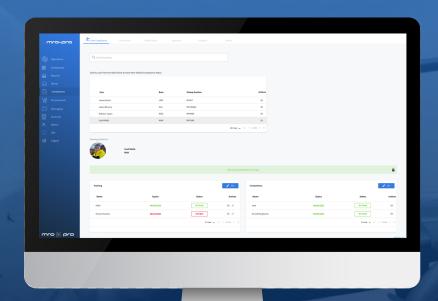


Mobile APP





Desk based WEB-APP





Line Maint planning & resource forecasting Line Work Order (WO) mobile 'at the aircraft' Custom WOs for each airline / contract Digital record capture & return to customer Work Order event completion emails Man-Hrs, Parts, Tools & Equip tracking Self building Maint task library ADHOC event capture AOG reporting DD/HIL parts tracking Removed U/S Part tracking

Sales quotation Workshop Planning Maintenance / Overhaul Order Production Order Storage Order Paperless 'end to end' process Digital Form 1 preparation (multitype) Customer commercial approval Man-Hrs, Parts, Services, Tools & Equip tracking Customer portal

User compliance monitoring Competency assessment generator Recency monitoring Station / Base compliance monitoring Read & Signs / tracked messages Procedures management Approval management Authorisation list Capability list Approved suppliers list

> MRO owned & 3rd party parts management Quick reporting Shelf life control Tooling management & calibration control QR parts & tools labelling Mobile receipt & dispatch Pick lists Job preloading Parts & Tooling usage history Expendable ordering



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Line, Workshop & Base Dashboards

Resource Planning

Internal messaging

Vehicle Management

Station / Base routine checks

AOG reporting

Line invoicing

Base invoicing

Workshop invoicing

ADHOC invoicing

Procurement authorisation

Stock value reporting Stock movement reporting

Authorisation level management Currency & Exchange rate management

Handovers

Job clocking (Line, Base & Workshop)

Storage conditions (Temp & Hum) tracking User & Station compliance monitoring





Line Work Order (WO) mobile 'at the aircraft'
Custom WOs for each airline / contract
Digital record capture & return to customer
Work Order event completion emails
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Line Maint planning & resource forecasting

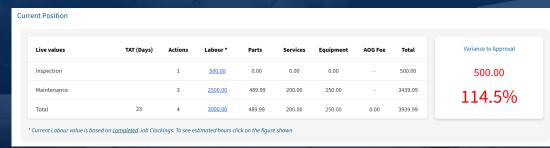
- Line Work Order (WO) mobile 'at the aircraft' Engineers use the MRO-PRO APP live at the aircraft to complete single Work Order, which captures all maintenance completed.
- Custom WOs for each airline / contract –Your contracts are not all the same, so why should your Work Orders be? MRO-PRO allows you to create custom Work Order templates for each Operator or contract. Customising your Work Orders allows you to ensure the correct operational and invoicing data is collected.
- Digital record capture & return to customer Engineers scan digital records at the aircraft in the APP using the device camera. Tech log pages, Form1s etc, are retained in the system and are sent to the customer in a professional format in the Work Order event completion email.
- Work Order event completion emails On completion of a Work Order an email automatically sends to the designated customer / airline contacts. The email contains a professional summary of the maintenance completed along with all the maintenance records (TLPs, CLPs, Form1s etc). Completion emails can also be configured to send to internal stakeholders, such as Managers, Station emails, Quality etc.
- Man-Hrs, Parts, Tools & Equip tracking Every item consumed during maintenance is easily linked to the Work Order using the APP. This provides traceability and ensures that applicable charges are captured. Custom fields in the Work Order template can ensure ancillary charges are captured items such as Oil, Nitrogen, Wheel Changes, Towing, High-lift Equip, Maint Steps, Delays etc.
- Self building Maint task library As the system is used a library of maintenance tasks is built. Engineers can quickly add tasks 'from the library', which cuts down on time and results in consistent descriptions and man-hours in invoicing reports.
- ADHOC event capture Non contracted maintenance or services are captured through an ADHOC report. The ADHOC report can be used for non-contracted call outs, or simply to record a tooling loan to another MRO. Sign on glass customer acceptance of terms and conditions makes getting paid a whole lot easier.
- AOG reporting A built in SMS system keeps Customers and internal stakeholders in the loop at the same time with the latest details of AOG situations
- DD/HIL parts tracking Parts shortages can be requested independent of a Work Order against the aircraft DD/HIL. Shortages appear on a purchasing dashboard for procurement. Purchased parts are tracked through to the line station and pre-loaded on arrival before finally being fitted to the aircraft to clear the DD/HIL.
- Removed U/S Part tracking Parts removed from the aircraft are issued with a U/S label for routing back to the customer. Removed parts are tracked in a removed parts list and are dispatched through the APP using a dispatch function. The APP captures the shipping condition, prepares a delivery note and reports dispatch via an email to the customer plus any predefined internal stakeholders.
- Line Maint planning & resource forecasting Schedule line maintenance inputs (Transit, Nights tops etc) in a graphical display. Overlay your shift plans and staff to identify gaps in specific aircraft type or scope coverage





