

## CAA/Industry Airworthiness Seminar

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# Shared Service Centre (SSC) and Why?

- The Shared Service Centre is our customer focused 'one stop shop', providing a single point of contact for customers requiring multiple services from us.
- We provide them with an enhanced and timely experience, whilst delivering efficiencies for our business with a more robust approach to quality and data management.
- To meet a key strategic aim – ensuring the CAA is an efficient and effective organisation which meets better regulation principles and gives value for money.
- To improve stakeholder value by adopting a Customer/Stakeholder focussed service model.
- To modernise our processes so we are easier and more efficient to work with.
- To move to a SSC covering both stakeholder facing front office services and back office capabilities to release expert resource to achieve greater operational efficiency.
- To move to our preferred channel for delivery of transactional services being online to improve customer service experience and reduce the cost of the CAA to industry.
- To meet the financial needs of CAA – to support the funding for the over arching transformation programme and ongoing demands of the pension scheme.
- Enhanced and wider skills for the colleagues working in the SSC, where Service Excellence is core to the working principles and services they deliver.

# Successes & Improvements

## What has gone well

- Stabilised and control of processes, better understanding and visibility of the end to end processing time
- Newly formed management team, that has momentum and desire to deliver service excellence
- Team members engaged with visual management and daily “huddles” to discuss workload, priorities etc
- Reducing single points of failure through cross training – ongoing process
- Starting to see a service culture ethos
- Proactive internal placement of SSC resources promoted to other parts of the CAA

