

# KM Implementation in GMF AeroAsia

KMSI Forum  
April 15<sup>th</sup>, 2015







**Market leader** in Indonesia and global player in the Aircraft Maintenance, Repair, and Overhaul (MRO) Industry with 60 years of experience



**3500** highly skilled employees with more than **20 years** experience on average



Maintain all Garuda Indonesia aircraft (*expanding to be more than **200** aircrafts*)



Our **expertise** in aircraft Maintenance since **1949**



and other domestic and international operators from more than **58** countries across continents



International aircraft MRO services in Indonesia (*subsidiary of Garuda Indonesia*)



**115 Ha** Bonded Area Facility



**Strong MRO Player** in the region

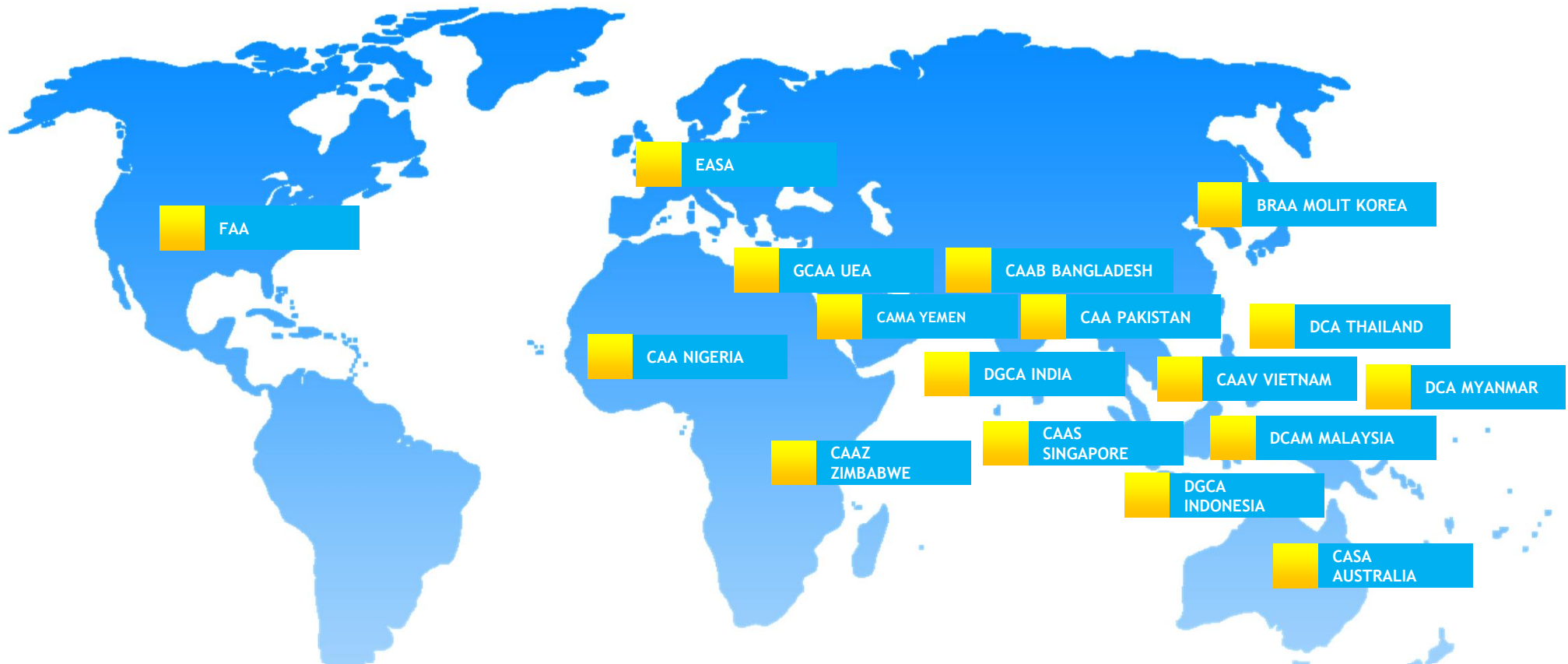


**Mission: To provide integrated and reliable aircraft maintenance solutions for a safer sky and secured quality of life of mankind**

**Vision: World class MRO of customer choice**

Business Outlook	Where to compete	Sources of Competitive Edge
<ul style="list-style-type: none"> <li>“ Be the primary service provider to Garuda</li> <li>“ Loyal customer from domestic/international airline as a strategic account is a key to GMFꝐ growth</li> <li>“ Creating a balance between parent and non-parent revenues is crucial for self sufficiency</li> </ul>	<ul style="list-style-type: none"> <li>“ Capture and hold significant share of Garuda MRO spending</li> <li>“ Establish and maintain leadership in the domestic market while staying competitive in the regional market</li> <li>“ Expand Aviation Derivative Business</li> </ul>	<ul style="list-style-type: none"> <li>“ Provide consistent service quality and competitive pricing through cost-effective labor force and competitive operational performance</li> <li>“ Expand and leverage established infrastructure and expertise</li> </ul>

**Concern for People, Integrity, Professional, Teamwork, Customer Focused**



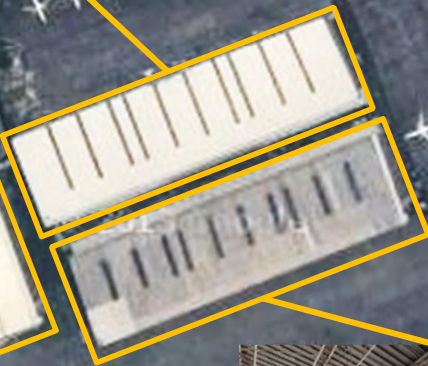
**Approvals from 17 countries**



**HANGAR 1**



**HANGAR 3**

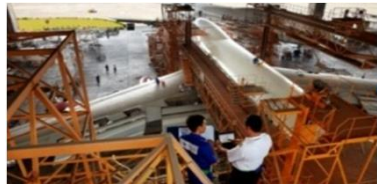


**HANGAR 2**



**HANGAR 4**





Base Maintenance



Component Services



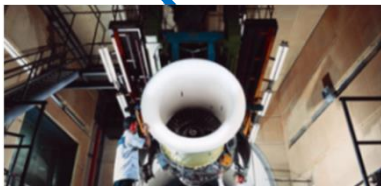
Material Services



Line Maintenance



IGTE



Engine Maintenance



Engineering Services

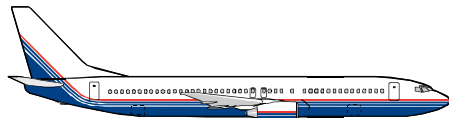
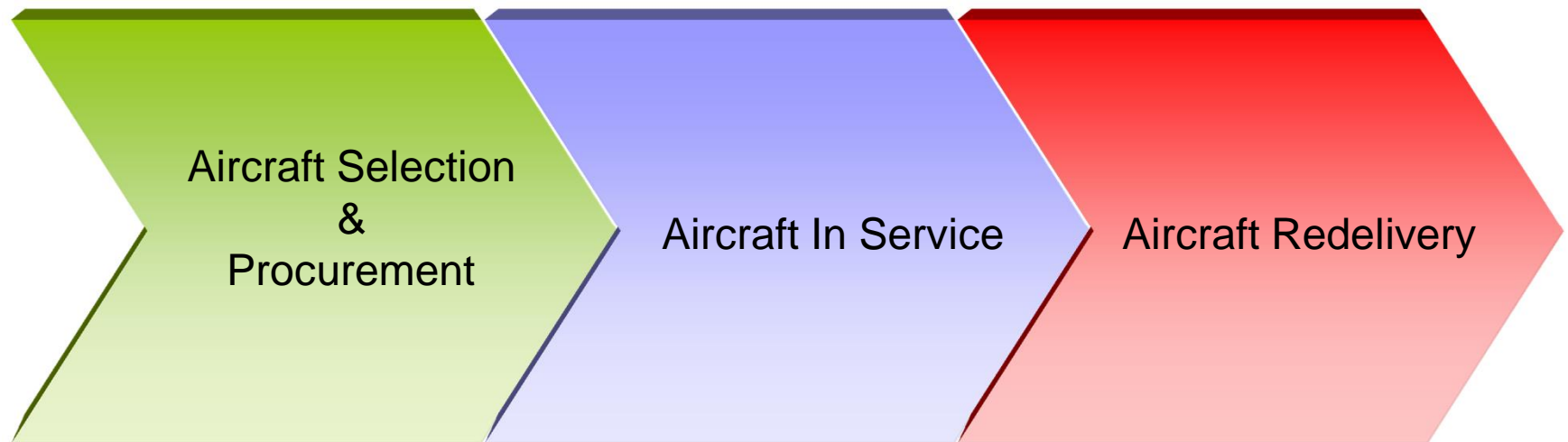


