

Procedures for everyone, by everyone

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2018 - the year of procedures in CAL

✈️ So many procedures...

✈️ Flight Operations

✈️ Maintenance

✈️ Ground Operations

✈️ How about...

✈️ Commercial?

✈️ HR?

✈️ Finance?

✈️ IT?



If everything is working, why change?

- ✈️ We were about to grow
- ✈️ Standardization
- ✈️ Efficiency
- ✈️ Excellency



How do we engage every one?

The game is ON!



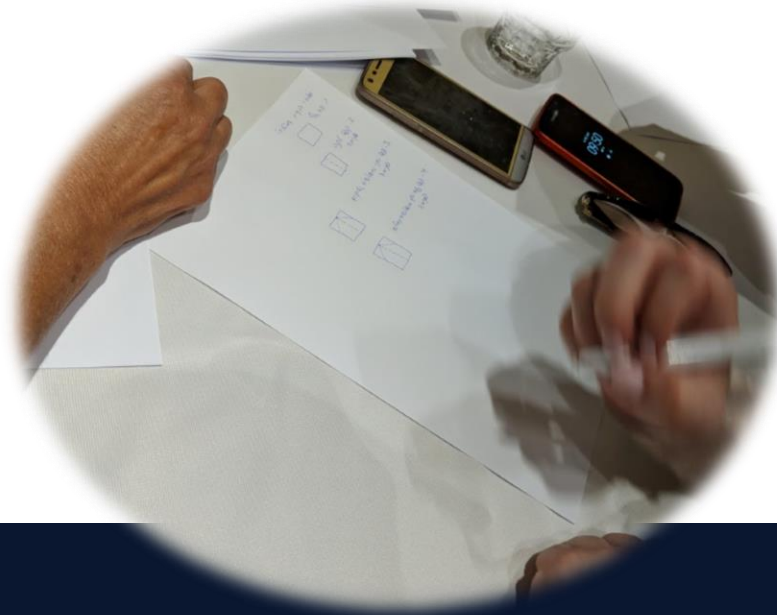
Step 1

Design and build a paper airplane that will fly the furthest.



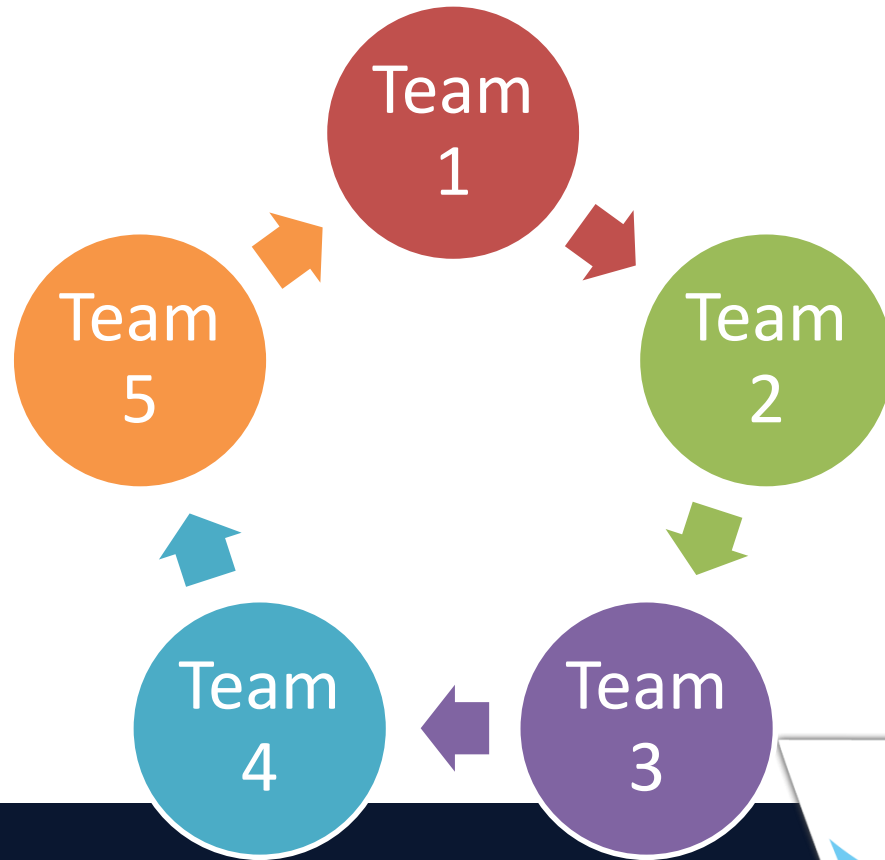
Step 2

Write a procedure for building your plane.



Step 3

And now.... Switch!
Give your procedure
to the next team.



Step 4

Mass-produce.

Build as many aircrafts as you can in accordance with the procedure you just got.