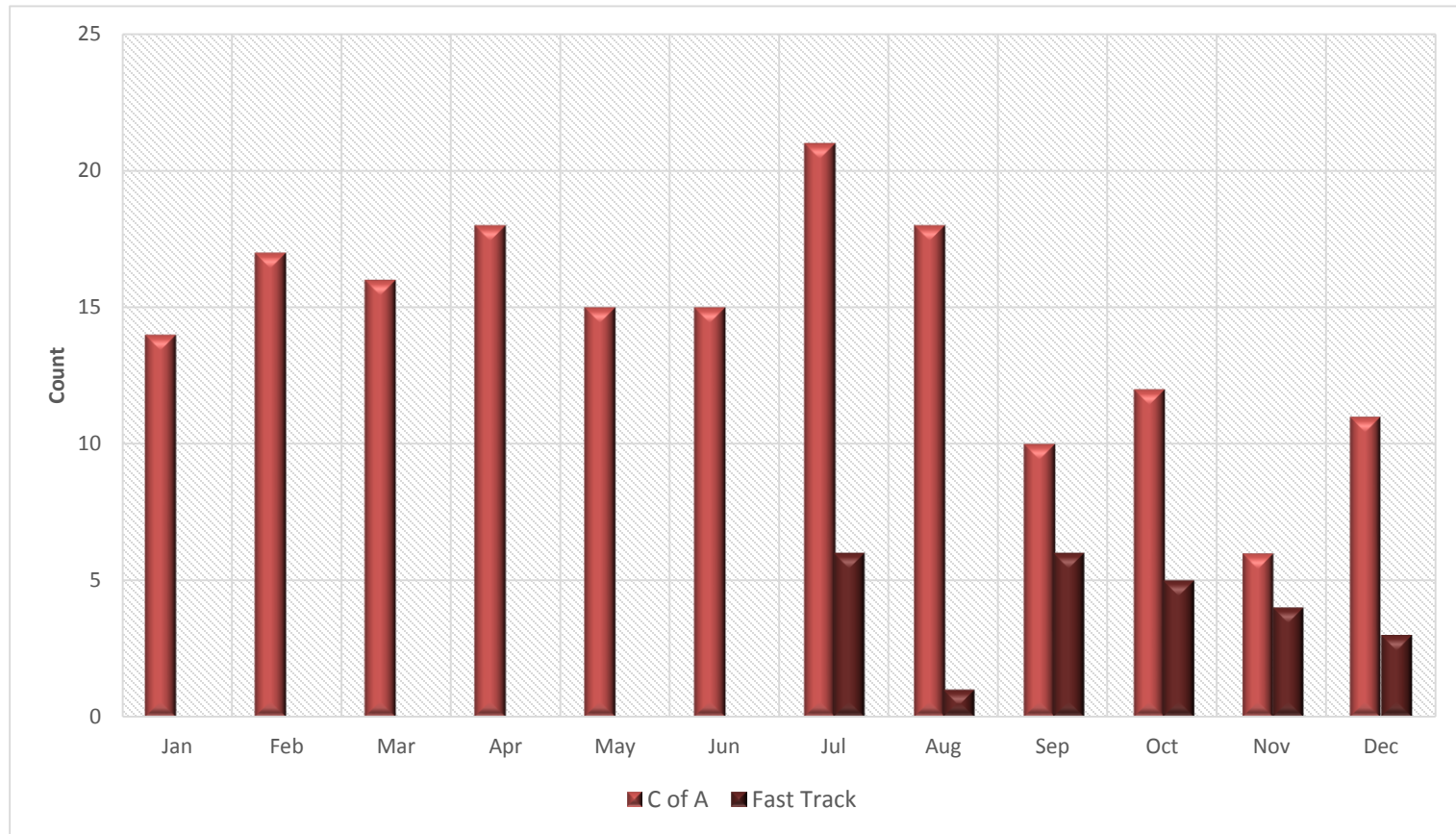
## What needs improving

- Processes and controls immature, embedding the right measures and behaviours takes time
- Standardisation, improved training and documentation to improve quality and reduce inconsistent information provided
- Turnaround Times, joining up both SSC and wider SARG activity to ensure service expectations met
- Forecasting – we need to build better relationships with our Stakeholders to engage them about proposed volumes for the next 1-2 years to enable the SSC to be prepared
