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

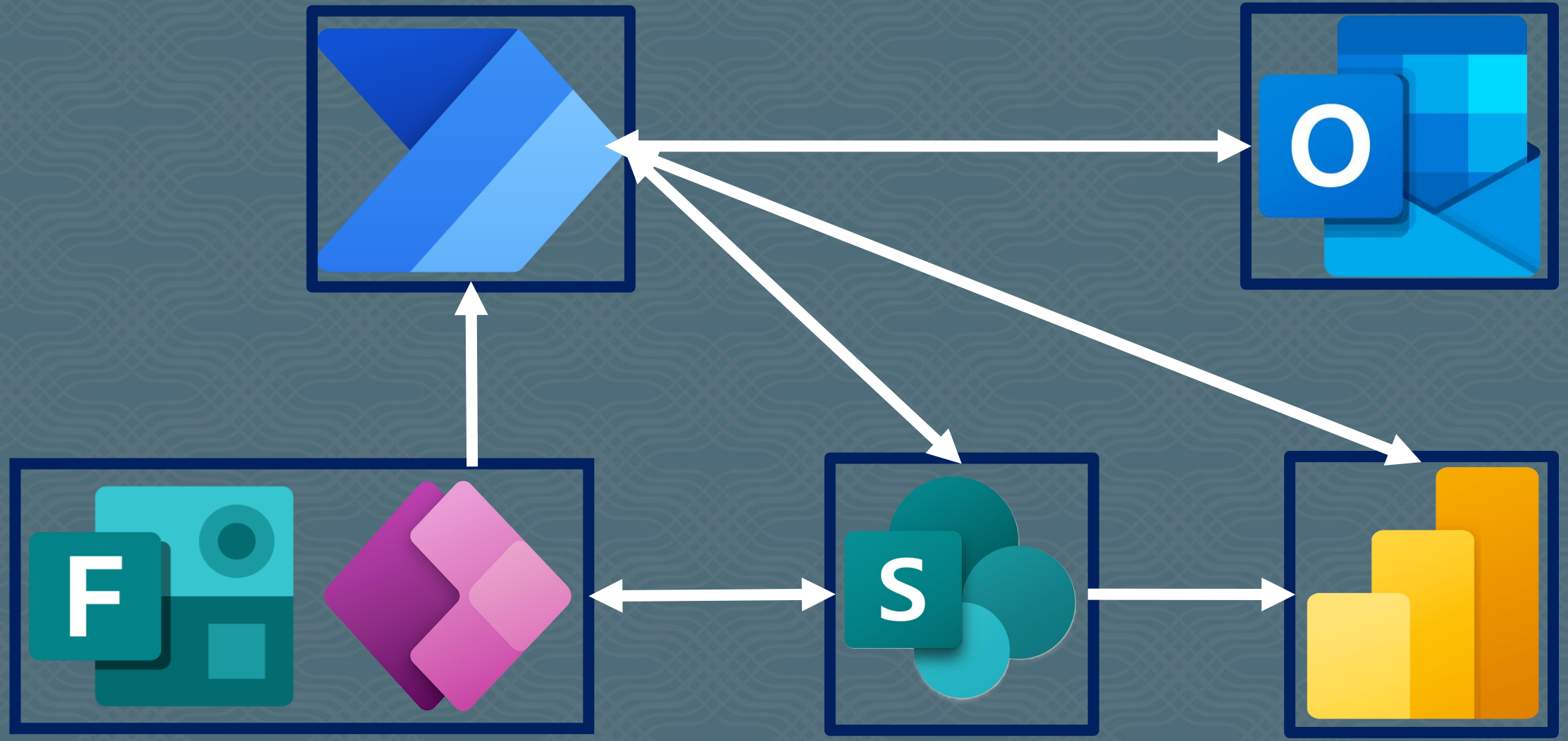
02 Stores Keeper

03 Tool Control

04 MRO PRO

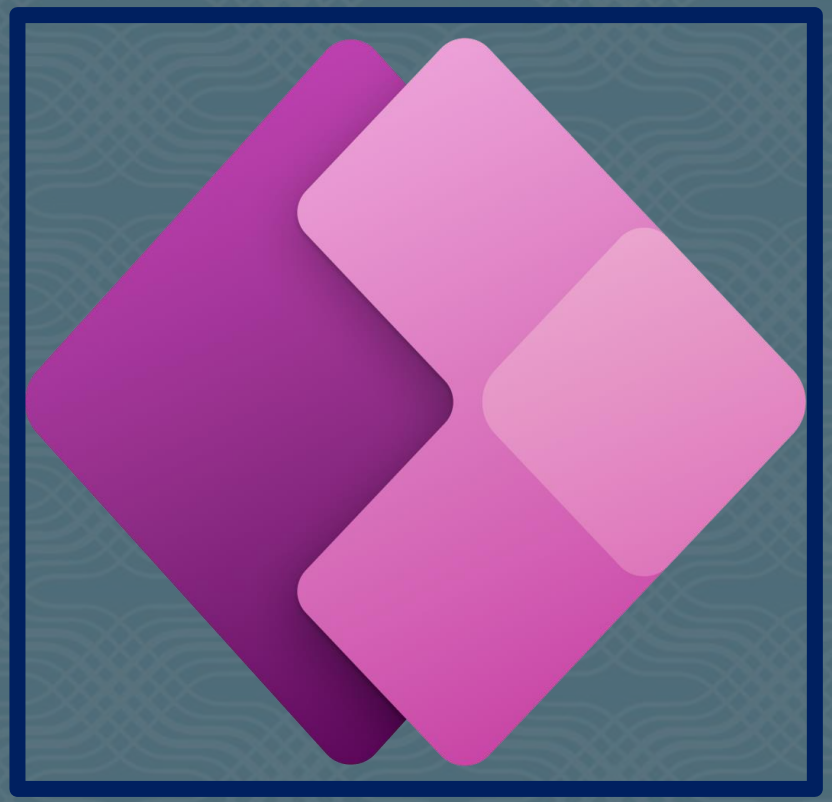
TRACEABILITY IS THE BACKBONE OF SAFE
MAINTENANCE. WITHOUT IT, COMPLIANCE IS
FICTION.

