Use of Systems Data for Preventative Maintenance

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## Aligning with the Customer

### Material Services
- Boeing Proprietary/OEM Parts
- Aviall
- Integrated Materials Management
- Lease/Exchange Services
- Component Services
- 7x24 Customer Support for Parts

### Fleet Services
- Field Service
- Maintenance & Support Engineering
- Modifications & Freighter Conversions
- e-Enabled
- AOG Recovery
- Fleet Management

### Flight Services
- Crew Training & Services
- Training Center Services
- Flight Operations Services
- Navigation / Crew Operations
- Air Traffic Management
- Optimization / Efficiency Solutions

### Information Services
- MyBoeingFleet
- Aviation Online Marketplace
- Technical Information Management
- Professional Services
- Business Intelligence Solutions
- Operational Solutions Hosting Services
Airplane Health Management Defined

The remote monitoring of airplane data to understand its current or future serviceability and performance
Example Business Objectives

- Reduced schedule interruptions
- Reduced maintenance cost
- Economical fleet growth
- First of model introduction
- Improved supply chain efficiencies
Boeing Airplane Health Management

- A hosted software application on the MyBoeingFleet.com B2B Portal
- Users include:
  - Maintenance controllers
    - Real-time fleet management
  - Airline Engineers
    - In-depth analysis and trending
  - Mechanics
    - Advance awareness of inbound airplane health

Real-time “fix or fly” decision support
Value Proposition

**Economic**

“Prognostics”
Monitoring, Trending

Scheduled Maintenance

**Airworthiness**

At Gate

Traditional

AHM Fault Forwarding

Maximized Ramp Maintenance Opportunity

Next Flight

Unscheduled Maintenance

Report

Diagnose

Plan

Fix
Benefits of Proactive Monitoring

**Customer Benefits**
- Reduced Schedule Interruptions
- Enhanced passenger experience
- Less unplanned maintenance
- Supply chain efficiency

**Benefits to Manufacturer**
- Reliability monitoring
- Entry into service monitoring
- Customer support
- Data to support airplane improvements

Histogram of 2010 777 Schedule Interruptions
Providing Value throughout the Lifecycle

- Design
- Market & Sell
- Produce
- Deliver
- Support
- Train
- Fly
- Provide Parts
- Maintain & Modify
- Research & Develop
Thank you

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