

## Questions for MRO Providers

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We are very interested in understanding the decision process leading to a contract for MRO services, the advantages commercial customers enjoy that DoD customers do not enjoy, and the barriers that prevent providing the most cost effective MRO services to DoD customers. Our goal is to develop a decision model that incorporates all the important factors.



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1. As a provider, what factors are important in delivering quality MRO services, on time and at the best value for your customers?
2. How should the important MRO service dimensions (price, turn time, etc. — please specify) be weighted in a competitive evaluation?
3. When commercial carriers evaluate MRO service providers, what factors do they tend to overlook? Do military fleet operators overlook the same or different factors? Please provide details.
4. If you had the need to subcontract some of your MRO service work, describe how you would evaluate and select a vendor or subcontractor.
5. How different are “status quo” evaluation and selection practices from what they “should be” in the case of: a) commercial cargo fleet operators; b) military support fleet operators? (Be as specific as possible.)
6. Everyone has had good and not so good experiences with selecting contractors. Can you provide specific examples of where the evaluation and selection process worked much as it should have and examples of where, for identifiable reasons, the normal process failed to produce the anticipated results?
7. How should contracts for MRO services be structured and monitored to assure service performance and improvement? How different is this from the way contracts usually are structured by: a) commercial freight fleet operators; b) military support fleet operators?
8. What top 3 recommendations would you make to military support fleet operators looking to significantly reduce the cost and improve the quality of the MRO services they acquire?