



Andrew Ibsen

Lean & Digital Transformation Leader

Driving Operational Excellence





OPERATIONAL EXCELLENCE

Leading JFK

- \$3.5M in annual revenue
- \$4.5M in inventory
- 35 Engineers
- CBA – Unionized Staff
- 18-20 Flights a day
- 10 Customer Contracts
- Mixed Fleet
 - ❖ Airbus 320/330/350 and Boeing 777/787 all engine types



CONTENT CHAPTERS

01 MS 365

03 Tool Control

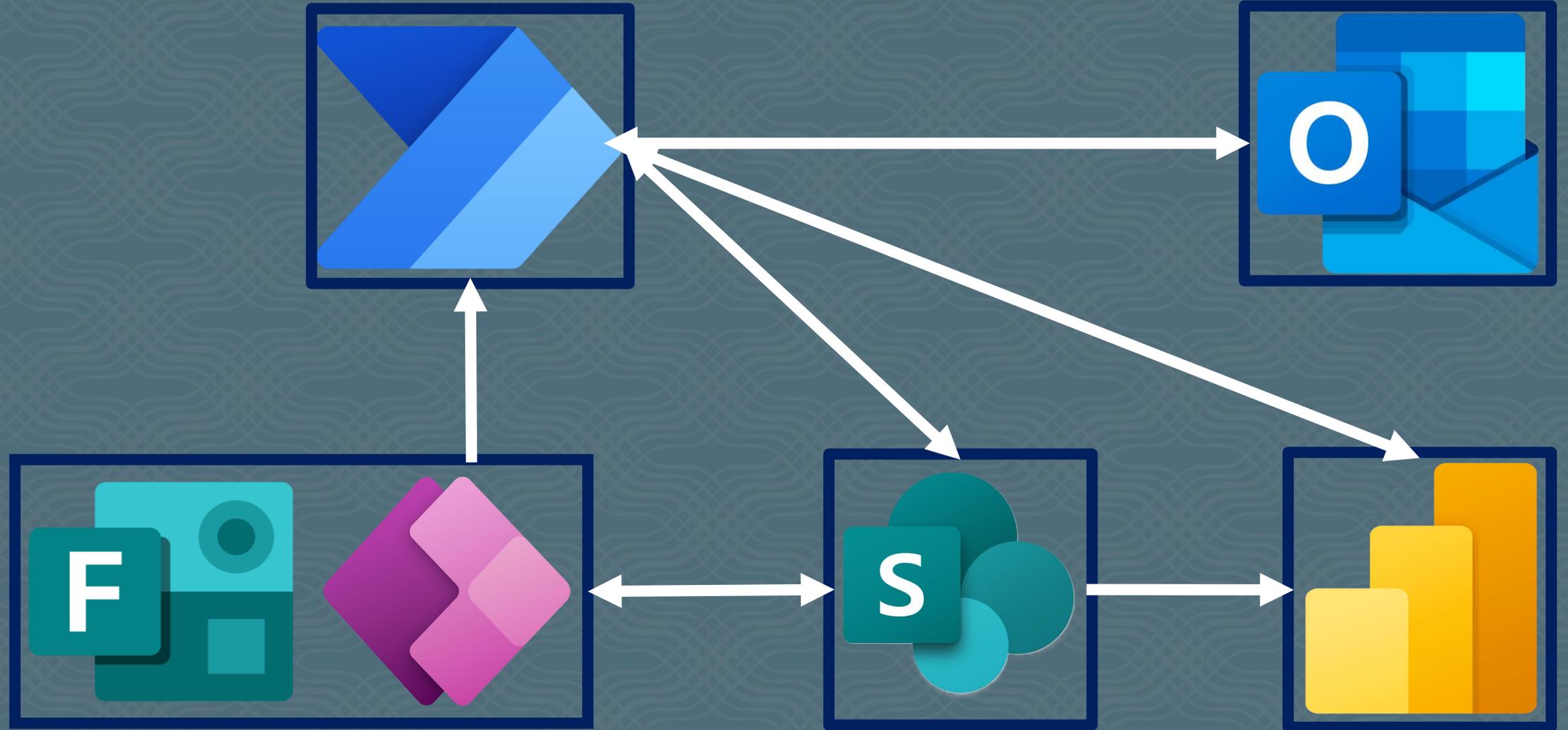
02 Stores Keeper

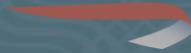
04 MRO PRO



**TRACEABILITY IS THE BACKBONE OF SAFE
MAINTENANCE. WITHOUT IT, COMPLIANCE IS
FICTION.**

INTEGRATED DIGITAL ECOSYSTEM FOR LINE MAINTENANCE

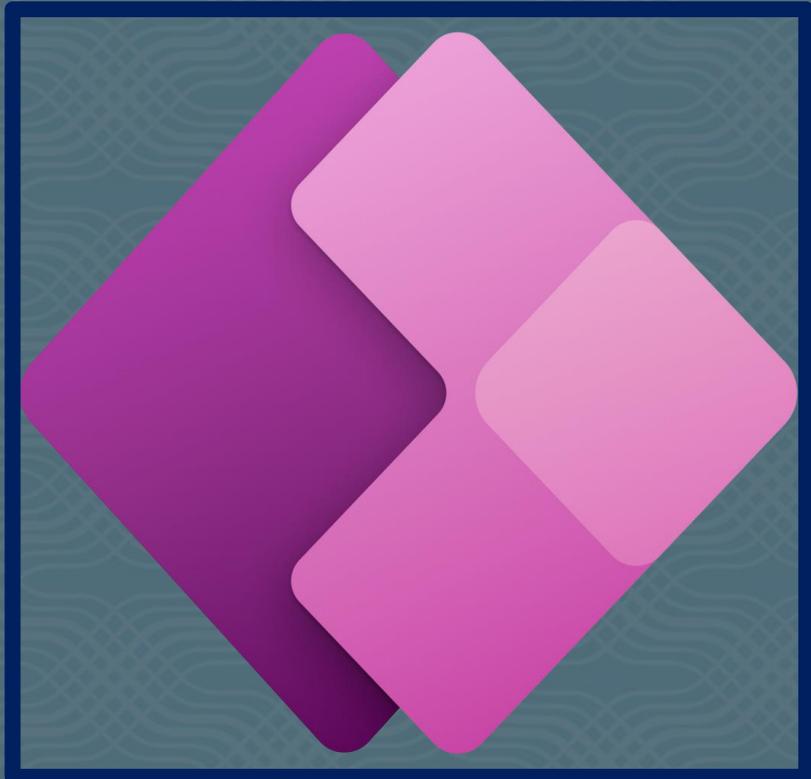
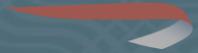




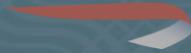
Power Automate serves as the central integration layer, filtering and routing data between backend systems including Power BI, SharePoint, and Outlook.



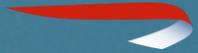
SharePoint acts as the centralized back-end repository for line maintenance documentation, procedures, and records, enabling controlled access and collaboration across teams. ...accessible, organized, and audit-ready



Power Apps provides intuitive, custom-built front end applications that simplify data entry, streamline workflows, and enhance user experience for maintenance teams.



Power BI visualizes critical station metrics including oil stock levels, inventory management, tool tracking, tech records status, and revenue generation for operational oversight.

