

# Derco Repair Today

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**DERCO**

REPAIR SERVICES, INC.

**Simplifying Aerospace**

## Meeting customer expectations and needs

For the past decade, leading aerospace companies have made process improvement a major focus in their business practices in order to meet customers' requirements. With the goal of improving quality, reliability, and ensuring on-time delivery to its customers, Derco Repair utilizes quality performance metrics to guarantee its customers receive the highest quality components on-time, every time.

"In an effort to maintain the quality our customers have come to expect, we track and maintain key metrics and use that data to manage our business processes that directly impact our customers," said Bob Mingo, General Manager of Derco Repair Services. "Our processes, practices, and people have to be supported by an error-proof system that delivers world-class results."

A critical metric tracked by Derco Repair is its on-time delivery of repairable units. During the previous 12 consecutive months, 96% of components processed at Derco's Milwaukee Repair facility have been delivered as contracted and promised. On-time delivery is based on the date a customer receives a unit versus when the unit was promised.

"Our customers need their units back when they expect them. Flight schedules, maintenance schedules, and mission achievement depend on our performance," said Mingo. "In addition, the more time a component is on an aircraft, the lower the life cycle cost. Customers need to have their aircraft available and ready to perform. Derco Repair's flexible and responsive operating system ensures this happens. **We are pleased that our on-time performance has continued to improve and has averaged 97.8% during the last 6 months.**"

Derco Repair does not only talk about the quality of its work, it backs it with an industry-leading warranty program. Every unit repaired and overhauled by Derco Repair is supported by a one-year warranty. "Our warranty ensures that not only are units arriving on-time, they are arriving with the highest level of quality and reliability," said Mingo. "It is one thing to say you deliver quality work, it is another thing to back that statement with an extended warranty." **Since 2004, Derco Repair has maintained a warranty claim rate of less than 0.5% for all components delivered.**

## Derco Repair shop team engineers efficient ‘Super Stand’



A team of shop employees from Derco Repair was faced with a unique opportunity; the team was challenged to create a test stand that would eliminate the need to test a single component using multiple test stands, improving overall test efficiency. The team used continuous improvement tools to engineer a test stand in-house, endearingly referred to as the ‘Super Stand,’ capable of performing multiple tests simultaneously, eliminating the need to test components at multiple test stations located in several different test cells throughout the repair shop.

“During the past four years I have worked at Derco Repair, I knew there had to be an easier and more efficient way to test multiple units. The continuous improvement tools helped to make our discussions a reality,” said Kirk Peterson, Shop Technician and member of the Super Stand team. “Before the conception of the pneumatics Super Stand, countless hours were wasted in set-up time that has now been reduced dramatically with the Super Stand.”

The team developed in-house tooling capable of testing multiple units at the same time. The team also eliminated the use of nitrogen bottles used for high pressure proof-testing by using an air-driven pressure multiplier. The Super Stand also resulted in set-up reduction times by incorporating an electrical power supply.

In addition to shop efficiency improvements, the Super Stand project provided immediate safety benefits to the repair shop. The team was able to eliminate mercury and water monometers used on the other test stands, which present serious spill hazards, replacing them with digital pressure transducers.

In addition to the obvious benefits this project provides the repair shop, customers are also seeing direct benefits. On average, test times have been reduced by 43%, corresponding to a 19% reduction in overall turn-around time for customers. Derco Repair also offers consulting services as well as infrastructure test stand development to a wide array of customers from overhaul and repair facilities to air force flight line operations.

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## SKF selects Derco Repair Services to perform actuator upgrade

Derco Repair Services, Inc. has signed an agreement with SKF Aerospace, Saint Vallier Cedex France, to perform APU door actuator upgrades on all Falcon 2000 aircraft in response to Service Bulletin 221400-49-001.

“Derco and SKF have had a long and successful relationship working together to support AIRBUS, Gulfstream, and Shorts aircraft,” said Bob Mingo, Derco Repair General Manager. “Derco Repair works closely with SKF to support operators flying aircraft with their products installed on them. Derco Repair technicians receive training at SKF to learn their products and how to repair them. Derco Repair also reports all teardown findings each month so SKF can review them and identify any areas of possible product improvement.”

Depending on the original date of manufacturer, the actuator will have either the limit switches replaced and/or the circuit card. This will improve the reliability of the actuator and increase its MTBR.

Derco Repair is SKF’s approved warranty repair facility and spares distributor for North and South America.

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## Derco launches ‘simplified’ Web site.

“Simplifying Aerospace” is more than a catch phrase placed beneath Derco’s logo. It is a problem solving approach Derco rigorously employs when creating a solution or service for its customers. When considering the format of its new Web site, Derco followed a similar model – design a site that is easy to use, yet allows the customer to execute multiple business transactions or learn about the many facets and capabilities of the company.

In an age where flash over elegance is most often employed in Web design, Derco sought to design a dignified “quiet” site. With the new site, customers can easily request a repair or parts quote, sign up for Derco’s E-spares or E-supply services, or request a Return Material Authorization (RMA) form. Additionally, prospective employees can quickly apply for a job or learn more about Derco’s corporate culture and gain a basic understanding of employee benefits. U.S. government entities can also learn about using Derco’s new BOA agreement and potential Repair customers can conduct an in-depth study of its capabilities.

Please take the opportunity to view the new site at [www.dercoaerospace.com](http://www.dercoaerospace.com). Derco welcomes any comments or suggestions for improvements. After all, the site is no longer ours: it is yours—our valued customer.



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For more information regarding this edition, please contact your representative or call 414-355-3066.

Contact the **Derco Repair Today** editor, Kari LaFever, with any questions regarding the content or distribution of this newsletter via e-mail at [k.lafever@dercoaerospace.com](mailto:k.lafever@dercoaerospace.com).