Learning Services

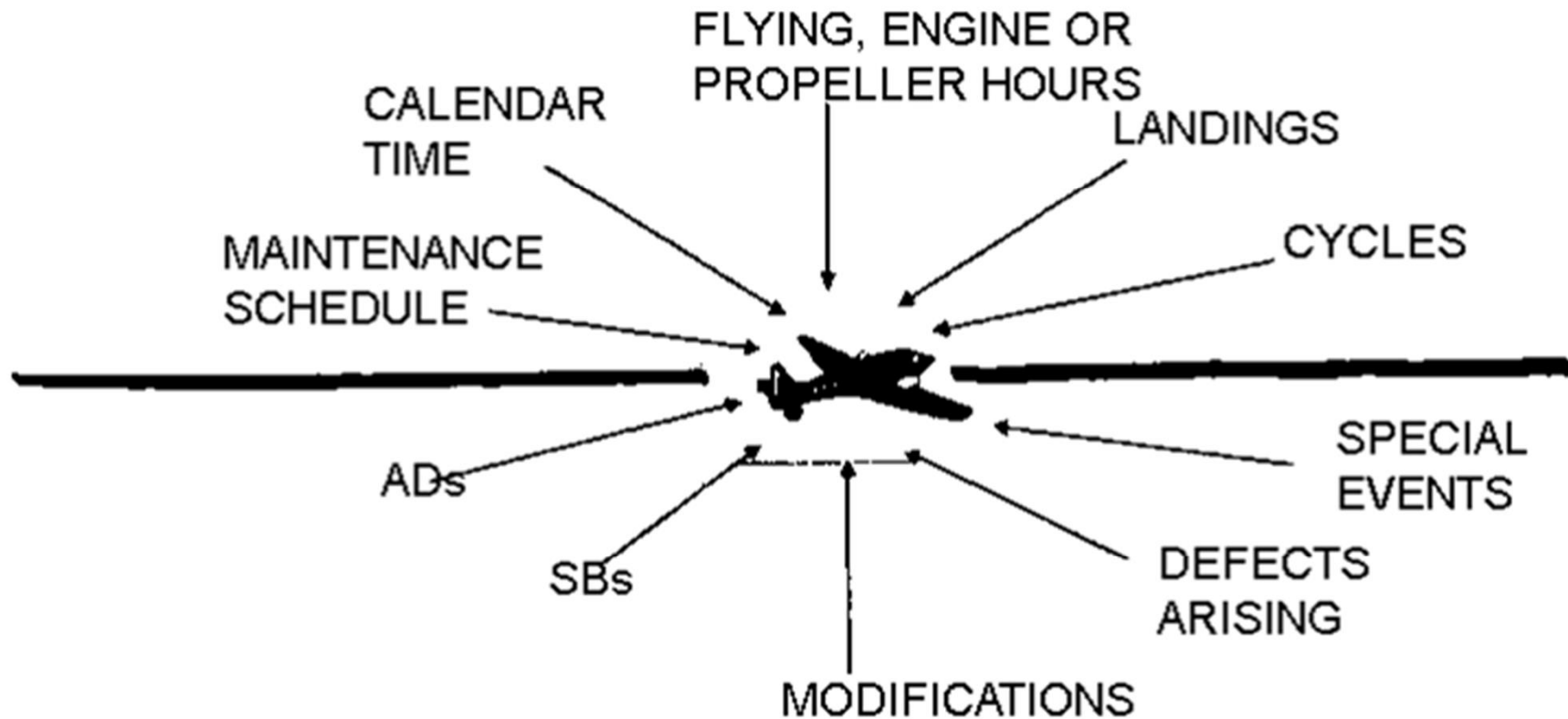
# MAINTENANCE OVERVIEW

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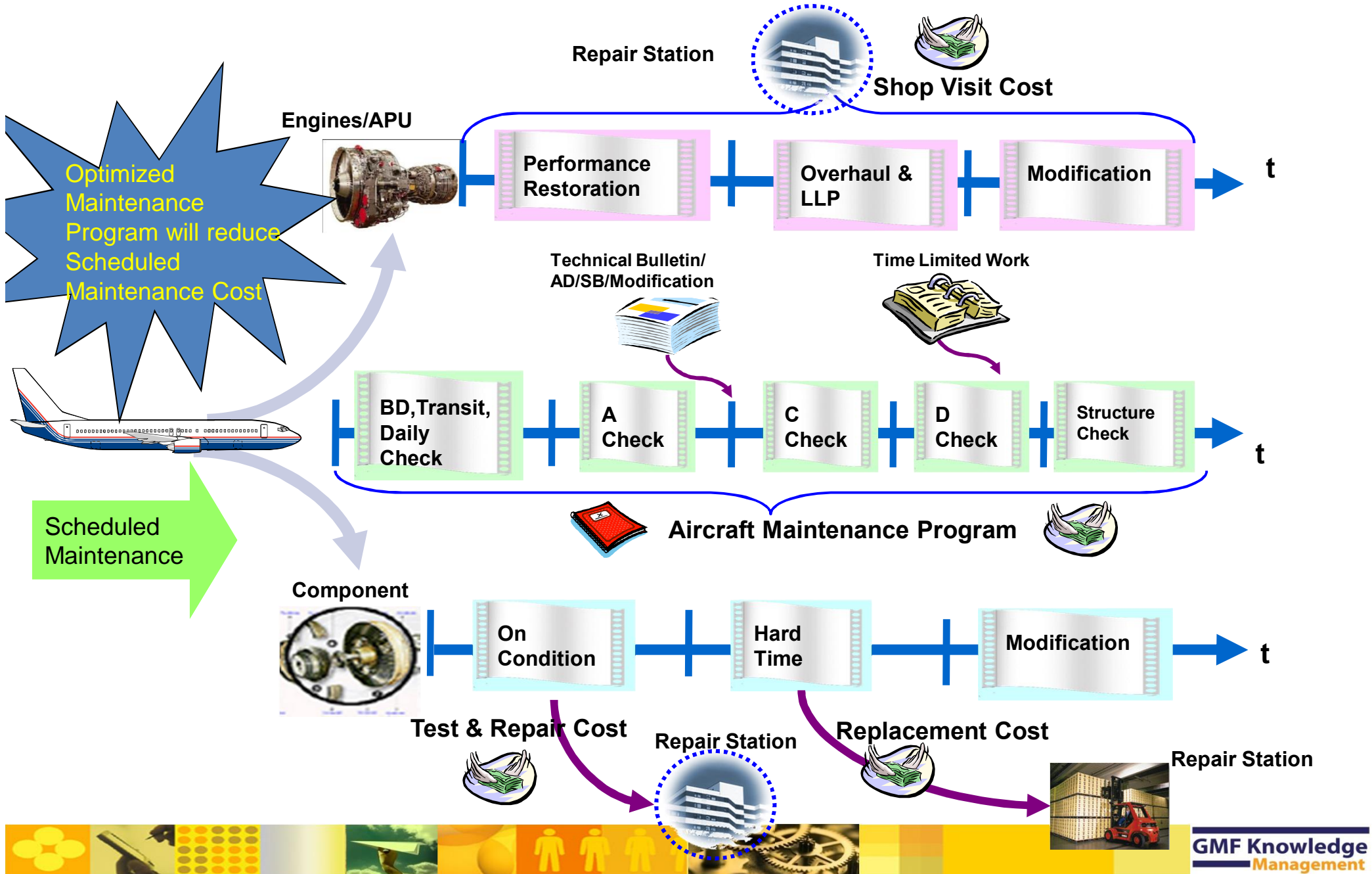


