

The MIRCE Akademy 2015 Annual Lecture



18.00, Woodbury Park, Exeter, UK, 8th December 2015

Successful Fault Resolution in the RAF

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Abstract

Following the recession, the banking crisis and general economic slow-down, the size of the Armed Forces and the RAF in particular has reduced significantly requiring more efficiency and availability of assets. The MOD and the RAF have been under-recording the no fault found (NFF) rates for a long time and by a significant amount. With contracts for availability and the greater use of contractor support contracts, the incentive and culture now exists to reduce this problem and increase availability and efficiency. The presentation will first look at the reasons for the under-recording and mitigation strategies which need to start with an assessment of an organisation's attitudes to NFF. This might be at the MOD strategic level or at the squadron first line engineering level. Attitudes, culture and processes have to change with information honesty and collaboration as a top priority. The presentation will highlight these cultural and procedural changes which are needed in organisations to reduce maintenance effort and support costs where the fault and its resolution cost is being hidden or is unknown. Research as the effects of NFF on warranty claims in the car industry will show that other industries have similar problems and require similar solutions.

Admission Free, all welcome, R.S.V.P. by 2nd December