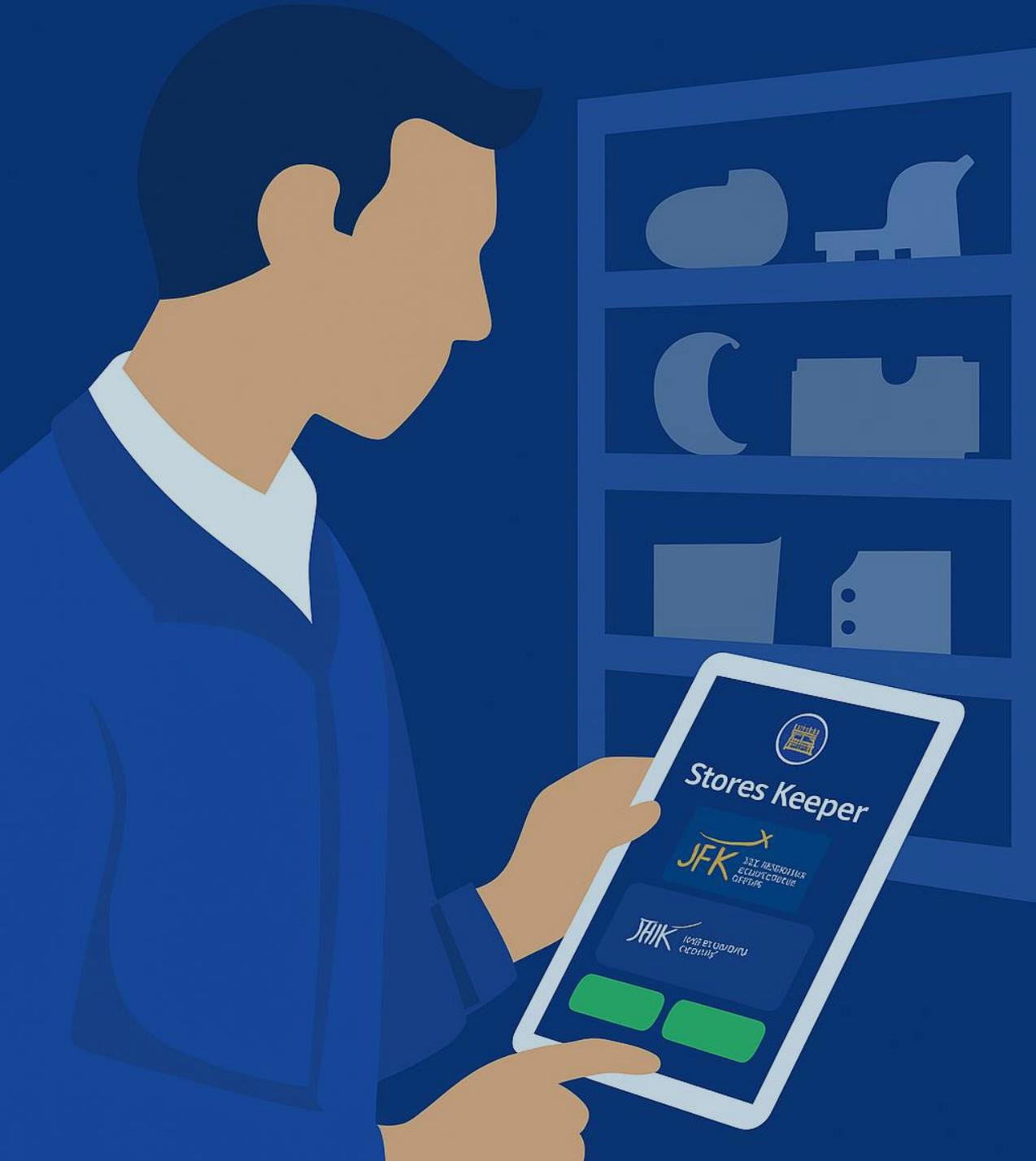


INVENTORY MANAGEMENT



STORES KEEPER

- Power App inventory system for 3rd party line maintenance spares at JFK
- Built in-house to replace paper logs and disconnected spreadsheets
- Uses SharePoint lists as a live database by airline and part number
- Tracks receipting, issues, returns, locations, aircraft, time stamps
- Generates a clean audit trail for every transaction
- Feeds Power BI dashboards in near real time



Analysis

Spot Check -\$200K Lack of Standards	Survey Digital Transformation Union v. Non-Union	Focus Group Lack of Communication
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Development

Stores Overhaul & QR Coding H3D-B-2-1-0 BRITISH AIRWAYS Approved	Stores Keeper Quick Find Receipting Transaction Log	Digital Twin on the Blockchain
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Systematic Tests

User Interface Superior Accuracy Higher Speed	Blockchain Connector Creates a Digital Twin Identifies Errors
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Impact

Spot Check +\$150K	Survey Quick Find Best Feature Few Users	Focus Group Time can be saved and losses prevented.
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Recommendations

Implementation Working Procedure Automated notifications for low stocks	Technology MS Azure to connect the App & Blockchain Mainnet 	Scalability BRITISH AIRWAYS All US Operations & Additional Data
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TIMELINE



BACKEND SYSTEM - SHAREPOINT

Stores Keeper

Stores Keeper ★ Following 🔗 Share

Home + Add new item 📄 Edit in grid view ↶ Undo 🔗 Share 🔗 Copy link 📄 Export 📄 Forms ⚙️ Automate 🔗 Integrate ⋮ 📄 Details