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.

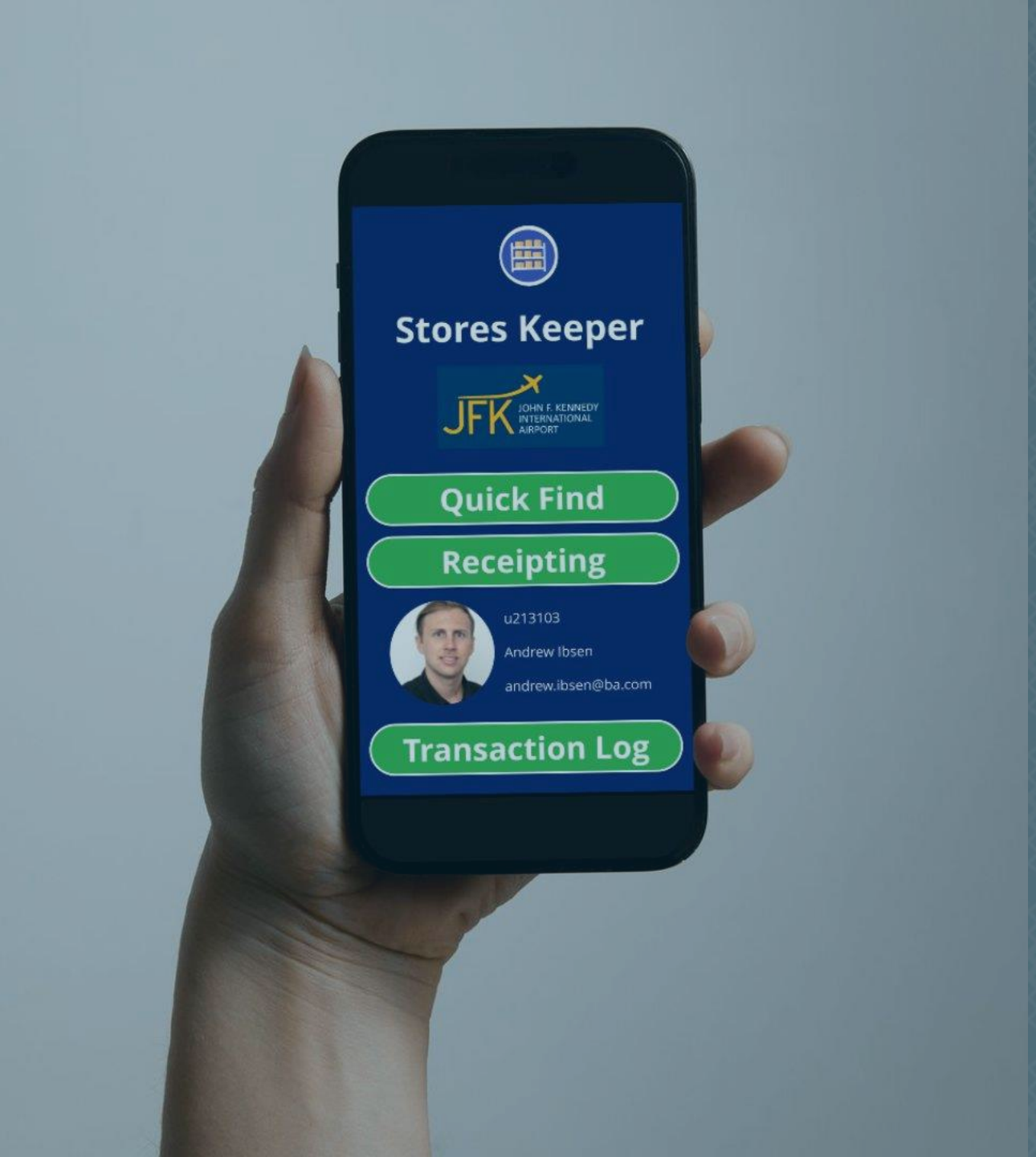
SharePoint acts as the centralized back-end repository for line maintenance documentation, procedures, and records, enabling controlled access and collaboration across teams. …accessible, organized, and audit-ready



