

Client Profile

British Airways undertake their entire wide-bodied aircraft depth maintenance at their purpose built facility in Cardiff, BAMC. Opened in 1993 it was originally a B747 specific facility, later being adapted for use of the B777 and more latterly the B787. They are in a state of significant change of scope of work, commercial competitiveness and people.

The Challenge

I used to lead BAMC, after 25 years they are still world-leaders in the planned, productionised approach in aviation maintenance. Previously in return for guided visits provided by the BAMC team, reviewing their process and control, to help our rail and non-competitor aviation clients see the prize that can be achieved, we undertake some training for their executive team from time to time.

Given the present change challenge that was being faced by BAMC it seemed wise to run the managing change in engineering GS-04.

The Solution

The GS-04 Managing Change in Engineering has been built specifically to use state of the art change management techniques and relating this to some of the more technical aspects of the role of managing in engineering.

Engineers themselves are a highly logical group of people; sadly the demographic is still too male skewed, and this leads to a unique set of challenges in managing change with these people. GS-04 has been written and fine-tuned to specifically address these types of issues and smooth any change in engineering.

We ran the one-day training course, delivered to the entire executive and senior management team, and following pre-delivery discussions we modified the base material to include some work on strategy and investigations, blending for other course in the Management Excellence Pathway™

Delegate comments

"Not dry and made relevant to audience and us here at BAMC."

"Subject knowledge was very good, and all questions answered in a fashion that was easily understood."

"Clearly knew the subject matter and tailored it to our business."

"Really energetic and engaging with group."

"Enjoyed listening to examples from other companies."

"Great to have online materials to refer back to, that is really helpful and kept in-course paper to zero."

Case Study



GS-04 Managing Change in Engineering



The Outcome.

In a fun and informative manner, we trained the BAMC executive team and senior managers. Using examples from aviation, rail, and other industries meant we were able to bring different perspectives to allow challenge and consideration.

We provided simple change management frameworks and governance templates to give real tools to take away. Delegates felt that it met 89.23% of their objectives and what they wanted from the course. 100% of delegates recommended the course.



B747 positioning into the hangar for maintenance

Senior Manager Comments

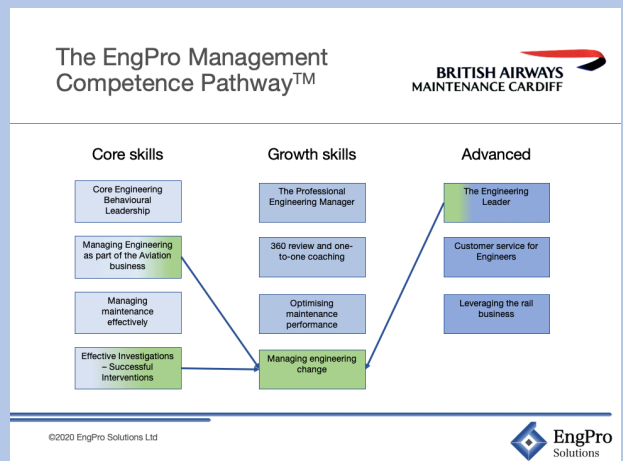
"I personally enjoyed the course very much and found much of the material useful. We have already taken some of the tools and are applying them in the business to great effect. I liked the professional yet friendly manner that Howard used to present the course, this encouraged good debate and discussion from my team, all very helpful and well-orchestrated. Thanks Howard and your EngPro team."

Steve Frewen, Head of Operations, BAMC

Summary of EngPro Services used

Using our excellence pathway model, we were able to bring together elements from three areas, and blend these in a manner that gave the maximum value to the client given their management maturity status.

Using the model once more after the intervention gave the client and the individual delegates an understandable roadmap to continue their journey to management excellence.



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