COVALENT

CASE STUDY

Jet Engine Repair Organization Increases Coverage and Capacity with Covalent

PLANT SUMMARY

Jet Engine Repair Facility

300 - 500 Workers

7 Different Work Cells

Texas, USA

RESULTS WITH COVALENT

102%↑ coverage capacity per worker

5X coverage across critical work cells

zero findings in recent ISO recertification

THE GOAL: Improve the Training Process to Increase Work Cell Coverage Across the Plant

SUMMARY

An aircraft engine repair and restoration facility in Texas specializes in engine turbine components. This repair shop is responsible for a significant number of repairs for OEM manufacturers every year. This repair shop is a division of a fortune 100 aviation company that manufactures jet engines and components for commercial and military aircraft.

The Jet Engine Repair Shop is dedicated to continuously improving workforce operations and enhancing the capability of their workforce. Amid increasing repair workloads this past year and the challenges created by COVID-19, plant leadership set two important workforce goals. First, plant leadership wanted to optimize qualification processes across critical work cells and special processes. Secondly, plant leadership wanted to arm cell leaders with accurate, real-time workforce information to make better resource allocation decisions. Progress across either of these goals will significantly increase effective coverage levels across the facility and thus maximize productivity.

Operating in a strictly regulated environment, leadership also needed to accomplish these two goals while ensuring accurate workforce data is easily accessible for audit purposes. Plant leadership looked to Covalent for a solution that drove efficient qualification processes, provided a real-time understanding of their available workforce capability, and improved audit efficiency.

THE SOLUTION: Digitize Qualifications and Generate Workforce Intelligence

The Covalent solution offered the jet engine repair shop the ability to digitize their qualification process and provide access to workers across the plant on any device. Workers are able to review their qualification assignments, log on-the-job training hours, and view any training content or evaluation processes required. Cell Leaders are notified of key sign-offs and actions via in-app and email notifications. They can also access real-time skill matrices and reporting, providing high-level and granular insights about their available workforce.

By adopting the Covalent platform, plant leaders now have access to dynamic coverage plans and aggregate insights, allowing them to take the necessary actions to prioritize and close critical skill gaps. Not only did Covalent provide productivity and coverage gains, the audit reporting features made the overall audit process more efficient.

THE RESULTS: Increase Workforce Coverage and Improve Audit Results

Adopting the Covalent platform proved rewarding for the Jet Engine Repair Shop:

- Key work cells **increased their qualified worker coverage by 74%**, rising from an average of 17% at the start of 2021 to 91% at the end of 2021
- Access to real-time data enabled plant leaders to take a more proactive approach to their staffing needs and increase productivity.
- Audit time **decreased from one day to only several hours** leveraging Covalent as a central system of record.
- A recent **ISO recertification had zero findings** with the auditor commenting on how efficiently they were able to find the necessary workforce data

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"Before Covalent, we did not have much insight into who can work in which areas or processes without intensive manual effort. Now armed with this information in real-time, plant leaders and cell leaders can be much more proactive. We now have the most cross-trained workforce I have ever seen"

Training Manager - Jet Engine Repair Shop

About Us

Covalent is a workforce software company with products that improve training and operational outcomes for manufacturers. Our solution is uniquely suited to capture and apply relevant workforce capability data to jobs on the floor. We are partnered with a range of Fortune 500 auto, aero and chemical companies and serve thousands of workers globally.

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