

# COMPETE ON THE GLOBAL STAGE

We can help you get there



## WE PROVIDE FLEXIBLE SOLUTIONS FOR YOUR BUSINESS NEEDS

Finding a way to be a link in the global chain of suppliers and services means matching your company's competitive advantage against potential competitors a world away. Strategic and operational differentiation is the key to unlock the stratospheric advantage you need.



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## improving efficiency and employee synergy @ Keewatin Air

Client: Keewatin Air LP  
Location: Winnipeg, MB Canada  
Industry: Airline / Air Transport  
Products and Services: Priority Air Ambulance & Medivac  
Website: [www.kivalliqair.com](http://www.kivalliqair.com)



## The Client:

Keewatin Air has operated in the rugged Canadian Arctic for 40 years, logging over 120,000 hours of medevac airtime in some of the most challenging environmental conditions in the world.

Keewatin Air’s main focus is and has always been air ambulance service to the artic. Whether it is moving passengers with medical needs on their charter aircraft or transporting a critically ill patient on their air ambulance, Keewatin Air has made medical travel their specialty. Keewatin Air’s air ambulance program is recognized as one of the best in Canada.

*“We wanted a system where our team, employees and management, were more aware of opportunities and that would allow us to team together to become more efficient.”*

Jason Kendall – Director and Person Responsible for Maintenance (DOM/PRM)

## The Need:

Keewatin Air’s management team recognized there were opportunities to improve efficiencies and gain team synergy in its maintenance area. The management team sought to enable each employee to understand how the employee’s day to day job contributed to the success of the company. In addition, Keewatin Air sought to implement a proven, world class system to aid employees in: recognizing problems, and having accountability to rapidly take actions to contain and correct problems.

## The Approach:

Establish team boards within the maintenance department. The approach included:

**Develop:** A Standard Operating Procedure for the installation and ongoing use of Keewatin Air’s Management Operating System via Team Boards.

**Develop:** Effective performance review process for the maintenance team.

**Develop:** A method of auditing the maintenance area’s adherence to the Team Board Operating Standard.

**Deploy:** Training the maintenance team regarding the Team Board Operating Standard, and Keewatin Air’s new problem solving process.

**Deploy:** Determine key metrics, and install team board in the maintenance area, providing team and individual coaching to maintenance area supervisor and to operations management.

**Deploy:** On site go-live support for each team board owner.

## The Results:

- Employees have taken full ownership of their job and their area.
- Fast and effective communication between staff and management.
- Staff is fully engaged in understanding how the short term and long term success of the organization depends on their work effort.
- Synergy in the maintenance area has allowed the team to focus on shared goals.
- Everyone is pulling in the same direction.
- Department is more efficient.

**CESD Services can help you too.**

## Keewatin Air LP support at a glance:

### The Need:

- Enable employees to understand how their day to day job contributed to the success of the company.

### The Support Plan:

- Custom design and install Management Operating System Team Boards.



### The Results:

- Employees with job ownership.
- Improved communication.
- Staff have understanding of how their success effects the organization’s success.



*“The Team Boards have brought the team’s attention to where we had inefficiencies. We now can document and rectify issues at the front lines.”*

Dariusz Kopala – Production Manager