Sales quotation
Workshop Planning
Maintenance / Overhaul Order
Production Order
Storage Order
Paperless 'end to end' process
Digital Form 1 preparation (multitype)
Customer commercial approval
Man-Hrs, Parts, Services, Tools & Equip tracking
Customer portal

- Sales quotation Prepare and send email quotation for Maintenance or Production Orders. Add price break discounts for repair or production of multiple items.
- Workshop Planning Plan Workshop Orders quickly using the 'copy form' function, which allows custom job routing based upon previous orders and the defects or production actions on from those items.
- Maintenance / Overhaul Order From goods in receipt to release, the Maintenance Order captures the full end to end process of repair and overhaul activities. Think of it as a digital 'works order' that encompasses the full business process and replaces old paper work packs. It's APP and WEB-APP based, adaptable and live providing management oversight of progress and commercial variance to approval.
- Production Order From quotation to release, the Production Order captures the full end to end production process. Historical look back assists with pricing when quoting. Production Orders are planned quickly through the copy from a previous order, or dynamically built from multiple previous orders, actions and stages.
- Storage order Store complex components and track continued maintenance activities through the Storage Order. The Storage Order acts as a work package recording all maintenance actions whilst stored. It's perfect for storing Engines and Additional Centre tanks etc.
- Paperless 'end to end' process The Maintenance, Production and Storage Orders are all process mapped to encompass every workshop activity from start to finish. The entire system is completely paperless with digital signature CRS. The only printed paper you will see is the the release certs and dispatch note that get stuck to the item as it goes out the door.
- Digital Form 1 preparation (multitype) All release certs are signed electronically and prepared digitally in the system. CAA and EASA release? Not a problem, the system can prepared multiple release certs including FAA dual.
- Customer commercial approval A built in commercial tab allows you to track Maintenance or Production costs and issue commercial positions for the customer to approve. Once approved, you can track variance to approval and up-issue commercial position should the scope change.



- Man-Hrs, Parts, Services, Tools & Equip tracking Live track man-hours, parts, services, tools and equipment to each type of Order for traceability and job costing. All items factor into the commercial position for the Order and can be live tracked throughout completion to provide variance based analysis.
- Customer portal Customers can approve quotations or commercial positions and track job progress in the customer portal.





User compliance monitoring
Competency assessment generator
Recency monitoring
Station / Base compliance monitoring
Read & Signs / tracked messages
Procedures management
Approval management
Authorisation list
Capability list
Approved suppliers list

• User compliance monitoring – Setup and monitoring of User Compliance, which is a function of a person's Training, Competency, Authorisation and Recency. Configure and apply training and competency modules at a individual or User group level. User compliance is reported at an individual level to each User and at an aggregated level to their managers. Further, dashboards highlight the whole organisation's compliance:



