

Questions for MRO Users

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We are very interested in understanding the decision process to contract for MRO services, the contract terms used for MRO services (not including cost), and the methods of quality oversight employed to meet FAA requirements for maintenance quality oversight in order to maintain airworthiness certification. Our goal is to develop a decision model that incorporates all the important factors.



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1. Is choosing an MRO service provider just a business case assessment, an analytical choice between alternatives?
2. When conducting market research of available MRO service providers, what process do you use in evaluating and determining your shortlist?
3. Understanding cost is a top factor in selecting an MRO provider, when you perform your evaluation what other factors do you take into consideration? Are the factors different if you plan to maintain your aircraft offshore?
4. How are service providers' contracts structured and monitored to assure performance and control of risk? Can you provide us with a generic contract for our review?
5. If you have experience with military MRO providers, can you identify barriers that prevent the military from acting like commercial operators?
6. What are the top 3 concerns that military support fleet operators should have when assessing the market for MRO services?