Stores Keeper User Guide

Transaction Log JFK ★ 🔒 🔍 📄 📄 All Items 📄 Newest First + Add view

Transaction_type	Airline	Part_Number	Description	JFK_Location	Quantity	Serial_Number	Batch_Number	Time_Expiration	Created By	Created
OUT	QF	22DCBM3650	BOTTOM CUSHION COVER	H10-D-3-1-0	1	N/A	250390174	1/1/2099	Andrew Ibsen	Monday at 09:...
IN	NO	685Z1000-571	B787 MAIN WHEEL ASSY	H10-B-4-1-0	1	7771	N/A	24/11/2027	Richard Cotterell	December 16,
IN	QF	900571	SECURITY SEAL	H10-D-3-1-0	25	N/A	253000143	1/1/2099	Kana Balasingam	November 22,
IN	EI	M82461-1-020	PACKING	H10-D-6-3-2	1	N/A	ZID-482570213	1/1/2099	Alan Larmour	November 21,
IN	EI	852-27N10	CAP	H10-D-9-3-0	1	N/A	39800279	1/1/2099	Alan Larmour	November 21,
IN	EI	MA21914-10	CAP	H10-D-9-3-0	2	N/A	232CSW0010	1/1/2099	Alan Larmour	November 21,
IN	EI	MS21914-6K	CAP	H10-D-9-3-0	4	N/A	1925010020	1/1/2099	Alan Larmour	November 21,
IN	EI	28301-12	MASK	H10-D-9-1-0	6	N/A	ZID-448403332	30/03/2028	Alan Larmour	November 21,
IN	EI	3-1531-3	NLG.WHEELASSY	H10-A-2-1-0	1	A0696	N/A	19/10/2027	Alan Larmour	November 21,
IN	EI	3-1531-3	NLG.WHEELASSY (A321)	H10-A-2-1-0	1	A4893	N/A	19/10/2027	Alan Larmour	November 21,
IN	ANZ	BACB31U4K6W	BOLT- 100DEG TORX	H10-B-3-2-0	5	N/A	04715936	1/1/2099	Kana Balasingam	November 19,
OUT	QF	900571	SECURITY SEAL	H10-D-3-1-0	20	N/A	250200075	1/1/2099	Kana Balasingam	November 18,
OUT	QF	900718	SEAL	H10-D-3-1-0	20	N/A	R25687	1/1/2099	Kana Balasingam	November 18,

BA JFK

EI JFK

IB JFK

NH JFK

NO JFK

NZ JFK

QF JFK

Airline Location JFK

JFK Docs

User Feedback Log

Recycle bin

Edit

Return to classic SharePoint

AUTOMATED CUSTOMER RECEIPTS WITH POWER AUTOMATE

The screenshot displays the Power Automate interface for a flow named "Stores Keeper Transaction Log Email". The interface includes a top navigation bar with the "Power Automate" logo, a search bar, and environment information for "British Airways Plc (defa...". The flow itself starts with a trigger "When an item is created", followed by a "For each 1" loop. Inside the loop is a "Switch" action that branches into seven cases: "Case - QF", "Case - NO", "Case - ANZ", "Case - ANA", "Case - EI", "Case - IB", and "Default". Each case contains a "Send an email (V2)" action with a unique subject line (e.g., "Send an email (V2)-copy 1" through "copy 5"). The interface also shows standard toolbars for navigation, saving, testing, and a "New designer" toggle.



Outlook

JFK - Stores Keeper Alert: A transaction has been made

From Andrew Ibsen <andrew.ibsen@ba.com>
 Date Tue 2025-12-16 15:57
 To stores.osl@flynorse.com <stores.osl@flynorse.com>; JFK ENG Managers <engmanagers.jfk@ba.com>; JFK Mechanics <jfkmechanics@bapl.onmicrosoft.com>; david.jones@flynorse.com <david.jones@flynorse.com>
 Cc Richard Cotterell <richard.cotterell@ba.com>

Store Keepers,

An item has been transacted 

Airline	Part Number	Description	Quantity	JFK Location
NO	685Z1000-571	B787 MAIN WHEEL ASSY	1	H10-B-4-1-0

Actioned By: Richard Cotterell - richard.cotterell@ba.com
 Here's a link to the Transaction Log - [Click Here](#).
 Thank you for all your hard work and continued support.

AUTOMATED RECEIPTS

- Giving Realtime updates to our customers.
- Monthly or Quarterly automated stock checks support system integrity
- The smart system make it very easy for engineers
- Sleek HTML 5 coded emails that look professional and engaging.

Outlook

JFK - Stores Keeper Alert: A transaction has been made

From Andrew Ibsen <andrew.ibsen@ba.com>
 Date Tue 2025-11-18 14:40
 To linestations@qantas.com.au <linestations@qantas.com.au>; JFK ENG Managers <engmanagers.jfk@ba.com>; JFK Mechanics <jfkmechanics@bapl.onmicrosoft.com>
 Cc Kana Balasingam <kana.balasingam@ba.com>

Store Keepers,

An item has been transacted 

Airline	Part Number	Description	Quantity	JFK Location
QF	900571	SECURITY SEAL	20	H10-D-3-1-0

Actioned By: Kana Balasingam - kana.balasingam@ba.com
 Here's a link to the Transaction Log - [Click Here](#).
 Thank you for all your hard work and continued support.

AUTOMATED CUSTOMER RECEIPTS WITH POWER AUTOMATE



Outlook

Stores Keeper Alert: QF JFK - Monthly Stock Check

From Andrew Ibsen <andrew.ibsen@ba.com>

Date Fri 2025-08-01 10:00

To linestations@qantas.com.au <linestations@qantas.com.au>

Cc JFK ENG Managers <engmanagers.jfk@ba.com>; Kana Balasingam <kana.balasingam@ba.com>; Nidal Hajouj <nidal.hajouj@ba.com>

 1 attachment (17 KB)

Current Month - QF - Stock Check - JFK.csv;

Hi Qantas,

Please see the **attached Monthly Stock Check for Qantas at JFK**.

