

## AJW TECHNIQUE HAS THE EXPERTISE IN MAINTENANCE AND REPAIR TO OFFER QUALITY-FOCUSED SERVICES TO THE GLOBAL AVIATION MARKET

AJW Group is the world-leading independent specialist in the supply and repair of aircraft spare parts, with over 6,000 commercial and business aircraft under contract across 117 countries. Sajedah Rustom, CEO of AJW Technique, Montreal in an exclusive to Freighter Trends shared the challenges, collaboration and the digital solutions in MRO at AJW Technique.

**AJW Group has launched its European MRO facility. Can you give a brief on this MRO facility. How different this facility would be from AJW Technique in Montreal.** AJW Technique Europe is the latest extension to AJW Group's world-class, flagship MRO, AJW Technique, Montreal. The European facility has been positioned strategically at the Group's headquarters near Gatwick Airport and begins its journey with battery repair services.

overhauls up to seven.

"AJW Technique Europe will predominantly focus on Ni-Cd models," says AJW Technique CEO Sajedah Rustom. "There has not been a transition in the older platforms, perhaps driven by the certification issues experienced on the 787," she says of the relative scarcity of lithium-ion batteries found on legacy programs.

One of the key challenges in this commodity is undertaking the regular

she adds.

AJW Technique Europe charged up its new facility by acquiring Sussex-based specialists Avia Component Services (ACS). Certified, highly skilled technicians joined AJW and seamlessly integrated years of battery repair expertise and in a few short weeks AJW Technique Europe was operating a Centre of Excellence for Batteries.

With flagship customers just down the road, the potential for the facility to expand, taking on new orders that fit the wider needs of its European customer base, is huge. AJW Technique Montreal is acting as the perfect mentor, having spent the past two years clean-sheeting process, data, and technology, to optimize workflows and unlock efficiencies. We have perfected the recipe runoff running a seamless MRO and baked it into AJW Technique Europe which will act as a steppingstone for continuing to expand the global Technique MRO franchise.

**MRO businesses are actively seeking digital solutions to overcome the current challenges faced by the industry. How actively the MRO industry is going to be digitized. What challenges do you see in this regard?**

We see the challenges faced by the industry as opportunities. With the goal of maximizing technicians' component touch-time, we have invested in tools to enable a digital shop floor. Examples include productivity trackers, automated payables and receivables, credit control automation, turnaround time gaming systems, performance management dashboards, piece parts provisioning models, and dynamic pricing algorithms. We have also tested asset location tracking using RFID and Bluetooth technology as a proof of concept. This allows technicians to have a full view of high value assets at their fingertips facilitating traceability and workflow management. Beyond RFID technology, we have also invested in hands-free systems and collaborated on predictive maintenance discoveries.

At the beginning of the pandemic, we built digital tools and dashboards to closely monitor fleet recoveries by customer and by platform to ensure our operations are synchronized with flying patterns. We invested in customer-facing digitalization



Sajedah Rustom

Capabilities include regular checks to carry out static reading, residual discharging, main and top charging, capacity testing, recharging, adjusting electrolyte levels and return-to-service releases. AJW Technique Europe also performs overhauls, disassembly, cleaning, and temperature-sensor testing. Regular checks typically take up to five days and

maintenance of batteries in an approved workshop as recommended by the manufacturer's OMM/CMM [operation and maintenance manual/component maintenance manual], with correct electrolyte levels, says AJW's Rustom. "The main hazard for batteries with Ni-Cd technology is excessive heat that can lead to incidents in the event of short-circuits,"





which resulted in real-time monitoring dashboards and tracking tools, making internal productivity fully transparent and the customer experience seamless from end to end.

**How important is collaboration in the MRO industry? What is your key priority as markets begin the recovery process? Do you think building partnerships would achieve cost efficiency?**

There will certainly be continued collaboration and consolidation in the

industry. With competitors, suppliers, customers and integrators coming together in strategic partnerships, making the best of their strengths to create a multiplier effect. This will include physical and digital arrangements that enhance efficiency, reach and customer experience while the industry continues to grow and recover progressively. The pandemic has certainly reset perception, focus, partnership and digital acceleration, where industry partners can learn and make each other stronger and better more harmoniously.

**How is the parts sales and exchange business doing? Do you see growth in this sector?**

We continue to see increasing part sales and exchanges supporting both contracted and ad-hoc customers. Earlier this year we launched a responsive, interactive, and mobile customer portal, which allows customers to access orders, view status on the?go and extract any related documents. It enables 24/7/365 interaction with support teams, regardless of location,

with?no transaction delay, full data, and process?integration.? We also released our new eCommerce platform, AJW® eventory, for parts trading, where users can browse and purchase from our extensive inventory, including our 'priced to move' Outlet Store. The platform allows easy access to full paperwork trace, chat functionality,?and the ability to ship via any chosen method with tracking via just a few clicks.

We see growth in all our business lines - leasing, engines, parts, exchanges, maintenance, and power by the hour scope. As a market-leading integrator, we can provide a one-stop shop for all customers worldwide, with the agility to support one aircraft to three hundred aircraft fleets with bespoke or end-to-end supply chain solutions.