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

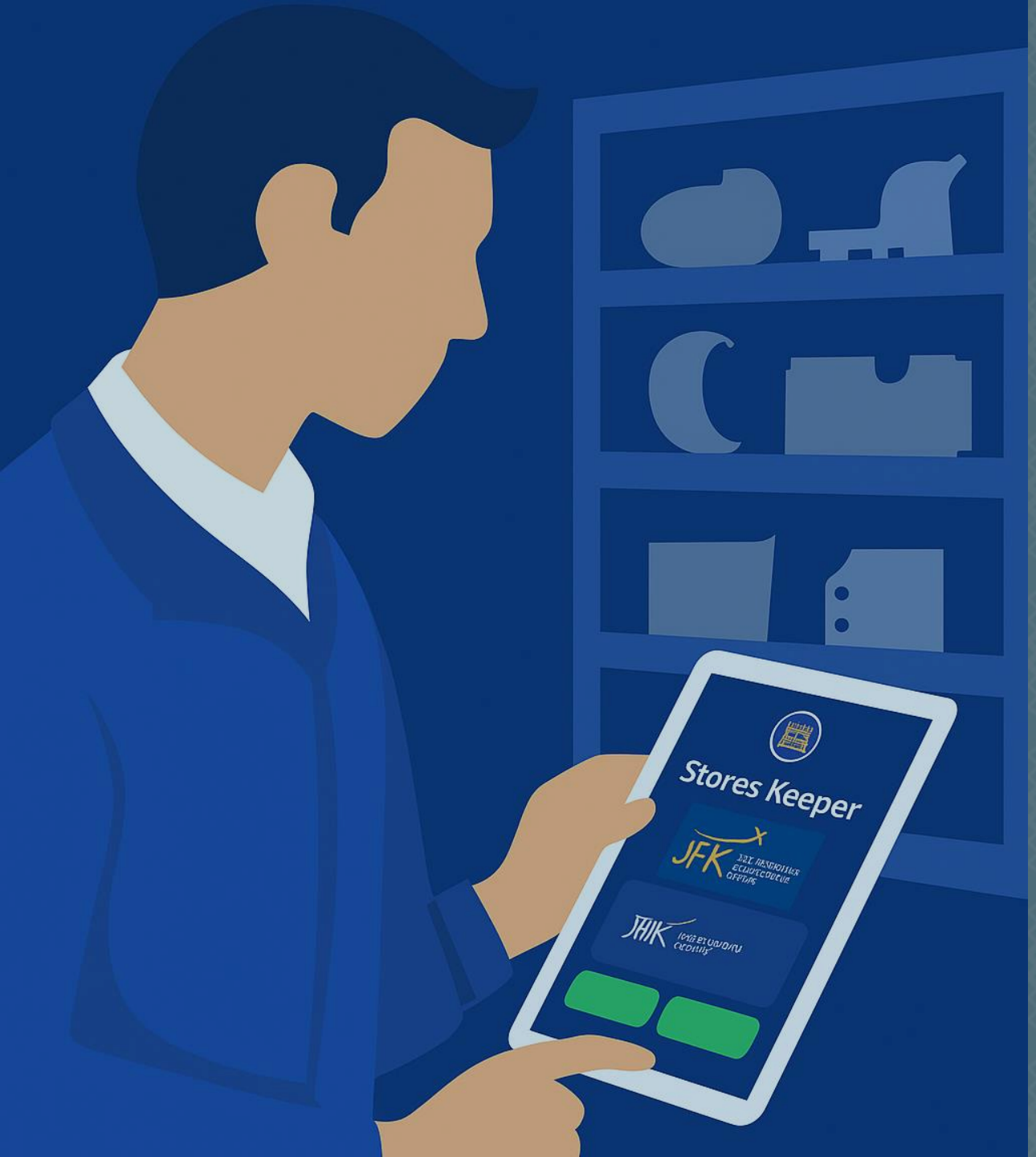
Power BI visualizes critical station metrics including oil stock levels, inventory management, tool tracking, tech records status, and revenue generation for operational oversight.

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 Standarts

Survey
Digital Transformation
Union v. Non-Union

Focus Group
Lack of Communication

Development

Stores Overhaul & QR Coding
Approved

Stores Keeper
Quick Find
Receipting
Transaction Log

Digital Twin on the Blockchain

Systematic Tests

User Interface
Superior Accuracy
Higher Speed

Blockchain Connector
Creates a Digital Twin
Identifies Errors

Impact

Spot Check
+$ 150K

Survey
Few Users
Best Feature

Focus Group
Time can be saved and losses prevented.

Recommendations

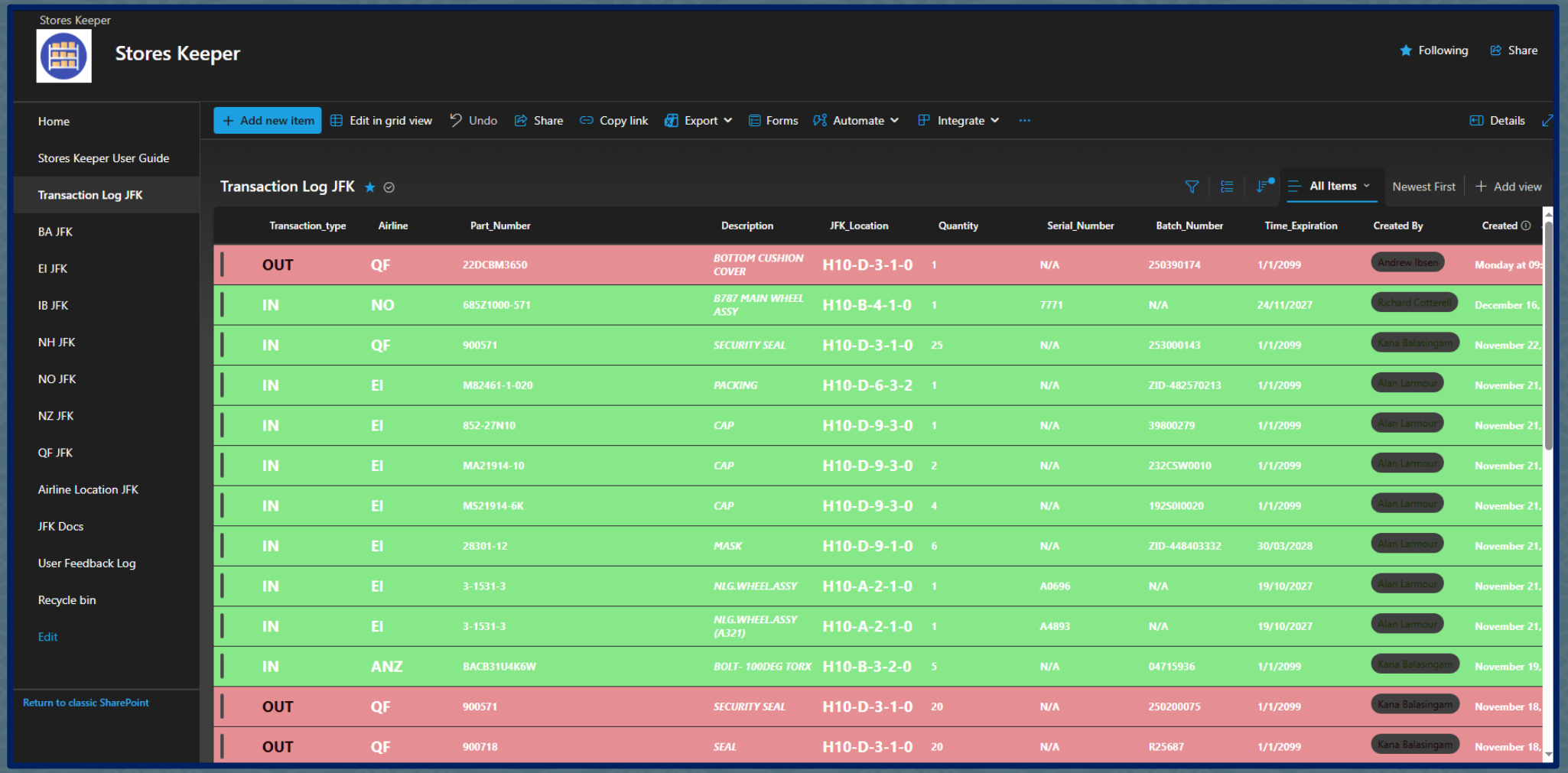
Implementation
Working Procedure
Automated notifications for low stocks

