Warranty Data Electronic Exchange

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AIRBUS

ATA Warranty Project

SPEC2000

CHAPTERS

1 - Provisioning
2 - Procurement Planning
3 - Order Administration
4 - Customer Invoicing
5 - Inventory Consumption
6 - Communication Commands
7 - Repair Order Administration
8 - Repair/Overhaul Planning
9 - AIDC / RFID / Traceability
10 - SPEC2000/ASC X12 Implementation Guide
11 - Reliability Data Collection/Exchange
12 - Airline Inventory Redistribution System
13 - Industry Performance Metrics
14 - Warranty Processing
15 - Delivery Configuration
16 - Regulatory Documents
17 - Electronic Logbook

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Objectives

Simplify warranty claim administration using ATA e-business standards

- Review ATA Spec2000 Chap.14 / Warranty
- Implement machine-to-machine data transfer

Agenda

1. Context
2. ATA Warranty Project
3. XML Data Exchange
4. Implementation and Way Forward

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Context

Warranty?

- Contractual commitment defined in aircraft purchase agreement
- For parts under warranty, customers can claim for:

  Repair / Correction / Replacement / Reimbursement of labor

Activity in volume?

- ~600 airlines and MROs
- ~400 suppliers
- Thousands of claims every year

Context

Airbus Warranty Claim Management: Today

Airbus Proprietary Parts

CAWA

Supplier Equipments

Supplier Claim Router

Context

Warranty Claim Management: Today

Via email /
Logged manually on
Manufacturer
or Supplier
website

Operator or MRO

Aircraft Manufacturer or Supplier

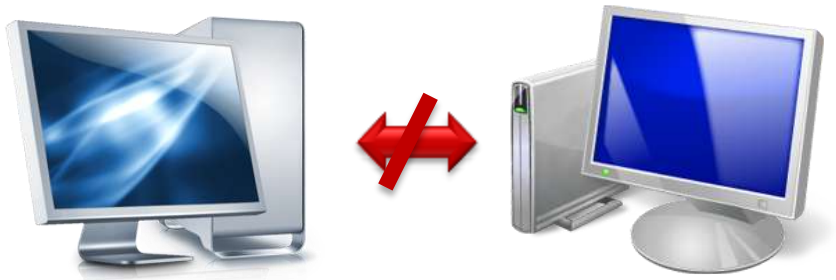
Context

New challenges

- Number of companies with their own electronic platform to administrate claims is highly rising
- Avoid duplication of data entry which is time-consuming and leaves too much room for mistakes

Different set of warranty information

No communication between existing platforms



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ATA Warranty Project

e-Business Specification for Warranty

- Define a common set of required data for claim submission
- Simplify the existing Spec 2000 chapter 14:

  Has never been used because too complex
- Working group including Airlines, MROs, manufacturers, software and service providers

ATA Warranty Project

Co-chaired by

DELTA AIRBUS

Participants

ATA
Aeroexchange
Airbus
Aviall
Boeing
Bombardier
CHC Helicopter
Critical Tecnologies
Delta Air Lines
Embraer
FedEx
JetBlue Airways
Honeywell
KLM
Parker Aerospace
Lufthansa Technik AG
Messier-Dowty
Rockwell Collins
Southwest Airlines
SR Technics
Swiss Aviation Software
Teledyne
Thai Airways
Thomas Cook
UPS

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ATA Warranty Project

Meetings

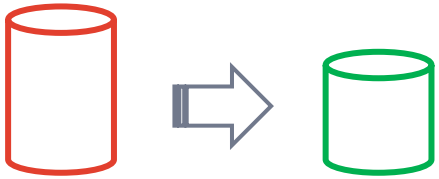
- 8-9 Sep 2010, Washington DC
- 16-18 Mar 2011, Miami FL

Achievements

- Evaluation of gap between former Chap 14 and today's way of working
- Agreement on common set of data to be used for claim submission
- Validation of a more consistent claim template

Number of fields reduced by 20%

67
(32 mandatory)



54
(24 mandatory)

- Define business rules for electronic data exchange

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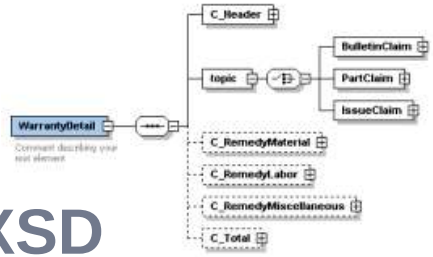
XML Data Exchange

- Designed for managing and sharing structured data
- Follows industry-standard guidelines
- Platform-independent and operating system-independent

XML Data Exchange

Two types of XML files:

- **XML data files** (.xml) which contain the data
- **Schema files** (.xsd) which define structure and meaning of data



