

BISMARCK AERO CENTER FLYING HIGH AFTER TRAINING

ABOUT BISMARCK AERO CENTER. Bismarck Aero Center was founded in 1990 as Aircraft Management Services (AMS) by Bob Simmers and specialized in aviation consulting, specialized flight training, aircraft storage and pilot services. In 2002, Bob partnered up with long time Director of Maintenance, Mike Aarestad, and expanded operations to include aircraft maintenance and repair.

In 2006, they continued to diversify their services by forming a subsidiary, Dakota Avionics, with Limited Repair Station Certification from the FAA, offering avionics sales and repair. Their facility is equipped to handle all aircraft maintenance and avionics needs from stick and fabric to turbine powered aircraft. Their biggest change came in 2008, when they became Bismarck's newest full-service FBO and changed their name to Bismarck Aero Center. They offer Jet-A and 100LL fuel, pilots' lounge, courtesy cars, concierge services, 20-minute quick turns and other great amenities. They still take pride in providing #1 customer service, adding 24/7 certified NATA staff and red carpet service for all who visit them!

Their mission is to be the premier aviation services provider in the upper Midwest by being perceived as a valued problem solver within their industry.

THE CHALLENGE. Bismarck Aero Center wanted to train its employees on the principles of continuous process improvement to eliminate downtime due to workplace organization issues. The training was immediately augmented with a workplace organization (5S) project in the aircraft maintenance shop to demonstrate the process and identify the achievable benefits.

MEP CENTER'S ROLE. Impact Dakota provided value stream management training to identify and confirm the improvement efforts that would provide the greatest benefit to the organization. Impact Dakota staff also led a 5S project in the maintenance shop. The Bismarck Aero Center team brainstormed and discussed solutions, and through consensus developed the implementation plan that was implemented. Some of the significant changes implemented by the team included standardizing tool/parts carts with standard item locations for minimal motion and searching and standardizing locations for shared tools and materials with visual indicators. The exercise also uncovered opportunities to enhance Bismarck Aero Center's information systems to reduce the time the technicians were taking to access aircraft technical information. Part of that solution was adding computer monitors within close proximity to the aircraft repair locations. The overall resulting capacity increases allowed Bismarck Aero Center to decrease its repair delivery times and to take on more business, reducing costs and providing greater employment stability.

"Impact Dakota provided professional development for our employees and left us with a great platform for continued conversations surrounding the notion of efficiency, 5S, and employee development initiatives associated with each."

-Jon Simmers, CEO

RESULTS



\$21,000 in cost savings



\$10,000 information systems investment leverage



2 retained jobs

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