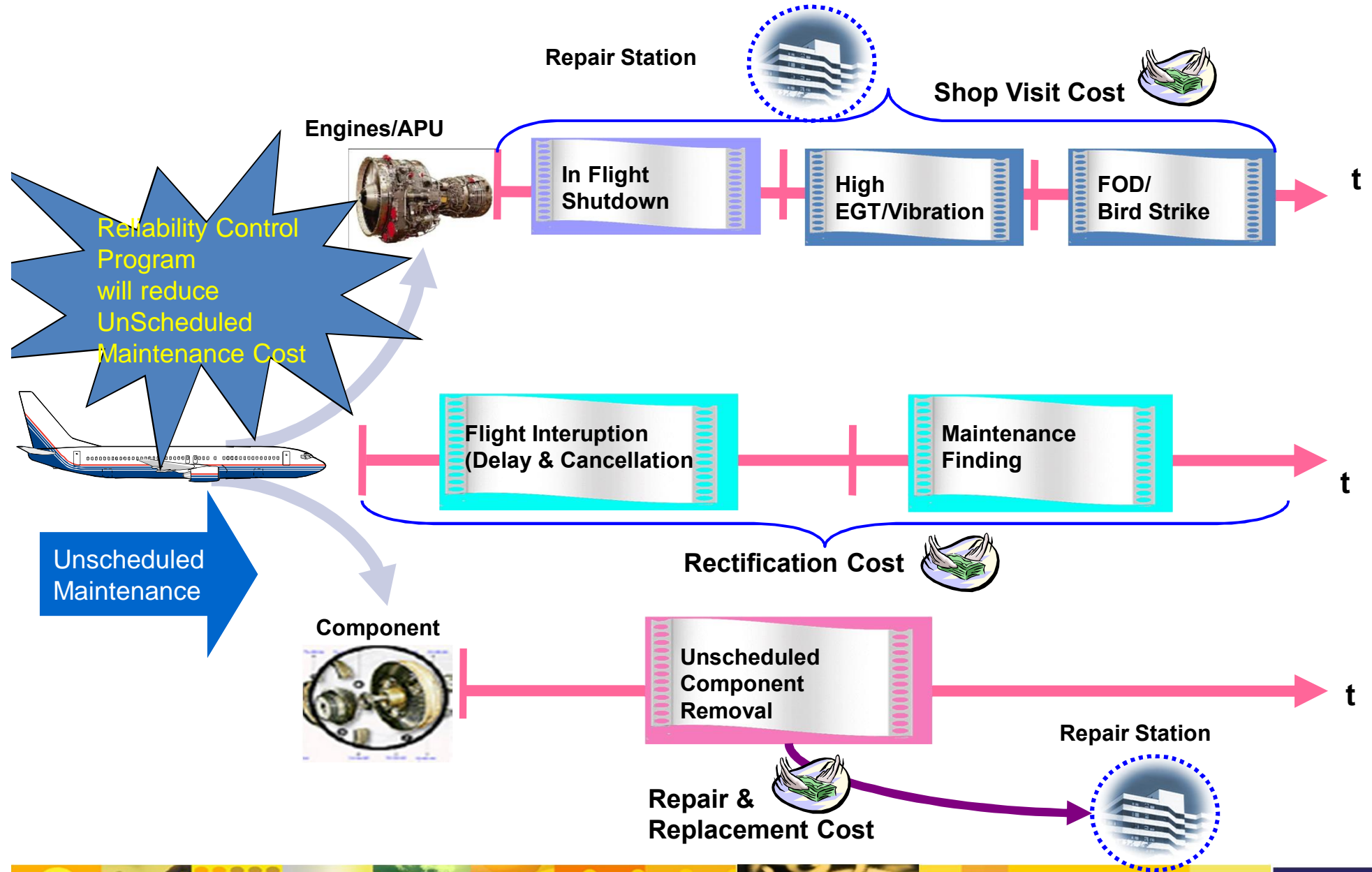


## SCHEDULED MAINTENANCE TRIGGERS

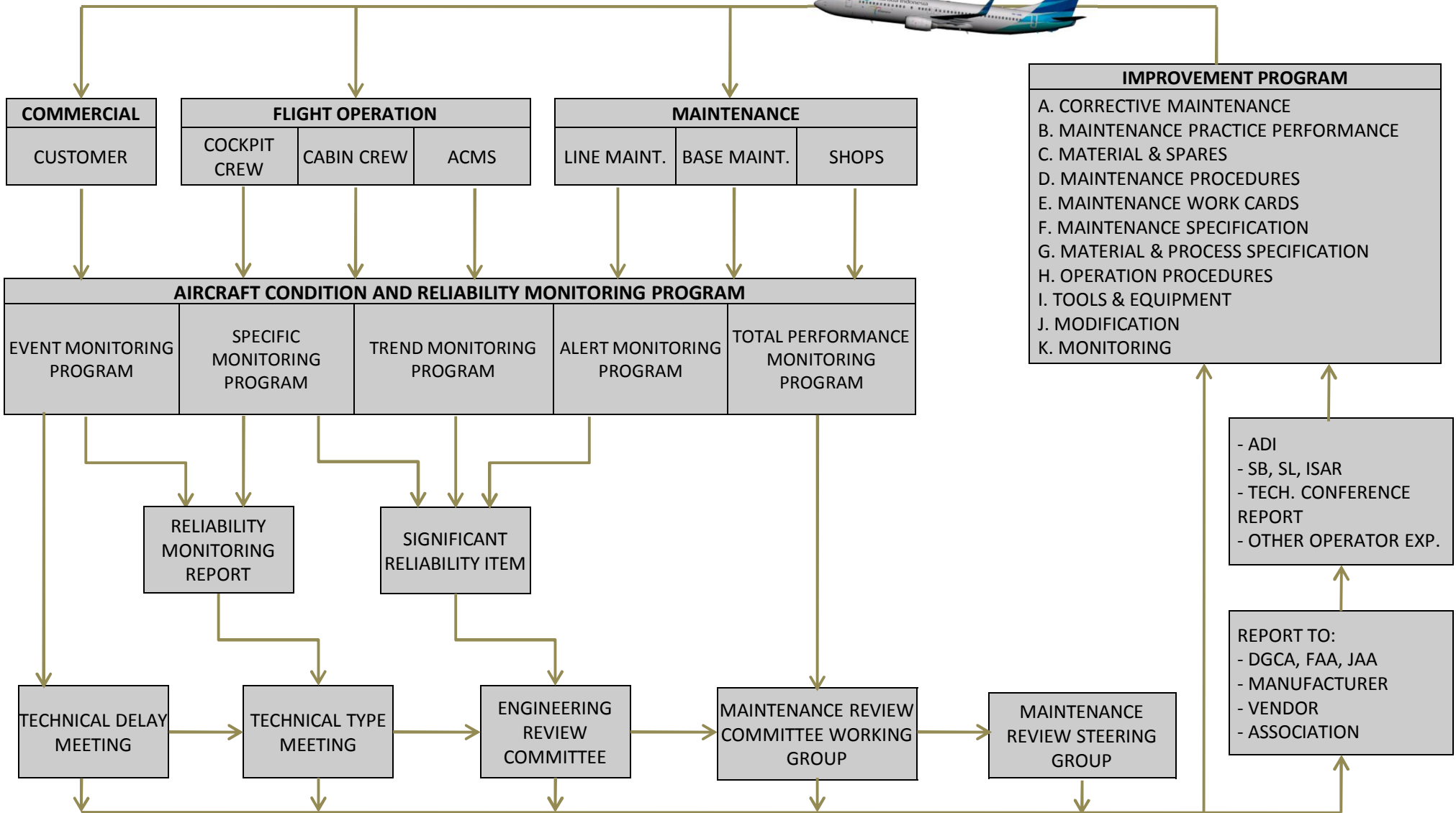


## UNSCHEDULED MAINTENANCE TRIGGERS





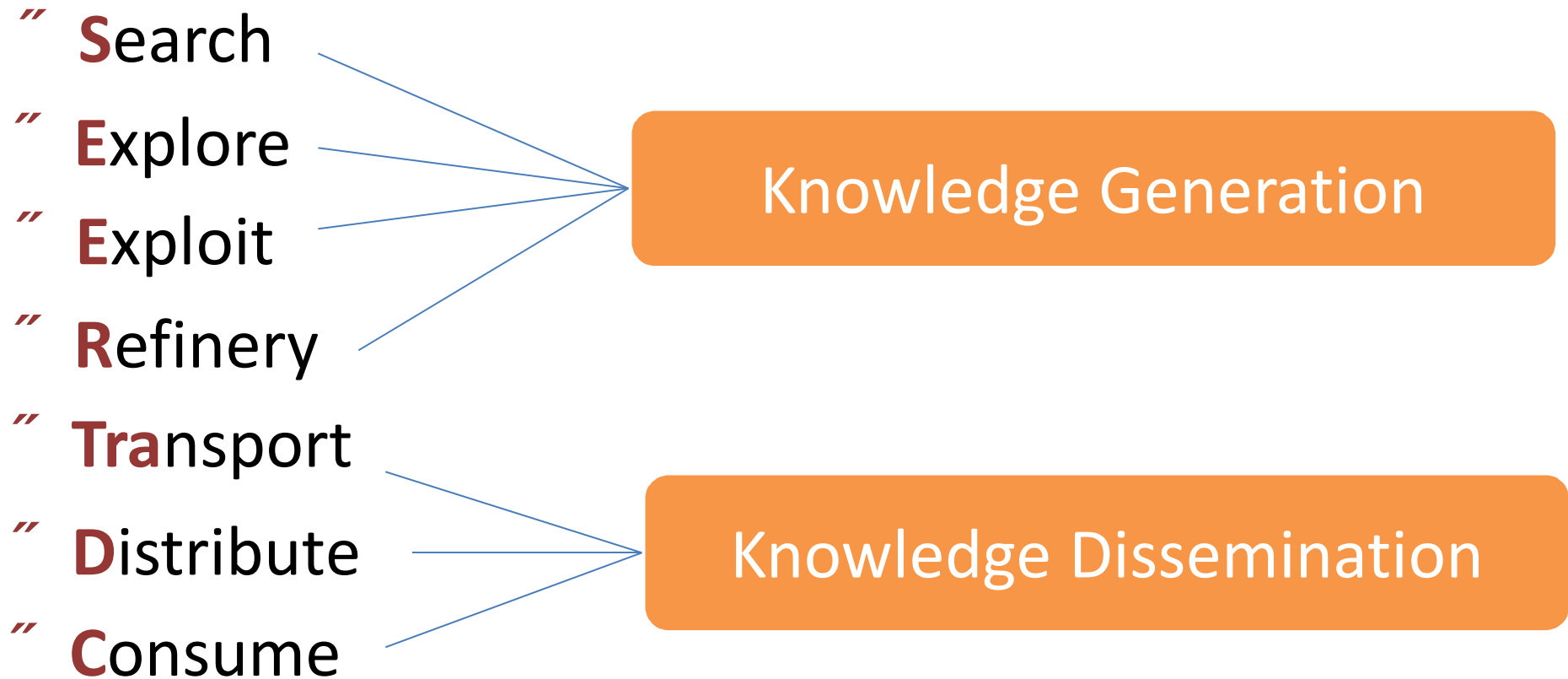
# Reliability Monitoring & Improvement Program

