



SUPPORT SERVICE SOLUTIONS

# ACHIEVING 100% EQUIPMENT AVAILABILITY

The Australian Defence Materiel Organisation (DMO) approached Collins Aerospace in 2015 with a request for 100-percent availability, guaranteed on all of the Collins equipment aboard the 10 new Boeing CH-47F Chinook rotorcraft that were scheduled for delivery later that year. They wanted this high level of support to be ongoing and at a fixed price.

In addition to their CH-47F equipment support, the organization needed life-cycle support for three Transportable Flight Proficiency Simulators and two Fly Away Kits.

## COMPETENCE AND KNOWLEDGE

Given the amount of content that Collins has on the CH-47F – including its Common Avionics Architecture System (CAAS) cockpit – it made sense for the DMO to work directly with Collins for support services.

This direct approach created a collaborative environment that enabled the DMO and

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Collins to work as a close-knit team. Together, they engaged in open, frank discussions about the fleet’s support needs. These discussions helped sort the support elements into three categories: must have, nice to have and not needed. The team was able to eliminate some of the lower-priority elements and arrive at a fixed price that satisfied everyone.

Because of the fixed-price contract, the DMO could count on cost being predictable for all services. The fixed price also gave Collins a strong incentive to continually improve support.

During early discussions, Collins advised the DMO by using examples from past and ongoing experience providing support to the United States Army fleet of CAAS-equipped CH-47F rotorcraft. Using best practices from the U.S. Army support model and applying them as appropriate for the Australian fleet resulted in a lean and effective support operation. Collins was able to easily support any technical or logistical issues on its CH-47F equipment for the Australian Army.

## CHALLENGE:

Australian DMO requested support resulting 100% availability of Collins equipment aboard their new Boeing CH-47F Chinook rotorcraft.

## SOLUTION:

Support services were provided directly from Collins to Australian Army fleet using related experience and expert.

## RESULTS:

Collins continues to meet the 100% availability standard, ensuring that the Australian Army’s CH-47F fleet is ready for any mission.

Australian DMO and Collins extended the contract to 2024, increasing fleet size and expanding support to include the CAAS equipment on two transportable flight proficiency simulators.



**The Australian Army awarded Collins Aerospace a three-year performance-based logistics (PBL) contract. The support services covered the following three areas:**

**Field service engineering** – A Collins field service engineer was embedded full-time with the 5th Aviation Regiment at Royal Australian Air Force RAAF Base Townsville.

**Field service engineering** – Collins managed 17 distinct part numbers comprising 335 line replaceable units, including spares. The field service engineer was the logistics support representative at the base for Collins equipment and managed the repair chain activity at the customer end. The Collins repair facility in Sydney processed all incoming and outgoing repairs.

**Test equipment** – An O-level test set – software load stand/test station – verified faults and loaded the software on CAAS line replaceable units removed from the rotorcraft.

**POSITIVE OUTCOMES**

All Collins equipment on the specified aircraft, simulators and Fly Away Kits were 100 percent available to the Australian Army.

In fact, the PBL contract requires Collins to meet a 100 percent availability metric each month on all 17 Collins part numbers.

The Australian PBL has been renewed, and Collins continues to meet the 100 percent availability standard. Close collaboration between Collins and the DMO helps to ensure the ongoing readiness of the Australian Army’s CH-47F fleet.

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