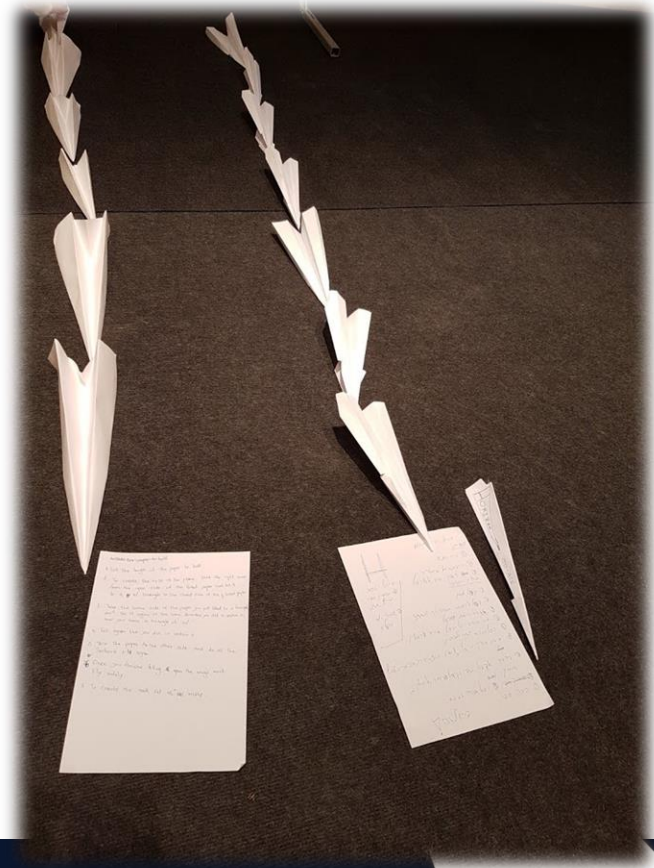
Who is the winner?

✈️ Standardization

all aircraft should
look the same and have
similar measurements

✈️ Excellence

all aircraft should be as
close as possible to the
prototype and have same
or better performance.



Who is the **real** winner?

✈ Manufacturing?

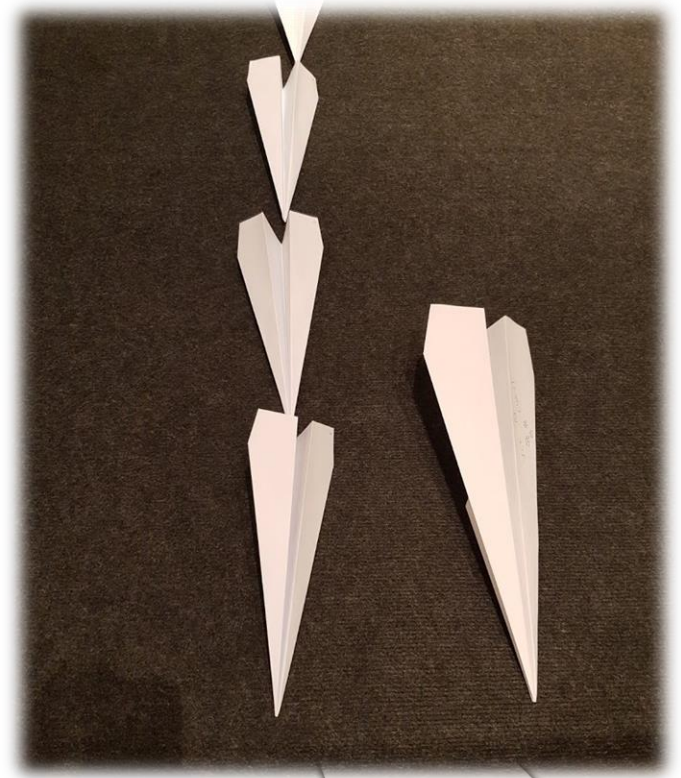
✈ Engineering?



Who is the **real** winner?

✈ Procedure followers?

✈ Procedure writers?



Lesson #1

- ✈️ You have to get your team engaged.
- ✈️ The team has to understand the importance of having procedures and the importance of following them.
- ✈️ Cross departmental collaboration is essential.

The “Procedures Team”

✈ The project is coordinated by a small team

✈ Consultant

✈ 2 industrial engineers / analysts

✈ Every department assigned at least one “Procedures Trustee”

✈ Department needs

✈ Professional know-how

✈ Training and implementation

✈ Location, location, location

✈ Next to the Flight-Ops, OCC, Safety and Quality management.

The “Procedures Team”

- ✈ Over 100 procedures written.
- ✈ In final stages of internal audit
 - ✈ Implementation
 - ✈ Compliance
 - ✈ Improvement
- ✈ Train-the-trainer