Technology
MS Azure to connect the App & Blockchain Mainnet

Scalability
BRITISH AIRWAYS
All US Operations & Additional Data

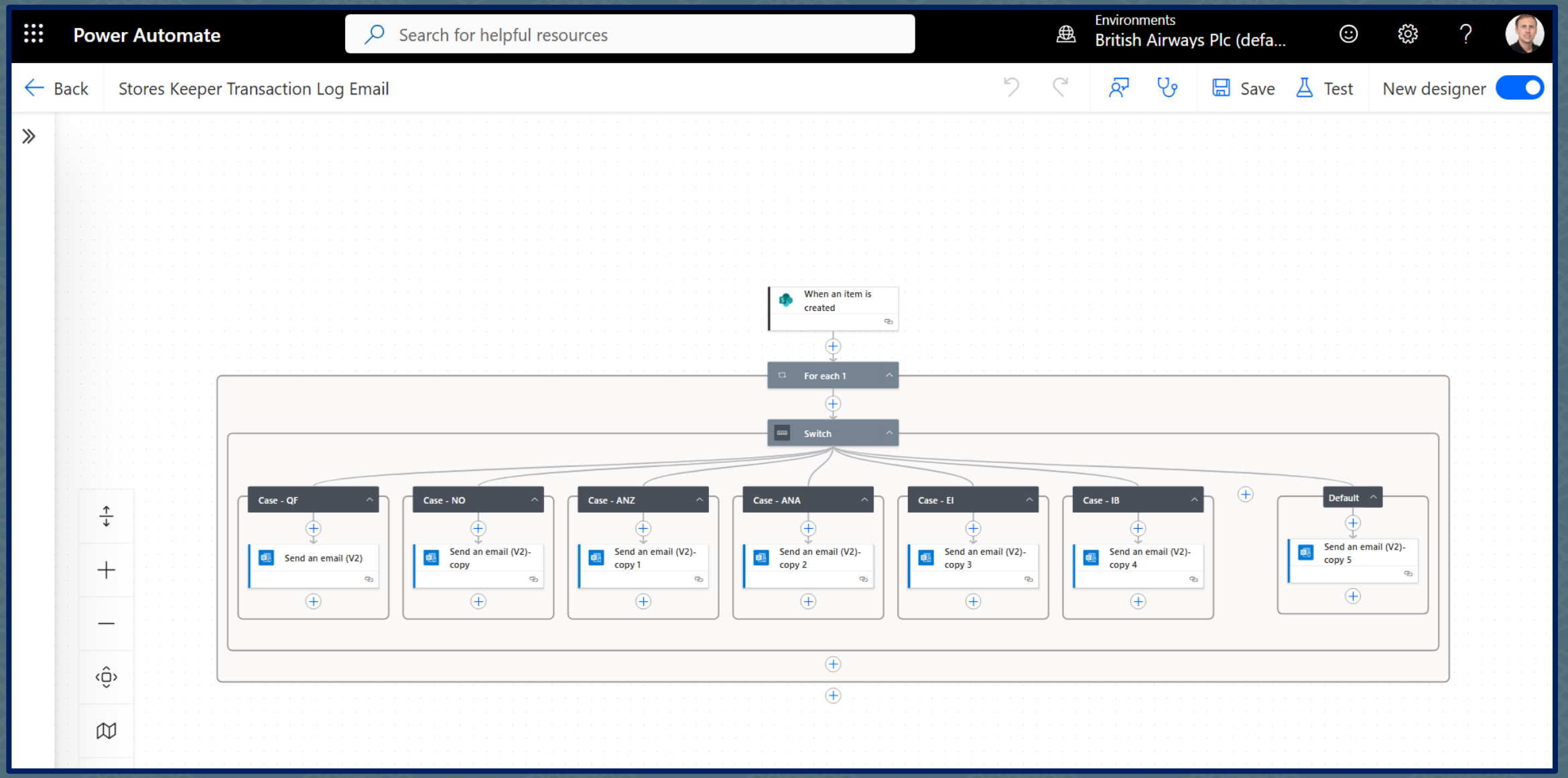
TIMELINE

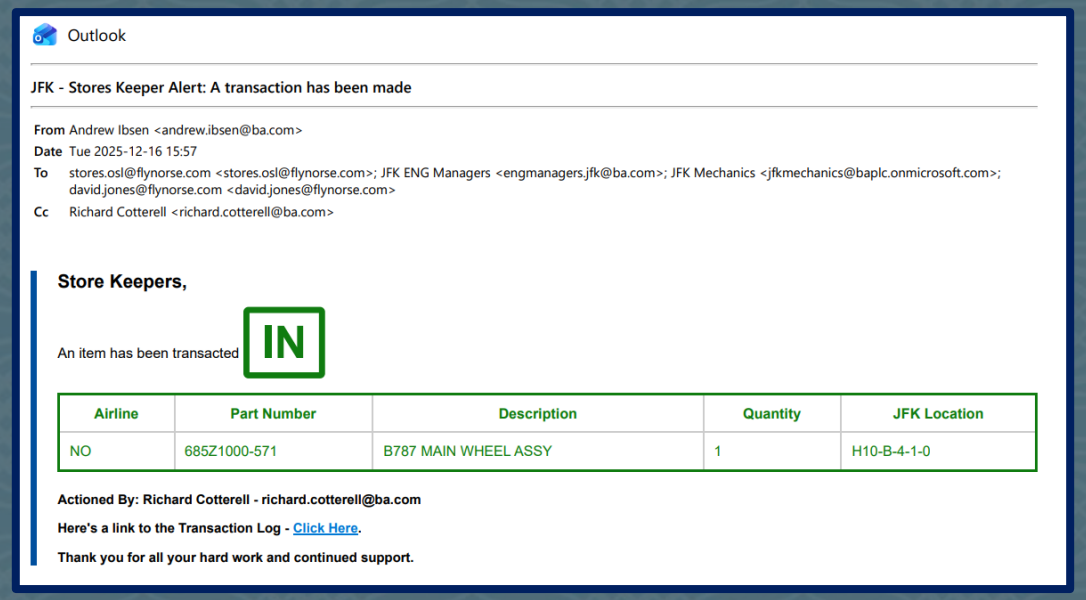
BACKEND SYSTEM - SHAREPOINT



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	192S0I0020	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.WHEEL.ASSY	H10-A-2-1-0	1	A0696	N/A	19/10/2027	Alan Larmour	November 21,
IN	EI	3-1531-3	NLG.WHEEL.ASSY (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,

AUTOMATED CUSTOMER RECEIPTS WITH POWER AUTOMATE