- Stakeholder Management – regular contact with Stakeholders to gauge service provision, future requirements, points of contact and escalation etc

## Next Steps

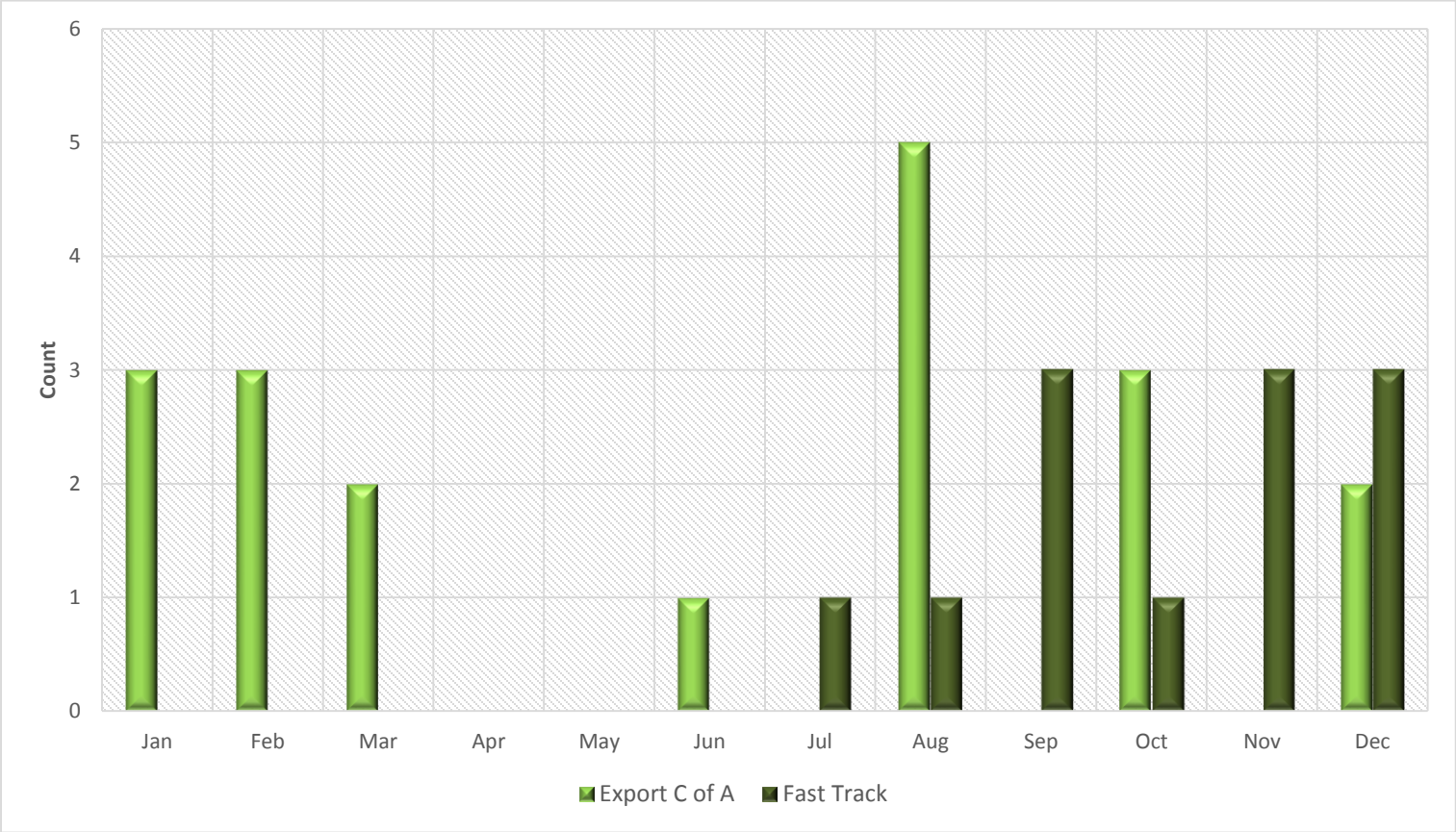
- Continue to develop our approach through measuring the correct things, improving transparency, and involving staff in improving and documenting their processes
- Continue recruiting the right calibre of resource, ensuring both capability and cultural fit with the CAA values