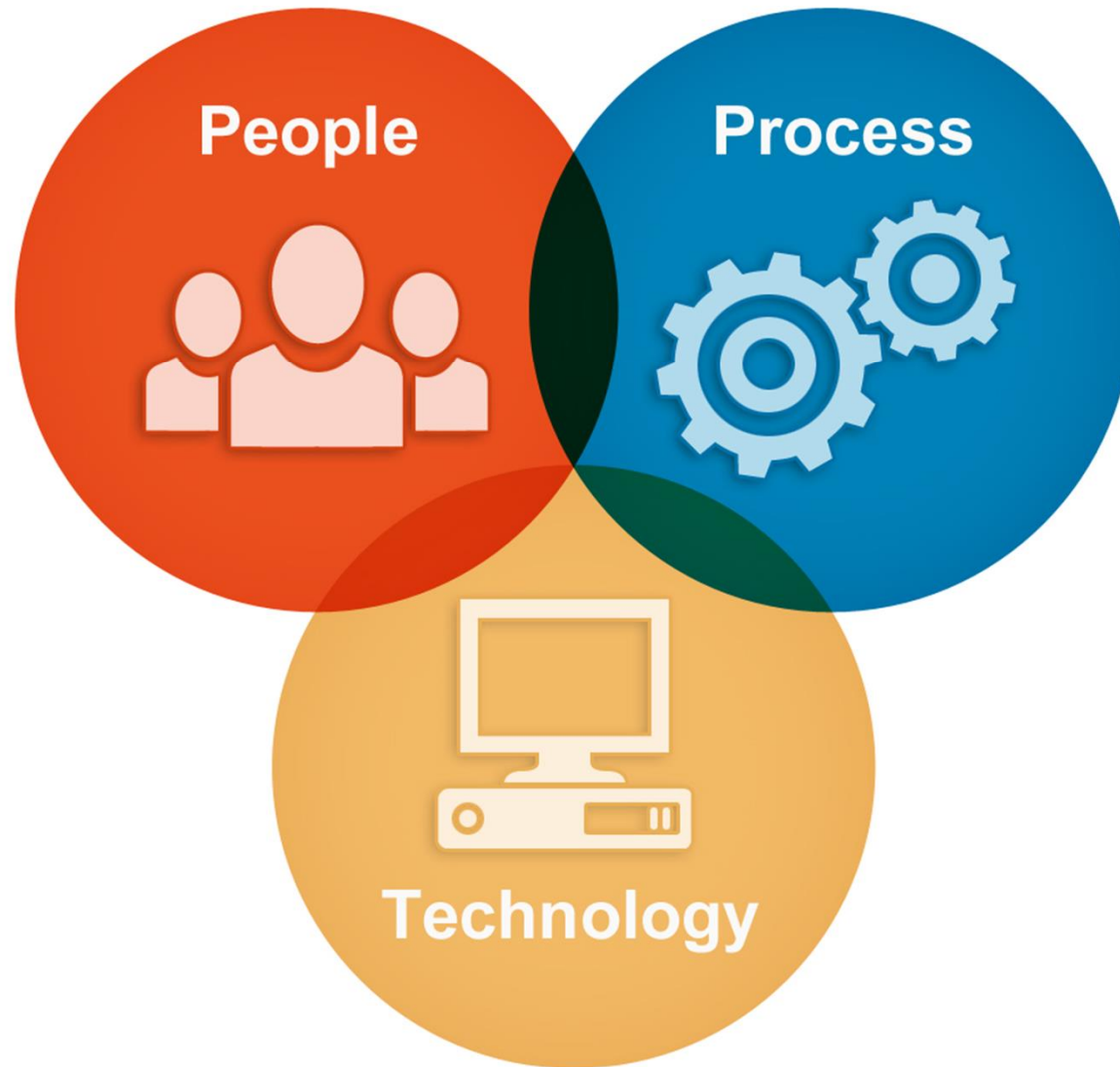


# GMF KM APPROACH

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# SEE'R Tra DC





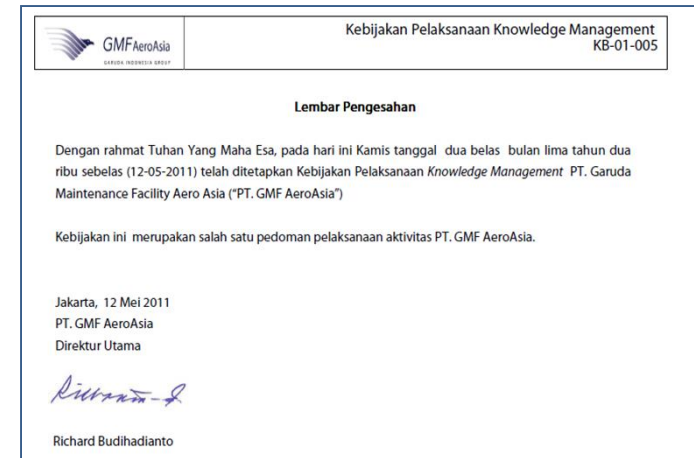


**PEOPLE & CULTURE**

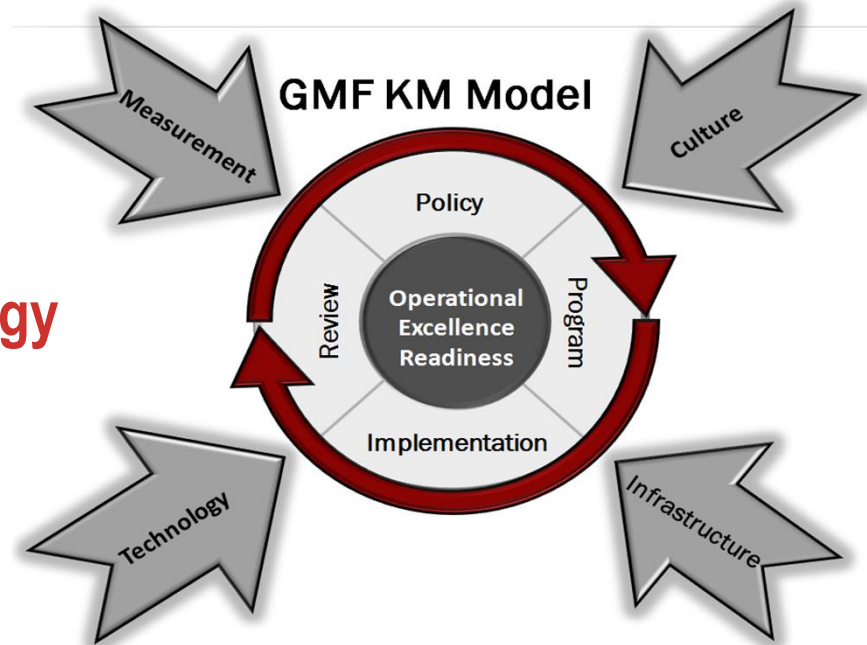
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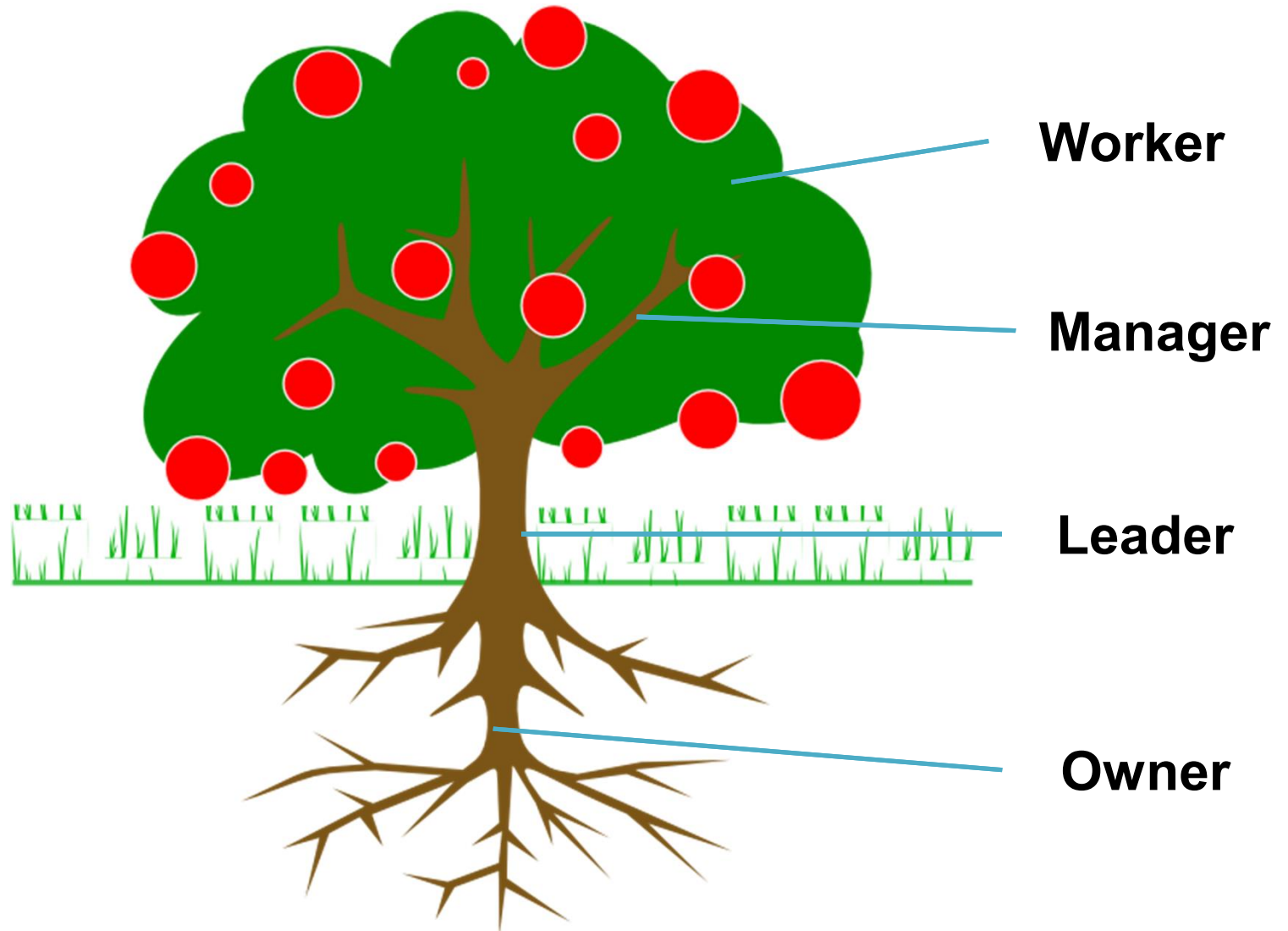
#### 4. Prinsip-Prinsip Kebijakan