We appreciate your continued partnership and support.

This notification is system-generated for your reference. If there are any discrepancies or follow-up is required, please reply to this email.

Best regards,

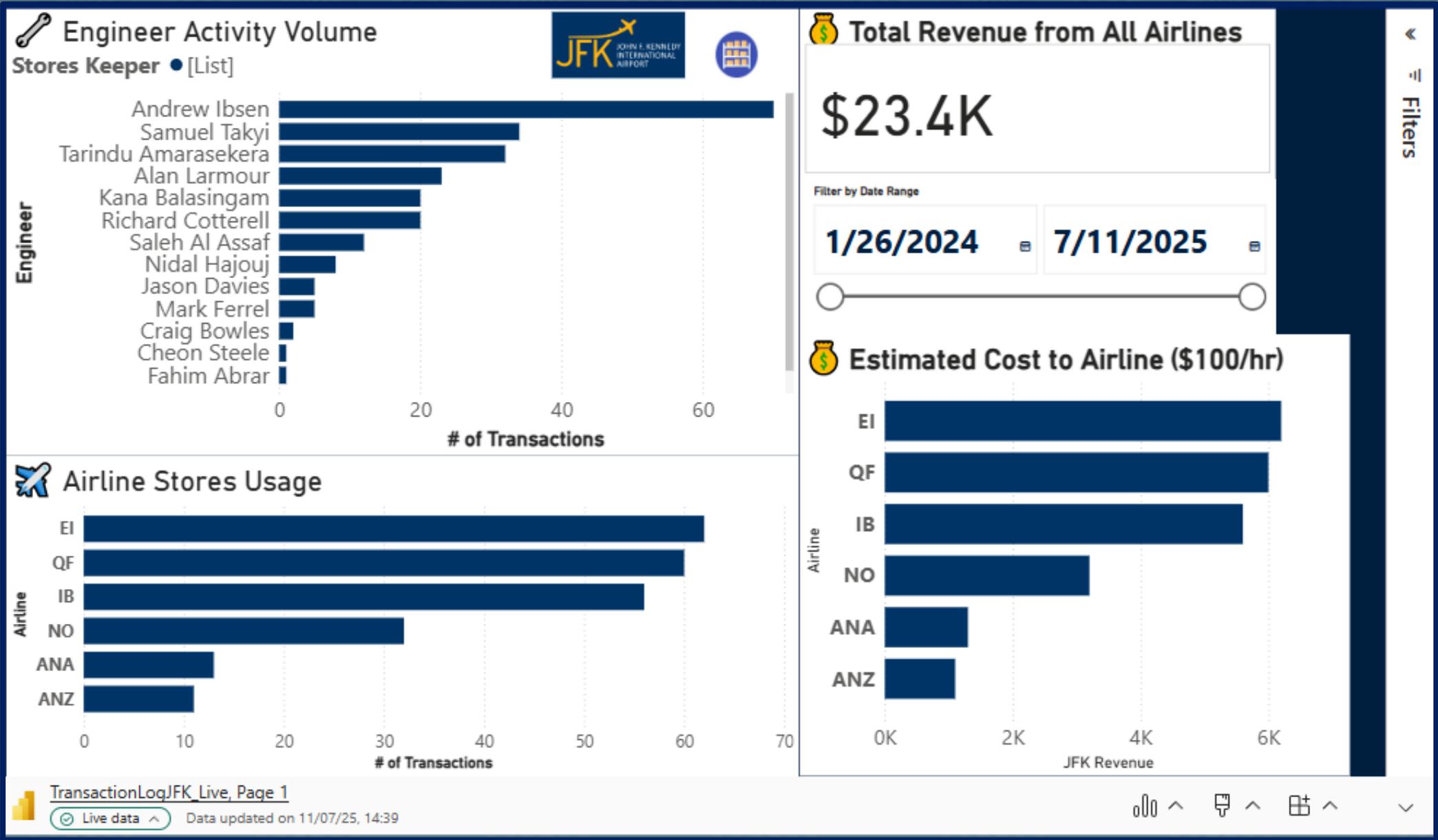
Stores Keeper – JFK

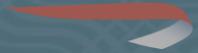


INCREASED REVENUE FROM STORES KEEPER

- Before Stores Keeper, time spent receipting customer stock was invisible. It was real work. It was not billed.
- Stores Keeper forced every receipt transaction to be logged with engineer name, airline, date, and time.
- Each transaction now represents chargeable labour at \$100 per hour.
- Between Jan 26 2024 and Jul 11 2025, this captured \$23.4k in new revenue at JFK alone. - \$1,337 per month.
- Highest impact customers were IB, EI and QF. These airlines drive the majority of receipting workload and never questioned the charges.
- The model scales. Roll this across more stations and this becomes six-figure annual revenue with zero headcount increase.

