



Hartzell Propeller Streamlines Service Processes With Service Management



Improved Margins,
analysis and reporting



65% Improvement
in service call resolution



Immediate Access
to information at our fingertips

“ We are very pleased with the service we’ve received from RMB Solutions — what they’ve done and in the manner they get it done.

”

Keith Huffman
Service Accounts Manager, Hartzell Propeller



Propelling the business

Quality at Hartzell Propeller is a tradition that goes back, way back — all the way to 1917, in fact, when a relationship between Orville Wright and Robert Hartzell led to the manufacture of the first Hartzell propeller.

“We don’t compromise on quality anywhere,” says Keith Huffman, Service Accounts Manager at Hartzell Factory Service Center. “That’s a given for our kinds of products.”

But while Hartzell Propeller ensures the highest quality standards, they also have to take into account their customers’ demands for lower costs. Today, the pressure to be as efficient as possible has never been greater, as competition from after-market service organizations heats up.

Hartzell Propeller landed the perfect solution when they implemented RMB Solutions Service Management. Now, service personnel across the company — from the call center and technicians to management — are using Service Management to streamline service and make them more profitable.

A lot of data to share

The service department at Hartzell Propeller is a soup-to-nuts facility, providing everything from basic maintenance to complete overhauls.

“We do everything here: overhauls, repairs, warranty adjudication, basically anything the propeller comes back to us for. Sometimes we receive a whole propeller assembly, sometimes just the parts,” says Huffman.

From a software standpoint, that can be tricky. The service management software must exchange zeppelin-sized amounts of information with Hartzell’s MAPICS ERP system, all while maintaining the right relationships between work orders for the various parts.

“What complicates matters is the sheer number of parts, each of which are made up of an elaborate set of components themselves. Some parts’ repair can have over 50 line items in a work order,” he explains. “On top of that, we have parts that get replaced and parts that get repaired and put back into service.”

Easily managing a complex environment

To manage all this data, Hartzell Propeller used to rely on a legacy MAPICS add-on. When the product came to the end of its life cycle, they brought in Service Management to not only manage processes but also help improve them.

“Service Management is playing a central role in helping us improve our processes.”

**Keith Huffman
Service Accounts Manager,
Hartzell Propeller**

To begin with, RMB Solutions helped Hartzell set up a system of parent-child work order relationships to manage the various work orders

required for the different assemblies, sub-assemblies, and components.

“Service Management produces all the work orders we need, then rolls up all the relevant work orders into the right entity, whether for the whole assembly or sub-assembly,” says Huffman.

Making processes more aerodynamic

Next came improved processes to streamline service. A specialist now makes all the big decisions up front, using the system to dispatch the right tasks to the right people. Technicians update information in Service Management as they complete their tasks, so everybody can see job status in real time.

“A Search Inspector now assesses products as they come in the door and makes the major decisions. The Search Inspector downloads an item process record from the ERP, then activates and deactivates various line items based on the scope of work to be done. Tasks then get sent to the appropriate technicians doing the work.”

Each technician only has to log into Service Management to get the complete work orders for their tasks.

“Now, not only have we got better decisions being made, we are much more accurate and up-to-date with our information.”

Reducing time to complete

The new system has helped increase efficiency in service.

As technicians make their way through the work order, both their work hours and inventory levels are automatically recorded.

“At the end of the process we do up our quote, and it contains all the work we’ve done,” he says. “Our Bill of Materials is much more complete. Before, we sometimes had to do manual inventory transactions and other work-arounds — doing away with those has made a measurable difference.”



More accurate invoicing and reporting

The new way of doing things has helped increase accuracy in more ways than one.

“We feel much more confident about our invoicing now. In the past, there was room for things to slip through the cracks. I’m more confident now that every billable part and hour is accurately recorded,” Huffman says.

Hartzell are also now able to get the reports they need to get a clear perspective on the department.

Bird's eye view of the business

The reporting and additional information provided by Service Management also empower Hartzell to make better business decisions.

"One key report shows us the dollar value of the work that's on the floor. That one is important — when we can accurately identify and go after the work we know we're good at, then we can improve margins."

"Service Management has helped us achieve a 65% reduction in the time it takes to resolve a service call."

Keith Huffman
*Service Accounts Manager,
Hartzell Propeller*

"We are constantly looking at ways we can improve our processes here at Hartzell Propeller," Huffman concludes. "And Service Management is playing a central role in helping us do that today."



For more information

To get a personalized demonstration of how Service Management can help you improve profitability in your service department, contact RMB Solutions at Mike.townsend@rmbolutions.net or call us at 1.904.246.7627.