- 4.1 Setiap insan GMF adalah *knowledge worker* yang berperan aktif dalam kegiatan mengakses pengetahuan, berbagi pengetahuan, dengan rekan kerja dan pihak terkait dengan menggunakan teknologi informasi yang tersedia atau melalui sarana berbagi pengetahuan yang tersedia.
- 4.2 Setiap pimpinan adalah *KM Leader* yang mendorong dan berperan aktif dalam kegiatan berbagi pengetahuan.
- 4.3 Perusahaan memberikan pengakuan dan penghargaan atas setiap aktivitas berbagi pengetahuan yang memberi nilai tambah bagi perusahaan.



**As a means**  
**for accelerating GMF people development,**  
**by using appropriate methodology / technology**  
**and continuous improvements programs**





**Worker**

**Manager**

**Leader**

**Owner**

## BOARD OF DIRECTORS

BOD support KM  
Implementation in GMF

**Accountability :**

- " Approving KM Blueprint and KM Policy
- " Becoming a role model in KM implementation



## ALL LEADER

Leader act as a role model and is able to motivate employees in knowledge sharing culture.

**Accountability :**

- " Becoming a role model in sharing knowledge
- " Inspire and motivate employees' participation through various KM Program and Coaching & Mentoring Program

Leader It is defined as an employee who has subordinates or work as a project leader within each as well as across units



Sharing Session from our CEO,  
Mr. Richard Budihianto



Sharing Session from our EVP,  
Mr. Harkandri M. Dahler

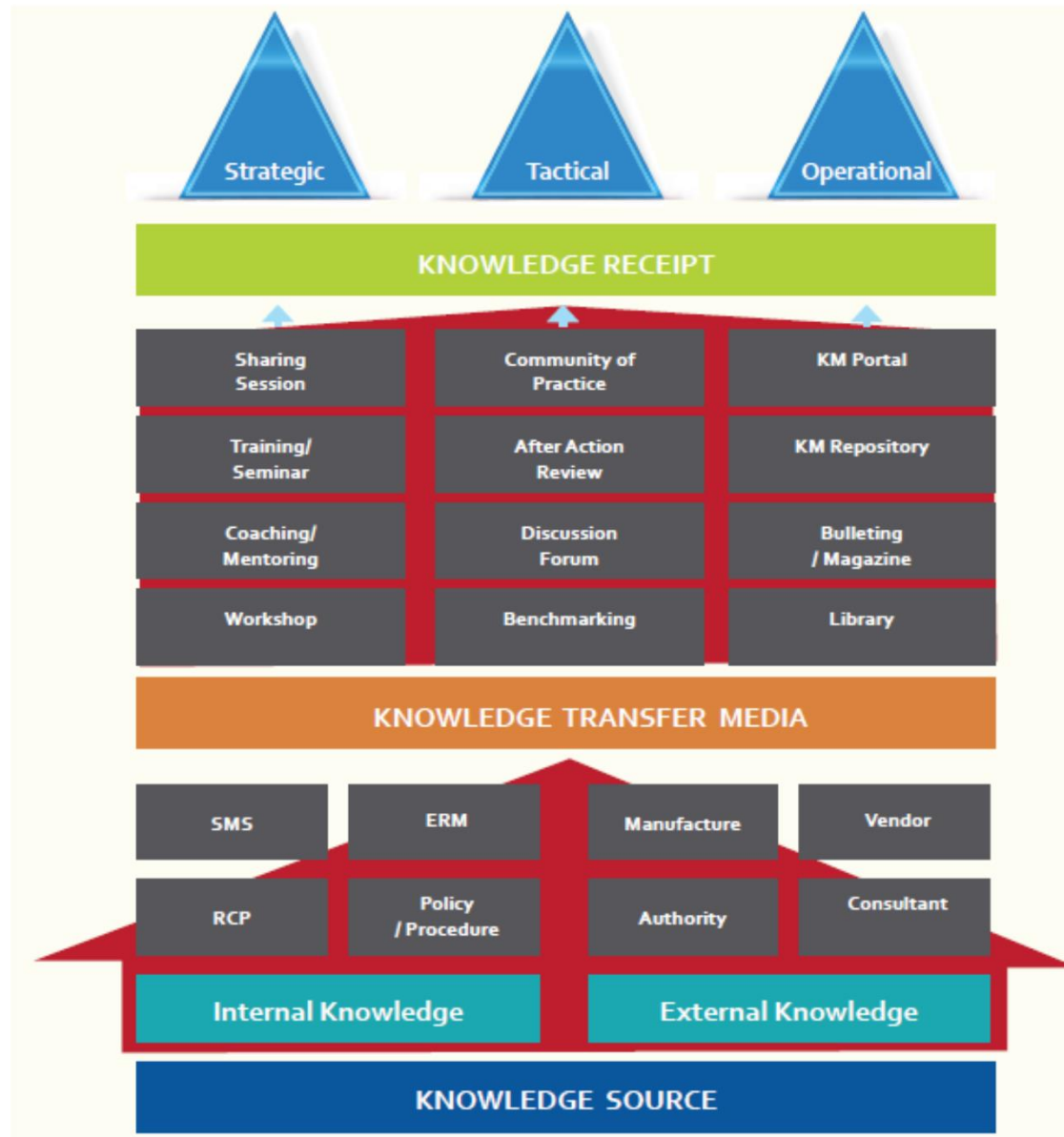


Sharing Session from our VP,  
Mr. Agus Masrukhin



**PROCESS**

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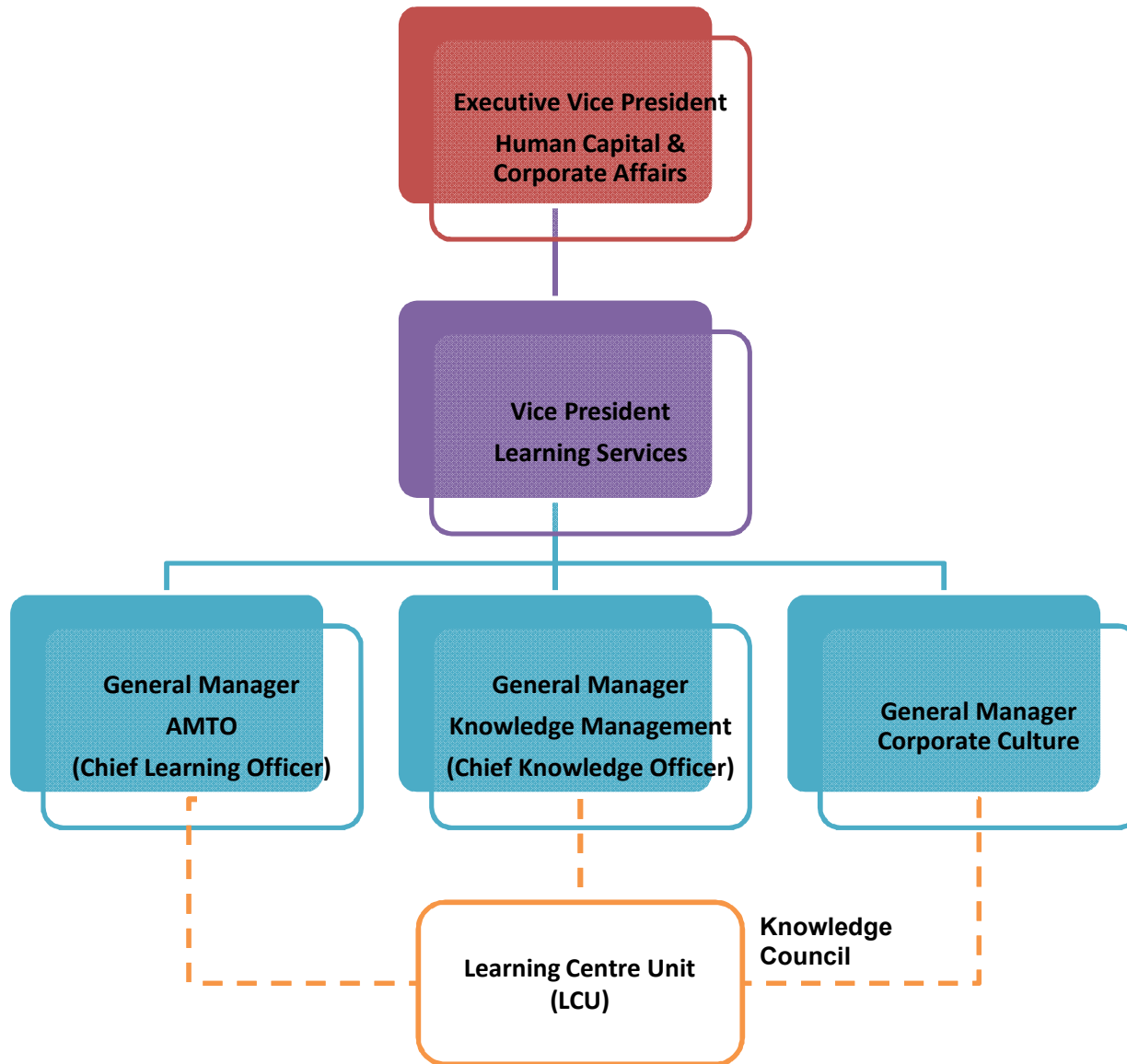