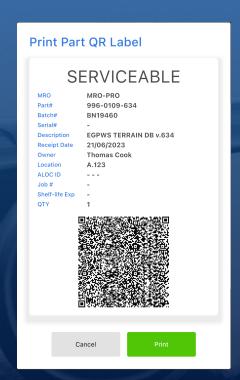
- Competency assessment generator Customise, configure and allocate competency assessments to Users individually or by User group. The system allocates assessments to a User's manager and tracks annual completion of any number of allocate assessments.
- Recency monitoring Every task an engineer completes automatically counts toward their recency status. Recency is aggregated into
 configurable "similar technology" aircraft groupings. The number of tasks and the unique number of ATA chapters covered in 2-years are
 counted and compared against configurable thresholds to determine a traffic light status of each User's applicable aircraft recency. Recency can
 be further evidenced through the downloadable engineer's logbook that the system maintains for a each User.
- Station / Base compliance monitoring Each station / base is monitored for compliance against "Station Checks", "Vehicle Checks", handovers, shelf-life parts, storage conditions and tooling calibration. Dashboards and cautionary emails facilitate effective monitoring and control.
- Read & Signs / tracked messages Important internal, or external customer notices can be distributed to selected Users through the built in messaging system in MRO-PRO. The read status of "Read & Signs" can be monitored to ensure all applicable Users have read the notice. A read report can be downloaded to evidence read status to customers as required.
- Procedures management Upload your MOE and Company Procedures to make them available to Users in the WEB-APP and APP. "Quick-Link" important procedures into the various functions of the APP to ensure the right procedures are in the hands of your engineers at the job.
- Approval management MRO-PRO allows you to configure customised Aircraft, Engine and Component approvals allowing you to specify their scope and manage varying authorisations from multiple national authorities.
- Authorisation list The highly configurable authorisation list allows you to setup customised approvals along with their scope and allocate them to engineers. It's version controlled and can be searched, filtered and downloaded for sending to internal or external stakeholders.
- Capability list Manage B rating (Engine), C rating (Components) and Production capabilities through the capability list. Specify the scope of your approval, link tech data, record revision status, monitor AD compliance and more.
- Approved suppliers list Configure vendors, contracted and sub-contract providers. A scope of supply can be defined for each supplier, which links with procurement to ensure that purchase orders are only issued to suppliers on the ASL and who hold the correct scope of supply.





MRO owned & 3rd party parts management Quick reporting
Shelf life control
Tooling management & calibration control
QR parts & tools labelling
Mobile receipt & dispatch
Pick lists
Job preloading
Parts & Tooling usage history
Expendable ordering

- MRO owned & 3rd party parts management MRO-PRO is designed for 3rd party MROs clearly segregating your own stock from that of your customers.
- Quick reporting Reports can quickly be run and exported reports on stock, allocations, history usage etc. They are exceptionally helpful when producing consignment stock reports for customer stock. Customer reports can even be emailed directly from the APP with ease.
- Shelf life control Notifications and dashboards provide alerts on any items approaching shelf life expiry within the next 30 days. APP Users are notified on a location basis empowering them to take action.
- Tooling management & calibration control Tool control is manged directly in the system. All tools are recorded in the system and manged on and off the jobs through a tool id or a QR code. Notifications and dashboards provide alerts on any tools that have calibration or inspection dates approaching within the next 30 days. APP Users are notified on a location basis empowering them to take action.
- QR parts & tools labelling All parts and tools are allocated a QR code for quick identification and booking by the system. QR based transactions provide uncompromised control of parts ensuring the highest levels of stock integrity. Tools can also be issued with QR where practical, or booked out directly through a MRO specific tool number / id.
- Mobile receipt & dispatch APP based receipt functions allow you to receive parts from customers or from purchase orders. Dispatch functions allow you to dispatch stock and unserviceable parts back to customers. It's quick, easy and all QR based ensuring data and stock integrity.
- Pick lists Items requested that are in stock appear on a pick list for stores persons. The APP is used to quickly pick parts via their QR code.
- Job preloading Reserve parts and create pre-loads for pending inputs or tasks. Pre-loaded stock can be batch allocated to the aircraft / job once ready.
- Parts & Tooling usage history All parts and tools transactions are logged in the system providing full traceability from source to fit. The history is searchable and exportable in the event you need to trace a part or tool.
- Expendable ordering The expendable ordering system allows quick email based ordering of approved items from established suppliers. Typical items include nitrogen bottles, gloves, batteries, screwdriver bits etc, from preestablished lists and suppliers. These can often be difficult to administer and deliver airside. MRO-PRO allows you to configure suppliers, their items and a redelivery agent to ensure airside delivery with no fuss.