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@baplc.onmicrosoft.com>; david.jones@flynorse.com <david.jones@flynorse.com>
Cc Richard Cotterell <richard.cotterell@ba.com>

Store Keepers,

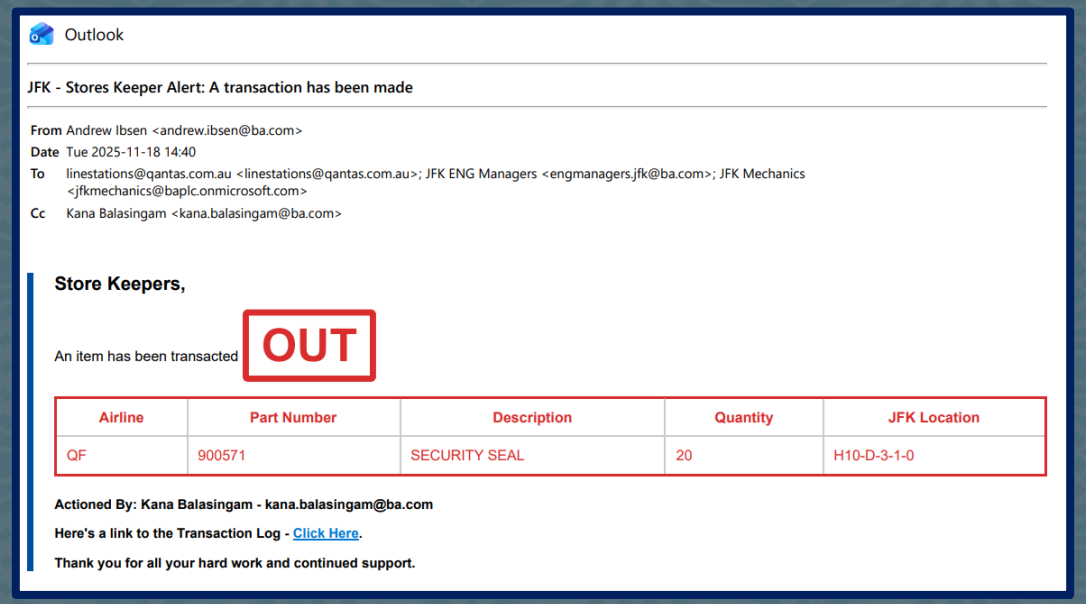
An item has been transacted **IN**

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.



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@baplc.onmicrosoft.com>
Cc Kana Balasingam <kana.balasingam@ba.com>

Store Keepers,

An item has been transacted **OUT**

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 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.

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.