REVENUE DASHBOARD - JFK





OIL IS OUR HIGHEST-TURNOVER CONSUMABLE

Average oil monthly spend ~\$20,531. 60 cases.

➤ Problem

- ❖ Running out of OIL stock – AOG shipments were raised from LHR.
- ❖ Each stock-out killed markups and drove premium freight cost.
- ❖ No live burn-rate visibility. No minimum stock control.

➤ Solution – Automated Restock

- ❖ Zero unplanned oil stock-outs since go-live.
- ❖ No AOG oil shipments into JFK.
- ❖ Stable month-to-month oil billing.
- ❖ Labour previously missed is now billed.

OIL STOCK DASHBOARD - JFK



Stores Keeper

Oil Stock Holding - Live Dashboard

BRITISH AIRWAYS ENGINEERING



Filters

Part Number	Description	JFK Location	Batch Number	Quantity Remaining	Modified
MOBILE JET 2	MOBILE JET 2 OIL	H10-B-1-1-0	11123M04A	480	4/24/2024 12:36:53 AM
387	387 MOBILE JET OIL	H10-B-1-1-0	11118M31A	24	4/24/2024 12:38:20 AM
387	387 MOBILE JET OIL	H10-B-1-1-0	11119B18A	240	4/24/2024 12:38:08 AM
2380	2380 EASTMAN TURBO OIL	H10-B-1-1-0	E1257	696	4/24/2024 12:32:34 AM
2197	2197 EASTMAN TURBO OIL	H10-B-1-1-0	E0561	128	4/24/2024 8:17:59 PM

Please use the Stores Keeper App on your device when replenishing Oil at H10.
Receipting --> British Airways --> "IN"--> Fill Info --> Scan Location and Save.

Consume the Oil at H10 before transferring it to T8.
Receipting --> British Airways --> "OUT"--> Scan Location --> Select Correct Oil and Units Removed (Note 1 Box is 24 units) --> Save.



Scan the QR Code to Open the Stores Keeper App.



H10 Oil Level Dashboard, Page 1

Live data ^ Data updated on 13/05/24, 17:17

o00 ^ ^ ^ ^ ^



TOOL CONTROL

TOOL CONTROL

NAME

Engineer:
Andrew Ibsen

(Click Here)
TOOL

Tool Details:

Aircraft:

Airline:

Registration:

- Checking-Out
- Checking-In

Seal

LOST TOOL
QRH



Reset Fields

Save Data

RTN to LM APP

Exit App & Log Out

ToolControl - Archive

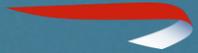
Tool Detail	Status	Engineer	Date	Airline	Aircraft	Registration	Reports	Photo	Seal
LM305BA LINE-305 Walk Around Kit	Checking-Out	Mark Ferrel	Tuesday 06/01/2026 18:49	Aer Lingus	321-NEO	EI-LRF	None		Change of A/C
STEERING PIN #1	Checking-In	Mark Ferrel	Tuesday 06/01/2026 18:49	BA		EC-OIL	None		Change of A/C
STEERING PIN #1	Checking-Out	Mark Ferrel	Tuesday 06/01/2026 18:49	Aer Lingus	321-NEO	EI-LRF	None		Change of A/C
LM305BA LINE-305 Walk Around Kit	Checking-In	Mark Ferrel	Tuesday 06/01/2026 18:49	BA		EC-OIL	None		Change of A/C
Steering pin #3	Checking-Out	Samuel Takyi	Tuesday 06/01/2026 16:13	Aer Lingus	330-300	EI-DUZ	None		NO-SEAL
Grab-Bag 005 Pt No KSK4970 Batch LINEJFK005	Checking-Out	William Stiehm	Tuesday 06/01/2026 15:50	British Airways	787-10	G-ZBLC	None		22080179
STEERING PIN #1	Checking-Out	Mark Ferrel	Tuesday 06/01/2026 14:32	Iberia	321-XLR	EC-OIL	None		NO-SEAL
LM305BA LINE-305 Walk Around Kit	Checking-Out	Mark Ferrel	Tuesday 06/01/2026 14:31	Iberia	321-XLR	EC-OIL	None		22080728
Grab-Bag 004 Pt No KSK4970 Batch LINEJFK004	Checking-Out	Devran Turegun	Tuesday 06/01/2026 14:14	British Airways	777-300	G-STBP	None		22080391