# Certificate of Airworthiness - 2017

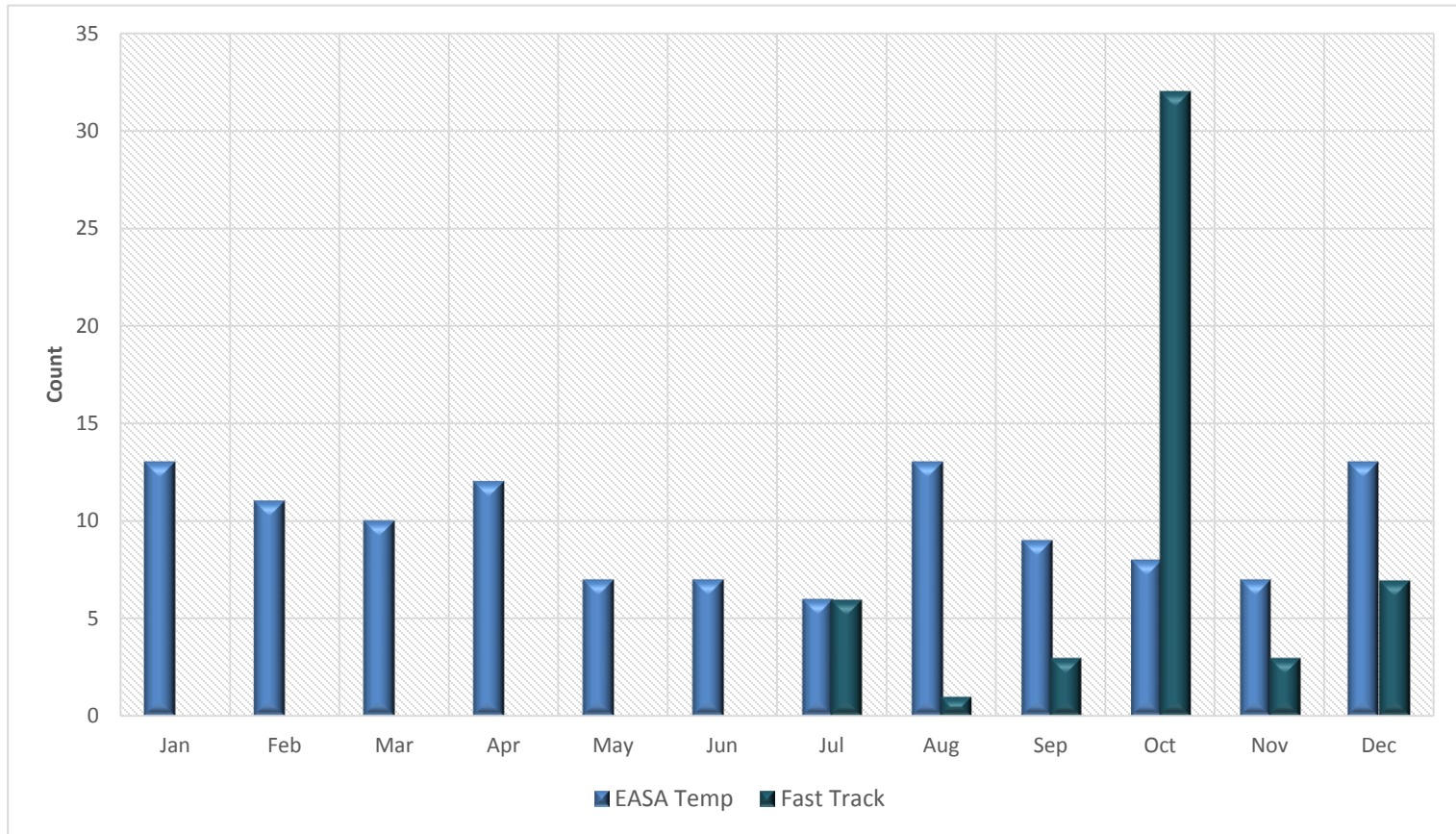


**SLA within 15 days for SSC to process maintained until December 2016, currently holding at 17 days TAT for 2017 as we train our new starters. Fast tracks are still high and impact on TAT times as we prioritise**