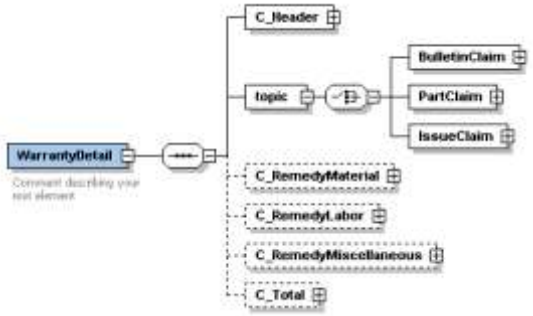
XSD

XML

XML

XML Data Exchange

Common shared definitions and structure for warranty claim



Warranty Data

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Implementation for Airbus Warranty Claims

CUSTOMER

Online

CUSTOMER

XML

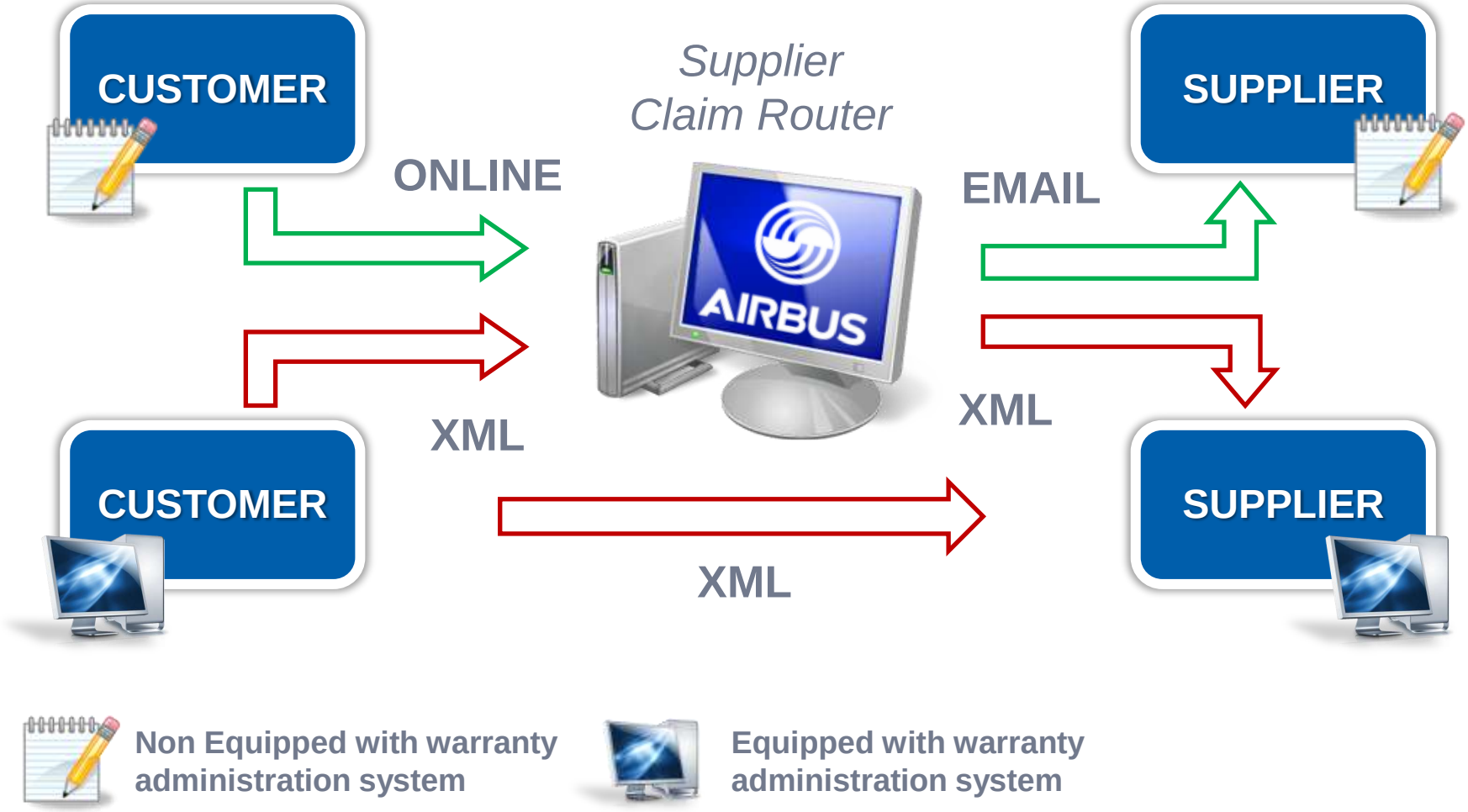
CAWA

Non Equipped with warranty administration system

Equipped with warranty administration system

AIRBUS

Implementation for Supplier Warranty Claims



Benefits

	Customers	Suppliers
Today	• Duplicate claim capture • Use different login & passwords to OEM system • Cope with different application layouts	• Deal with several claim templates • Manually capture the data into their system
Tomorrow	• Use of one single system • Time & cost savings	• Automatic upload of customers claim data • Claim accuracy and completeness

Way Forward

- Publication of new chapter 14: fall 2011
- Implementation

  Initiated development of prototypes with a major airline and a major MRO

- Return loop

Conclusion

SPEC2000 for Warranty

- Reliability of information
- Administration cost reduction
- Time saving

Triple Win

- Customers
- Manufacturers
- Suppliers