



# Supporting APU and Components Maintenance, Repair and Overhaul

## A Boeing Distribution Services and EPCOR Case Study

### Company overview

EPCOR is a fully-owned subsidiary of the KLM Group, part of AFI KLM E&M. The company provides maintenance, repair and overhaul (MRO) services on components and APUs for >90 airlines around the world. Longstanding experience, availability, state-of-the-art test cell facilities and the latest predictive maintenance software (Prognos for APU) allow EPCOR to support components and monitor 1000+ APUs per year 24/7 globally.

EPCOR is an airline MRO and fully authorized by Honeywell and Pratt and Whitney Canada. It was recently appointed the sole license for the 331-350 APU (A330/A340) and the 131-9C APU (A220) and is a Channel Partner MRO provider for Honeywell components. For the APS5000 APU (B787) EPCOR is handling over 30% of the maintenance worldwide. This is making EPCOR one of the leading global players in the APU and component maintenance, repair and overhaul market.

### The challenge

EPCOR and Boeing Distribution Services have been working together for over 12 years. Boeing Distribution Services started the relationship with EPCOR in 2008 after signing a long-term license agreement with Honeywell on Honeywell Proprietary Parts (HPP) and we have been partners ever since.

In order to further streamline the operation, EPCOR has explored how to make the company more efficient by improving their supply chain and reduce lead times to support the market in an even better way.

### Our solution

Through our parts and services optimization model which brings together a comprehensive portfolio, we were able to also assess the supply chain requirements and provide other solutions to EPCOR. We are now delivering:

- Majority of fasteners, Honeywell/Pratt & Whitney (P&W) related and standard hardware.
- Majority of chemical requirements
- Electrical parts

Initially we provided Honeywell Proprietary Parts to EPCOR but this was soon extended to standard hardware and chemicals to support Honeywell, P&W and Collins Aerospace platforms.

Established an EDI link to allow for digital procurement, to further optimize the supply chain process.

## How we helped

Boeing Distribution Services is able to streamline administration by providing a single source solution for standard hardware, chemical and electrical products.

EPCOR adopted our kitting solutions enabling the shop teams to have the right components at the exact station to reduce repair time thus improve operations.

Our long-term relationship has helped us build a good product and customer support with EPCOR's procurement teams. We address any question EPCOR may have, be it on the parts, technical aspects, chemical compliance or logistic information, enabling a level of trust that delivers but is also adaptable to market demands.

Enabled vendor  
reduction by **40%**

## Benefits

- Supply chain optimization – enabled vendor reduction by 40%
- Effective technical support on the components and chemicals
- Create a one-stop-shop partnership for EPCOR
- Increased operational efficiency through our kitting solutions
- Flexibility to adapt and grow with EPCOR

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Boeing Distribution Services is very reliable operational solutions partner. We have established a long-standing relationship and know that we can trust them for our component and APU requirements within our MRO center”

**Martijn de Vries**  
Managing Director  
EPCOR

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