## Best Idea & Innovation Competition



	2011	2012	2013	2014
Proposal Submitted	114 Proposal	122 Proposal	<ul style="list-style-type: none"> <li>49 Proposal for Individual/ Team</li> <li>23 Proposal for Dinas / SBU</li> </ul>	<ul style="list-style-type: none"> <li>60 Proposal for Individual/ Team</li> <li>19 Proposal for Dinas / SBU</li> </ul>
Categories	<ul style="list-style-type: none"> <li>Business Development (20 proposal)</li> <li>Tools / Equipment (42 proposal)</li> <li>Business Process (52 proposal)</li> </ul>	No Specific Categories	<ul style="list-style-type: none"> <li>Individual / Team</li> <li>Dinas / SBU</li> </ul>	<ul style="list-style-type: none"> <li>Individual / Team</li> <li>Dinas / SBU</li> </ul>
Phases	One Phase (Idea Phase)	Two Phases (Idea Phase & Idea Implementation Phase)	One Phase	One Phase
Winner	9 Winner (3 winner on each categories)	12 winner (6 winner on each phases)	<ul style="list-style-type: none"> <li>3 Winner for Individual / Team</li> <li>6 Winner for Dinas / SBU</li> </ul>	<ul style="list-style-type: none"> <li>3 Winner for Individual / Team</li> <li>5 Winner for Dinas / SBU</li> </ul>



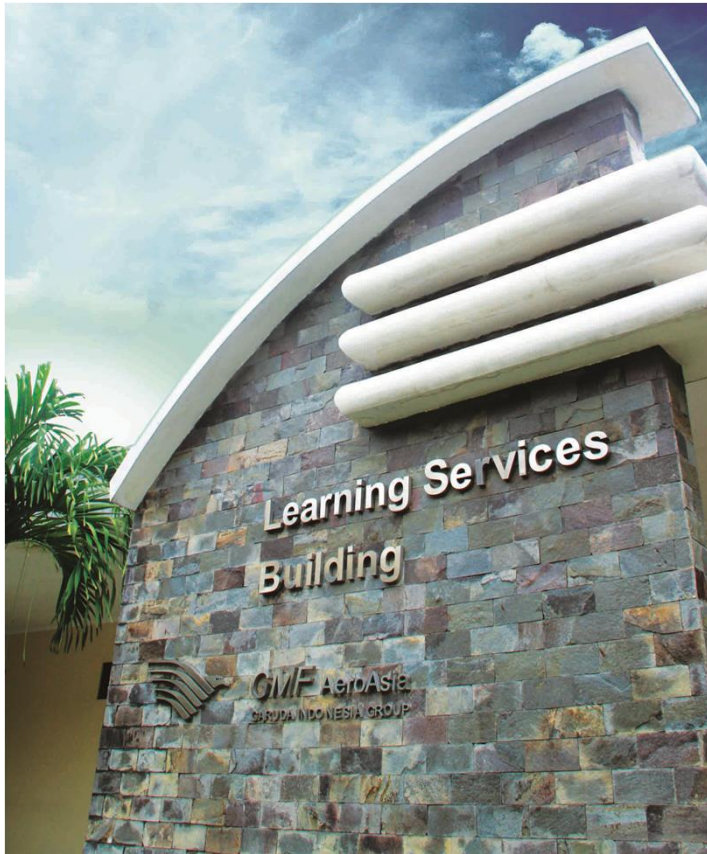


Report  
KM Generation &  
Dissemination  
Monthly on MOR

LCU Report KM  
Index Monthly to  
CKO

# FACILITY & TECHNOLOGY

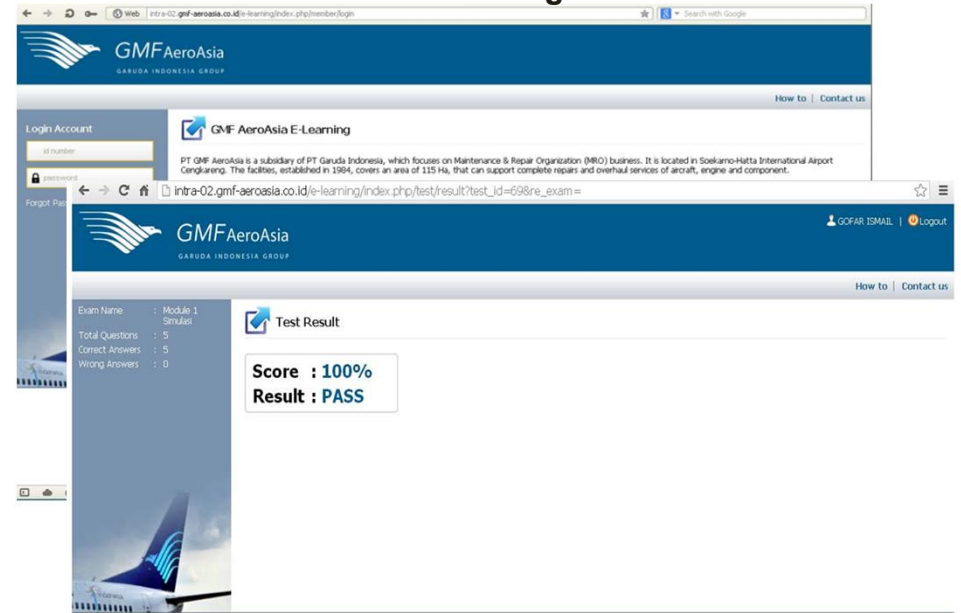
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**KM Portal**

**E-Learning**



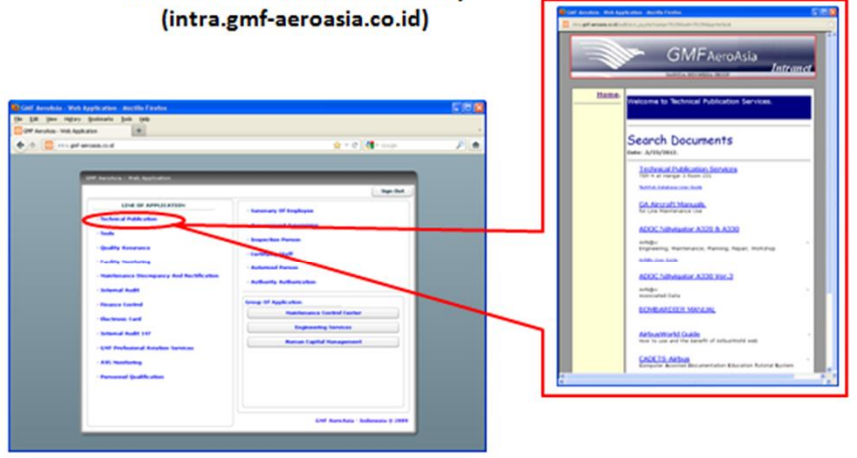
The screenshot shows the GMFAeroAsia E-Learning portal. It includes a login section, a test result summary, and a list of test statistics:
 

- Exam Name: Modulo 1 Simulas
- Total Questions: 5
- Correct Answers: 5
- Wrong Answers: 0

 The test result is displayed as **Score : 100%** and **Result : PASS**.

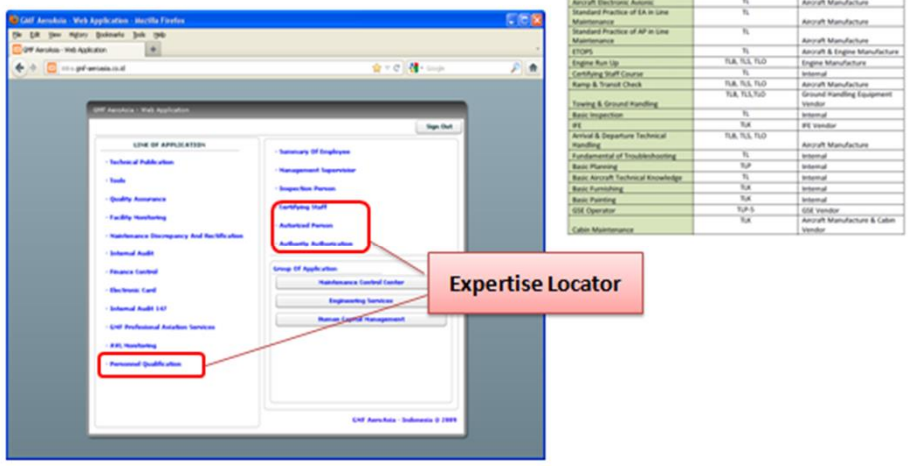
*For best view please using firefox browser, opera and google chrome*

**Technical Documentation Library (intra.gmf-aeroasia.co.id)**



The screenshot shows the 'Search Documents' page of the Technical Documentation Library. A search bar is at the top, and a list of document titles is displayed below, including 'Technical Publication Services' and 'GA Aircraft Handbook'. A red box highlights the search results area.