Count 6308

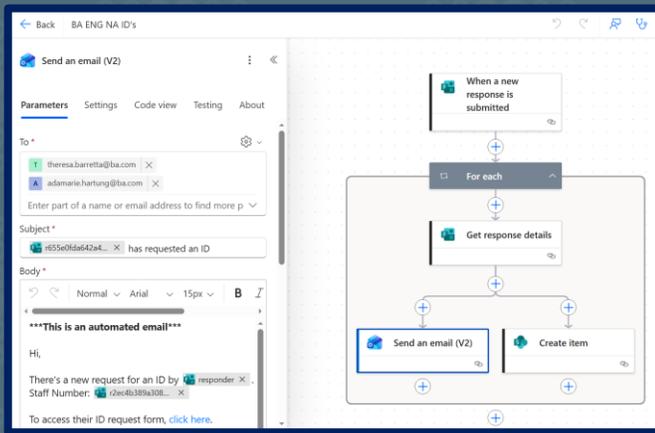


100% traceability per EASA Part-145.A.48

- ❖ Every tool movement creates an audit-ready record linked to a person, aircraft, and moment in time



STAFF CORPORATE ID - AMERICAS



SharePoint ID Registry

British Airways North America ID Registry

British Airways NA Staff ID Registry

ID Status	Date of Applic...	Applicants Email	Applicants Name	Reason for your a...	What is your full ...	Staff Number	Department	Approving mana...
Complete	12/28/2025	juan.grey@...	Juan Pablo Grey	Damaged ID	Juan Pablo Grey	276379	Customer Service	Hanane Benzohra
Complete	12/28/2025	fatou.bajin...	Fatou Bajinka	Damaged ID	Fatou Bajinka	232553	Customer Service	Teresa Riner
Complete	12/22/2025	riad.benna...	riad bennasser	Damaged ID	riad bennasser	276575	Customer Service	Teresa Riner
To DO	12/18/2025	katrina.me...	Katrina Rachelle Medina	New ID	Katrina Rachelle Medina	255041	Customer Service	Pam Beauchamp
Complete	12/9/2025	alex.vo@b...	Alex Vo	Expired ID	Alex Vo	269090	Customer Service	Pam Beauchamp



MS Form → Power Automate / SharePoint → Email sent to stakeholders



VEHICLE MAINT. REQUESTS

formstack.com

BA Engineering JFK – Vehicle Maintenance Request

Hi, Andrew. When you submit this form, the owner will see your name and email address.

* Required

Please fill out all the information to ensure timely rectification.



What Vehicle? *

Select your answer

Power Automate

Vehicle Maintenance Request Update SharePoint List

Send an email (V2)

Parameters Settings Code view Testing About

To *

Jason.T.davies@ba.com | Tarindua.amarasekera@ba.com

Subject *

Vehicle Maintenance Request for — What Vehicle? X

Body *

```
<!-- BA-themed Vehicle Maintenance Request email -->
<table cellpadding="0" cellspacing="0" style="font-family: Segoe UI, Arial, sans-serif; background: #f4f6f8; margin: 0; padding: 0;">
<tbody> <tr>
<td>
<!-- Header -->
<table cellpadding="0" cellspacing="0" style="max-width: 740px; margin: 24px auto; background: #ffffff; border: 1px solid #e2e6ea; border-radius: 8px; overflow: hidden;">
<tbody> <tr>
<td style="background: #0b2e5b; color: #ffffff; padding: 18px 24px;">
<div style="font-size: 12px; letter-spacing: 0.8em; opacity: 0.9;"> BRITISH AIRWAYS • ENGINEERING • JFK </div>
<div style="font-size: 20px; font-weight: 700; margin-top: 4px;">
Vehicle Maintenance Request — What Vehicle? X

```

Sensitivity

Sensitivity

When a new response is submitted

Get response details

Create item

Send an email (V2)

Vehicle Maintenance Request for — #1 Mavrick BA01 Summarise

BRITISH AIRWAYS • ENGINEERING • JFK

Vehicle Maintenance Request — #1 Mavrick BA01

Ticket: 37 • Submitted: 12/12/2025 7:38:10 PM

A new vehicle maintenance request has been submitted via the Vehicle Checks Form and the SharePoint list has been updated. Please review the details below and action as needed.