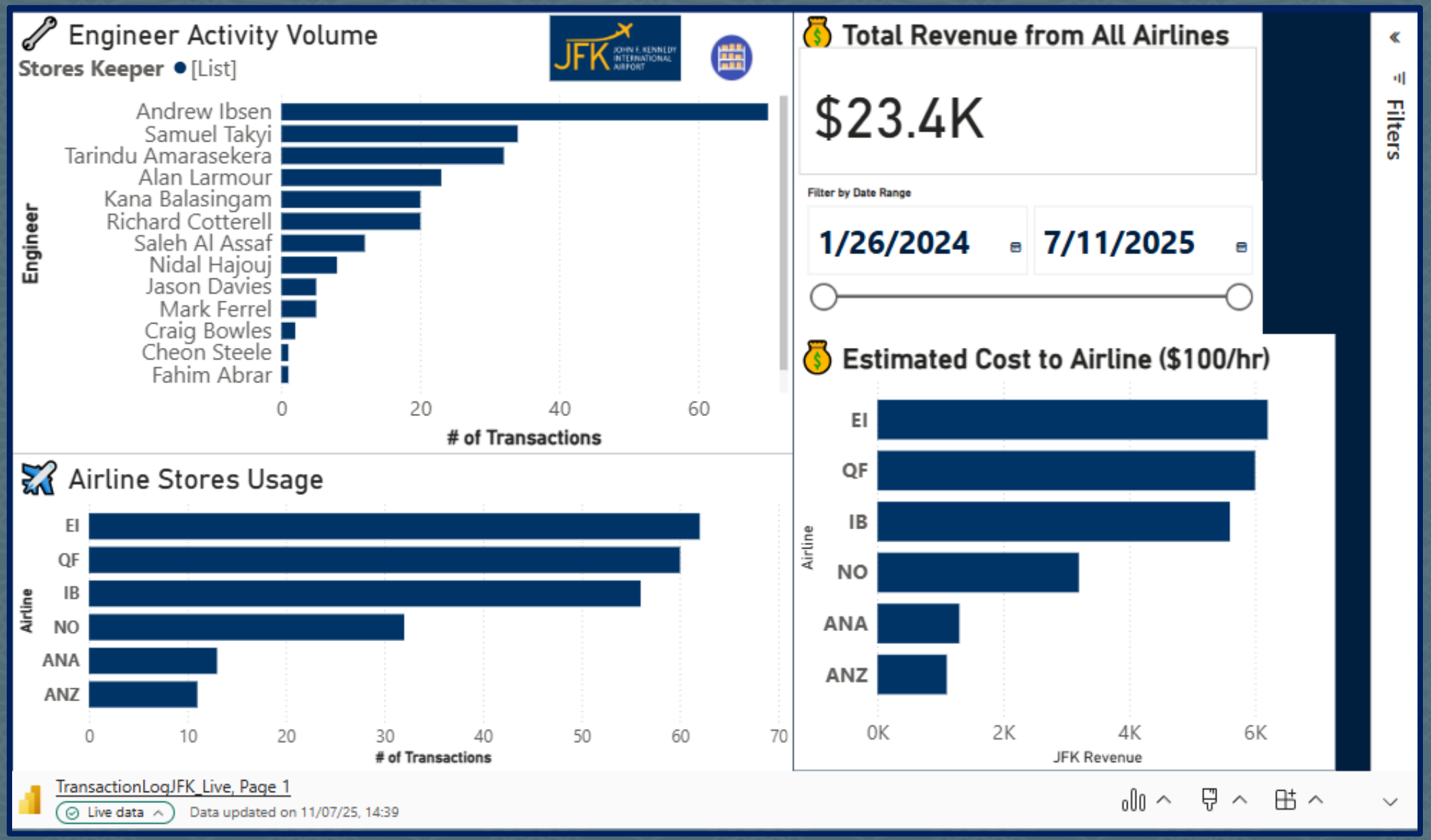
Best regards,

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

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

Filters

- 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.

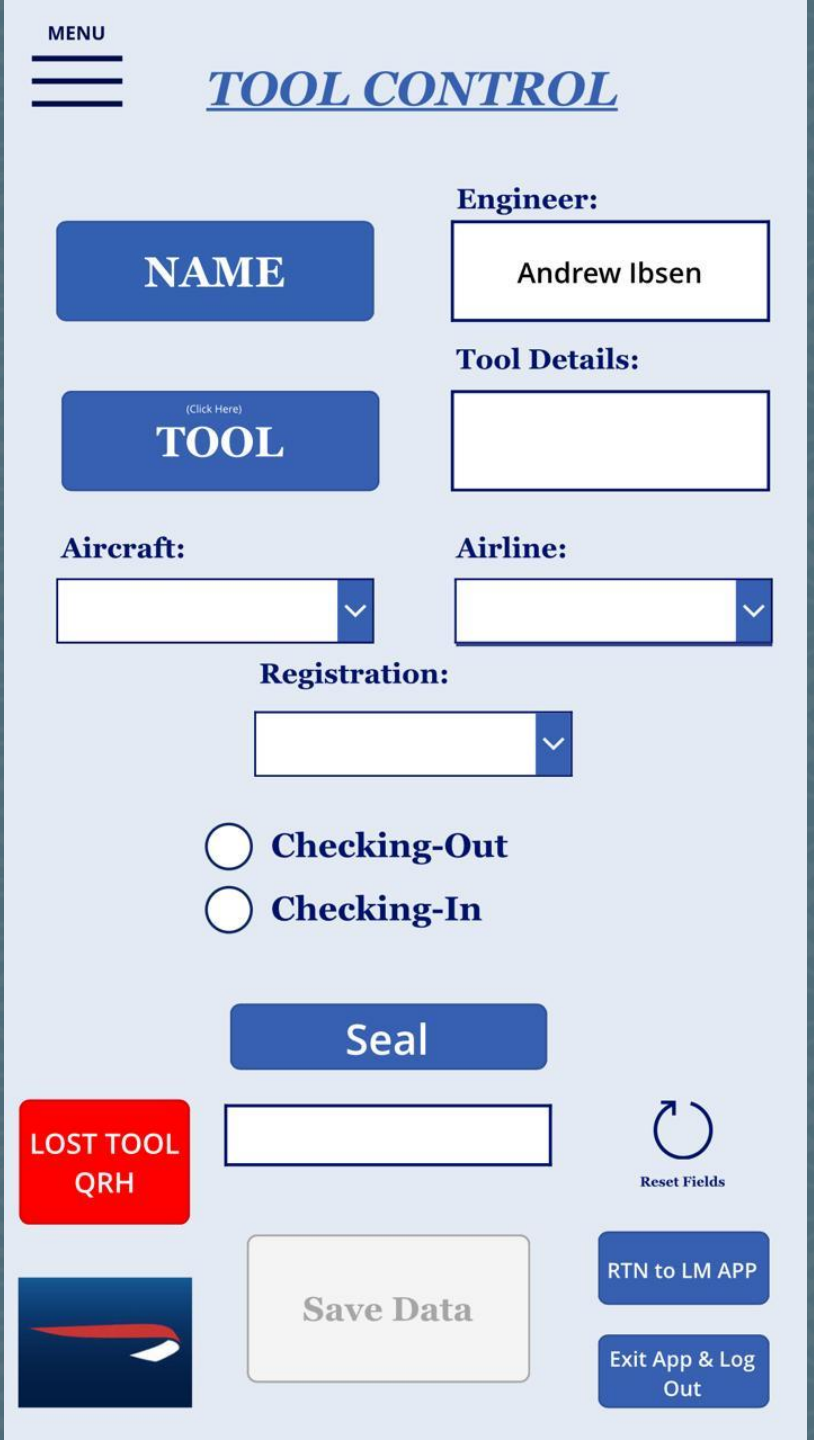
Scan the QR Code to Open the Stores Keeper App.