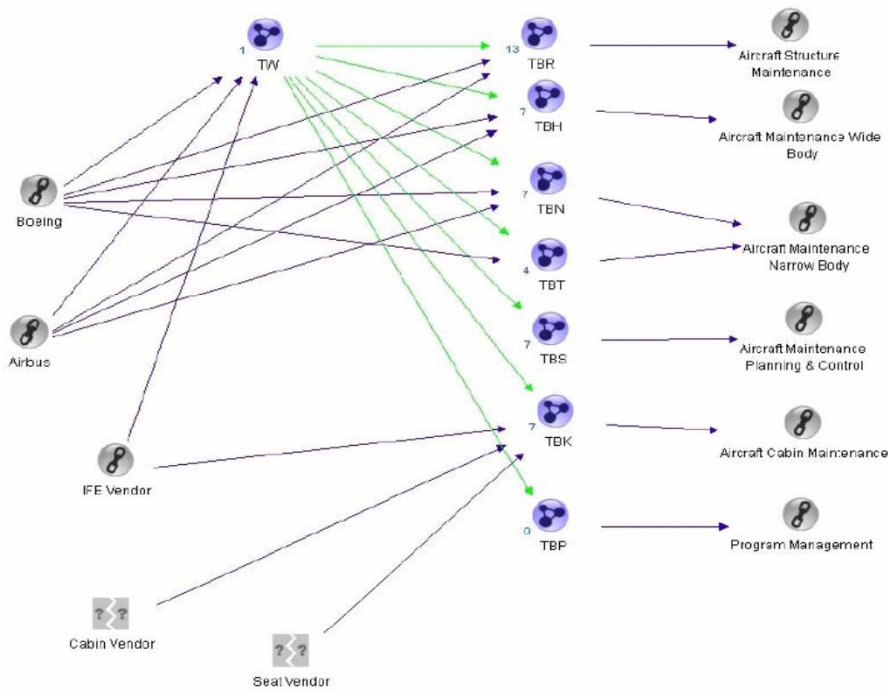
**GMF Knowledge Inventory**



The screenshot shows the 'Expertise Locator' tool. It features a search bar and a list of knowledge areas. A red box highlights the search results area, which includes categories like 'Technical Publication', 'Quality Assurance', and 'Maintenance'. A callout box labeled 'Expertise Locator' points to the search results.

Knowledge	Knowledge Location	Knowledge Source
Basic Aircraft Mechanics	TK	Internal
Aircraft Airframe Powerplants	TK	Aircraft Manufacture
Aircraft Electronics Avionics	TK	Aircraft Manufacture
Standard Practice of Air Line Maintenance	TK	Aircraft Manufacture
Standard Practice of Air Line Maintenance (Errors)	TK	Aircraft Manufacture
Engine Run Up	TUA, TUA, TUD	Aircraft & Engine Manufacture
Engine Run In	TK	Engine Manufacture
Certifying Staff Course	TK	Internal
Ramp & Transit Check	TUA, TUA, TUD	Aircraft Manufacture
Training & Ground Handling	TUA, TUA, TUD	Ground Handling Equipment Vendor
Basic Inspection	TK	Internal
IS	TK	IS Vendor
Arrival & Departure Technical Handling	TUA, TUA, TUD	Aircraft Manufacture
Fundamental of Troubleshooting	TK	Internal
Basic Planning	TK	Internal
Basic Aircraft Technical Knowledge	TK	Internal
Basic Handling	TK	Internal
Basic Painting	TK	Internal
ISL Operator	TK-S	ISL Vendor
Cabin Maintenance	TUA	Aircraft Manufacture & Cabin Vendor





Knowledge Needs	Description	Expert Name	
		Name	ID
Cabin Furnishing Upholstery and Modules	Decorative laminating process and special coating	Robinson S.	517598
	Galley and lavatory modules	Puji Santoso	516218
	Galley and lavatory modules	Soemarsono	519140
Aircraft Painting and Livery	Interior and Exterior Painting and Decals Livery Drawing	Sartono	527649
Cabin Furnishing A/C Seat	Passenger Seat - Sicma for specialization	Widyo Pramono	517859
A/C Cabin Maintenance A 330	Cabin System and Non System	Eri Muheri	528876
A/C Cabin Maintenance B 742/3	Cabin System and Non System	Jeffrey A.K.	523909
	Cabin System and Non System	Eri Muheri	528876
A/C Cabin Maintenance B 744	Cabin System and Non System	Jeffrey A.K.	523909
	Cabin System and Non System	Eri Muheri	528876
A/C Cabin Maintenance B 737 Classic	Cabin System and Non System	Syafei Ahmad	520612
	Cabin System and Non System	Supardjo	521805
	Cabin System and Non System	Edi Sudarto	519296
A/C Cabin Maintenance B 737 NG	Cabin System and Non System	Syafei Ahmad	520612
	Cabin System and Non System	Supardjo	521805
Electronic	Basic Electronic	Widyo P	517859
	Basic Electronic	Soemarsono	519140
IFE	ACCESS, MAS 2000, EX2, SMC 3000	Jeffrey A.K.	523909
	ACCESS, MAS 2000, EX2	Eri Muheri	528875

### Knowledge Mapping (Subject Matter Expert)

**[List]: TW**

Label
1 B737 300/400/500 Airframe Powerplant
1 B737 300/400/500 Electronic Avionic
1 B737 300/400/500 Engine Run Up
1 B737 800 Airframe Powerplant
1 B737 800 Electronic Avionic
1 B737 800 Engine Run Up
1 Basic Aircraft Mechanics
1 Basic Aircraft Technical Knowledge
1 Basic Engineering
1 Basic Inspection

Item count: 13 Show More

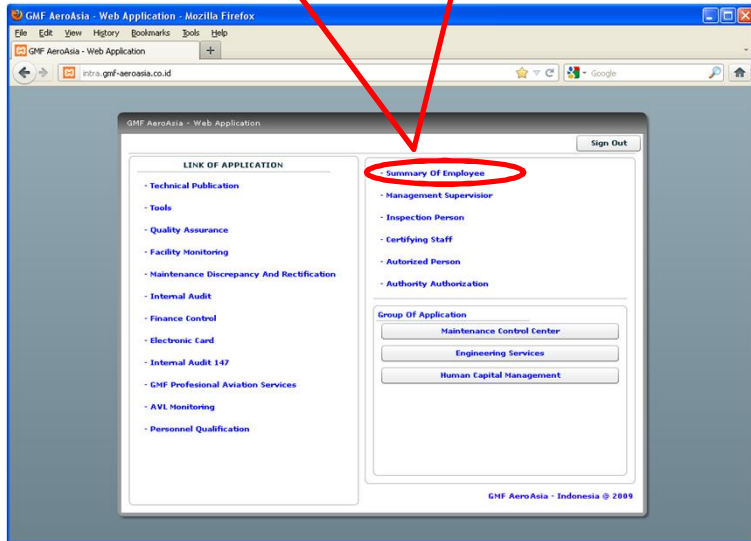
**[List]: Boeing**

Label
1 B737 300/400/500 Electronic Avionics
1 B737 300/400/500 Airframe Powerplant
1 B737 800 Electronic Avionic
1 B737 800 Airframe Powerplant
1 B737 300/400/500 Engine Run Up
1 B737 800 Engine Run Up

Flow Diagram: Boeing (6) → Aircraft Maintenance Engineer B737 → Narrow Body Aircraft Maintenance

List Result Search Employee

No.	Employee No.	Name	Unit	Present Title	View
1	520332	HANDOKO SUTRASNO	JKTTBH-2A	SENIOR AIRCRAFT MAINTENANCE ENGINEER	
2	527982	HANDOKO SUPRIADI	JKTTBP	SENIOR AIRCRAFT MAINTENANCE ENGINEER	
3	532734	TRI HANDOKO	JKTTCE-4	ELECTRO MECHANICAL MAINTENANCE TECHNICIAN	
4	530863	TRI HANDOKOYUDHO	JKTTLD-2	SENIOR AIRCRAFT MAINTENANCE ENGINEER	



GMFAeroAsia - Web Application - Mozilla Firefox

File Edit View History Bookmarks Tools Help

GMFAeroAsia - Web Application

http://tra.gmf-aeroasia.co.id

GMFAeroAsia - Web Application

LINK OF APPLICATION

- Technical Publication
- Tools
- Quality Assurance
- Facility Monitoring
- Maintenance Discrepancy And Rectification
- Internal Audit
- Finance Control
- Electronic Card
- Internal Audit 147
- GMF Professional Aviation Services
- AVI Monitoring
- Personnel Qualification

