



COLLINS AEROSPACE LIFECYCLE SERVICE SOLUTIONS

DRIVING EXCEPTIONAL SUSTAINMENT PERFORMANCE

The U.S. Coast Guard was experiencing low reliability and high turnaround times on its HH-65, HC-130 and HU-25 avionics, leading to reduced spares availability. It typically operated with 100 to 150 back orders at any given time, which resulted in approximately 75 mission incapables annually.

Solution:

Transition from a firm fixed price contract to a performance-based agreement with a life cycle service and sustainment solution from Collins Aerospace.

Our customized performance-based agreement for the Coast Guard includes management, logistics support, asset accountability, replacement of obsolete parts, part repair, overhaul and modification support on Collins Aerospace equipment.

A dedicated logistics manager at Collins Aerospace provides equipment updates to the Coast Guard database in real time as repair work is completed. In addition, a dedicated program manager resolves issues, continually monitors equipment reliability and availability, pursues and identifies opportunities for improvement and acts as a single point of contact for Coast Guard needs.

The Coast Guard's performance-based agreement includes service engineering. A Collins engineer travels to each Coast Guard location to provide flight line maintenance training. Additional service engineering at the Elizabeth City, N.C. customer facility resolves issues during aircraft overhaul and maintenance.

Collins holds semiannual program management reviews with the customer. During these face-to-face discussions, the team identifies issues for prompt resolution.

CHALLENGE:

Low reliability, high turnaround time and approximately 75 mission incapables annually.

SOLUTION:

Implement Collins Aerospace life cycle service and sustainment performance-based solution agreement.

RESULTS:

Reduced turnaround time to 3 days, eliminated backorders, decreased aircraft on ground from 70 to 0 and increased equipment availability to 99%.



Results:

- Aircraft on ground went from 70 to zero annually with a full complement of shelf stock on hand
- Equipment back orders were eliminated
- Eliminated mission incapable from back-ordered equipment
- Reduced turnaround time from 45 days to three days
- Reduced time to fill operational unit requisitions to less than two days
- Eliminated expensive "extraordinary repair actions" (Under this PBL agreement, units are not excluded from the contracted repair price based on exclusionary component damage)
- Guaranteed equipment availability increased to greater than 99 percent
- Guaranteed reliability of repaired items
- Average cost per unit reduced
- Improved equipment visibility down to the serial number
- Increased utilization of spares, resulting in cost savings for new avionics deployments

Due to the program's initial success, the Coast Guard expanded the original contract with Collins Aerospace to include support of 5,800 line replacement units on 202 aircraft at 30 locations, including 145 MH-65D, MH-65E and MH-60T helicopters and more than 50 C-130J, C-130H, C-27J, HC-144A and HC-144B aircraft.

The flexibility and tailorability of our service offerings enable Collins Aerospace to modify the Coast Guard's performance-based agreement throughout the life cycle as equipment and fleet composition changes. We continue to work closely with the Coast Guard to understand key priorities and unique requirements, achieving best fit and maximum value for the customer.

Collins Aerospace has over 20 years of Performance Based Logistics (PBL) contracting expertise and a 100 percent program renewal rate. Our proven track record demonstrates that PBL improves reliability and performance by integrating all facets of a comprehensive logistics chain.

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