Lesson #2

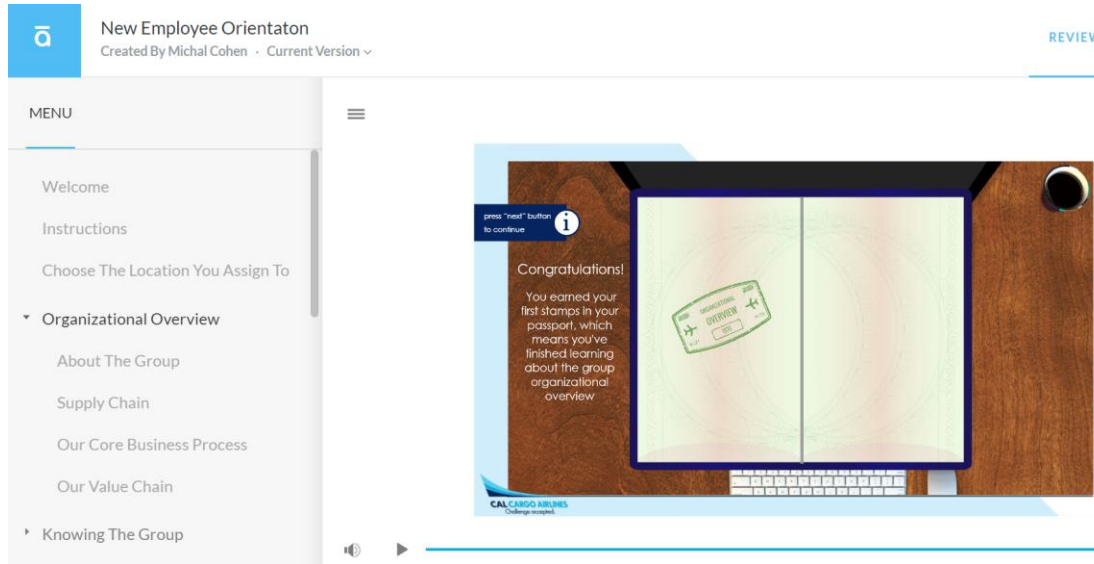
The winning team in the procedure **writing** contest, did not write a procedure at all....

Lesson #2

- ✈️ Use technology.
- ✈️ Encourage and reward out-of-the-box thinking.
- ✈️ Make learning fun.

Implementation

✈️ New employee orientation is a video game.



Implementation

✈️ Pilot procedure training is now in video



Thank you.

But before we go...

This is the procedure to replace a tire on an aircraft....

Unchanged for 50 years

BOEING
737-300/400/500
AIRCRAFT MAINTENANCE MANUAL
MAIN GEAR WHEEL AND TIRE - REMOVAL/INSTALLATION

1. **General**
A. This procedure tells you how to remove and install the wheel and tire assembly of the main landing gear.

TASK 32-45-11-004-001

2. **Main Gear Wheel Removal**
Figure 401)

A. **General**
(1) The tools that follow are necessary to do this procedure.
• torque wrench, STD-1021

B. **References**

| Reference | Title |
|------------------|--|
| 07-11-31 P/B 201 | JACK AIRPLANE AXLES - MAINTENANCE PRACTICES |
| 32-00-01 P/B 201 | GROUND LOCK ASSEMBLIES - MAINTENANCE PRACTICES |
| 32-45-00 P/B 601 | TIRES AND WHEELS - INSPECTION/CHECK |

C. **Tools/Equipment**
NOTE: When more than one tool part number is listed under the same "Reference" number, the tools shown are alternates to each other within the same airplane series. Tool part numbers that are replaced or non-procurable are preceded by "Opt.", which stands for Optional.

| Reference | Description |
|-----------|--|
| SPL-9806 | Ground Lock Assy - Nose and Main Landing Gear - 737-100,200,300,400,500 * Flyaway Eqpt * 737-300, -500 Part #: F72735 Supplier: 81205 |
| SPL-9825 | Socket - Axle Nut - 737-100/200/300/400/500 737-300, -500 Part #: F80168-3 Supplier: 81205 |
| SPL-10012 | Axle Thread Protector - MLG (F72913-11 Included in F72913-10 Kit) - 737-100/200/300/400/500 737-300, -500 Part #: F72913-10 Supplier: 81205 |
| SPL-10013 | Axle Protector - MLG (F72913-8 Included in F72913-10 Kit) - 737-100/200/300/400/500 737-300, -500 Part #: F72913-10 Supplier: 81205 |
| SPL-10014 | Axle Thread Protector, Undersized - MLG (F72913-14 Included in F72913-13 Kit) - 737-100/200/300/400/500 737-300, -500 Part #: F72913-13 Supplier: 81205 |
| STD-1021 | Wrench - Torque, 100 to 600 ft-lbs (135.58 to 813.48 N-m) |

D. **Location Zones**

| Zone | Area |
|------|-----------------------|
| 101 | Control Cabin - Left |
| 102 | Control Cabin - Right |

EFFECTIVITY
SWA ALL

D6-37522

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Meanwhile...



How to Change a Tire | Change a flat car tire step by step

Howdini • 1.9M views • 11 years ago

Nothing takes the joy out of a road trip like a flat tire. Do you know how to change it? We didn't, but we've learned from Allan ...



How to Change a Tire (plus jacking it up)

ChrisFix ✓ 1.1M views • 4 years ago

How to take off a car wheel. One of the most fundamental parts of working on a car is properly and safely taking the wheel off and ...



A Woman's Guide To Changing A Tire

Something Fishy • 3.4M views • 2 years ago

Ever have a flat tire and there were no men around to help you? When I was driving from Dallas, my tire exploded around 2 am an ...