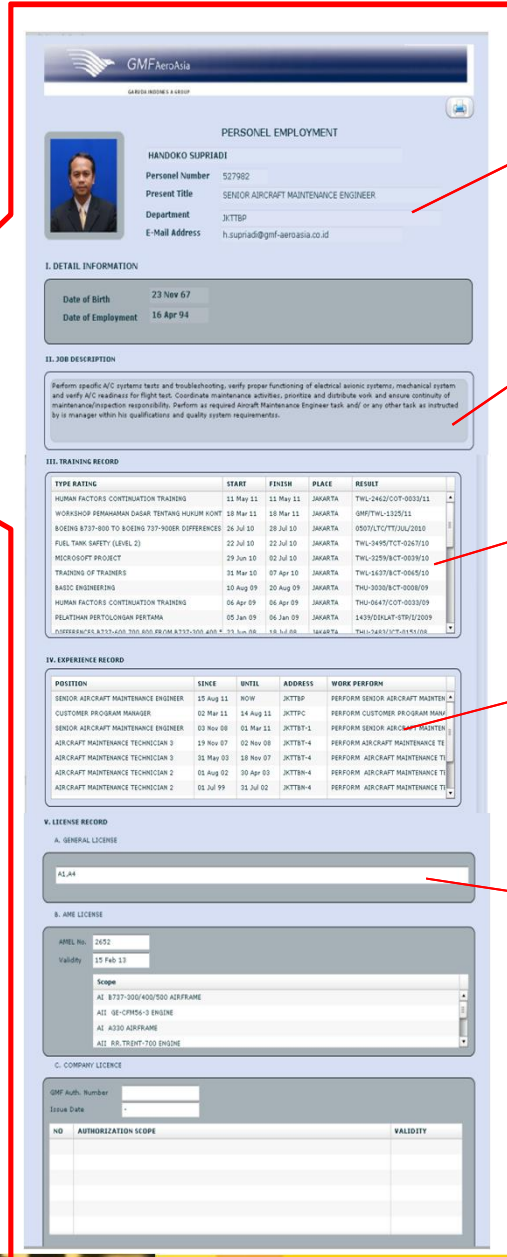
Summary Of Employee

- Management Supervisor
- Inspection Person
- Certifying Staff
- Authorized Person
- Authority Authorization

Group Of Application

- Maintenance Control Center
- Engineering Services
- Human Capital Management

GMFAeroAsia - Indonesia © 2009



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GARUDA INDONESIA GROUP

PERSONEL EMPLOYMENT

**HANDOKO SUPRIADI**

Personel Number: 527982  
Present Title: SENIOR AIRCRAFT MAINTENANCE ENGINEER  
Department: JKTTBP  
E-Mail Address: h.supriadi@gmf-aeroasia.co.id

I. DETAIL INFORMATION

Date of Birth: 23 Nov 67  
Date of Employment: 16 Apr 94

II. JOB DESCRIPTION

Perform specific A/C systems tests and troubleshooting; verify proper functioning of electrical avionics systems; mechanical systems and verify A/C readiness for flight test. Coordinate maintenance activities; prioritize and distribute work and ensure continuity of maintenance/inspection responsibilities. Perform as required Aircraft Maintenance Engineer task and/or any other task as instructed by its manager within his qualifications and quality system requirements.

III. TRAINING RECORD

TYPE RATING	START	FINISH	PLACE	RESULT
HUMAN FACTORS CONTINUATION TRAINING	11 May 11	11 May 11	JAKARTA	THU-2462/COT-0033/11
WORKSHOP PEMANAHAN DASAR TENTANG HURJUM KONT	18 Mar 11	18 Mar 11	JAKARTA	09HTW-1120/11
BOEING 737-800 TO BOEING 737-900ER DIFFERENCES	24 Jul 10	29 Jul 10	JAKARTA	0507/CCT/07/02/2010
FUEL TANK SAFETY (LEVEL 2)	22 Jul 10	22 Jul 10	JAKARTA	THU-5495/CCT-0247/10
MICROSOFT PROJECT	29 Jun 10	02 Jul 10	JAKARTA	THU-2259/CT-0039/10
TRAINING OF TRAINERS	31 Mar 10	07 Apr 10	JAKARTA	THU-5497/CT-0045/10
BASIC ENGINEERING	10 Aug 09	20 Aug 09	JAKARTA	THU-3030/CT-0008/09
HUMAN FACTORS CONTINUATION TRAINING	06 Apr 09	06 Apr 09	JAKARTA	THU-0647/COT-0033/09
PELATHAN PERTOLONGAN PERTAMA	05 Jan 09	06 Jan 09	JAKARTA	1439/SOLAT-STR/2009
DIFFERENCES B737-400, B737-800, B737-900ER FROM B737-300, 400 & 500	11 Jun 08	18 Jul 08	JAKARTA	THU-2481/CT-0151/08

IV. EXPERIENCE RECORD

POSITION	SINCE	UNTIL	ADDRESS	WORK PERFORM
SENIOR AIRCRAFT MAINTENANCE ENGINEER	15 Aug 11	11 Nov	JKTTBP	PERFORM SENIOR AIRCRAFT MAINTENANCE ENGINEER
CUSTOMER PROGRAM MANAGER	02 Mar 11	14 Aug 11	JKTTFC	PERFORM CUSTOMER PROGRAM MANAGER
SENIOR AIRCRAFT MAINTENANCE ENGINEER	03 Nov 08	03 Mar 11	JKTTBT-1	PERFORM SENIOR AIRCRAFT MAINTENANCE ENGINEER
AIRCRAFT MAINTENANCE TECHNICIAN 3	19 Nov 07	02 Nov 08	JKTTBT-4	PERFORM AIRCRAFT MAINTENANCE TECHNICIAN
AIRCRAFT MAINTENANCE TECHNICIAN 3	01 May 07	18 Nov 07	JKTTBT-4	PERFORM AIRCRAFT MAINTENANCE TECHNICIAN
AIRCRAFT MAINTENANCE TECHNICIAN 2	03 Aug 02	20 Apr 03	JKTTBH-4	PERFORM AIRCRAFT MAINTENANCE TECHNICIAN
AIRCRAFT MAINTENANCE TECHNICIAN 2	01 Jul 99	31 Jul 02	JKTTBH-4	PERFORM AIRCRAFT MAINTENANCE TECHNICIAN

V. LICENSE RECORD

A. GENERAL LICENSE

A1, A4

B. AMI LICENSE

AMEL No. 2452  
Validity: 15 Feb 13

Scope:

- A1: B737-300/400/500 ACFRAME
- A1: B737-300/400/500 ENGINE
- A1: A320 ACFRAME
- A1: A320 ACFRAME
- A1: A320 ACFRAME
- A1: A320 ACFRAME

C. COMPANY LICENSE

GMF Auth. Number:  
Issue Date:

NO	AUTHORIZATION SCOPE	VALIDITY

**Personal Information**

**Job Description**

**Training Record**

**Experienced Record**

**License Record**



Sifat Property	Cara Mengelola Data How to Manage the Data	Cara Menyajikan Informasi How to Provide Information	Cara Mengelola Pengetahuan How to Manage the Knowledge	Akuntabilitas Accountability
<p><b>Akurasi</b> Accuracy</p>	<p>Setiap minggu melakukan pengukuran berdasarkan KPI Data <i>Quality &amp; integrity</i></p> <p>Every week conducts measurement by KPI Data <i>Quality &amp; integrity</i></p>	<ul style="list-style-type: none"> <li>Data disajikan dalam <i>Corporate Portal &amp; Business Intelligence</i></li> <li>ERP (SAP) dan non ERP.</li> <li>Put the Data in Corporate Portal &amp; Business Intelligence</li> <li>ERP (SAP) dan non ERP.</li> </ul>	<p>Mendapatkan pengetahuan antara hubungan data <i>quality</i> dan <i>integrity</i> dengan aktifitas perusahaan.</p> <p>Get the knowledge between data <i>quality</i> and <i>integrity</i> ang company activities</p>	<ul style="list-style-type: none"> <li>Process Owner</li> <li>Internal Audit</li> <li><i>Quality Assurance</i></li> </ul>
<p><b>Integritas dan reliabilitas</b> <i>Integrity and reliability</i></p>	<ul style="list-style-type: none"> <li>Implementasi DQM (<i>Data Quality Management</i>)</li> <li>Implementasi GRC (<i>Governance Risk and Compliance</i>)</li> <li>Implementation DQM (<i>Data Quality Management</i>)</li> <li>Implementation GRC (<i>Governance Risk and Compliance</i>)</li> </ul>	<ul style="list-style-type: none"> <li>Menyajikan hasil validasi data dalam dashboard.</li> <li>Menyajikan user matrix yang berisi informasi rule, role dan authorization</li> <li>Provide data validity result in dashboard</li> <li>Provide user matrix that has rule information, role and authorization</li> </ul>	<p>Pengetahuan yang diperoleh dituangkan dalam Kebijakan dan Prosedure dan disosialisasikan oleh unit terkait.</p> <p>The knowledge that is gotten was put in policy and procedure and socialized by certain unit.</p>	<ul style="list-style-type: none"> <li>Business Owner</li> <li>Internal Audit</li> <li><i>Quality Assurance</i></li> </ul>
<p>Tertuang di dalam ICT Policy (approved 2010) Providing in ICT Policy (approved 2010)</p>				



**OPERATIONAL EXCELLENT**

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## Revenue (MUSD)



## Operating Profit Margin





**GMFAeroAsia**  
GARUDA INDONESIA GROUP

**THANK YOU**

