

ASSESSMENT OF AIRCRAFT MAINTENANCE COMPANY'S
PERFORMANCE USING BENCHMARKING APPROACH:
A CASE STUDY IN PERFORMANCE OF BOEING 737-800/900

By

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in

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FACULTY OF ENGINEERING AND INFORMATION TECHNOLOGY

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STATEMENT BY THE AUTHOR

I hereby declare that this submission is my own work and to the best of my knowledge, it contains no material previously published or written by another person, nor material which to a substantial extent has been accepted for the reward of any other degree or diploma at any educational institution, except where due acknowledgement is made in the thesis.

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ABSTRACT

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It is notable that the success of a fleet operation is subject to the fulfilment of operational requirements. Therefore, operational reliability should be assessed and guaranteed to ensure safety and reliable aircraft operation. PT. XYZ has acknowledged the need to improve its fleet operational performance, specifically its aircraft performance. In doing so, the effectiveness of performance counts greatly. Therefore, an initiative for performance measures is required. Pilot study was possible by adopting a research framework from Barringer (1997) and a tool to measure performance was generated. By creating Performance Indicator, the company was able to measure the performance effectiveness based on the predetermined criteria. Using tool of Performance Indicator and Gap Analysis, they were able to determine criteria based on its overall workflow. The results from this study is expected to set best practice for not only PT. XYZ itself, but also to other similar organizations.

Keywords: Safety, Reliability, Performance Criteria, Performance Indicator, Gap Analysis



DEDICATION

*To my parents for being my first teachers and
for encouraging me to believe in myself
To my advisor and co-advisor for their time, guidance, and patience
in helping me finishing this thesis in time
To my support system, you are all great
To caffeine and sugar, my companions through many long nights of writing
Most of all, I dedicate this work for the future generations to come*



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TABLE OF CONTENTS

	Page
STATEMENT BY THE AUTHOR	2
ABSTRACT	3
DEDICATION	5
ACKNOWLEDGEMENTS	6
TABLE OF CONTENTS	7
LIST OF FIGURES	9
LIST OF TABLES	10
CHAPTER 1 – INTRODUCTION	11
1.1 Background	11
1.2 Research Problem	12
1.3 Research Purpose	13
1.4 Research Scope	13
1.5 Thesis Structure	14
CHAPTER 2 – LITERATURE REVIEW	15
2.1 Safety Management	15
2.2 Reliability Management	17
2.2.1 Reliability Control Program (RCP)	19
2.3 Maintenance	20
2.3.1 Maintenance Program	22
2.4 Performance	23
2.4.1. Performance Measurement	23
2.5 Performance Indicator	25
2.5.1. Hierarchy of Performance Indicator	25
2.5.2. Performance Indicator Procedures	26
2.5.3. Calculation Using Gap Analysis	28
2.5.4. Strengths and Weaknesses of Performance Indicator	29
CHAPTER 3 – RESEARCH METHODOLOGY	30
3.1 Problem Identification	32
3.2 Data Acquisition	32
3.2.1 Documentation for Maintenance	32

3.2.2 Field Observation	35
3.2.3 Interview	35
3.3 Data Process	36
3.4 Data Analysis	40
3.4.1 Benchmarking	41
3.4.2 Gap Analysis	41
3.5 Process Improvement	42
CHAPTER 4 – RESULTS AND DISCUSSIONS	43
4.1 Company Overview	43
4.2 Maintenance Management at PT. XYZ	45
4.3 Reliability Management at PT. XYZ	49
4.3.1 Reliability Division at PT. XYZ	54
4.4 Aircraft Performance at PT. XYZ	56
4.5 Performance Benchmarking	71
4.5.1 Respondent Profile	72
4.6 Gap Analysis	76
4.7 Improvement Plan	80
CHAPTER 5 – CONCLUSIONS AND RECOMMENDATIONS	87
5.1 Conclusion	87
5.2 Recommendations for the Company	88
5.3 Recommendations for Future Study	89
GLOSSARY	90
REFERENCES	92
APPENDICES	94