Parts shortages dashboard
Parts usage / forecasting
Min / Max stock management
Purchase Orders
Service Orders
Equipment Orders
Repair Orders
Order Approval Tiers
Kit BOM management & ordering

- Parts shortages dashboard The procurement "Requests" page acts as a purchasing dashboard. Anything requested that is not in stock will appear on it first for costing and then once approved for purchasing. Users can combine multiple requests into a shopping cart ready for purchase in one purchase order from a supplier
- Parts usage / forecasting A usage dashboard provides insight into parts accordingly to usage over 3, 6, 12 and 24 month periods. High, medium and low usage values enable you to identify high consumption items that should have minimum and maximum thresholds setup. This also allows MROs to take control of certain parts they might like to supply themselves, which can be a win win for supplier and customer boosting revenue and making life easier respectively.
- Min / Max stock management Setting minimum and maximum reorder points on high user items ensures that you never run out of critical stock such as oils and greases etc. Notifications and dashboard alert selected Users when an item is at minimum level and needs reordering.
- Purchase Orders Parts purchase orders can be generated and sent directly from MRO-PRO to your approved suppliers complete with your terms and conditions attached. Purchase order line items are tracked into stock through the Stores receipt function, which closes down the order completing the loop for accounts to pay the supplier
- Service Orders Contracted or Sub-Contracted services for items such as NDT, Tooling calibration, metal treatments etc can be requested, quoted and ordered through MRO-PRO. Once approved, a service order will be sent directly to the supplier and costs tracked to the job as applicable. Receiving the service in the Works Orders closes down the order, which gives accounts the green light to pay invoices.
- Equipment Orders Used for items such as tooling loan, forklift hire, scaffolding etc, equipment orders are helpful to trace other costs back to the job. Requests are raised in the Works Orders, quoted by procurement and once approved sent direct direct to the supplier. Receiving the equipment in the Works Orders closes down the order, which gives accounts the green light to pay invoices.
- Repair Orders Repair Orders can be created, approved and sent directly from MRO-PRO to your approved suppliers. Once completed and returned the goods in receipt process closes down each line item and in turn the repair order.
- Order Approval Tiers No Order leaves MRO-PRO without the correct authorisation. Approval Tiers are used to control specific User's financial approval level allowing them to approve orders. Email notifications alert tier Users of pending items requiring approval.
- Kit BOM management & ordering MRO-PRO allows you to create kit BOMs (Bill of Materials) made up of many individual parts and quantities. Ordering a triggers individual requests for all the parts, which are then purchased and or pick and collected / pre-loaded into a kit location. Once all the parts have arrived the final pick will automatically complete the kit and add it into stock for use.





Line invoicing
Workshop invoicing
Base invoicing
ADHOC invoicing
Procurement authorisation
Authorisation level management
Currency & Exchange rate management
Stock value reporting
Stock movement reporting

- Line invoicing MRO-PRO is built from the ground up to understand line maintenance and the variations in every contract you hold with your customers. Line customers and their Work Orders are customised in MRO-PRO to suit each contract. Data collected is validated to ensure it is consistent and accurate. This all adds up to less leakage, which is proven to boost revenue. Data collected live at the aircraft is instantly available for accounts without any further human transaction. Data is easily consolidated to produce summaries and supporting data for invoicing. Even in the most complex and large MROs, invoicing for line maintenance in MRO-PRO is simple.
- Workshop invoicing Job commercial management goes hand in hand with all types of Workshop Orders. A commercial "Approved Position" captures a number of snapshots in time and submits the most recent to accounts for invoicing on job completion. The customer purchase order and customer cost acceptance are all linked into the commercial position making it easy to gather the information to support your invoice
- Base invoicing Bespoke 3rd party invoicing reports that factor fixed price, non fixed price and out of cap man-hour elements. Further, reports also pull parts, consumables, services, tooling and equipment ready for invoicing.
- ADHOC invoicing Non contracted work often slips under the invoicing radar and even when it is captured it can be difficult to follow through to payment. The ADHOC report in MRO-PRO makes this process much easier. Engineers use the APP to capture the work completed and then importantly, capture a signature from your customer accepting your terms and conditions (in the system). The end result is a PDF invoice report that is emailed along with your accepted terms and conditions to the customer. Accounts can easy pick these events up for invoicing.
- Procurement authorisation No Order leaves MRO-PRO without the correct authorisation. Approval Tiers are used to control specific User's financial approval level allowing them to approve orders. Email notifications alert tier Users of pending items requiring approval.
- Authorisation level management Configured by accounts, approval tiers contain Users who are approved to a specific financial level for the purposes of signing off Purchase Orders, Service Orders, Equipment Orders and Repair Orders.
- Currency & Exchange rate management MRO-PRO caters for suppliers and customers in currencies other than your local currency. Suppliers and Customers are configured to their specific currency. Purchasing and Sale exchange rates allow you to set your currency conversations in both directions.
- Stock value reporting A dashboard provides overall stock value of your own stock and any 3rd party stock. Values are shown as the raw value (purchased price for the line item) and the potential sales value of the stock which is a representation of the most recent valuation conducted on each line item. 'Cost age' plays a significant role in the system ensuring that parts have a recent costing date and therefore are sold at current market rate rather than an old historical lower purchase price.
- Stock movement reporting Stock movement reports and exports show how much stock is received, issued, dispatched, disposed etc in a given period. These reports are useful to trace movement and analyse shifts in stock valuation.