JFK JOHN F. KENNEDY INTERNATIONAL AIRPORT

H10 Oil Level Dashboard, Page 1

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

TOOL CONTROL



ToolControl - Archive ★ All Items

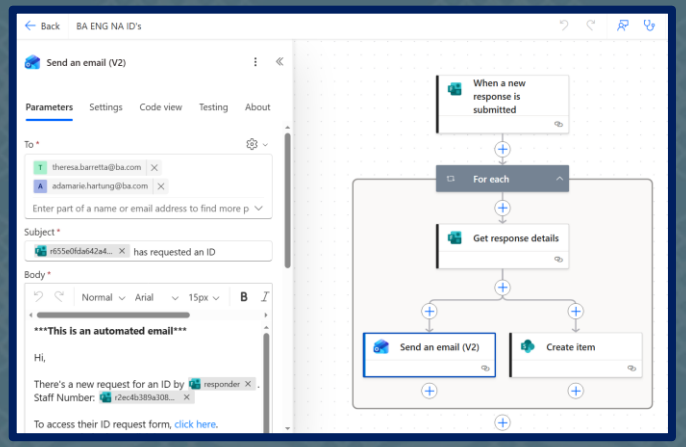
Tool Detail	Status	Engineer	Date	Airline	Aircraft	Registration	Reports	Photo	Seal
LM305BA LINE-305 Walk Around Kit	Checking-Out	Mark Ferrel	Tuesday 06/01/2026 18:49	Aer Lingus	321-NEO	EI-LRF	None		Change of A/C
STEERING PIN #1	Checking-In	Mark Ferrel	Tuesday 06/01/2026 18:49	BA		EC-OIL	None		Change of 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

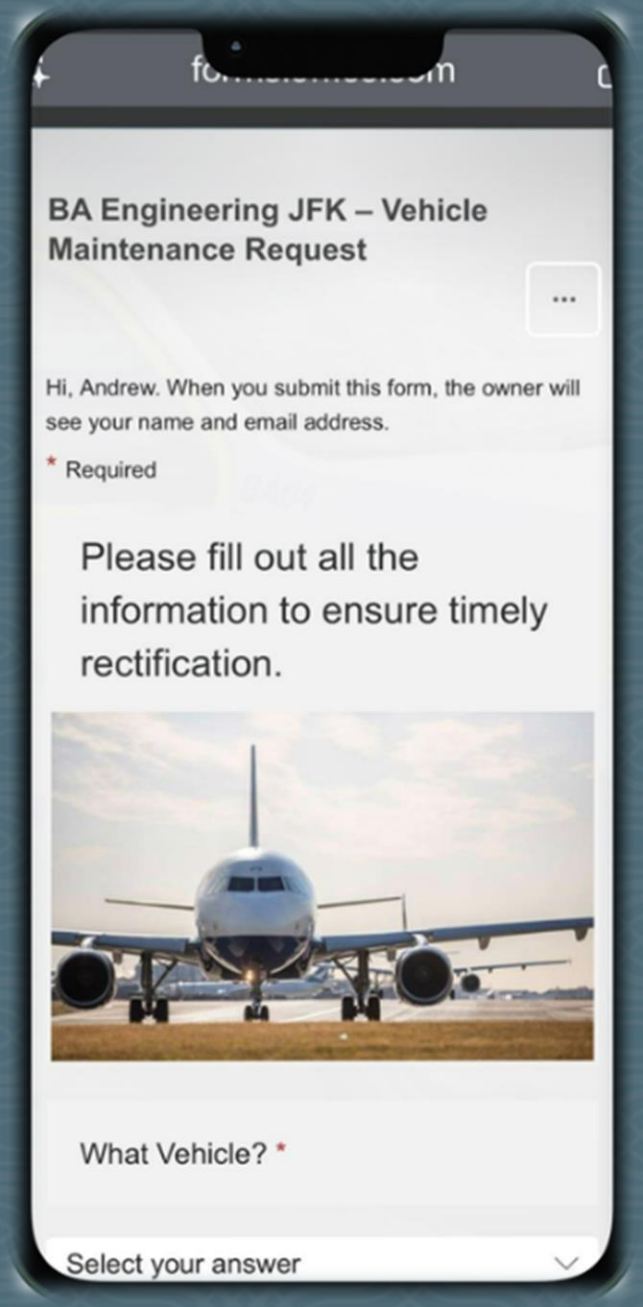
- Every tool movement creates an audit-ready record linked to a person, aircraft, and moment in time

