

# Air Canada case study

Business



The problems Air Canada hopes to resolve using the Maintenance is the present systems Air Canada is operating were not 'interacting with one another or with finance or inventory systems' (Lauded, p 50). The inefficiencies of the systems were costing Air Canada the time of employees, engineers, and money that can be used on other sources.

Air Canada was overspending on excessive inventory costs. . Maintenance improves operational and decision-making through software programs, providing integrated, intelligent aviation MR. (maintenance, repair, and operations) footwear' to Air Canada (Lauded, p 50).

Under the Maintenance program, Air Canada will have Visibility through-out the fleet wide data, timelier decision-making, and increasing operational efficiencies' (Lauded, p 50).

Maintenance enables Air Canada to employ a qualified technician needed to perform maintenance. The system allows technicians to request, reserve and collect aviation parts when needed which improves Air Canada's operational efficiency. . Three examples of decision systems supported by Maintenance are maintenance engineering, line maintenance, and materials management.

Maintenance engineering establishes the 'configuration hierarchy, rules, and maintenance program that all other Maintenance modules depend on' (Lauded, p 50).

Line maintenance 'matches a dynamic list of maintenance work requirements against finite resources' (Lauded, p 50), allowing Air Canada to

ensure the qualified technician is able and available for scheduled maintenance. Materials management ensures availability of parts without overstocking. The modules allow Air Canada to maintain all information at one location.

The system is available via the web and is easy to deploy to all stations around the world. Through the modules the airline is able to logically configure aircraft components, part relationships, and compatibility rules, ensures qualified technicians are available, and ensures the minimum amount of each part is in inventory without causing shortages. Laudel, Kenneth C.

And Laudel, Jane P. (2010). Management Information Systems: Managing the Digital Firm. Upper Saddle River, New Jersey: Pearson Prentice Hall, 2010. Print.