# Export Certificate of Airworthiness - 2017



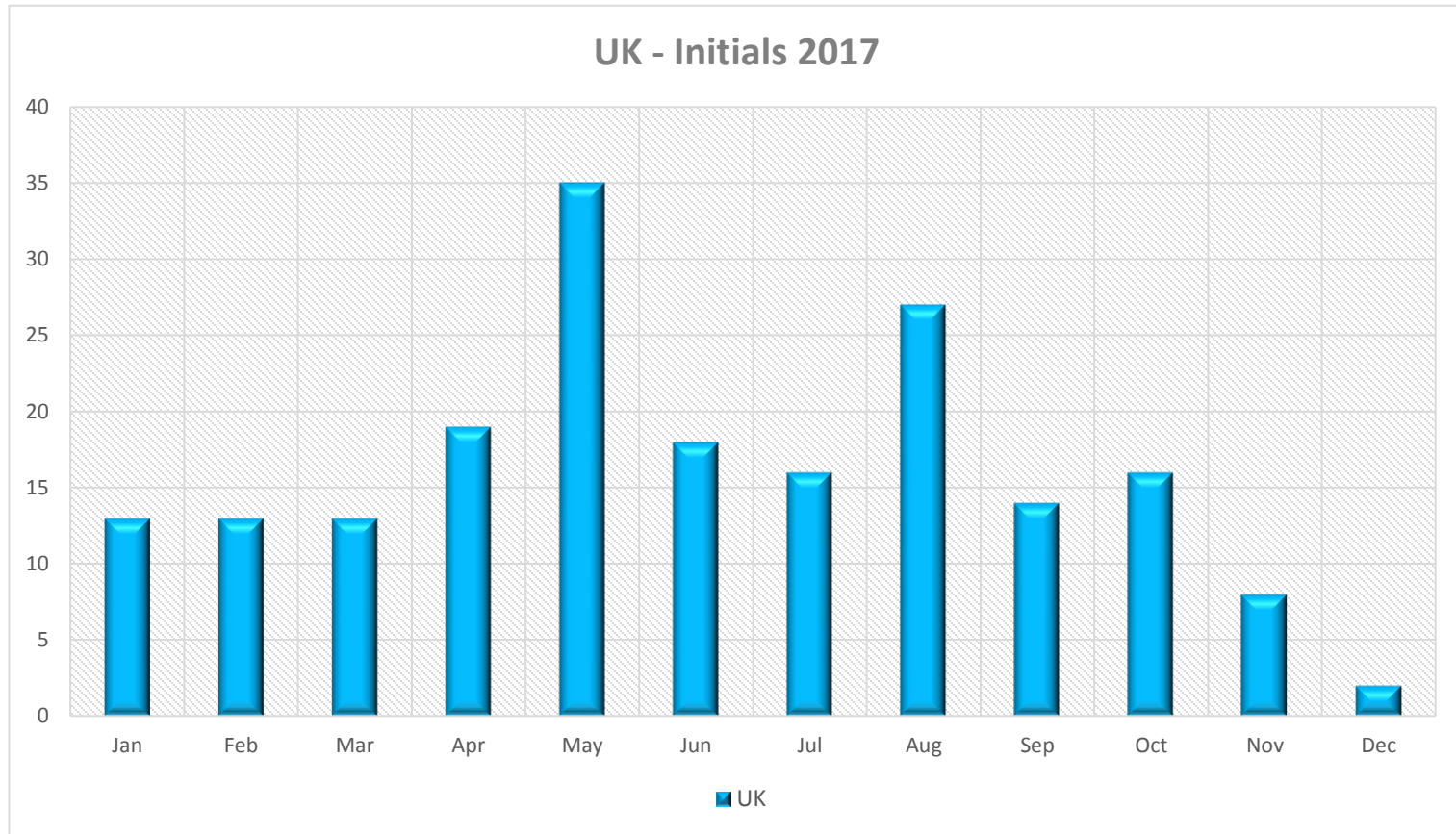
# EASA Temporary Permits to Fly - 2017



## Temp Permits