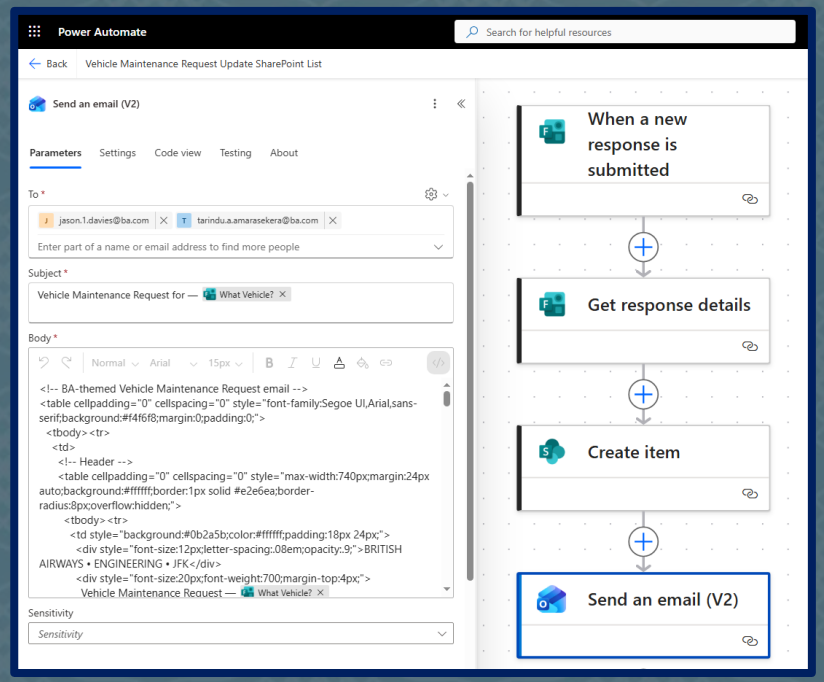
STAFF CORPORATE ID - AMERICAS



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

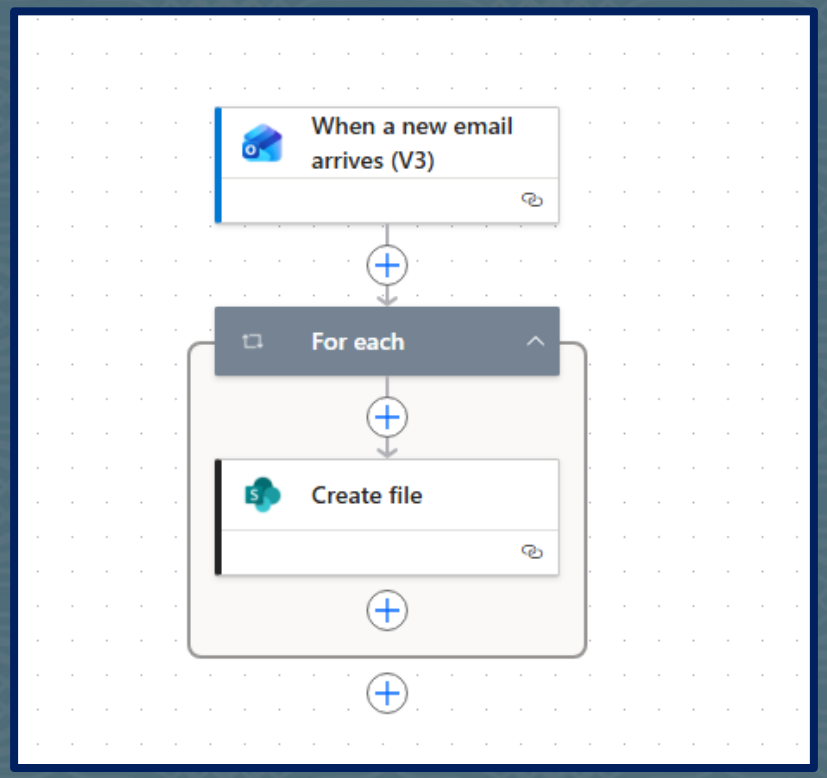
VEHICLE MAINT. REQUESTS





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

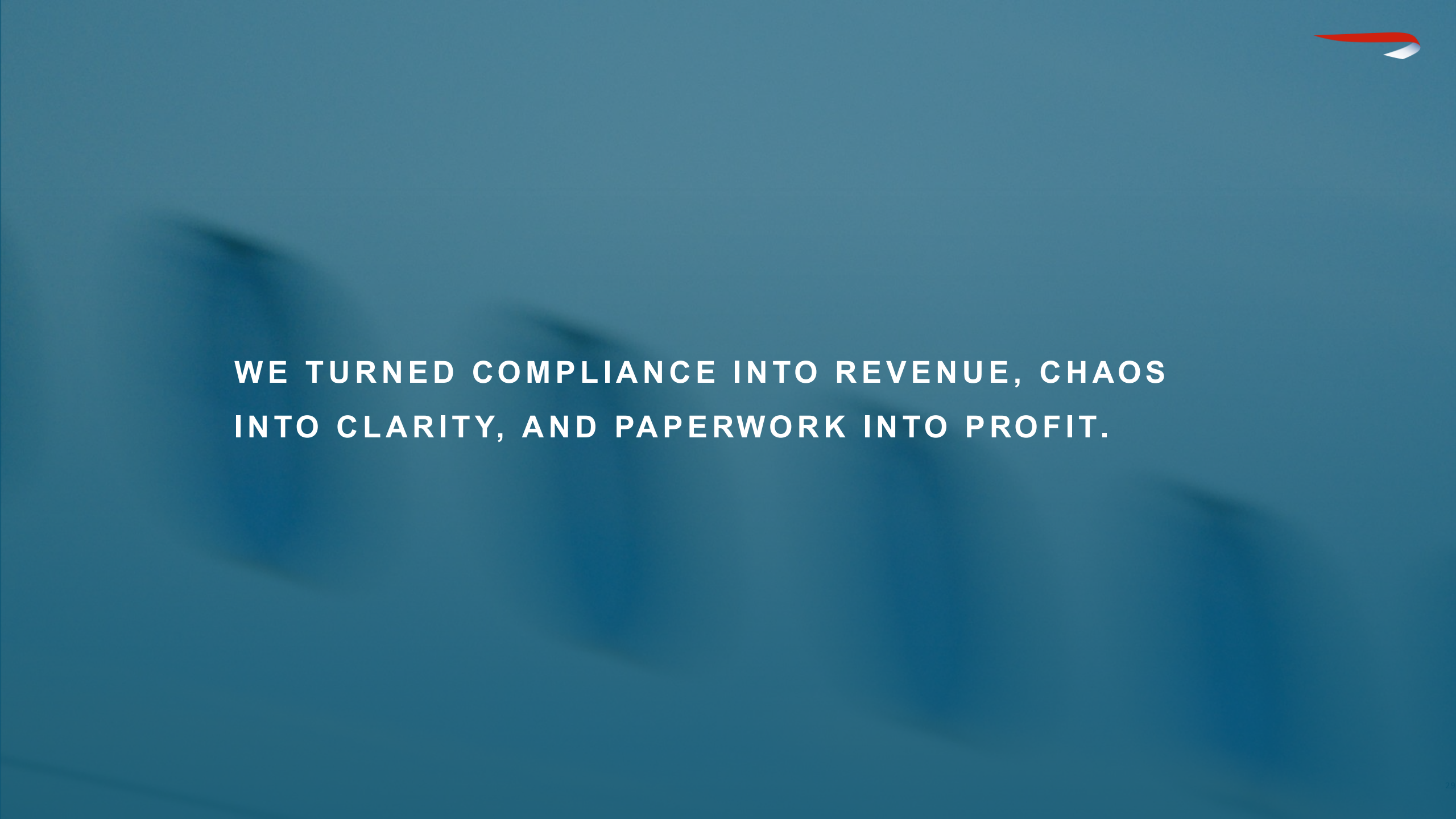
TECH RECORDS



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