Status: TO DO | Tow Required: No | Location: G18

Field	Value
Vehicle	#1 Mavrick BA01
Requestor	andrew.ibsen@ba.com
Date & Time of Incident	2025-12-12T00:00:00Z
Issue	RH Window - No power and LH Window button broken
Status Value	TO DO
Exact Location	G18

To open the SharePoint ticket: [Open SharePoint item.](#)

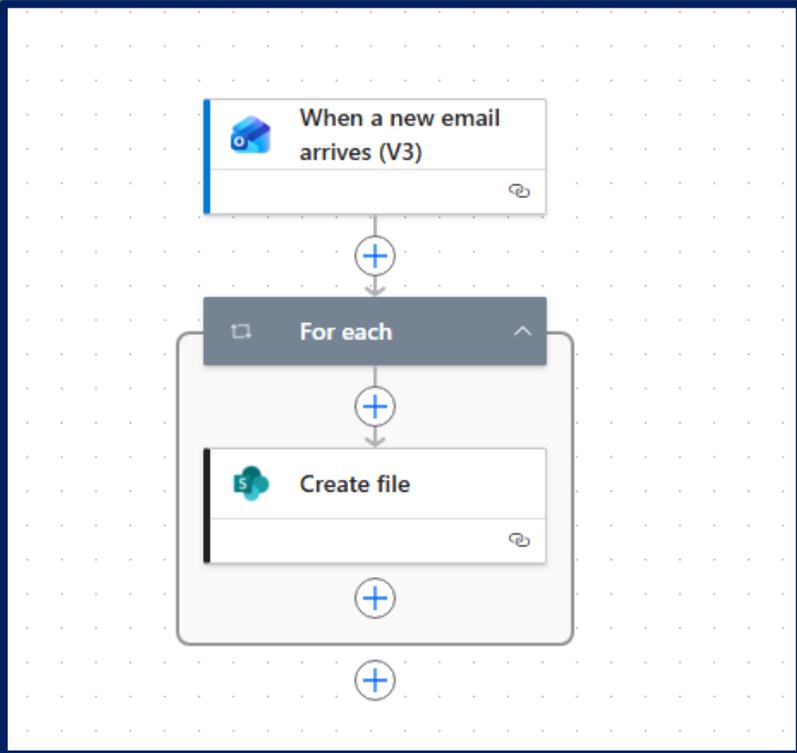
Approve **Hold**

This is an automated message from BA Line Maintenance at JFK • Vehicle Maintenance Request Flow. Replies will be monitored. If urgent, call JFK ENG: +1 (929) 352-2874.

MS Form → Power Automate / SharePoint → Email sent to stakeholders



TECH RECORDS



Any record, either via email, power app, or form can be automated to be kept on SharePoint.



Documents > ELog Records > Archive - All

Name	Created	Version	Modified By	Modified	Created By
JA826J-202601081435-ZG0016_Aircraft-Log-Form.pdf	Yesterday at 02:36 PM	1.0	Andrew Ibsen	Yesterday at 02:36 ...	Andrew Ibsen
JA826J-202601081435-ZG0016_Cabin-Log.pdf	Yesterday at 02:36 PM	1.0	Andrew Ibsen	Yesterday at 02:36 ...	Andrew Ibsen
JA02WJ-202601080436-JL0004_Cabin-Log.pdf	Yesterday at 04:37 AM	1.0	Andrew Ibsen	Yesterday at 04:37 ...	Andrew Ibsen
JA02WJ-202601080436-JL0004_Aircraft-Log-Form.pdf	Yesterday at 04:37 AM	1.0	Andrew Ibsen	Yesterday at 04:37 ...	Andrew Ibsen
JA07WJ-202601070436-JL0004_Cabin-Log.pdf	Wednesday at 04:37 AM	1.0	Andrew Ibsen	Wednesday at 04:3...	Andrew Ibsen
JA07WJ-202601070436-JL0004_Aircraft-Log-Form.pdf	Wednesday at 04:37 AM	1.0	Andrew Ibsen	Wednesday at 04:3...	Andrew Ibsen
JA822J-202601061431-ZG0016_Aircraft-Log-Form.pdf	Tuesday at 02:32 PM	1.0	Andrew Ibsen	Tuesday at 02:32 PM	Andrew Ibsen
JA822J-202601061431-ZG0016_Cabin-Log.pdf	Tuesday at 02:32 PM	1.0	Andrew Ibsen	Tuesday at 02:32 PM	Andrew Ibsen
JA05WJ-202601060618-JL0004_Aircraft-Log-Form.pdf	Tuesday at 06:20 AM	1.0	Andrew Ibsen	Tuesday at 06:20 AM	Andrew Ibsen
JA05WJ-202601060618-JL0004_Cabin-Log.pdf	Tuesday at 06:20 AM	1.0	Andrew Ibsen	Tuesday at 06:20 AM	Andrew Ibsen



**WE TURNED COMPLIANCE INTO REVENUE, CHAOS
INTO CLARITY, AND PAPERWORK INTO PROFIT.**



THANK YOU FOR ME