to Fly – SLA 20 days

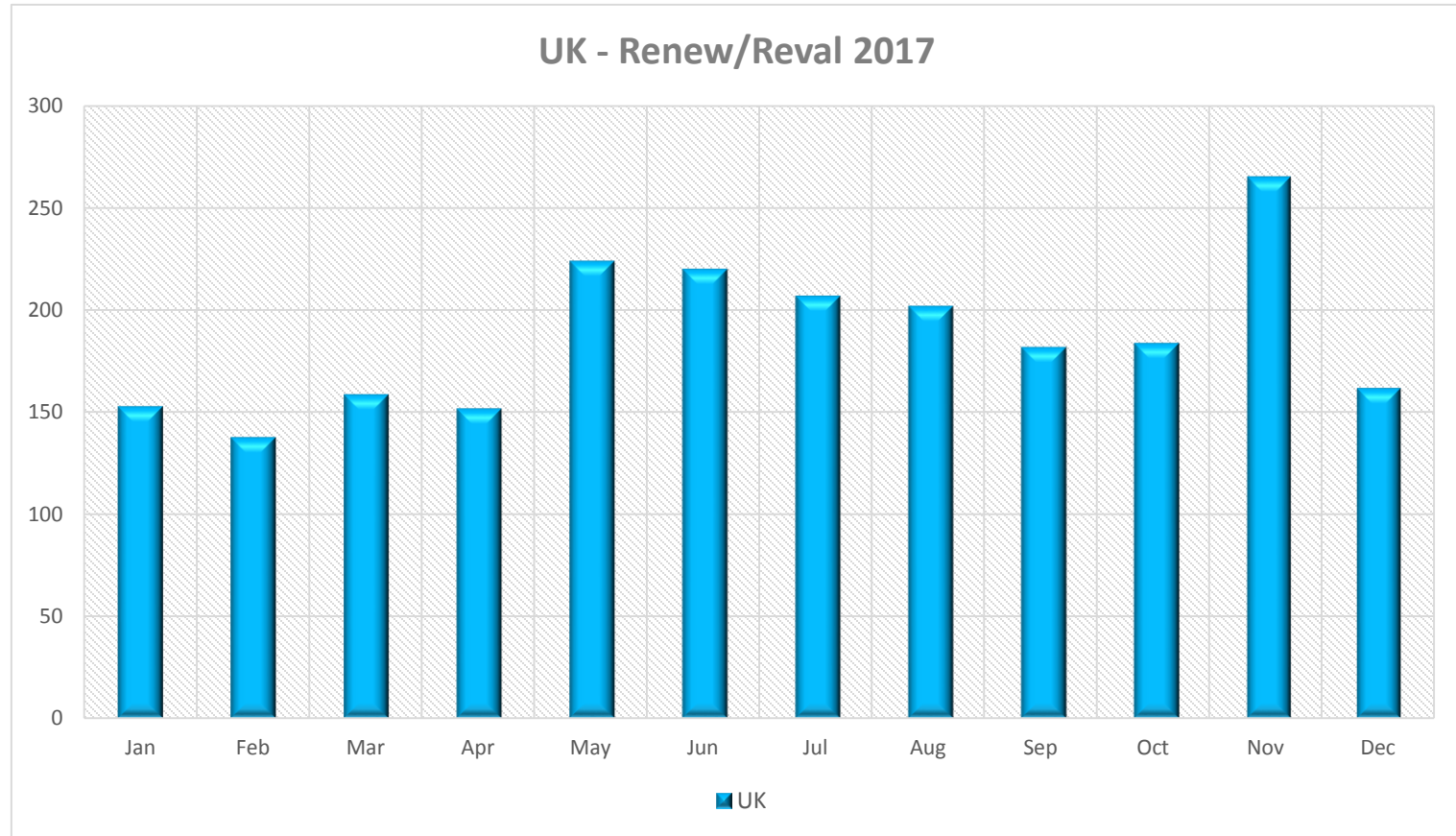
Where there are no issues with the application permits are issued within 20 days

