



**PORT OF SEATTLE**  
**MEMORANDUM**

**COMMISSION AGENDA – POLICY AND STAFF BRIEFING**

Item No. 6d  
Date of Meeting February 24, 2009

**DATE:** February 17, 2009

**TO:** Tay Yoshitani, Chief Executive Officer

**FROM:** Michael Feldman, Deputy Managing Director, Aviation Division   
John Christianson, General Manager, Aviation Maintenance 

**SUBJECT:** Aviation Maintenance Continuous Improvement and Cost Management Efforts

**BACKGROUND**

The Aviation maintenance department kicked off a continuous improvement program in January 2006 to better and more efficiently maintain the equipment, systems and facilities for which we are responsible. The continuous improvement effort is being defined, led, and managed by internal maintenance employees. This approach builds more buy-in for the changes we are affecting, which makes us a stronger and more cohesive department.

Our continuous improvement program is focused on the meaningful integration of systems (technology and processes), metrics, and people. Through our focused efforts, we are making significant strides towards achieving our vision of being a best-in-class maintenance organization and a high performance workplace, recognized by:

- Well defined, understood, and compliance with standardized operating procedures
- Use of key performance indicators based on industry best practices
- Maximum efficiency through strong planning and scheduling
- Optimum use of equipment, inventory, technology and people
- Reduced equipment and system failures as a result of proactive maintenance practices

Through our continuous improvement efforts and achieving our department vision, we are improving the maintenance services we offer our airport partners: delivering 24/7 operational reliability in the most cost effective manner possible.

## **COMMISSION AGENDA**

T. Yoshitani, Chief Executive Officer

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During the past two years, our department has been recognized for our efforts, by receiving the first place Excellence award from the International Facility Maintenance Association (IFMA) Airport Council. Our award application is attached which contains more information on our efforts.

## **TODAY'S BRIEFING**

Today's briefing will provide an overview of the Aviation Maintenance Department's continuous improvement program and cost management efforts.