SUCCESS STORY

INDUSTRY
→ **Services**

PRODUCTS/SOLUTIONS
→ **BPA Quality & Risk Management**
→ **Microsoft SharePoint**

THEMES
→ **Safety management**
→ **Incident management**
→ **Customer complaint management**
→ **Improvement suggestions**

SUMMARY

Headquartered in Brussels, Belgium, TCR is a global leading provider of Ground Support Equipment Solutions (GSE). The company is established in 20 countries, across Europe, Middle East, US and Asia pacific. TCR owned GSE fleet represents more than 30,000 equipment. TCR is present at 130 airports and has 50 clients serving 300 airlines.

In 2014, TCR representatives came to Switzerland to visit BPA Solutions and one of our customer. Shortly after, the decision was taken to deploy BPA Quality and Risk Management together with Microsoft SharePoint as a global solution for safety and quality management.

CHALLENGE

TCR was using spreadsheets to register safety incidents, work accidents and incidents with GSE reported by their customers (e.g. aircraft damage) in the different airports and countries. The company was looking for a centralized and user-friendly platform to support and broaden their current process. The goal was to develop a unique problem-solving process for incidents, anomalies, customer complaints and improvement suggestions.

In addition, the software was selected to simplify TCR's journey to comply with standards like ISO 9001, 14001 (Environment) and OHSAS 18001 (Occupational Health and Safety).

STRATEGY

A pilot project was started with BPA Solutions and the turnkey solution was deployed by a local BPA partner. After many creative sessions, a wider problem-solving process was designed (and named ACAPA). A SharePoint workflow was configured and many iterations were needed to optimize the process. Master data was imported and the final solution was quickly configured using BPA's no-code components to reach customer's acceptance. TCR employees were trained in the different countries to start using the system.

A unique process applies for safety and quality improvement. The main steps allow to analyze the problem, investigate risks and root causes, take corrective actions and verify actions' effectiveness. The purpose of this process is to avoid similar problems to occur again, which leads to continuous quality and safety improvement.

SUCCESS STORY

BPA Solutions

RESULTS

The greatest benefit for TCR is to have one group-wide solution which enforces such an international organization to follow a structured problem-solving process. The output for TCR is a better quality of services, an improved safety for their employees and their clients.

The tool is perfectly adapted to the company's growth strategy. New acquired airports and countries are rapidly added and configured in the solution.

The whole organization takes advantage of the system. Countries learn from each other's experiences. Good practices are shared for the whole company, in the same format.

Based on this positive experience, employees understand the benefits of registering more incidents and near misses. A new preventive, mature attitude is growing in the company.
External auditors are very positive about the solution, because it applies the ISO 9001 logic.

⊘ WIN RESULTS

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Microsoft
SharePoint
Business Applications
Partner Program
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Preferred
SharePoint
Business Applications