Line, Workshop & Base Dashboards
Job clocking (Line, Base & Workshop)
Resource Planning
Handovers
Internal messaging
AOG reporting
Vehicle Management
Station / Base routine checks
Storage conditions (Temp & Hum) tracking
User & Station compliance monitoring

- Line, Workshop & Base Dashboards
 - Line Maintenance: Performance, Activity and Man-Hours dashboards provide insight into the operation allowing managers to monitor and control performance.
 - Workshop: Maintenance, Production and Storage dashboards provide workshop managers with an overview of performance, progress, blockers and the commercial position of workshop activities.
 - Base Maintenance: Activity, Event and Man-Hour dashboards provide an overview of past and future hangar events. Drill down into each aircraft to see the daily progress, man-hour burn rate and forecast release date
- Job clocking (Line, Base & Workshop) Engineers book time to Line, Workshop, or Base Maintenance works orders in the APP through QR code scanning. Engineers can book on single, or multiple running tasks through out day. The system uses a dual weighting algorithm to cleverly manage total booking duration on to individual tasks based on start time and job estimation. It's intuitive and easy, capturing a full day's work and allocating it accurately across multiple tasks. The system also allows you to set indirect codes to capture and monitor non-direct bookings.
- Resource Planning The shift planning module allows you to plan staff into customisable shift plans. Linking with the authorisation list and Line,
 Workshop and Base Maintenance planning, the system can forecast required man-hours, show a delta to shift levels and also raise coverage alerts for any engineer authorisation shortages.
- Handovers Digital handovers capture and acknowledge multiple items on a single handover. A "verbal handover required" option ensures complex tasks receive additional attention. Customisable oncoming shift checks and off going shift check plus the "Tools out" caution flag all provide additional robustness around the handover process. Handovers are monitored and managers notified if not completed as expected.
- Internal messaging An in application messaging system allows you to message staff individually, or by base, user group or approval category to effectively communicate. It works like other commonly known APP based messaging platforms, however, offers the additional benefit of oversight monitoring to ensure staff are reading the messages.
- AOG reporting An sms based AOG report allows engineers to quickly update on AOG situations. sms messages reduce phone calls at a critical time for engineers whilst ensuring internal and external stakeholders are kept up to date with the same information at the same time.
- Vehicle Management Track vehicle inspection (MOT) and airside passes receiving notifications as expiry dates approach their due date. Customise vehicle checks that scheduled on a daily monitor vehicle condition and ensure compliance to airport regulation.
- Station / Base routine checks Setup completely customised station checks and schedule them due on a calendar basis to capture items such as, equipment condition, nitrogen bottle levels, house keeping standards, goods out processing, stock dip checks etc. These activities often form part of "check lists" that are manual and are often missed. MRO-PRO closely monitors completion emailing managers on the day when these events are not completed. The system will boost compliance and irradicate this common source of audit findings.
- Storage conditions (Temp & Hum) Built in IoT (Internet of things) temperature and humidity devices log, chart and alert on storage conditions
- User & Station compliance monitoring Dashboards give managers the insight required to manage their bases and staff effectively. They ensure any personal or station compliance issues are clearly visible allowing managers to proactively manage compliance.





