

Leading Airline

Leading Airline Improves Business Efficiency with iApply

The Challenge

As a result of its rapid growth, a leading Australian airline had become heavily reliant on manual paper-driven processes, particularly when managing aircraft compliance with the Civil Aviation Safety Authority (CASA). An internal estimate revealed that the airline's Parts Maintenance Area alone relied on more than 200 of these processes that were becoming increasingly time consuming and expensive to manage. The airline was seeking an alternative to ensure that these processes were carried out in a timely, accurate and cost effective manner.

The Solution

The airline turned to DWS and asked that one of its most complicated processes, the Part Number Master Authority system, be automated using iApply. DWS replicated the style of the original form, that contained nine sections requiring input from different personnel, and incorporated collapsible sections so that users could quickly move to the section they needed to complete. A dashboard view of all authorities showed the progress of each section: green for completed, yellow for in-progress and red showing an issue requiring attention. As each section was completed an event notification was emailed to the person required to complete the next section.



Key Achievements

The iApply solution has significantly reduced the administration burden associated with the process, freeing up valuable resources and improving business efficiency. The project has shown the flexibility iApply can achieve in a specialised industry and the speed to market ensures the return on investment is realised in a short time frame.