# Engineer Licences – Initial Issues 2017 UK



**Volumes of UK Initial Issues for Engineering.  
Slide has been updated following a challenge on data**

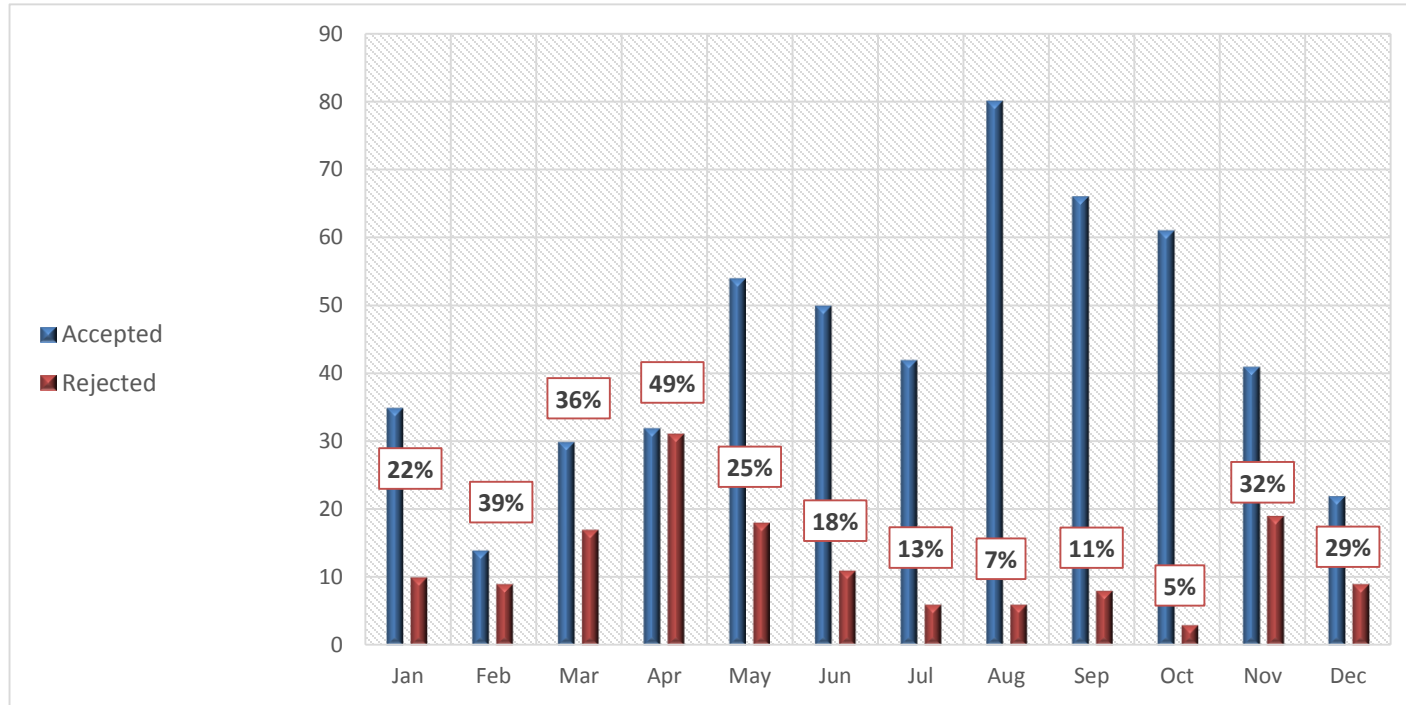
# Engineer Licences – Renewals 2017 UK



**UK applications for renewals**



# Apps Reviewed by Surveyors – UK 2017



**Applications requiring technical assessment by SSC Technical Surveyors**

**Rejections are reducing as we continue to host SSC visits & share knowledge**

# TOP Rejection Reasons – UK 2017

## Error Descriptions:

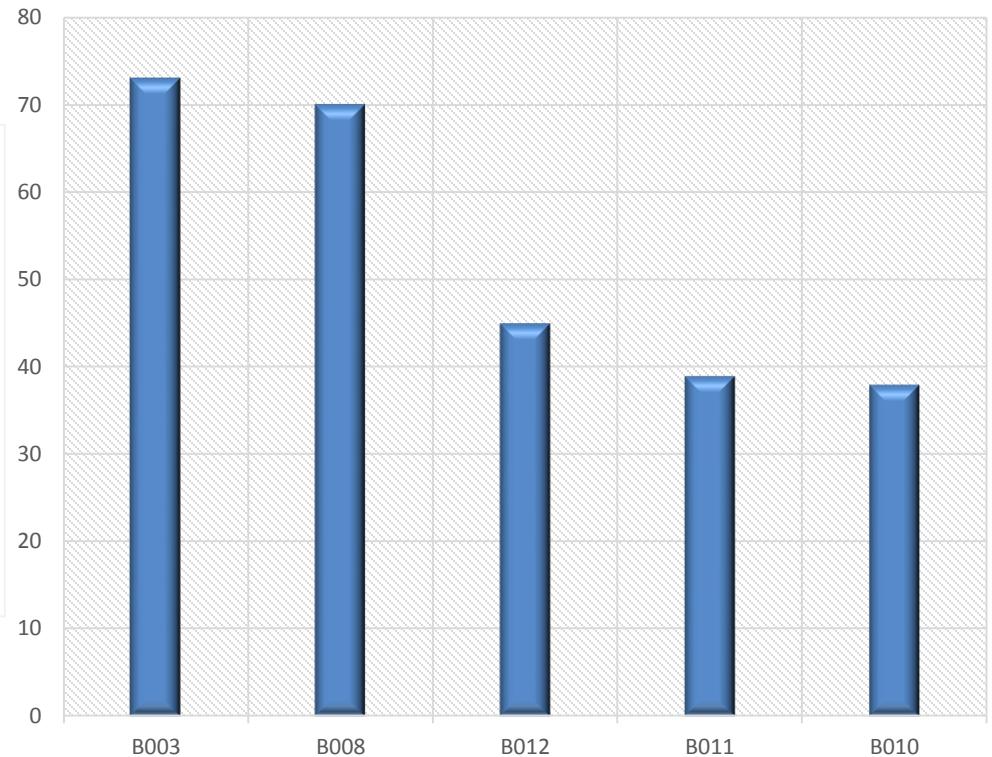
**B003** The applicant has not provided sufficient supporting evidence as required for licence issue, a number of ATA chapters require additional information or are missing in content. 66.A.30(c)

**B008** Insufficient supporting evidence supplied demonstrating on-aircraft skills as indicated below.

**B012** Troubleshooting and fault diagnosis in the chapters applicable to the license.

**B011** Composite structure /skin damage assessment and repair.

**B010** Metal structure /skin damage assessment and repair.



**Top 5 reasons for UK rejections**

**Thank you for Listening,  
Any Questions?**