Sales quotation (AI learning)
Base Maint planning
Al Man-Hrs, Parts and Tools forecasting
Work pack import / creation
Operator task card option
NRC management
Paperless 'sign on glass' capability
Man-Hrs, Parts, Services, Tools & Equip tracing
Automated check progress reporting
Customer portal
Capacity planning

- Sales quotation (Al learning) Automatic quotations based on previous learning. Upload a customer XSL lists of AMP / MPD tasks along with the age of the aircraft to get a forecast on the man-hours to complete the check pack and the defect hours expected. Where the man-hours are unknown, work on a factor from MPD hours. Add your man-hour daily burn rate to forecast the duration of the check.
- Base Maint planning Upload customer work packs to begin the automated planning process. Based upon MPD task historical completion, MRO-PRO will determine the zone the card should go into, the average man-hours and the parts, tools and equipment required. In this respect, you only need to plan the items you don't know. If you have seen the MPD task before, the planning will be automatic.
- Al Man-Hrs, Parts and Tools forecasting Machine learning allows MRO-PRO to forecast man-hours, defect hours, parts, tools and expected downtime. The more work you complete through the system the smarter it gets.
- Work pack import / creation Once planning is completed the work pack can be generated. Where possible, you will do this on your own documentation as this will drive a fully digital work pack with digital certification.
- Operator task card option If customer cards must be used, you have an option to use customer task cards attaching QR codes from MRO-PRO. If you're using customer task cards NRC / defect cards will still be fully digital.
- NRC management- MRO-PRO manages all NRCs arising from planned tasks. Each defect is linked back to a source card which facilitates the learning process in the system and enables you to forecast expected defects better in the future.
- Paperless 'sign on glass' capability Fully digital sign on glass NRCs bring base maintenance into the future. Sign on glass practices learned in
 work shop maintenance are applied into hangar maintenance. A supporting PDF work pack (printable) will be prepared for the customer at
 check completion.
- Man-Hrs, Parts, Services, Tools & Equip tracing QR codes facilitate quick and accurate transactions of man-hours (Job Clocking), parts and tools to the aircraft. Everything consumed by the aircraft is logged through task reference directly or through the NRC back to task card indirectly. The system can identify which items originated from a fixed price card or a non-fixed price card making invoicing easy.
- Automated check progress reporting The work pack / aircraft progress is constantly monitored in dashboards at every step. Zonal dashboards
 are designed to be on the shop floor at the applicable aircraft zone and provide a detailed overview of zone completion, spares shortages and
 task card readiness. The aircraft progress dashboard reports at the top level, consolidating all zones into a progress report and flagging
 inspection completion, man-hours, parts shortages, forecasted delivery date etc.
- Customer portal The customer can monitor progress and approval tasks from their mobile phone. The customer portal contains its own progress report filtered for the customer which shows them progress and highlights shortages etc. It also becomes the point of reference for signing off above cap or non-fixed price tasks. These cards cannot be certified by engineers until the customer has accepted the charges.
- Capacity planning Linked to a mixture of sales forecasting and base maintenance planning, the capacity plan indicates the required man-hour burn rate for each line of maintenance. Overlaying shift plans highlights shortfalls, both from a coverage and man-hour perspective.



Mike Stapleton, Line Maintenance Operation Manager

"Our engineers have picked up the system really quickly. It's simple and intuitive, but also very powerful"

Nick Robinson, Line Maintenance Manager

"Our customers have been really impressed by the quality of our reports coming out of MRO-PRO"

Colin Ellam, Accountable Manager

"MRO-PRO has saved us so much time invoicing. What took weeks now takes seconds and is so much more accurate. We've already seen an upturn in revenue due to simpler, more accurate data capture"

Andy Clark, Quality post holder

"The User Compliance module is best in class. Everything's all in one place, even recency, and you can see it so easily"

John Dunn, Head of Line Maintenance

"The Stores system is powerful, but so simple and easy to learn. Receiving parts and booking them to the aircraft with their QR codes is just so easy"

