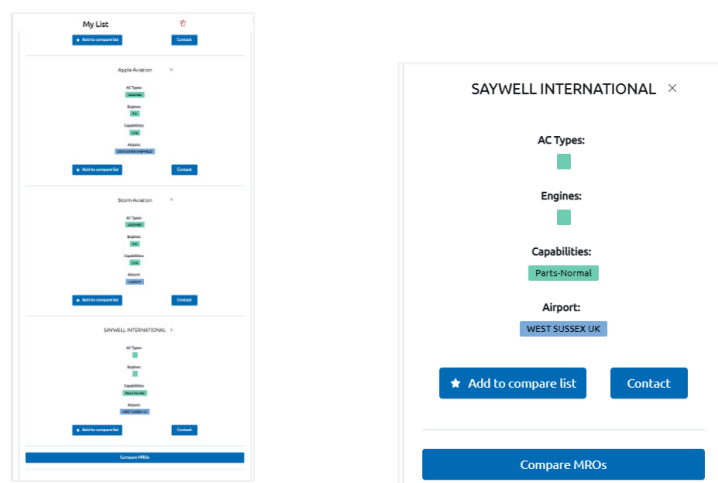


Figure 8: 'Add to Compare list', 'Compare MRO, & removal from list

2. Click 'Compare MRO' button to initiate the comparison of the selected service providers. FOR-FindingMRO will display a 'MRO Capability Matrix' table (see Figure 9 below) that shows the selected service providers with their detailed capabilities to the extent of e.g., hangar availability, BSI capability, B2 skills, on-call or 24/7 capabilities, spares etc.

MRO Capability Matrix

Columns

Density

1 fields sorted

Contacts	Name	Address	Ac Type	Engine Ty	Capability Ty	Slot Avail	Etops	Rat Test	On Call Su	Deep Clez	Hangar Av	Exterior V	Jacking Fe	Platform	Deicing Cl	Lift Equip	Eng Run	Nr
	LHTB	BUDAPEST	A320NEO	FW	Line	Gate			Y, 15 min									
	Midcar Expt...	BUDAPEST			Shipping													

Figure 9: The Capability Matrix

Note: Search quality will increase with MROs & service providers customize their data by adding more detail to it and maintaining it to keep it up to date.

3. Again, the same 'Contact' pop-up is available against each of these providers on the 'Comparison Matrix' table. Email IDs, when clicked will open the email browser to let the user communicate with the service provider over email. Otherwise, users can use the phone numbers to contact them directly.



6 FOR MRO & Service Providers

6.1 Why to Search

- One of the key objectives of FOR-FindingMRO is to provide MRO & Service Providers an opportunity to be visible to the airlines when they are in need of various type of services as a matter of urgency.
- The providers can make themselves more visible by providing detailed, accurate and most up-to-date information about their services and contact details. These include:
 - Their certifications types, aircraft/ engine fleet support capabilities, what facilities they have, repair & paint capability, slot availability, lifting & special equipment availability, NDT, BSI etc.
- Service providers can start by looking up to check:
 - If they are listed on FOR-FindingMRO platform (we initially used publicly available information, so we may have missed you)
 - Whether the contact & capability details are correct
 - Whether they want to add more information and capabilities
 - Whether they want analytics on airline searches etc.

6.2 How to Search

- Register as per relevant roles
- Log in to FindingMRO and perform the same search process to be adopted as detailed in Section 5.

6.3 Next Steps: Update/Add Contact & Capability Details

In the FoC version, MRO & Service Providers can review and identify missing information and correctness of the available details. They can also request from FORLOOP to update the available information.

However, in order to update their data themselves and, more importantly, to add new searchable fields to increase their visibility to airlines they can also subscribe and register as an organization. following two options are available.

Note: *for subscription-based option contact FORLOOP.*

