

Bombardier Pre-flight Crew Handover Improvement

Team 4

Executive Summary

Bombardier is a successful business jet manufacturer. The Bombardier Pre-flight group at the Downsview Airport is looking to improve the crew handover process. At this facility, the group receives the Global aircraft off the assembly line to perform the final safety checks before completing the first flights of the aircraft. Following this, they deliver them to the facility in Montreal for interior finalization and final painting. The scope of the project was to identify the communication issues, analyze these issues, develop and identify potential solutions, and provide a recommendation for how Bombardier should proceed in improving their crew handover process.

Through data gathering by observing the handover and discussions with key members of the process, the key issues of the process were identified. Using root cause analysis on the issues, the main causes of the communication breakdowns were found. Afterwards, four solutions were researched extensively and are as follows:

- 1) A new built for purpose software
- 2) A digital data display system
- 3) A digital data display with a software solution
- 4) A smart wearable technology

Finally, after analyzing the solutions, a recommended path forward was provided to Bombardier for their implementation.

The final recommended solution is for Bombardier to purchase 4-5 digital display systems, and the recommended product is Smartboard Pro Series. There will be two wall-mounted smartboards in the meeting room to be used during the actual crew handover process. The additional boards will be mounted on rolling stands in the work area for the technicians to update as the workday progresses. Since these boards are all connected, any changes made on one board

will be reflected on the others, thereby keeping the information up to date continuously.